

Council, 6 February 2014

Fitness to Practise Report

Executive summary and recommendations

Introduction

The 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 report.

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

Fitness to Practise Management Information Pack

Purpose of the pack

This document provides an overview of what is contained within the Fitness to Practise Management Information Pack. The pack is in under continual review and new reports are developed as needs arise

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

It provides detail on the internal measures that are used to monitor and track the work of the department. There will be some months or years where data and commentary has not been previously recorded. Where this has occurred a reference to n/a or none previously recorded can be seen. When developing new reports, consideration is also given to why that report is needed and the benefits it will bring to monitoring the work of the department.

Key Forecast and Management Information Summary

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

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

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

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

This report and commentary sets out the number of allegations and enquiries received by allegation type. An enquiry is not classified as an allegation until it meets the Standard of Acceptance for Allegations. The commentary sets out whether the number of cases received is expected to have an impact on resources.

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

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

Length of Time Open Pre ICP: April 2012-March 2014

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

Pre ICP Case Information April 2013-March 2014

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

Investigating Committee Panel decisions and referrals April 2012-March 2014

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

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

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

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

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

Interim Order Cases April 2013-March 2014

This report sets out the number of interim order matters considered and the resources allocated to them. It provides more detail on the length of time for such cases and on cases that are within 6 months of the interim order expiring. Interim orders can only be imposed for a period of 18 months. If an interim order is required beyond this period, an application is made to the High Court or the Court of Sherriff for the order to be extended.

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

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

CCC and HC final hearings Scheduling and Resource descriptions

This report sets out the number of final hearings scheduled and the percentage of cases that took place at a venue external to the HCPC. It also provides details on the number of witnesses that gave evidence at a final hearing.

Outcome of final hearing by representation April 2013-March 2014

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

Final Hearing Decision by profession April 2011- March 2014

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

Review hearing by profession April 2011-March 2014

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

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

This report sets out the length of time since the date of the ICP cases have been open that have not yet had a final hearing. Commentary is provided on the activity that the Scheduling team have undertaken to arrange such cases and what activity is planned. Strategies for progressing older cases are discussed at the monthly case progression conference.=

Length of Time: Allegations made – conclusion of final hearing April 2009-March 2014

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

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

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

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

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

Registration Appeals April 2012-March 2014

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

Protection of Title April 2012-March 2014

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

Health and Character Declarations April 2012-March 2014

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

Suitability Scheme August 2012-March 2014

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

MIS cases April 2012-March 2014

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

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

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

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

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

GSCC transfer cases August 2012- March 2014

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

PSA learning points April 2012-March 2014

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

Internal Operational Management Information

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

FTP Internal Measuring Tools

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

CMS Action Monitoring and Net Regulate Status Checking outcomes

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

Fitness to Practise Department **Management Information Pack**

Kelly Holder, Director of Fitness to Practise

Feb-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 pertinent information.

Number of open cases pre-Investigating Committee Panel

At the end of December 2013 there were 1098 non GSCC transfer cases open.

Of the non-social work transfer cases considered by an Investigating Committee panel at the case to answer percentage for April – December 2013 was 51 %. 755 cases were closed between April and December cases without referral to an Investigating Committee Panel because the case did not meet the standard of acceptance for allegations.

Final Hearings

237 (non social work transfer cases) final hearings have been held between April and December 2013

Number of cases awaiting hearing

At the end of December 2013 there were 321 non social work transfer) cases awaiting final hearings. At the end of the year this is anticipated to be 332. This is due to the when a case was received in the year and what phase it is anticipated the case will have reached by the end of the year.

General Social Care Council Transfer Cases

At the end of December there were 11 cases within the pre ICP and enquiry remit and 52 in the Post ICP remit.

82 final hearings have taken place since April 2013.

High Court and Court of Sherriff Cases

There are currently six open cases before the High Court or Court of Sherriff where the registrant has appealed the decision of the Conduct and Competence Committee. The PSA referred one final hearing decision to the High Court in December.

Health and Character

Between April and December 2013 we received 775 new declarations. 656 of those declarations were made on application for admission to the register.

At the end of December there were 63 health and character open cases and 37 cases received.

Registration Appeals

At the end of October there were 5 cases received with 35 cases on going. There is one outstanding appeal against a registration appeal case.

Prosecution of Offences

At the end of December there were 70 on going cases. We have received 249 complaints between April and December 2013.

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Key Forecast and Management Information Summary

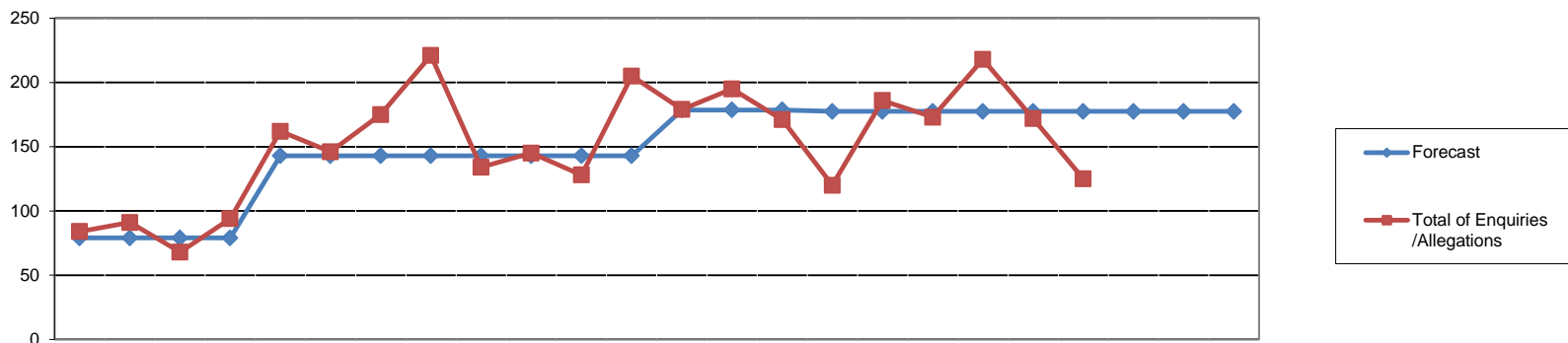
	13/14 Actual												13/14 Forecast				
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
Cases Received	179	195	171	120	186	173	218	172	125				2,144	2,147	2,099		
Cases pre ICP & Enquiry	918	976	1,001	985	1,039	1,040	1,086	1,115	1,098				892	959	1,027		
Cases closed pre ICP	67	87	99	72	76	96	92	78	89				1,314	1,302	1,150		
Case to Answer percentage	38%	49%	61%	52%	57%	59%	53%	48%	53%				50%	50%	52%		
Cases awaiting hearing	260	267	268	262	273	286	298	309	321				288	319	332		
Cases per case manager	45	42	46	47	46	48	52	53	47				42	42			

NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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>
November	53/+11	42	42	<p>* The number of cases per Case Manager remains above forecast and has increased further over October.</p> <p>* The distribution of cases between Case Managers remains uneven because some are on reduced caseloads because of health or capability issues or because they are temporary appointments and/or still in training.</p> <p>* Recruitment to fill 5 Case Manager posts has now been completed and new starters should be in post in mid-January. In the meantime the vacancies will continue to be covered by temporary Case Managers.</p>
October	52/+10	42	42	<p>* The number of cases per Case Manager is above forecast and has increased since last month</p> <p>* The increased number of cases per Case Manager can be explained by the higher than forecast number of new cases received in October in addition to unforeseen absences and turnover, which is elaborated on later in this report</p> <p>*The distribution of cases across the Case Management Team is uneven at present, and it is assumed that it will remain so, due to performance and sickness management, new starters progressing through inductions and annual leave considerations</p> <p>* Recruitment for replacement Case Manager posts will take place in November. In the mean time, approval has been given for three temporary Case Managers to commence to provide cover in the period before the new recruits commence in post</p> <p>* Resource analysis and planning has been undertaken in order to develop a recruitment system to build in flexibility and capacity to ensure adequate resource is available to deal with the pressures created by unforeseen peaks in workload and personnel issues</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				243	275	500	1,170	1,445
Allegations	20	22	23	18	17	12	13	21	14	15	12	14	17	11	14	9	18	6	9	5	5				529	484	425	201	94
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				772	759	925	1,653	1,539
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				107	166	283	58	55
Employer	22	32	14	35	57	40	40	59	41	28	23	44	47	63	42	49	58	46	58	45	34				260	217	289	435	442
Other	0	19	4	3	10	3	6	13	5	12	7	5	4	7	9	4	5	8	10	10	6				59	18	33	87	63
Other Registrant	6	6	7	2	5	20	5	10	13	10	4	11	5	6	10	7	8	2	7	3	2				39	74	53	99	50
Police	1	4	0	2	2	5	2	2	1	3	3	2	4	3	4	2	5	5	4	2	2				40	25	27	27	31
Professional body	2	0	0	0	0	1	2	6	2	4	3	1	1	1	1	2	0	1	4	1	0				1	3	12	21	11
Public	27	18	30	34	65	54	75	92	46	53	52	88	76	74	73	29	67	72	77	70	58				266	256	228	634	596
Self-referral	19	12	10	10	22	19	40	32	21	32	29	46	31	35	30	23	39	34	51	27	21				NA	NA	NA	NA	291

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	125/-53	178	2,099	<p>* 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.</p> <p>*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</p> <p>* The total number of cases received year to date is 1445 against a Financial Year End (FYE) forecast of 2,099</p>
November	172/-6	178	2,099	<p>* The number of new cases in November was marginally below forecast.</p> <p>* This should not affect resources or the number of days required for final hearings unless significant variances occur over a longer period.</p> <p>* Temporary Case Managers have continued to be recruited to maintain case manager resource until new permanent appointees take up post in mid-January.</p>
October	218/+46	178	2,099	<p>*The number of new cases received in October was significantly above the forecast.</p> <p>* The higher than forecast number of new cases has resulted in an increase in the average number of cases currently being managed by Case Managers.</p> <p>* Three temporary case managers have been recruited to help maintain the level of case manager resource whilst the team is carrying vacancies and has an employee who is on long term sick leave</p> <p>*The number of new cases is not having a negative impact on the ability of case managers to progress cases as the number of cases being obs'd and closed is in line with forecast.</p> <p>*Consideration will need to be given to the potential impact on hearing resources if the number of new cases received continues to exceed forecast.</p>

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	0	1	0	0	0	1	0	5	9	4	7	2
Biomedical scientists	2	16	1	0	0	1	4	14	39	36	66	37	38
Chiropodists & podiatrists	8	12	2	2	1	1	21	8	76	74	55	53	55
Clinical scientists	0	0	0	1	0	0	0	2	4	10	9	9	3
Dietitians	2	7	0	0	0	0	4	3	12	9	12	13	16
Hearing aid dispensers	0	2	0	0	0	1	12	1	n/a	44	23	25	16
Occupational therapists	2	33	4	1	1	1	18	17	79	63	96	76	77
ODPs	2	14	2	2	1	1	3	23	37	39	63	45	48
Orthoptists	0	0	0	0	1	0	0	1	2	0	2	2	2
Paramedics	8	49	4	9	5	1	19	104	162	188	253	262	199
Physiotherapists	1	21	5	6	7	0	49	11	127	104	118	123	100
Practitioner psychologists	2	13	4	9	1	1	72	10	149	117	139	179	112
Prosthetists & orthotists	0	1	0	0	0	0	1	0	7	1	2	1	2
Radiographers	1	23	3	0	3	0	8	7	47	40	58	55	45
Social workers	27	239	37	20	11	4	380	85	n/a	n/a	n/a	733	803
SLTs	0	12	0	0	0	0	4	5	26	25	25	33	21
Total	55	442	63	50	31	11	596	291	772	759	925	1,653	1,539

Commentary

Month	Commentary
December	* 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.
November	* Referrals relating to Social Workers remain at around half (51%) the total number of cases under investigation. * The public remains the largest complainant group, comprising 38% of the total. * It remains the case that almost two thirds (63%) of complaints from the public relate to Social Workers.
October	* Fitness to Practise referrals in relation to Social Workers constitute 52% of the total number of referral made * Members of the public remain the largest complainant group. Almost 40% of fitness to practise referrals are made by members of the public * 65% of FTP referrals received from members of the public relate to Social Workers

Length of Time Open Pre ICP: April 2012 - March 2014

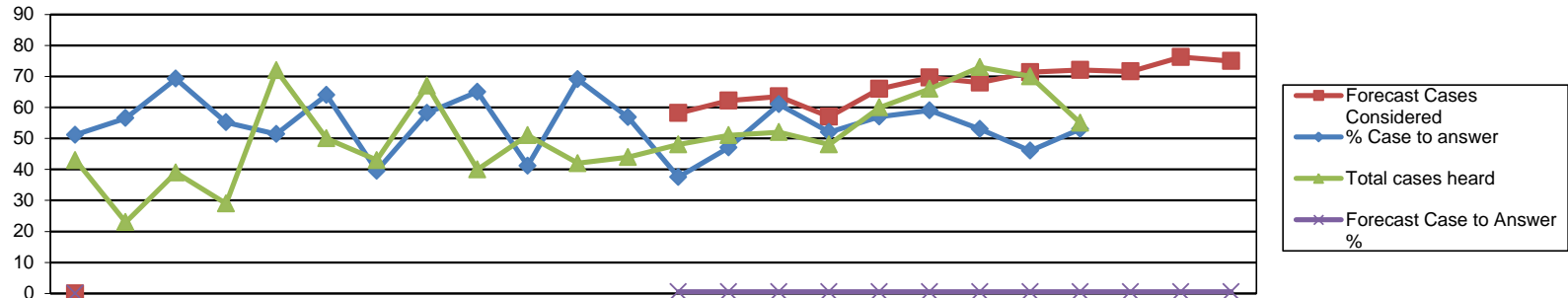
		2012												2013												2014											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	139	143	113	137	120	202	222	149	139	146	151	160	155	159	163	183	206	217	229	203	178															
	5-8	53	58	62	66	50	43	30	25	29	26	22	20	34	33	38	40	41	47	51	60	65															
	9-12	37	38	27	29	20	20	16	14	14	14	13	15	9	12	12	8	13	14	13	18	16															
	13-16	13	12	21	21	21	14	12	10	9	6	8	8	11	9	8	7	6	6	3	0	5															
	17-20	8	4	2	7	7	10	12	12	13	8	6	4	2	5	7	6	5	2	1	3	3															
	21-24	2	1	3	3	2	3	1	1	1	7	8	10	9	4	3	2	2	3	4	1	1															
	25-28	0	1	1	1	2	0	1	1	0	0	0	1	1	2	7	9	10	3	1	1	1															
	29-32	0	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	6	7	4	3															
	over 33	1	1	1	1	1	1	0	0	0	1	1	1	1	1	0	0	0	0	0	0	0															
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															

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
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
November	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 * The Case Management Team continues to closely monitor the progression of cases through various means (i.e. monthly Case Progression Conferences) * It is not anticipated that the variance from the internal measure will impact on the Hearings Team as the total number of cases obs'ed in November was only slightly below forecast coupled with higher than forecast numbers of cases being obs'ed in September and October
October	72%/-1%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The percentage of cases that are five months old or less, which have not yet been obs'd falls short of the internal measure by 1%. * This is not a significant variance from previous months and it is not anticipated that this will have an impact on the number of days required for hearings in the coming months * The Case Management Team has consistently met this internal measure YTD * The length of time taken to progress cases through the FTP process is monitored closely by the management team

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	533	516	543	523			
	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	178	176	181	153			
	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	22	19	29	31			
	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	79	49	83	74			
	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	6	6	5	5			
	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	3	2	0	0			
	Referred to HC (No representations)	0	0	0	0	0	0	0	0	0	1	0	2	0	0	0	0	1	1	0	0	1	5	0	3	3			
	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	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			
	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	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	306	254	304	267				
Forecast Case to Answer %	n/a												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	57	49	56	51				
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	195	197	176	193			
	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	13	21	28	19			
	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	10	29	18	24			
	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	223	246	231	236			
	Further Information	2	0	2	1	1	3	0	2	1	4	2	2	1	2	1	2	1	3	5	4	1	21	18	20	20			

**Commentary
Cases Considered**

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	55/-17	72	759	<p>* The number of cases considered in December was below forecast. This reflects the shorter working month during the Christmas holiday period.</p> <p>* YTD 523 cases have been considered against a forecast 588 (13% below forecast).</p> <p>* January projections show that the forecast for cases considered next month should be exceeded.</p> <p>* The ICP work reported in November is continuing.</p>
November	70/-1	71	759	<p>*The number of cases considered at ICP in November is one below the forecast.</p> <p>*YTD 468 cases have been considered at ICP against a forecast of 516.</p> <p>*A review of ICPs is on-going. This is looking at how the ICP days are utilised to ensure that the maximum number of cases can be considered. Measures already introduced include having a day dedicated to considering Health and Character declarations so as to make more time available for the consideration of FTP cases.</p>
October	73/+5	68	759	<p>*The number of cases considered at ICP in October is above forecast. This reflects the above forecast number of cases that have been obs'ed in previous months.</p> <p>*YTD 398 cases have been considered at ICP against a forecast of 445.</p> <p>*The number of cases considered at ICP is expected to exceed forecast in the coming months in view of the number of cases that have been obs'ed.</p>

Cases concluded

Month	Current month / variance	Month forecast	Year forecast	Commentary
December	54/-16	70	740	*Of 55 cases considered at ICP only one was referred for further information - a case conclusion rate of 98%.
November	66/-4	70	740	*The number of cases concluded was below forecast with four cases being referred for further information. *The case conclusion rate is 94%. *A refresher allegation drafting workshop was held this month for all case managers which should reduce the number of cases that get referred back for allegations to be re-drafted.
October	68/+1	67	740	*The number of cases concluded was above forecast but this is due to the higher than forecast number of cases that were considered. *5 cases were referred back by the ICP for further information. This resulted in a case conclusion rate of 94%. *The reasons for cases being referred for further information will be analysed to establish whether there are any learning points which need to be address in future FTP workshops.

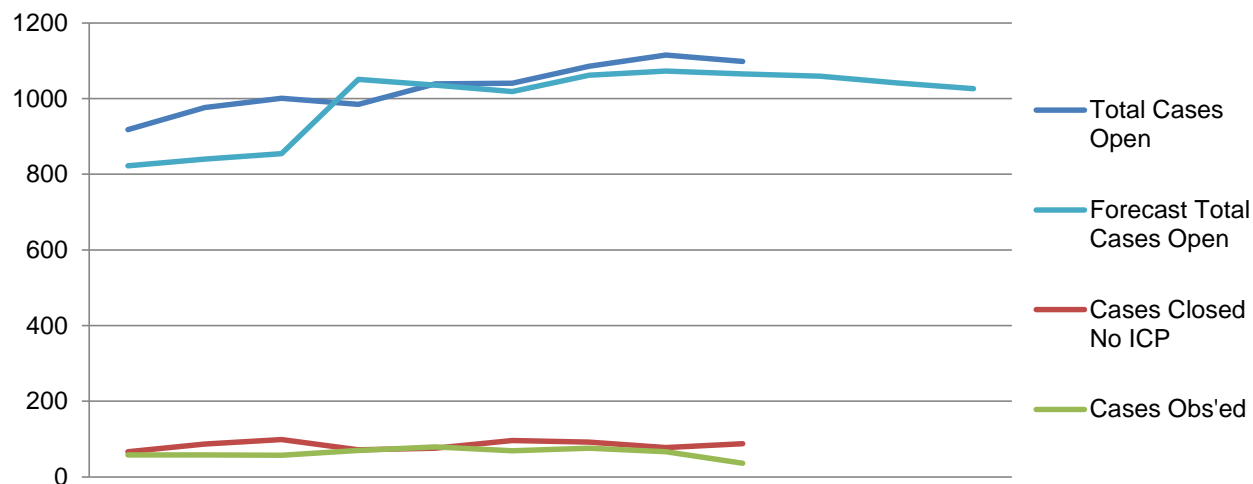
Case to answer

Month	Current month / variance	Month forecast	Year forecast	Commentary
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.
November	46/-4	50%	50%	*32 cases were referred by ICP. *The case to answer rate is below the monthly forecast but the year to date case to answer rate is 51% which is 1% below forecast.
October	49/-1	50%	50%	*36 cases were referred by ICP. *The case to answer rate is slightly below the monthly forecast but should be viewed in the above forecast number of cases being considered at ICP.

Total cases moving out of pre-ICP stage

Month	Current month / variance	Month forecast	Year forecast	Commentary
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.
November	144/-23	167	1,889	*The total number of cases moving out of pre-ICP was below the forecast this month. This is explained by the lower than forecast number of pre-ICP case closures. This may in part be due to the number of permanent case managers that were in post in November. *Five new case managers have been appointed and are due to start in January.
October	160/+4	156	1,889	*The total number of cases moving out of pre-ICP was above the forecast for the month. This is explained by the above forecast number of cases closed pre-ICP and cases concluded at ICP following the six month re-forecast.

Pre - ICP case information: April 2013 - March 2014



	2013						2014					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178
Cases Received	179	195	171	120	186	173	218	172	125			
Allegations Open	222	229	238	255	283	298	309	290	272			
Enquiries Open	696	747	763	730	756	743	777	825	826			
Total Cases Open	918	976	1,001	985	1,039	1,041	1,086	1,115	1,098			
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
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28	26	25			
Cases Considered at CPC	5	2	3	2	5	13	6	3	2			
Cases Closed No ICP	67	87	99	72	76	96	92	78	88			
% of Cases Closed no ICP	10	12	13	10	10	13	12	10	11			
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15
Cases Obs'ed	58	58	57	70	79	69	76	67	36			
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25	23	13			
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30

13/14
YTD
1,539
2,396
n/a
n/a
n/a
41
755
n/a
570
804

Open cases

Month	Current mon	Month	Year End	Commentary
December	1098/+33	1,065	1027	<p>* The number of open cases remains marginally (3%) above forecast, though the impact is lower than in November.</p> <p>* 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.</p> <p>* 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.</p>
November	1115/+42	1,073	1027	<p>*The number of open cases remains above forecast.</p> <p>*The higher than forecast number of open cases is explained by the below forecast number of cases being closed pre - ICP.</p> <p>*The appointment of new permanent case managers, supported by additional temporary case manager resource, should see the number of open cases moving closer to the forecast position in January and February.</p>
October	1086/+24	1,062	1027	<p>*The number of open cases remains above forecast but is consistent with the previous months.</p> <p>*The higher than forecast number of open cases is partly explained by the above forecast number of new cases received in October.</p> <p>*The Case Progression Conference continues to be held on a monthly basis to consider issues which may be affecting the progression of older cases.</p> <p>*A weekly report of all overdue actions is produced to help case team managers ensure the timely completion of actions that are necessary to maintain the active progression of cases.</p>

Cases considered at Case Progression Conference

Month	Number of Cases	Cumulative Total	Commentary
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.
November	3	39	*In addition to the cases considered at the case progression conference, fortnightly case progression conferences are being held to consider the GSCC transfer cases that are in pre and post ICP stages. *No specific issues or trends were identified at the case progression conference this month.
October	6	36	*The Case Progression Con identified issues with obtaining information in respect of referrals made by one particular Ambulance trust. As a result it was agreed that the Head of Investigations would write to the Trust's Director of HR.

Cases closed pre ICP

Month	Current	Month	Year End	Commentary
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.
November	10%/-2	12%	16%	*78 cases were closed in November without being referred to ICP against a forecast of 97. *The below forecast number of case closures is partly accounted for by the availability of permanent case managers. This is being addressed by the on-going recruitment activity. *667 cases have been closed pre-ICP for the year to date.
October	12%/+1	11%	16%	*92 cases were closed in October without being referred to ICP which was slightly above forecast. *589 cases have been closed pre-ICP for the year to date.

Cases obs'ed

Month	Current	Month	Year end	Commentary
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.
November	67/-5	72	830	*The number of cases obs'ed is slightly below forecast but should be viewed in the context of a general trend of above forecast numbers of cases being obs'ed in the preceding months.
October	76/+5	71	830	*The number of cases obs'ed continues to exceed the monthly forecast.

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

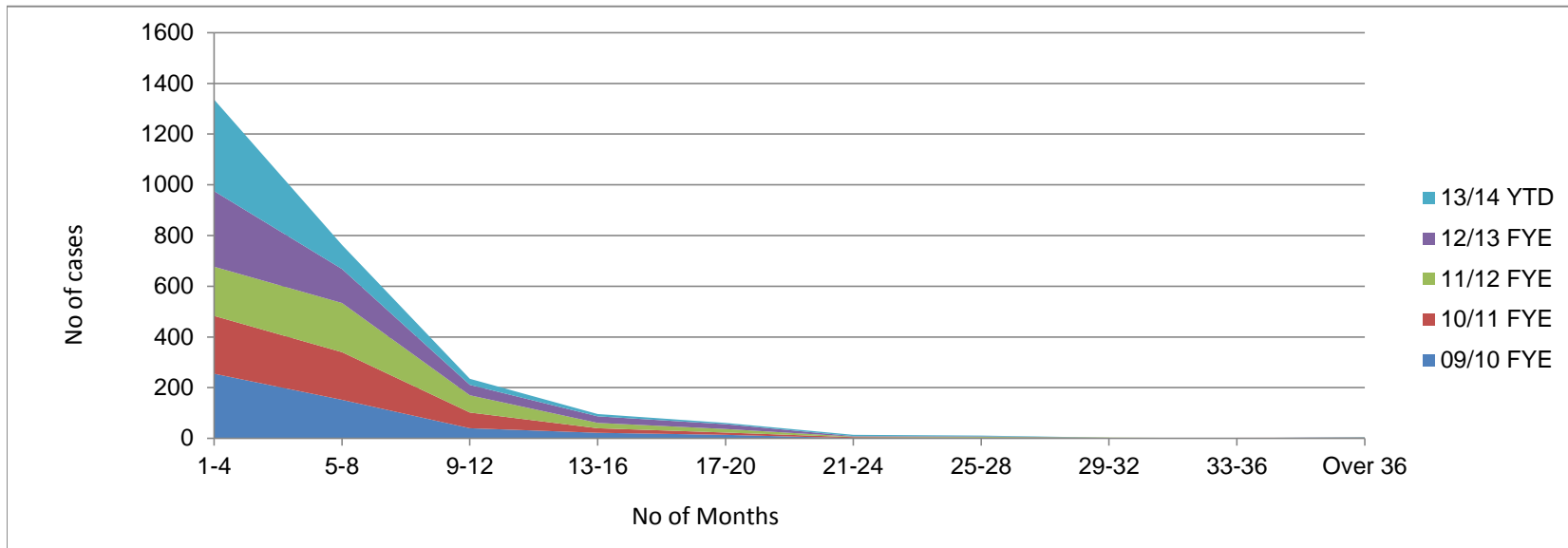
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	1	0	0	1
Biomedical scientists	7	0	9	1	0	17
Chiropodists & podiatrists	15	1	6	0	0	22
Clinical scientists	1	0	0	0	0	1
Dietitians	3	1	0	1	0	5
Hearing aid dispensers	2	0	3	0	0	5
Occupational therapists	10	3	22	0	0	35
ODPs	7	0	13	0	0	20
Orthoptists	0	0	0	0	0	0
Paramedics	36	0	39	1	1	77
Physiotherapists	23	3	29	0	0	55
Practitioner psychologists	18	0	6	0	0	24
Prosthetists & orthotists	0	0	1	0	0	1
Radiographers	13	1	9	1	0	24
Social workers	98	11	115	4	0	228
SLTs	3	0	5	0	0	8
Total YTD	236	20	258	8	1	523

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
4	2	1	3	1
26	37	37	26	17
53	60	40	27	22
3	4	10	3	1
7	13	5	14	5
	13	12	9	5
60	48	55	44	35
49	32	37	37	20
0	1	1	1	0
115	113	139	128	77
93	86	65	69	55
38	66	60	67	24
4	4	0	1	1
34	33	39	35	24
			58	228
13	21	15	21	8
499	533	516	543	523

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			FI	CCC	HC	
Article 22(6)/Anon	5	1	11	0	0	17
Employer	77	10	148	5	0	240
Other	0	0	11	0	1	12
Other Registrant	7	1	2	1	0	11
Police	7	0	12	0	0	19
Professional body	1	0	6	0	0	7
Public	79	4	15	0	0	98
Self referral	60	4	53	2	0	119
Total YTD	236	20	258	8	1	523

09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
70	94	139	72	17
211	208	204	263	240
15	13	14	24	12
32	37	22	22	11
29	28	21	17	19
2	2	5	2	7
140	151	111	109	98
n/a	n/a	n/a	34	119
499	533	516	543	523

Length of time: Cases Investigating 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	361
5-8	152	188	194	134	95
9-12	40	62	68	41	24
13-16	22	18	21	26	9
17-20	14	9	14	19	5
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	0
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	503

Commentary

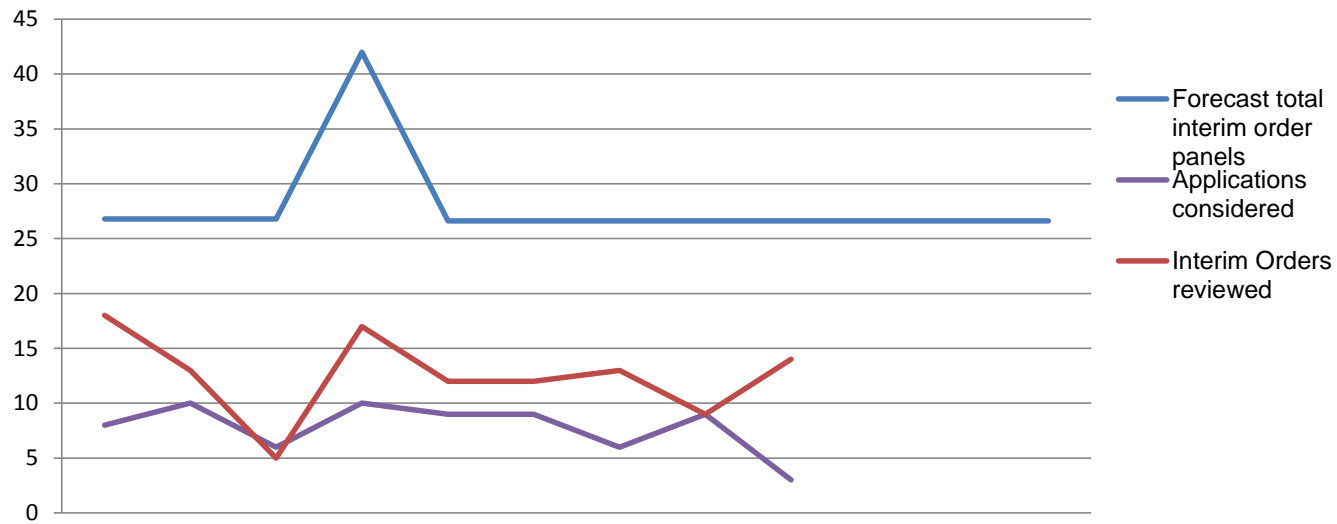
Length of time (YTD)

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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.
November	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.
October	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
December	* The ICP requested further information in one case.
November	*The ICP requested further information in four cases.
October	*The ICP requested further information in five cases. *No cases where a case to answer had been made by the ICP were judged suitable for mediation.

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				70
Applications granted	4	10	6	10	8	8	6	9	2				63
Applications not granted	4	0	0	0	1	1	0	0	1				7
Interim Orders reviewed	18	13	5	17	12	12	13	9	14				113
Interim Orders revoked	0	0	0	0	0	0	0	0	0				0
Total days (all locations)	11	14	9	11	10	8	8	10	19				100
% days at Park House	90	80	68	64	90	100	95	85	95				85
% external	10	20	32	36	1	0	5	15	5				14

Commentary

Number and location of interim order panels

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	19/-8	27	287	*19 Interim order hearings were listed this month, which is lower than forecast. *One interim order review was postponed in advance and one interim order application was adjourned by the panel. * One interim order review took place in Wales. All other interim order hearings took place in London
November	19/-8	27	287	*19 Interim order hearings were listed this month, which is again lower than forecast activity *One review was cancelled in advance due to the case being closed by an ICP panel. *Two reviews took place in Cardiff and one IO hearing took place in Edinburgh. All other IO hearings took place in London
October	20/-7	27	287	*20 Interim Order hearings took place this month, which is lower than forecast activity *1 hearings was adjourned on the day and two hearings were cancelled in advance due to the conclusion of their substantive hearings *One review took place in Cardiff, all other interim orders took place at Park House

Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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>
November	16	n/a	n/a	<p>*There are 16 cases that are due to expire within the next 6 months. This is an decrease of 1 compared to last month.</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 waiting for the conclusion of the Criminal investigations, one of which has a trial date scheduled for January 2014. This is the same position as last month.</p> <p>*7 cases have been scheduled for a final hearing, during December 2013 and January 2014. There are 2 hearings waiting to be fixed.</p> <p>*3 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.</p> <p>* We have instructed BDB on 4 of these cases.</p>

October	17	n/a	n/a	<p>*There are 17 cases that are due to expire within the next 6 months. This is an increase of 4 compared to last month.</p> <p>* Out of the 17 cases, 14 are in the Conduct and Competence Committee remit and 3 are in the Pre ICP stage.</p> <p>*7 cases have been scheduled for a final hearing, during December 2013 and January 2014. There are currently no hearings waiting to be fixed.</p> <p>*6 cases are currently being investigated by our external solicitors; CM's are reviewing these cases on a regular basis.</p> <p>*In relation to the 3 cases that are in the pre-ICP stage, we are waiting for the conclusion of the Criminal investigations, one of which has a trial date scheduled for January 2014. Regular updates are requested from the Police regarding these cases.</p> <p>*1 case is currently in the process of being disposed by consent.</p> <p>* We have instructed BDB on 6 of these cases. 5 of them have already had a final hearing fixed before the order expires; however there is always a risk that the hearings could go part heard, therefore instruction is required as a precautionary measure.</p>
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IOs extended by High Court

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	n/a	n/a	n/a	We have not instructed BDB on any case in December
November	n/a	n/a	n/a	We instructed BDB on 2 cases in November
October	n/a	n/a	n/a	We instructed BDB on 6 cases in October

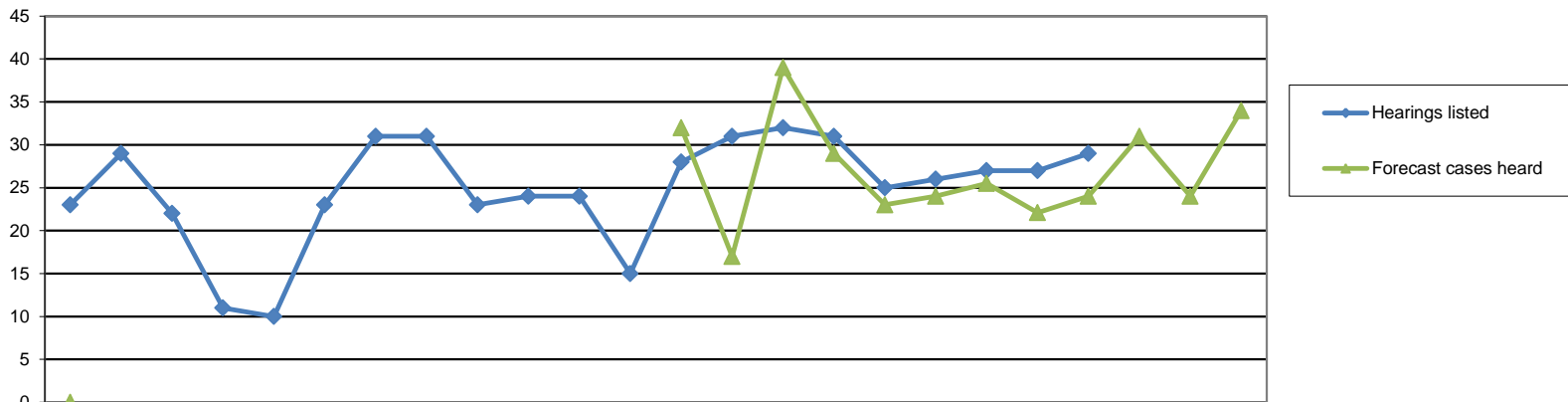
Hearings listed by schedulers during this month for future months

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	13	27		*13 interim order hearings have been listed for January so far
November	26	27		*20 IO hearings have been listed for December and 6 Have been scheduled to take place in January so far. *IO activity continues to be below forecast as cases subject to interim orders are being prioritised, reducing the need to apply for high court extensions.
October	32	27	287	*15 IO hearings have been scheduled for November and 8 have been listed for December so far *Although IO activity remains below forecast, there are no resourcing concerns as the initiative to progress cases with IO's continues.

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
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>
November	18 days Mean 18 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were 9 applications made in November.</p> <p>* Out of the 9 applications made, 3 cases were listed between 12 and 14 days.</p> <p>* There were 6 cases that were over the forecast, which is higher than compared to last month. The cases ranged from 16 – 27 days.</p> <p>* The case that took 27 days to list due was originally listed for the 18 October; however the registrant requested an adjournment in order to allow her to obtain evidence, the Panel agreed to this adjournment. The time taken to list the first hearing was 10 days, which is in line with the forecast.</p> <p>*We need to ensure that we meet the forecast next month.</p>
October	20 days Mean 15 days Median	19 days Mean 17 days Median	15 days Mean 15 days Median	<p>*There were 6 applications made in October.</p> <p>*Out of the 6 applications made, 4 cases were listed between 9 and 14 days.</p> <p>* There were only 2 cases that were over the forecast. One case took 22 days and the other took 43 days.</p> <p>* The case that took 43 days to list due was originally listed for the 3 September; however the Panel adjourned in order to send the notice to a Prison address. The time taken to list the first hearing was 14 days, which is in line with the forecast.</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															
	Forecast cases heard	n/a													32	17	39	29	23	24	26	22	24	31	24	34												
	Forecast cases adjourned	n/a													6	3	8	2	2	2	5	4	4	5	4	5												
Conduct & Competence and Health Committee	Hearings listed	23	29	22	11	10	23	31	31	23	24	24	15	28	31	32	31	25	26	27	27	29																
	Adjourned / cancelled / postponed	3	3	2	0	0	1	6	5	0	1	1	2	4	1	2	0	0	5	1	3	3																
	Caution	4	7	6	3	0	6	3	2	1	3	5	1	1	5	4	6	1	4	3	3	1																
	Conditions of practice	0	2	1	0	0	0	2	0	0	6	1	2	1	2	2	4	3	1	1	2	2																
	No further action	0	0	0	0	0	0	0	1	0	0	1	0	2	1	0	0	0	0	0	1	0																
	Not well founded	6	6	5	3	4	1	7	4	6	4	5	3	6	5	5	7	4	5	9	5	5																
	Part heard	2	1	1	1	0	0	0	3	2	1	0	0	2	3	2	1	0	1	0	3	1																
	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																
	Consent - removed	2	0	0	0	1	0	2	1	3	1	2	0	1	3	1	2	2	2	2	1	3																
	Consent - caution													0	0	0	0	0	0	0	0	0																
	Consent - conditions													0	0	0	0	0	0	0	0	0																
	Consent - suspension						n/a							0	0	0	0	0	0	0	0	0																
	Struck off	2	5	4	2	1	6	5	4	5	4	4	2	3	5	6	5	7	4	3	3	5																
	Suspended	4	5	3	2	4	8	5	10	6	4	5	5	7	4	3	6	7	4	7	6	2																
	Investigating	Amended	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	0	0	0	0	0	0	0	0																	
Not well founded		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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																	
Removed		0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0																	

Commentary

Final hearing cases and preliminary meetings

Month	Current month /	Month forecast	Year forecast	Commentary
December	29	24	325	<ul style="list-style-type: none"> * Out of the 29 final hearings listed in November, 25 concluded. There were no preliminary meetings. * This exceeded the forecasted total for the month. * 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. * Weekly operational meetings take place to analyse the impact of scheduled and concluded hearings has on the forecast and budget assumptions for the year.
November	30	22	325	<ul style="list-style-type: none"> * Out of the 27 final hearings listed in November, 21 concluded. * This was in accordance with the forecasted total for the month. * There were also 3 preliminary hearings in November, where difficult issues were resolved ahead of hearings in the future. * The higher rates of hearings listed in November has placed the HCPC in a strong position to meet its annual target for concluded hearings. * High levels of hearing activity are scheduled to continue in the first three weeks of December to cater for two weeks without activity during the festive period.
October	31	26	320	<ul style="list-style-type: none"> * Out of the 27 final hearings and 4 preliminary hearings listed in October 26 concluded. * This was slightly above the forecasted total for October. * The higher rates of hearings listed and concluded in October mitigated lower levels of concluded hearings in the previous month (when 7 hearings were adjourned). * High levels of hearing activity are scheduled to continue in November and December which will help to ensure that forecasted targets are achieved for the year.

Adjourned / part heard

Month	Current month /	Month forecast	Year forecast	Commentary
December	4	4	68	<p>* Four hearings did not conclude as expected in December, which is in accordance with forecasted activity levels.</p> <p>* Three hearings were adjourned prior to evidence being heard</p> <p>* One hearing failed to conclude after it had started.</p> <p>* 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</p> <p>* One hearing was part heard after it started due to significant delays relating to disagreements about admissibility and the constitution of the panel.</p>
November	6	4	68	<p>* Six hearings did not conclude as expected in November, which is higher than the forecast for the month.</p> <p>* Three hearings were adjourned prior to evidence being heard</p> <p>* Three hearings failed to conclude once they had started</p> <p>* Two hearings went part heard because a required participant failed to attend, which delayed the start of the hearing. A further hearing ran out of time due to lengthy cross examination by the registrant.</p> <p>* Two cases were adjourned at the start because witness and/or disclosure orders were required.</p> <p>* Another hearing adjourned because a witness attended with new information, which the registrant had not had the opportunity to see beforehand.</p>
October	1	4	68	<p>* Only one case was adjourned in October, which is below the forecast for the month and well below the amount of adjourned hearings in the previous month.</p> <p>* This hearing was adjourned without any evidence being heard. The Panel decided it was not fair to proceed in the absence of the Registrant after his car broke down on the way to the hearing.</p> <p>* The lower level of adjournments resulted in more hearing being concluded than originally forecast and ensured that there was an efficient use of resources throughout the month</p>

Postponed / adjourned in advance

Month	Number of Cases	Cumulative Total	Commentary
December	1	8	* 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.
November	0	7	* Three postponement requests were considered in advance of hearings by hearings team management in November. * All three requests were declined.
October	0	7	* No hearings were adjourned or postponed in advance of the event in October (excluding social work cases)

Not well found decisions

Month	Number of Cases	Cumulative Total	Commentary
December	5	51	* 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
November	5	46	* 24% of the concluded cases in November were not well founded * 2 cases were not well founded on the facts of the allegations and 3 cases were not well founded at the impairment stage * This is lower than the previous month but largely in accordance with forecasted activity.
October	9	41	* 35% of the concluded cases in November were not well founded * 3 cases were not found on the facts, 2 cases were not well founded on grounds and 4 cases were not wellfounded at the impairment stage. * This is a higer rate f not well founded outcomes than in previous months * Cases in which the HCPC is unable to prove the facts of an allegation continue to be scrutinised to assess wehether errors were made at the ICP in ferrig the matter to a final hearing.

Issues arising

Month	Commentary
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.
November	* Two hearings adjourned part heard due to heavy storms at the end of October that prevented hearing participants from getting to London. * One hearing adjourned part heard as a legal assessor was unable to attend and a replacement had to be found at short notice. * One hearing adjourned part heard as the registrant's representative was injured in an accident on route to the hearing on the final day * One hearing adjourned because a key witness refused to attend. An application for a witness order was turned down by the panel on the basis that it was made too late to allow the witness a chance to respond.
October	* Problems were encountered during one hearing in obtaining service user records from a local authority. This led to an adjournment throughout the second day of the hearing. * One hearing attracted significant press and public interest. There were difficulties managing the volume of attendees with the space available at HCPC premises

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			
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90	92	60			
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6	3	6			
Days scheduled external (all hearing types)	12	21	12	23	8	10	17	17	17			
Days	84	88	88	79	52	63	107	109	77			
% cases external	14	23	14	29	85	84	12	10	20			
% days external	17	31	16	71	15	16	16	16	22			
Witnesses	40	57	70	45	55	73	75	55	48			

Days of hearings at HCPC in current month

Month	Current month /	Month forecast	Year end	Commentary
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 compensate for the fact that almost 2 weeks of hearing activity were lost in the month during the festive break.
November	84%	88%	88%	<ul style="list-style-type: none"> * In total there were 109 days of final hearing activity arranged in November, including preliminary hearings, discontinuance applications, restoration hearings and voluntary removal agreements. * 92 days of activity took place in HCPC premises * This was 84% of all hearings activity scheduled * This is in accordance with the planned activity schedule * 3 rooms are now being used in the new HCPC premises at 186 Kennington Park Road on a daily basis and HCPC hearing rooms were divided on 9 occasions during the month to increase hearing capacity
October	84%	88%	88%	<ul style="list-style-type: none"> * In total there were 107 days of final hearing activity arranged in October, including preliminary hearings, discontinuance applications and voluntary removal agreements. * 90 days of activity took place in HCPC premises * This was 84% of all hearings activity scheduled * This is in accordance with the planned activity schedule * 3 rooms are now being used in the new HCPC premises at 186 Kennington Park Road on a daily basis

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
December	82%	88%	88%	<ul style="list-style-type: none"> * In total there are 112 days of final hearing activity planned in January * 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. Complex availability of parties means these hearings will be held externally. * 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.
November	83%	88%	88%	<ul style="list-style-type: none"> * In total there are 82 days of final hearing activity planned in December * This represents a high concentration in the first three weeks of the month as there are no hearings planned during the festive period. * 68 of these are planned at HCPC premises, which is 83% of all hearings activity. * This is a lower percentage of internal hearing days than planned because hearings are concentrated in the first 3 weeks and there is insufficient space in HCPC premises on 3 days * 2 hearings are being held in Manchester in December over 7 days. This is to minimise disruption to witnesses called to give evidence. * One hearing is being held in Soctland, as required by statute. * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities.
October	86%	88%	88%	<ul style="list-style-type: none"> * In total there are 111 days of final hearing activity planned in November * 94 of these are planned at HCPC premises, which is 85% of all hearings activity. * This is a slightly lower percentage of internal hearing days than planned, however one external hearing is taking place over 10 days * Only 1 hearing is being held at an alternative venue in England in November. * Hearings are being held in 186 Kennington Park Road on every day in November to make effective use of HCPC facilities. * Lower levels of external hearings earlier in the year have meant that there is budget available for this

Days of external hearings in current month

Month	Current month /	Month forecast	Year forecast	Commentary
December	20%	16%	12%	<p>* 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.</p> <p>* 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.</p> <p>* The hearing in Aberdeen was delayed by 2 days whilst a new panel member was sought (due to a conflict that was not raised until the panel met) and had to be extended for the full week.</p> <p>* 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.</p>
November	16%	16%	12%	<p>* The 17 days of final hearing activity at external venues in November amounted to 16% of all hearing activity, which is in accordance with the planned activity schedule.</p> <p>* This included hearings in external venues in Cardiff and Edinburgh, which were required in accordance with statutory provisions</p> <p>* The hearing in Cardiff was complex and took place over 10 days.</p> <p>* Other than this hearing only 7 days of activity took place at external venue, which is 6% activity</p> <p>* 2 hearings were also held in external venues in London due to limited availability of rooms in HCPC premises.</p> <p>* HCPC premises were occupied to maximum capacity on all but 3 days throughout the month.</p>
October	16%	12%	12%	<p>* The 17 days of final hearing activity at external venues in October amounted to 16% of all hearing activity, which is in accordance with the planned activity schedule.</p> <p>* This included hearings in external venues in Cardiff, Edinburgh, Glasgow, which were all required in accordance with statutory provisions</p> <p>* Hearings were also held in Norwich, Sheffield and Peterborough. In each of these cases hearings were moved to alternative venues in England to cater for large amounts of witnesses and/or vulnerable witnesses.</p>

Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
December	18%	12%	12%	<p>*There are 20 days of hearings planned at external venues in January, which is 18% of all hearings.</p> <p>* This is higher than the planned activity schedule.</p> <p>* 12 days of hearings activity are being held in Manchester, Newcastle and Liverpool to minimise disruption to the witnesses who are giving evidence</p> <p>* This will also allow for a higher concentration of hearing activity during the month to compensation for the office closure during the festive period</p> <p>* 8 days of hearing activity are also being held in Scotland in accordance with statutory requirements</p>
November	17%	12%	12%	<p>*There are 14 days of hearings planned at external venues in December, which is 17% of all hearings.</p> <p>* This is higher than the planned activity schedule.</p> <p>* 7 days of hearings activity were held in Manchester to minimise disruption to health and social care service provision</p> <p>* This also allowed for a higher concentration of hearing activity at the beginning of the month, given that the office was closed over the festive period</p> <p>* Only one hearing is being held at an alternative venue in England however. This is due to a shortage of space in HCPC premises on the available days</p> <p>* A high level of hearings are being listed in November without using external venues because extra space is now available in the HCPC's new premises next door.</p>
October	15%	12%	12%	<p>*There are 17 days of hearings planned at external venues in November, which is 15% of all hearings.</p> <p>* This is higher than the planned activity schedule.</p> <p>* One 10 day hearing is being held in Cardiff due to statutory requirements.</p> <p>* Only one hearing is being held at an alternative venue in England however. This is due to a shortage of space in HCPC premises on the available days</p> <p>* A high level of hearings are being listed in November without using external venues because extra space is now available in the HCPC's new premises next door.</p>

Witnesses in current month

Month	Current month /	Month forecast	Year forecast	Commentary
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
November	2.1 per case	2 per case	2 per case	<ul style="list-style-type: none"> *There were 65 witnesses called for the 31 final hearings held in November. *This is a average of 2.1 witnesses per case, which is in line with the planned activity and resource allocation. * In one particularly complex case at the end of the month 2 witnesses were both required to give evidence over a period of 3 days and required extensive support during the process.
October	2.8 per case	2 per case	2 per case	<ul style="list-style-type: none"> *There were 75 witnesses called for the 27 final hearings held in October. *This is a average of 2.8 witnesses per case, which is above the planned activity and resource allocation. * Cases with complex allegations tend to require more live evidence and there have been a number of lengthy hearings again this month. * Only 2 witnesses due to give evidence this month will need to be recalled because of adjournments, which is lower thn in previous months

Witnesses planned

Month	Current month /	Month forecast	Year end	Commentary
December	2.5 per case	2 per case	2 per case	* There are 22 hearings scheduled in December with an average of 2.5 witnesses warned for each case * The amount of witnesses continues to be monitored
November	2.5 per case	2 per case	2 per case	* There are 22 hearings scheduled in December with an average of 2.5 witnesses warned for each case * The amount of witnesses is within the planned resources allocation
October	2.1 per case	2 per case	2 per case	* There are 30 hearings scheduled in November with an average of 2.1 witnesses warned for each case * One hearing starting in November also runs through December and January and has 6 witnesses. Only the witnesses attending in November have been included in this summary. * The amount of witnesses is within the planned resources allocation

Non standard equipment or special requirements

Month	Commentary
December	*A daily transcription service continued on a complex case
November	* Two witnesses were required to give sensitive evidence over 6 days. The HCPC provided intensive support and assisted with supporters for each individual. * Video conferencing was used on 4 occasions to allow 3 witnesses to communicate with the hearing remotely and to allow a registrant to make representations at a review hearing * Screens were used on one occasion to enable a vulnerable witness to provide evidence without facing the registrant * A daily transcription service was provided for a particularly complex hearing
October	* Screens were used on one occasions so that a vulnerable witness for both the HCPC could give evidence without having to face the registrant * Video conferencing was used on two occasions to enable a registrant to give evidence from Australia and to allow a registrant to communicate remotely * Teleconferencing was used one one occasion to allow a registrant's witness to communicate remotely * Assistance was provided by our Communications Department in one high profile hearing to manage members of the press and the registrant's PR team

Outcome of final hearing by representation: April 2013 - March 2014

	Self Representation	Represented	No representation	Total
Caution	5	6	9	20
Conditions	2	14	2	18
Cross referred	1	1	0	2
No Further Action	2	1	1	4
Not Well Found	8	36	7	51
Discontinued	0	5	3	8
Not restored	0	0	0	0
Part Heard	1	2	0	3
Register entry amended	0	0	0	0
Removed	0	0	1	1
Restored	0	0	0	0
Struck Off	6	8	27	41
Suspended	6	18	22	46
Consent - removed	0	3	14	17
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	31	94	86	211

Final hearings: Decisions by profession April 2011 - March 2014

	Final Hearings													
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension
Arts therapists	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Biomedical scientists	2	0	0	3	0	0	0	0	2	6	2	0	0	0
Chiropodists & podiatrists	0	2	0	1	0	0	0	0	3	2	0	0	0	0
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	2	1	0	0	0	0	0	1	1	1	0	0	0
Hearing aid dispensers	1	0	0	0	0	0	0	0	1	3	0	0	0	0
Occupational therapists	1	1	1	1	0	0	0	0	3	7	4	0	0	0
ODPs	3	1	0	2	0	0	0	0	3	8	1	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Paramedics	7	3	1	20	0	0	0	0	11	8	2	0	0	0
Physiotherapists	1	2	1	8	1	0	0	0	4	0	0	0	0	0
Practitioner psychologists	1	1	0	6	5	0	0	1	1	2	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	6	1	0	2	1	0	0	0	3	2	0	0	0	0
Social workers	6	4	0	6	0	0	0	0	6	6	4	0	0	0
SLTs	1	0	0	2	1	0	0	0	1	1	3	0	0	0
Total 13/14 YTD	29	17	4	51	8	0	0	1	41	46	17	0	0	0
Total 12/13 FYE	41	13	1	54	n/a	0	0	1	43	58	10	n/a	n/a	n/a
Total 11/12 FYE	69	29	1	68	n/a	0	0	2	56	55	7	n/a	n/a	n/a

Review hearings Decisions by profession: April 2011 - March 2014

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Condition s 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	2	1	0	0	0	0	3
Biomedical scientists	0	0	0	6	1	0	0	4	2	0	0	0	0	13
Chiropodists & podiatrists	0	0	0	2	0	0	0	0	2	0	0	0	0	4
Clinical scientists	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Dietitians	0	0	0	0	1	0	0	1	0	0	0	0	0	2
Hearing aid dispensers	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Occupational therapists	0	0	0	2	2	0	0	4	11	0	0	0	0	19
ODPs	1	0	0	1	1	0	0	2	5	1	0	0	0	11
Orthoptists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Paramedics	0	0	3	3	10	0	0	4	8	1	0	0	0	29
Physiotherapists	0	0	0	2	4	0	0	3	9	2	0	0	0	20
Practitioner psychologists	0	0	0	0	2	0	0	1	2	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	0	6	0	0	0	0	9
Social workers	0	0	0	0	0	0	0	0	4	0	0	0	0	4
SLTs	0	0	0	0	0	0	0	1	8	1	0	0	0	10
Total 13/14 YTD	1	0	3	19	22	0	0	21	53	5			0	124
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

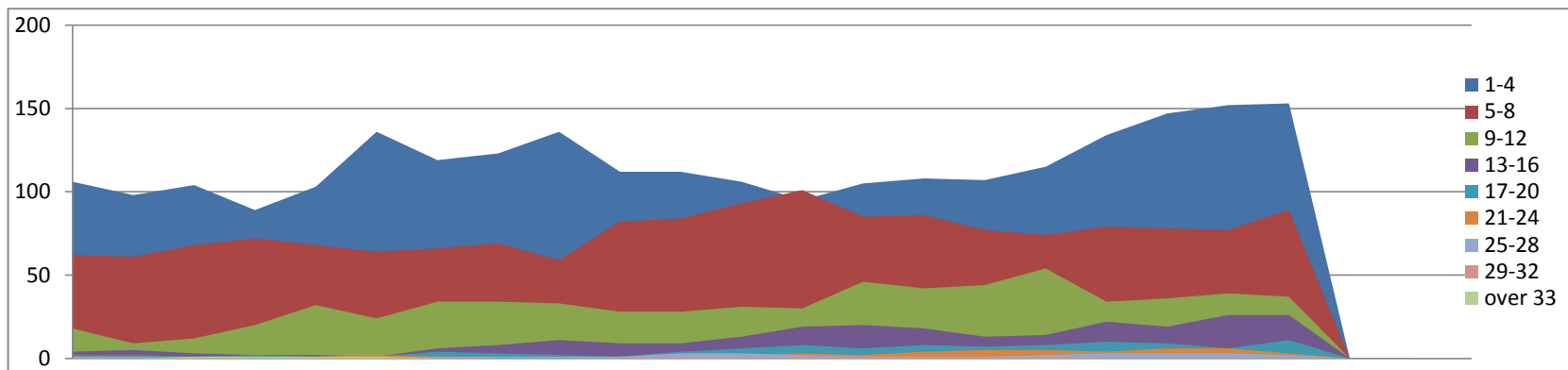
Rev Hearings fixed by schedulers during this month

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	13	12	156	*13 substantive reviews were listed in December, which is slightly higher than the planned activity. *One substantive review was postponed in advance and another review was adjourned by the panel on the day
November	17	12	156	*17 substantive reviews were held in November, which is higher than planned activity for the month
October	10	12	156	*10 substantive reviews took place in October, which is slightly below planned activity for the month.

All hearings listed for future months

Month	Current month / variance	Month forecast	Year forecast	Commentary
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.
November	19	12	156	*14 reviews have been listed for December and 5 have been listed for January so far. *Decembers figure is again higher than planned activity, but there are no concerns as activity had been below forecast levels in previous months
October	24	12	156	*19 reviews have been scheduled to take place in November and 5 have been listed for December. *Although Novembers figure is higher than planned activity, there are no current concerns as activity has been below forecast levels in previous months. *External solicitors continue to assist with presenting review cases where appropriate.

Length of Time: Age of Cases Post 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
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			
5-8	62	61	68	72	68	64	66	69	59	82	84	93	101	85	86	77	74	79	78	77	89			
9-12	18	9	12	20	32	24	34	34	33	28	28	31	30	46	42	44	54	34	36	39	37			
13-16	4	5	3	2	2	1	6	8	11	9	9	13	19	20	18	13	14	22	19	26	26			
17-20	2	2	1	2	1	1	4	3	2	1	4	6	8	6	8	7	8	10	9	6	11			
21-24	0	0	1	1	1	2	1	0	0	1	1	1	3	2	4	5	5	4	6	6	3			
25-28	1	0	0	0	0	0	1	1	1	1	3	3	2	1	1	1	2	3	3	3	2			
29-32	1	1	0	0	0	0	1	0	0	0	1	1	1	1	1	1	1	0	0	0	0			
over 33	0	0	1	1	1	1	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			
Total cases fixed this month							n/a						36	36	37	36	30	42	34	33	18			
Cases ready to fix, but no date yet							n/a						65	60	66	80	88	83	83	74	77			
Cases fixed previous months and awaiting hearing							n/a						88	84	72	66	62	55	58	50	52			
Cases being prepared by external lawyers							n/a						70	86	93	73	93	106	123	152	174			

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year end forecast	Commentary
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. We continue to have weekly teleconferences with our investigators to address any remaining issues with the cases and their scheduling</p> <p>*Due to leavers the Scheduling Team has had 4 new members in training in December</p> <p>*48 cases were passed to the scheduling as 'ready to fix' this month, which is much higher than previous months.</p>
November	33	320	<p>*33 preliminary and final hearings were fixed by the scheduling team this month</p> <p>*11 additional SW legacy cases were scheduled for a final hearing</p> <p>*There has been a slight increase in final hearing scheduling activity this month despite changes in team resources</p> <p>*24 cases were passed to the scheduling team as 'ready to fix' this month</p>
October	34	320	<p>*34 preliminary and final hearings were fixed by the scheduling team this month, including the rescheduling of 2 final hearings</p> <p>*5 additional hearings were scheduled for SW legacy cases</p> <p>*There is a decrease in scheduling activity this month due to changes within the team, which includes the training of new staff.</p> <p>*22 Cases were forwarded to the scheduling team as 'ready to fix' this month.</p>

All hearings listed for future months

Month	Number Listed	Commentary
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
October	59	*34 have been listed for November and 25 have been listed to take place in December. *This is broadly in line with planned activity

Hearings ready to fix

Month	Hearings Ready to Fix	Commentary
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
November	79	*184 cases are currently being managed by Adjudications *79 cases are ready to fix and are in the process of being scheduled. 12 of these cases are on hold due to preliminary issues *74 cases have been scheduled and are awaiting their hearing date *15 hearings have either been adjourned or postponed in advance and are awaiting instructions for rescheduling *16 hearings have concluded and are awaiting the expiration of their appeal period
October	73	*190 cases are currently being managed by the adjudications team *73 cases are ready to fix and are in the process of being scheduled, 15 of these cases are on hold due to preliminary issues. *83 cases have been scheduled and are awaiting their hearing date *18 hearings have either been adjourned or postponed and are awaiting instructions for rescheduling *15 cases have concluded and are awaiting the expiration of their appeal period

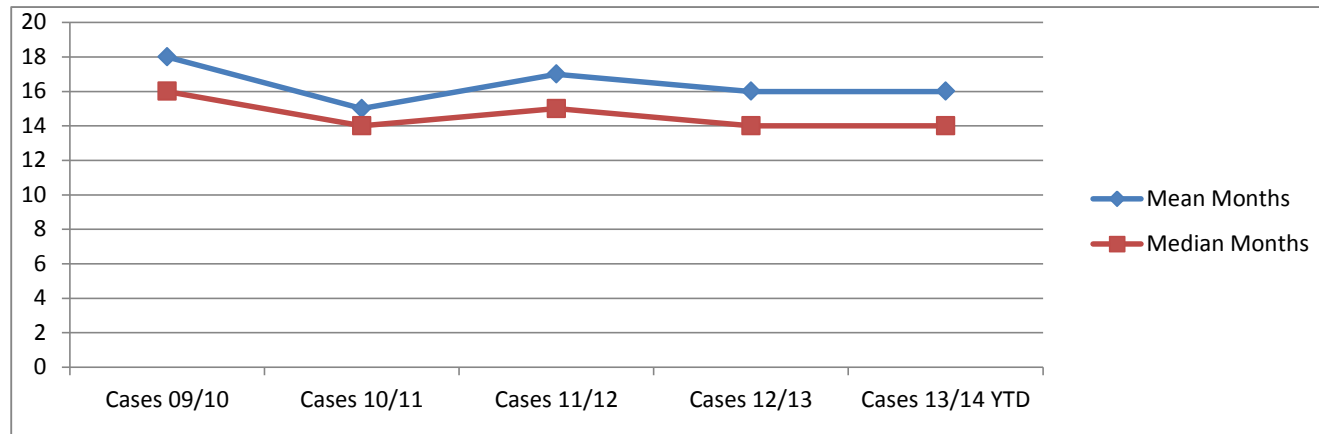
Hearings not ready to fix

Month	End of Month Number	Commentary
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
November	165	*165 cases are currently with external solicitors and therefore not ready to fix. *8 of these cases were referred in 2012, which is lower than previous months.
October	152	*152 cases are currently with external solicitors and are therefore not ready to fix. *11 of these cases were referred in 2012. These cases are being regularly reviewed in management meetings and teleconferences to expedite their progression to a final hearing.

Cases over 5 months not yet ready to fix

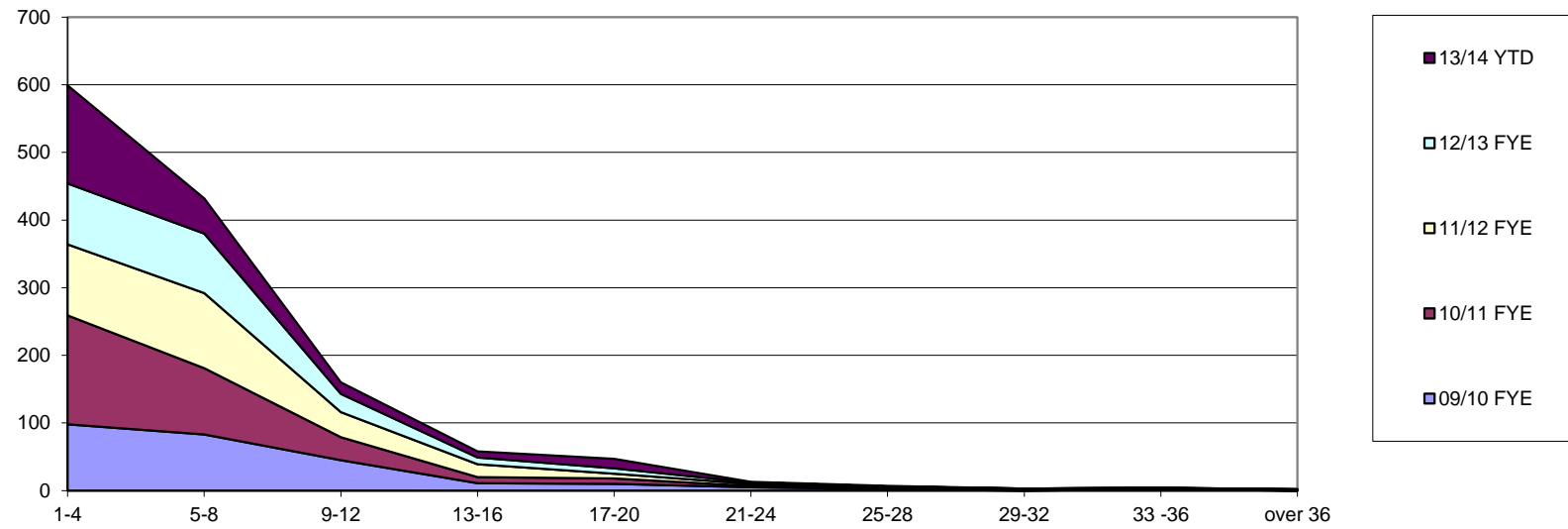
Month	End of Month Number	Commentary
December	24	*There are 24 post-ICP cases over 5 months that are not ready to fix, which is a slight decrease on last months figure.
November	25	*There are 25 post-ICP cases over 5 months that are not currently ready to fix, which is an increase on last months figure
October	21	*There are 21 post-ICP cases over 5 months that are not currently ready to fix, which is a slight increase on last months figure. *Adjudication managers continue to attend case progression conferences to discuss issues and strategies for post-ICP cases.

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



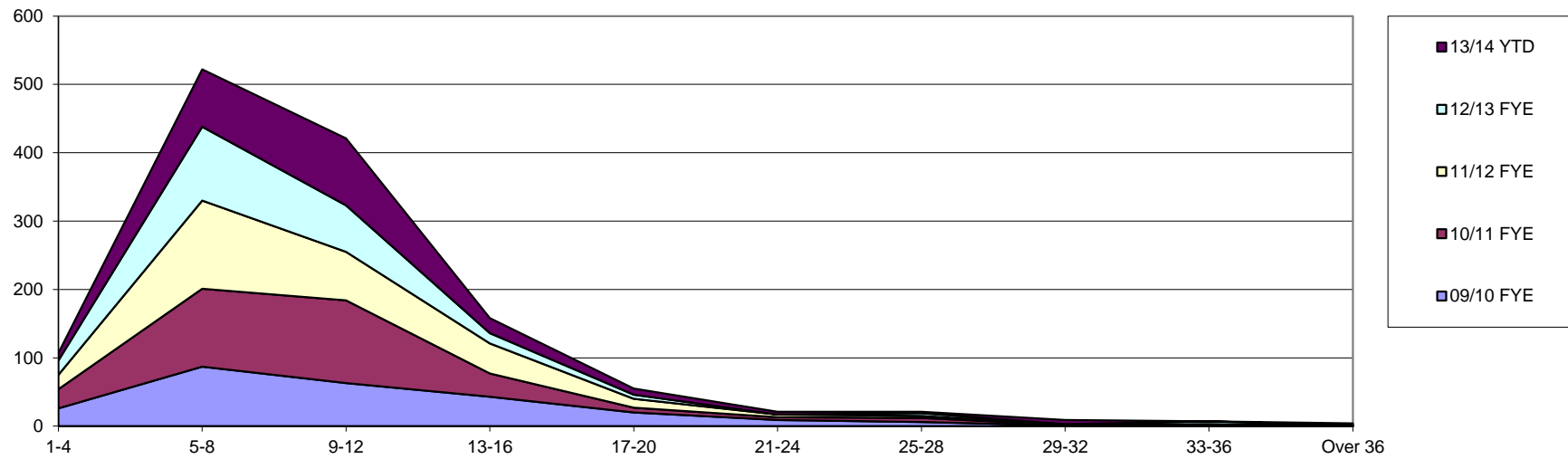
Number of Months	Cases 09/10	Cases 10/11	Cases 11/12	Cases 12/13	Cases 13/14 YTD
1-4	1	1	0	0	1
5-8	23	35	18	23	13
9-12	56	75	71	66	74
13-16	52	104	79	62	73
17-20	45	48	57	37	22
21-24	34	27	31	13	22
25-28	19	9	14	6	12
29-32	12	7	3	10	7
33-36	5	6	7	5	8
Over 36	9	3	7	6	7
Mean Months	18	15	17	16	16
Median Months	16	14	15	14	14
Total Cases	256	315	287	228	239

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



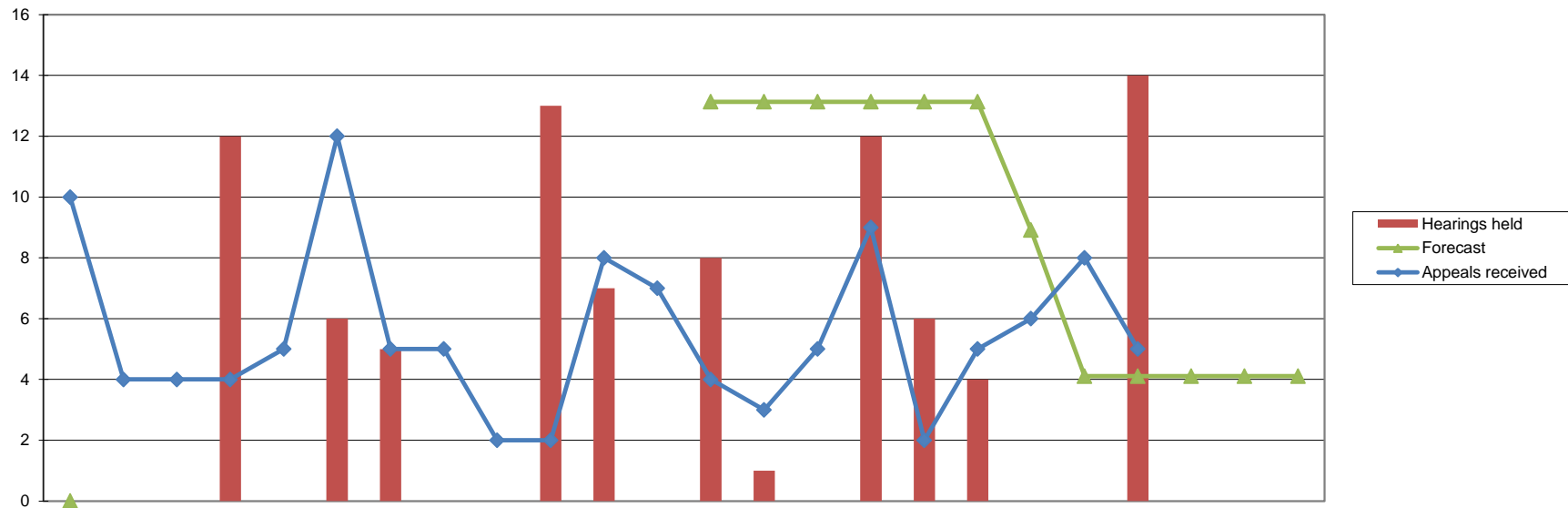
Number of Months	09/10 FYE	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD
1-4	98	161	105	90	145
5-8	83	98	111	88	52
9-12	45	34	37	27	17
13-16	11	9	19	10	9
17-20	10	8	7	8	14
21-24	5	2	3	2	1
25-28	2	0	2	2	1
29-32	0	2	1	0	0
33 -36	2	1	1	0	0
over 36	0	0	1	1	0
Mean Months	7	6	7	7	6
Meadian Months	5	4	5	5	4
Total Cases	256	315	287	228	239

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	11
5-8	87	114	129	108	84
9-12	63	121	71	68	98
13-16	43	34	44	15	22
17-20	20	7	13	6	9
21-24	9	4	4	0	4
25-28	6	6	3	4	2
29-32	1	1	0	1	6
33-36	1	0	2	4	0
Over 36	0	0	0	1	3
Mean Months	11	9	10	9	10
Median Months	9	9	8	8	9
Total Cases	256	315	287	228	239

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			
Hearings held	0	0	0	12	0	6	5	0	0	13	7	0	8	1	0	12	6	4	0	0	14			
Adjourned/postponed	0	0	0	1	0	1	0	0	0	1	1	0	0	0	0	1	5	0	0	0	2			
Withdrawn	0	0	0	0	0	0	0	0	0	0	0	0	1	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			
Dismissed	0	0	0	3	0	3	3	0	0	6	2	0	4	1	0	6	2	4	0	0	7			
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1			
Remit to ETC	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0			
Current active cases	25	29	33	25	30	37	33	38	40	28	33	37	37	34	38	38	38	36	37	42	35			

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	47
38	37	59	43	45
4	4	7	4	8
1	3	7	0	1
14	22	20	20	12
7	8	29	17	24
0	0	0	0	1
13	2	4	2	0

Commentary

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	5/+1	4	108	* The number of new appeals is slightly above the forecast (5 against the 4 forecast)
November	8/+4	4	108	* The number of new appeals is above the forecast (8 against the 4 forecast)
October	6/-3	9	107	* The number of new appeals remained below even the revised forecast (9 as against 13 previously).

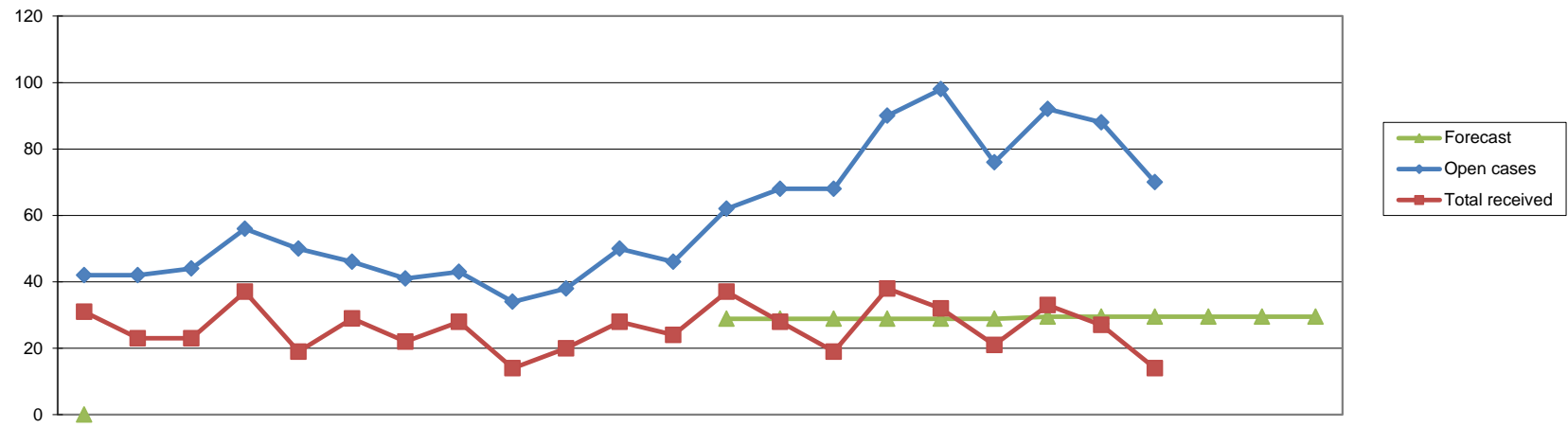
Cases heard

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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.
November	0	12	114	* No appeals were listed for hearing in November. However 13 cases are scheduled for December 2013. 3 are scheduled for January, more will be scheduled.
October	0	12	114	* No appeals were listed for hearing in October. However of 31 cases awaiting hearing a substantial number should be listed for hearing before Christmas.

Length of time (open cases)

Month	Current month / variance	Year end Forecast	Commentary
December	Mean - 3 Median - 2	70% 6 months or less	* Of 25 cases awaiting hearing 10 (40%) were older than 6 months
November	Mean - 3 Median - 2	70% 6 months or less	* Of 32 cases awaiting hearing 19 (59%) were no older than 6 months
October	Mean - 3 Median - 2	70% 6 months or less	* Of 31 cases awaiting hearing 21 (68%) were no older than 6 months.

Protection of Title: April 2012 - March 2014



	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast												n/a	29	29	29	29	29	29	29	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			
Police	2	1	1	3	4	4	3	1	1	1	3	3	2	0	0	0	3	2	1	1	0			
HPC	1	0	0	0	0	1	0	0	0	1	0	0	0	2	0	0	1	0	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			
Professional	19	20	11	17	9	10	7	15	10	9	13	14	27	10	7	11	12	10	12	6	4			
Other	2	3	1	3	2	7	3	1	0	1	0	0	2	6	1	6	2	3	2	0	1			
Total received	31	23	23	37	19	29	22	28	14	20	28	24	37	28	19	38	32	21	33	27	14			
Visits	1	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			

09/10	10/11	11/12	12/13	13/14
FYE	FYE	FYE	FYE	YTD
NA				
32	21	35	99	102
38	12	23	27	9
2	7	7	3	4
31	26	29	15	12
213	252	172	154	99
316	318	266	298	249
3	1	1	1	0

Cases received

Month	Current month /variance	Month forecast	Year end forecast	Commentary
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 254 cases have been received which is 10 cases below the YTD forecast of 264.
November	27/-3	30	354	*27 new cases received in November 2013. *The number of new cases received in November was marginally below the forecast of 30. However, year to date 244 cases have been received which is 10 cases over the forecast of 234.
October	33/+3	30	354	* The number of new cases received in October was marginally above forecast. YTD the figure of 209 is 5 over forecast. *The creation of Case Team 7 at the end of September means that there are more case managers who will be trained in managing POT cases. *Overtime has been made available to Case teams 3 and 7 to help reduce the number of open POT cases.

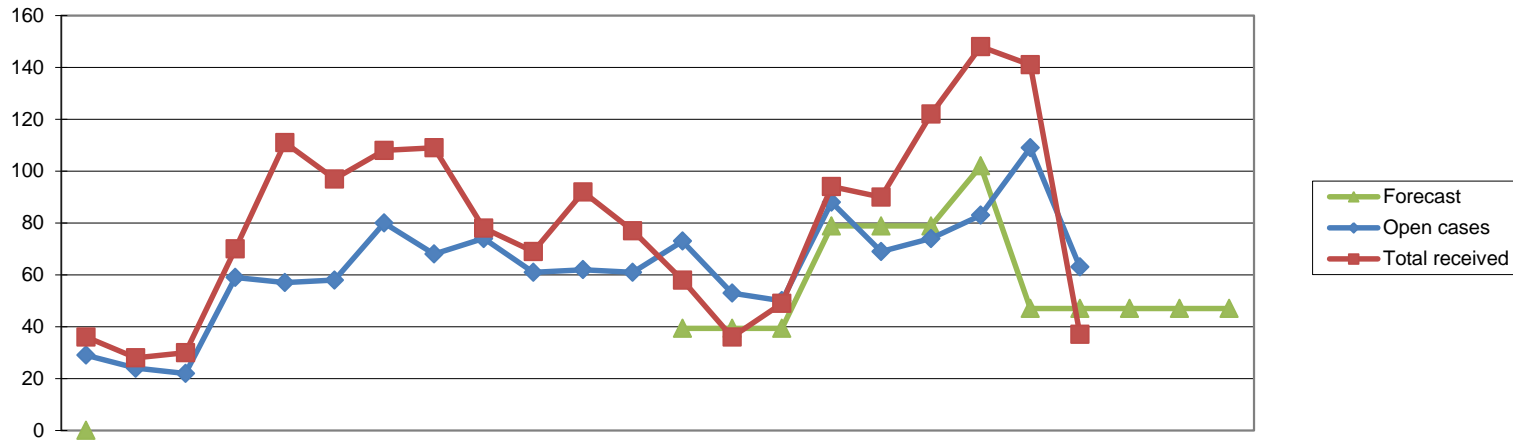
Length of time (open cases)

Month	Current month / variance	Commentary
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.
November	Mean – 2 Median - 1	*Of the 88 open cases 23 cases were 3 months or older. *22 open cases were less than 1 month old.
October	Mean – 2 Median - 1	* Of 92 open cases 26 were older than 3 months. * 33 were less than 1 month old.

Common issues / issues arising

Month	Commentary
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.
November	*The number of open POT cases is marginally less than last month. This can be explained by the continuing high numbers of Health and Character declarations received again this month.
October	* The growth in the number of open cases reflects continuing pressures on the two Case Teams that deal with this work of the continuingly very high numbers of Health & Character declarations.

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				154	4	8	40	13
	Readmission	5	8	5	4	5	9	4	6	5	22	30	21	12	12	12	9	7	9	19	17	9				53	74	51	124	106
	Admission	31	20	25	65	105	86	100	71	72	47	62	56	46	23	36	85	80	113	127	118	28				282	334	356	740	656
	Self-referral	0	0	0	0	0	1	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				698	561	415	905	775
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				387	461	322	491	369
	Referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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				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				7	14	6	2	11
	Renewal rejected	0	0	1	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				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				204	247	256	453	340
	Readmission accepted	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	3	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				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									

Cases received

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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.
November	141/+94	47	691	*141 cases were received in November 2013. *The number of new cases received in November was again this month exceptionally higher than the forecast figure of 47. *739 cases have been received to date, which are 236 cases over the year to date forecast of 503.
October	148/+26	102	691	* 148 cases were received in October. The YTD figure of 597 is 38% over the original forecast. *86% of cases received related to admissions. *46% of cases were Social Worker applications.

Cases closed

Month	Current month / variance	Commentary
December	11	*11 cases were closed in December, 1 of which did not need to go to a Reg Panel.
November	76	*76 case were closed in November 2013 of which 48 cases did not require to be presented before a Registration Panel.
October	134	*134 cases were closed, of which 58 did not need to go to a Registration Panel.

Length of time (open cases)

Month	Current month / variance	Measuring Tool	Commentary
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.
November	Mean – 1 Median - 1	95% 1 month or less	* 90 H&C cases were open at the end of November. * Of these open cases 65 (72%) were 1 month or less than a month old. The number of open cases which are older than one month has increased. This can be explained by the continuous high number of health and character referrals received and 45 of the open cases need to be considered by a Registration Panel.
October	Mean – 1 Median - 1	95% 1 month or less	* 83 cases were open at the end of October. * Of these open cases 76 (91%) were less than a month old.

Common issues / issues arising

Month	Commentary
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).
November	*The H&C cases are being divided between CT3 and 7. This month a CM left the HCPC/CT3. The CM has been replaced by a temporary CM, who is currently handling a high number of H&C cases.
October	* The greater resource that can be deployed on Health & Character cases following the implementation of the new Case Team 7 has enabled the continued very high intake of new cases to be managed without applicants experiencing significant delays.

Suitability Scheme: August 2012 - March 2014

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

Common issues / issues arising

Month	Commentary
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
November	* Given that no new Suitability referrals were received in November, there is no change in the themes and issues arising as reported in the previous month
October	*The majority of the cases received have been from Education Providers who are referring students who have been removed from their course following a Fitness to Practise hearing, the issues mainly relate to character concerns. *Of the open cases 8 are less than three months old. In the majority of cases further information has been requested from the education provider. One case is currently being considered with a view to possible referral for adjudication.

Cases received

Month	Current month /	Commentary
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
November	0	* No referrals under the Suitability Scheme were received in November * There were no case closures in November * There are currently 12 open Suitability cases
October	3	* 3 cases were received and logged in October * No cases were closed in October * There are currently 12 open Suitability cases

Cases considered by assessment panel or adjudicator

Month	Current month /	Commentary
December	0	* The case that will be put forward to an Adjudication Panel has been postponed until February 2014
November	0	* One case will be put before an Adjudication Panel in January 2014
October	0	*We have 1 case that will be going forward to an adjudication Panel, this has been approved by the Director of Fitness to Practise. The adjudication Panel will meet in early January 2014.

Miscellaneous (MIS) cases: April 2012 to March 2014

	2012			2013									2014									12/13	13/14		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE
Cases received	48	40	36	51	225	48	75	60	43	81	67	72	102	97	73	120	135	87	91	90	70			846	865
Cases closed	29	34	62	356	88	65	99	55	57	109	85	93	130	81	94	106	159	73	110	71	73			2,029	897
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				

MIS cases - received

Month	Number of Cases	Commentary
December	70	* 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.
November	90	* In November a total of 90 MIS cases were received and logged. * The CSO Team dealt with 73 MIS cases. * The remaining 17 cases are potential FtP cases where further information is required to verify the identity of the subject of the complaint before the concern can be taken forward as an FtP case. These cases are handled by the case management teams.
October	91	* In October, a total of 91 MIS cases were received and logged. * The number of new cases received is below the six month re-forecast of 114 . * The Case Support Team dealt with 77 MIS cases. * The remaining 14 MIS cases are potential Ft. cases where further information is required to verify the identity of the subject of the complaint

MIS Cases - Open cases

Month	Current month / variance	Commentary
December	119	<p>* At the end of December 2013, there were a total of 119 open/reopened MIS cases.</p> <p>* There are 92 open and 27 reopened MIS cases - 79 of which are being dealt with by the CSO Team.</p> <p>* 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.</p>
November	123	<p>* At the end of November 2013, there were a total of 123 open/reopened MIS cases.</p> <p>* There are 96 open and 27 reopened MIS cases - 69 of which are being dealt with by the CSO Team.</p> <p>* 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.</p>
October	77	<p>*At the end of October 2013 there were a total of 100 open/re-opened MIS cases. 77 open cases and 23 re-opened cases, of which 59 of the reopened/open cases are within the case support team.</p> <p>*Again this month there is a high number of open MIS cases, which is due to the on-going high number of MIS cases received. Many of these then require follow up work.</p>

MIS cases - common themes

Month	Commentary
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.
November	*The majority of MIS cases opened related to Social Workers, most of which require additional information and follow ups before they can be closed or progressed to an FtP case.
October	*This month a number of MIS referrals relating to social workers. There has also been a number of health and character referrals for individuals who may potentially come onto the register in the future.

Cases that would be subject to CHRE/PSA audit

Month	Current month / variance	Commentary
December	31	*6 of the 31 FtP related MIS cases received in December 2013 have been closed
November	37	*10 of the 37 FtP related MIS cases received in November 2013 have been closed
October	20	*45 MIS cases were closed in October 2013. *20 FtP related MIS cases were closed in October 2013.

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				1
Judicial review - open	2	2	3	2	1	1	1	1	1				
High court - CHRE received	0	0	0	0	0	0	0	0	0	1			1
High court - CHRE open	3	3	0	0	0	0	0	0	0	1			
High court - Registrant received	0	0	0	0	0	0	3	3	0				6
High Court - Registrant open	1	1	0	0	0	0	3	6	6				
IO extension application at High Court	0	0	0	1	0	0	2	2	0				5
Registration appeals at County Court	0	0	0	0	0	0	1	0	0				1

Month	Number of Cases	Commentary
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>
November	1	<p>*1 appeal to the High Court against a suspension was received.</p> <p>*2 applications were made at the High Court to extend an Interim Order.</p>
October	2	<p>*2 applications for extension to Interim Orders were granted or consented to at the High Court in October.</p> <p>*External solicitors were asked to prepare IO extension applications to the High Court in respect of 6 cases.</p> <p>*3 appeals against final CCC decisions were received in October.</p> <p>*1 appeal to the County Court in respect of a Registration Appeal Panel decision was also received.</p>

Complaints relating to FTP cases or service: 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	YTD
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				103	144
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				101	135
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14	12	6					

Complaints common issues

Month	Commentary
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.
November	*8 complaints relate to decisions or investigation outcomes (3 preICP, 3 ICP, 1 final hearing, 1 current investigation), 3 complaints relate to quality of service, 3 seeking advice relating to the complaint or case, 1 relating to an FTP Panel Member and 5 relating to previously made complaints.
October	*5 complaints related to decisions (1 preICP, 1 at ICP and 3 for other types of case such as POT); 3 complaints related to quality of service, 1 related to the final hearing panel, and 4 were further iterations of previously answered complaints

Complaints received

Month	Number	Commentary
December	12	This number is in line with the rolling average (13 per month)
November	23	This number is higher than the rolling average (13 per month)
October	17	This number is higher than the rolling average (13 per month)

Complaints responded to

Month	Number	Commentary
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.
November	20	The mean turnaround was 14 days, the median turnaround was 12 days. This is higher than the HCPC timescale of 10 days, and relates to 4 highly complex complaints with multiple responses. Updates were sent to the complainant during the response period.
October	13	The mean turnaround was 11 days, the median turnaround was 12 days. This is just over the HCPC timescale of 10 days, and relates to complexity of issues involved.

GSCC transfer cases: August 2012 - March 2014

	2012			2013						2014									12/13	13/14		
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11				456	246
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1	1	1				33	12
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57	54	52				431	611
ICP considerations																						
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4	3	1				123	46
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4	3	1				120	41
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4	3	1				100	28
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0				20	13
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100				83	68
Final Hearings																						
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15	10	6				24	82
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5	0	0				4	19
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1				1	12
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0				1	5
No further action	0	0	0	0	0	0	0	0	2	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	16
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	2	0				0	7
Referred to other committee	0	0	0	0	0	0	0	0	1	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				3	7
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1	1	3				7	14
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1				7	27

Review cases																	
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Article 30(7)	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
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0
Conditions revoked suspension imposed	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
Restored	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
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	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
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

14	6
1	0
0	0
0	1
5	1
2	0
0	1
0	0
0	0
0	0
0	2
5	2
1	0
0	1
0	1
0	0

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

33	2
13	49

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
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.
November	217	13	*The number of open pre-ICP cases continues to reduce but is slightly above the forecast position of 12 open cases for the month. *1 case was closed pre-ICP and 3 were concluded at ICP with all of the cases being referred to final hearing. *Regular case conferences continue to be held to monitor the progression of pre and post ICP GSCC transfer cases.
October	217	18	*The number of open pre-ICP cases continues to reduce but is slightly above the forecast position of 18 open cases. *Of the open cases still in enquiry stage these involve matters which are the subject of on-going criminal proceedings. *1 case was closed pre-ICP and 4 were concluded at ICP with all of the cases being referred to final hearing. *A fortnightly meeting is now being held involving case management, scheduling, hearings and our instructed solicitors to ensure that pre and post ICP cases are being actively progressed.

Cases closed pre-ICP

Month	Total to date	Total this month	Commentary
December	40	1	*1 case was closed without being referred to the Investigating Committee.
November	39	1	*1 case was closed without being referred to the Investigating Committee.
October	38	1	*1 case was closed without being referred to the Investigating Committee.

Cases Obse'd

Month	Total to date	Total this month	Commentary
December	168	2	*The number of cases obs'ed in December exceeded the forecast of 1 case.
November	166	0	*No cases were obs'ed in November which was below forecast.
October	166	3	*Three cases were obs'e'd in October which was in line with forecast.

Cases considered at ICP

	Total to date	Total this month	Commentary
Month			
December	169	1	*One cases was considered at ICP in December. This was slightly below the forecast of 2 cases.
November	168	3	*Three case was considered at ICP in November which was in line with forecast. *All the cases consider were concluded and referred for final hearing.
October	165	4	*Four cases were considered at ICP in October which was in line with forecast. *All the cases consider were concluded and referred for final hearing.

Cases referred

	Total to date	Total this month	Commentary
Month			
December	128	1	*The one case considered by the ICP was referred.
November	127	3	*All three cases considered by ICP were referred.
October	124	4	*All four cases considered by ICP were referred.

Case to answer

	Total to date	Total this month	Commentary
Month			
December	68%	100%	*The one case considered was referred.
November	68%	100%	*All cases considered were referred.
October	65%	100%	*All cases considered were referred. *The case to answer rate is now below the six month re-forecast CTA rate of 70%.

Open post-ICP cases

	Total to date	Total this month	Commentary
Month			
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.
November	54	54	*The number of open cases awaiting hearing is above the forecast of 42 open cases. *Regular case conferences continue to be held to ensure the active progression of the remaining GSCC transfer cases.
October	57	57	*The number of open cases awaiting hearing is above the six month re-forecast of 50 cases. **The case management, hearings and scheduling teams are meeting regularly to ensure that the GSCC transfer cases are actively being progressed.

Final hearing cases heard

Month	Total to date	Total this month	Commentary
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.
November	99	10	*The number of final hearing cases heard in November was in line with forecast. *No cases were adjourned, cancelled or postponed. 2 cases went part heard which is in line with the number forecast.
October	89	15	*The number of final hearing cases heard in October was in line with forecast. *The number of cases that were adjourned, cancelled or postponed was 5 which was above the forecast of 3 cases.

Open review cases

	Total to date	Total this month	Commentary
Month			
December	44	0	*This is broadly in line with the forecast
November	44	0	*This is broadly in line with the forecast
October	38	6	*This is broadly in line with the forecast

Review cases heard

	Total to date	Total this month	Commentary
Month			
December	17	1	*The number of review cases heard was below the forecast of 12 cases for the month.
November	16	0	*The number of review cases heard was below the forecast of 12 cases for the month.
October	16	0	*This is broadly in line with forecast.

Interim order cases heard

	Total to date	Total this month	Commentary
Month			
December	104	4	*Four IO review cases involving GSCC transfer cases were considered in December and reflects when the Interim Orders were originally imposed.
November	100	2	*Two IO review cases involving GSCC transfer cases were considered in November although no IO Reviews were forecast.
October	98	9	*Nine IO review cases involving GSCC transfer cases were considered in October and reflects when the Interim Orders were originally imposed.

PSA learning points received: April 2012 - March 2014

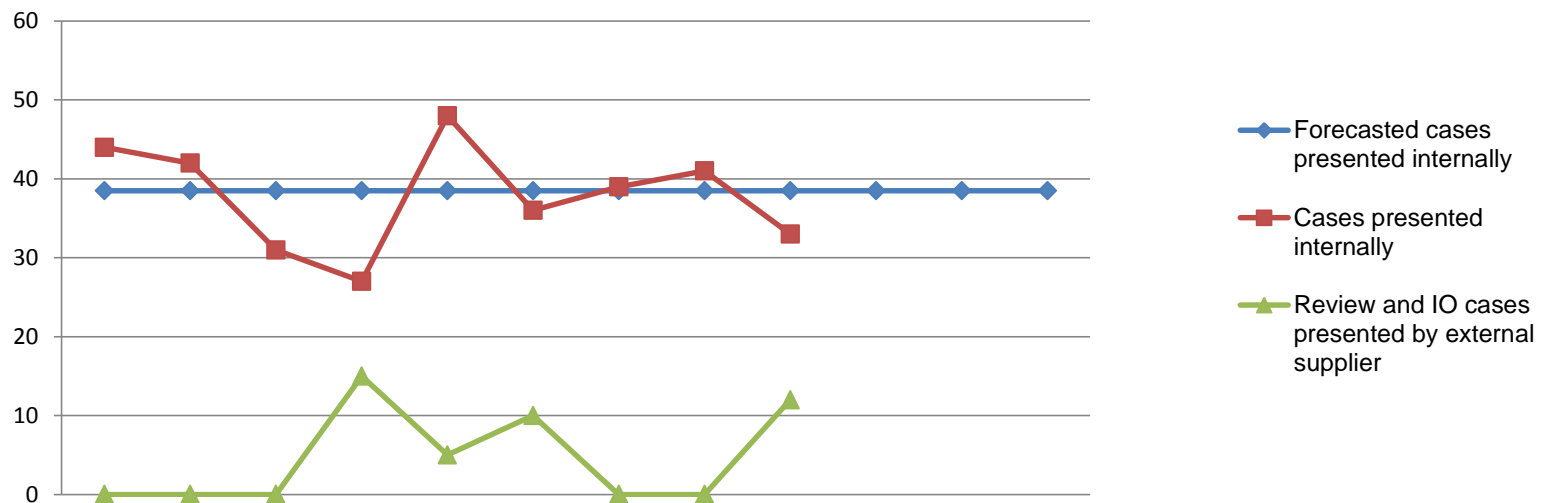
	2012			2013									2014											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Learning points received	13	10	12	12	7	6	11	7	8	9	0	9	9	11	20	6	15	8	8	1	18			

12/13	13/14
FYE	YTD
104	96

Issues arising and learning points

Month	Commentary
December	<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 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.
November	<ul style="list-style-type: none"> * Learning points were only received in relation to one case in November * This is lower than in previous months * The case in question was referred to a Section 29 meeting where consideration was given to an appeal to the high court * The case was not appealed but 5 separate areas of concern were identified * 3 areas of concern related to the investigation of the case and 2 related to the standard of adjudication at the final hearing.
October	<ul style="list-style-type: none"> * 8 Learning points received in October * There were 8 received last month and 15 the month before * The average for the last 12 months has been 10 * 2 learning points concerned social work cases * All cases referred to this month included more than one concern * 5 points related to the investigation of the case. * This included Allegations not capturing the totality of the case, a failure to allege dishonesty, omissions in the investigation and insufficient particularisation of allegations * 10 separate points involved adjudication at final hearings * This included misapplication of law by the panel, omissions in conditions of practice from a public protection perspective, failures to consider the next sanction up and a lack of detail regarding the registrants insight and remediation

Internal operational management commentary: April 2013 - March 2014



	2013				2014								13/14 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	462
Cases presented internally	44	42	31	27	48	36	39	41	33				341
review and IO cases presented by external supplier	0	0	0	15	5	10	0	0	12				42

Cases presented internally

Month	Current month / variance	Month forecast	Year end forecast	Commentary
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.
November	41/+2	39	462	*The number of cases presented internally was slightly above forecast but the cases presented included: one voluntary removal application, one final hearing and one restoration. *External solicitors were not instructed to present any Review cases.
October	39	39	462	*The number of cases presented internally in October was in line with the forecast. *External solicitors were not instructed to present Review cases due to the number of final hearing cases that they had been instructed to present.

Forthcoming cases to present internally

Month	Current month / variance	Commentary
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.
November	41	*There are 28 and 13 cases currently listed for internal presenting in December and January respectively. *External suppliers have been instructed to present 13 Review and IO cases in December.
October	62	*There are 41 and 21 cases currently listed for internal presenting in November and December respectively. *External suppliers have been instructed to present 12 Review and IO cases in December.

Review and IO cases presented by external supplier

Month	Current month / variance	Month forecast	Year forecast	Commentary
December	12	0	0	* External solicitors presented 12 Review or IO cases in December.
November	0	0	0	*External solicitors were not instructed to present any Review of IO cases in November. However, external solicitors have been instructed to present 13 cases in December.
October	0	0	0	*External solicitors were not instructed to present in view of the number of final hearing case they had been instructed to present. *External solicitors have been instructed to present 12 Review cases in December to free up Case Manager time to focus on the progression of cases.

Internally presented cases - common issues

Month	Commentary
December	*No issues arising
November	*No issues arising
October	*No issues arising

Resourcing and absence - Case Management teams

Month	Commentary
December	<ul style="list-style-type: none"> * Changes: two additional temporary case managers were recruited to provide cover pending the start in January of new permanent case managers. * Leave: annual leave was high over the Christmas period. * Recruitment: recruitment for five case managers has been completed and successful candidates will take up post on 13/01/14. * Training: a meeting/briefing session for the whole case management team was held on 13/12/13.
November	<ul style="list-style-type: none"> * Changes: Two case managers left. Temporary case managers have been recruited to provide cover for the vacancies. * Leave: One Case Manager has been on long term sick leave throughout November and is expected to return to work in December. Annual Leave in November was at manageable levels. * Recruitment: Recruitment for five case managers is on-going and is due to be concluded in December. * Training: All case managers attended a FTP allegation drafting workshop and some employees attended advanced excel training.
October	<ul style="list-style-type: none"> * Changes: The Case Support Manager commenced in post in October. Case Teams 3 and 7 came into effect in October, resulting in a movement of Case Managers and reconstitution of the Case Teams. Two Case Managers moved from the Case Management Team to the Assurance and Development Team to commence in post as Quality Compliance Officers * Leave: One Case Manager has been on long term sick leave throughout October and is expected to return to work in December. Annual Leave levels in October were relatively low. There was little overlap of leave between members of the team, which meant there was no need to put in place cover arrangements for the leave taken * Recruitment: Case Manager replacement recruitment will take place in November. Approval has been given for three Temporary Case Manager posts * Training: Bond Solon Training took place in October. In addition a number of employees attended assertiveness training.

Resourcing and absence - Administration team

Month	Commentary
December	<ul style="list-style-type: none"> * 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.
November	<ul style="list-style-type: none"> * Changes: The Admin Manager is now on planned long term sick leave and is not expected to return until mid February 2014. A Team Administrator is acting up as team coordinator. *Training: No training took place in November *Absences: annual leave and sickness absence was within acceptable levels.
October	<ul style="list-style-type: none"> * Changes: New temp commenced for a day only - have got new beginner 1 Nov *Training: No training took place in October *Absences: team took 11 days annual leave - One member of the team returned from long term sick leave (21 Oct) and another member of the team had an extended period of sickness absence.

Resourcing and absence - Scheduling team

Month	Commentary
December	<p>*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</p> <p>*Training: The scheduling team undertook a bespoke excel training course. Four scheduling officers are currently in training.</p> <p>*Absences: Sick leave and annual leave were within acceptable levels</p>
November	<p>*Changes: One scheduling officer commenced their post and an additional officer resigned. All vacant substantive posts will be filled in December 2013</p> <p>*Training: None</p> <p>*Absences: Sick leave and annual leave were within acceptable levels</p>
October	<p>*Changes: Recruitment was completed for two replacement scheduling officers, however two additional team members resigned at the end of the month. Four appointable candidates will commence substantive posts in November and December.</p> <p>*Training: The Scheduling Manager participated in Management Styles training. The scheduling team participated in Mind mental health awareness training. Members of the team took part in various training sessions as part of their developmental objectives for the year.</p> <p>*Absences: Annual leave and sickness were within acceptable levels</p>

Resourcing and absence - Hearings team

Month	Commentary
December	*Training and all team meetings were undertaken utilising days when there were no hearings due to Christmas period *Leave was encouraged during the Christmas and New Year period when there were no hearings *There were no days of sickness in the hearings team in December.
November	* Training was undertaken by the full team on first aid emergency response at work. * Successful recruitment took place to replace a hearing officer that resigned in September * There was no sick leave on the team in November * Annual leave was restricted during November due to high levels of hearings
October	* Training was undertaken by the full team over 2 separate days on proof reading and dealing with parties with mental health problems * A new hearing officer started in October on a 12 month to cover a period of maternity leave * One hearing officer resigned at the end of September and recruitment is underway to find a replacement * Sickness absence was within acceptable levels * Annual leave was restricted during October due to high levels of hearings

FTP Internal Measuring Tools Report 2013-14

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	48	64														
	% 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	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	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	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	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	2.8	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	1.6	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	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	60	68														
	% 6-7 months		11	8	8	11	15	14	6	5	10	7	6	66	2	10	11	5	7	8	10	15	15	14	9														
	% 8-10 months		9	10	11	10	10	9	15	11	7	7	8	6	7	4	2	8	8	7	6	10	12	9	7														
	% over 10 months		18	18	23	17	22	28	24	21	19	24	27	26	25	23	21	17	12	11	12	11	11	22	16														
From ICP to final hearing																											0												
	Total cases concluded	70%	18	25	19	10	10	22	24	21	21	22	23	13	21	26	28	30	25	20	25	21	18	19	24														
	% within 8 months		77	60	58	70	40	45	37.5	57	43	59	74	62	67	42	57	43	32	65	32	33	44	57	46														
	% 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	44	67														
	% over 10 months		11	16	16	10	10	23	17	24	33	41	13	23	29	38	25	37	40	10	36	38	44	20	33														
Currently awaiting hearing																											0												
	Total cases awaiting hearing		194	176	194	189	215	232	236	241	242	234	242	254	260	267	268	255	273	287	298	309	321	221	282														
	Length of time from receipt to acknowledgement	5 days	n/a												n/a												n/a	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		8	18	20	41	48	60	35	50	41	80	81	82	90	78	51	75	77	97	134	121	57	47	87
	95%		88	83	85	88	94	75	91	94	88	n/a	n/a	n/a	90	79	76	84	83	85	83	85	80	87	83
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	31	70
			7	27	15		8	14	10	14	19	34	35	50	14	23	36	15	33	23	9	54	52	21	29
	Length of time from receipt to acknowledgement (median)	5 days													n/a	n/a	n/a	4.7	4	4	4	5	6	n/a	5

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	85.625	41	
	% within 9 months	90%	100	100	100	n/a	n/a	n/a	92	100	n/a	n/a	n/a	n/a	previous ly provide d	previou sly provide d	93	58	86	100	0	0	75	98.4	59	
	Length of time from receipt to acknowledgement (median)	5 days													n/a	n/a	n/a	11	6	10	1.5	3	10	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	n/a	8
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MIS

	Length of time from receipt to acknowledgement	5 days													3	3	5	7	7	5	6	4	5	n/a	5
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Fitness to practise measuring tools

Month	Commentary
December	* 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%)
November	* 94% of cases were obs'd within 5 months of receipt (internal measure 73%). * This represents a 3% increase over October.
October	*91% of cases were obsd within 5 months of receipt in October. This exceeds the internal measure which is 73%. *The percentage of cases obsed within 5 months has decreased by 3% compared with the previous month.

Health and character measuring tools

Month	Commentary
December	*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.
November	*The average acknowledgement times for H&C cases is 5 days and median is 5 days, which is in line with the service standards. *Intake for November (141 new cases) was just slightly below October's intake of (148) and 85% of the cases concluded in November.
October	* Intake for October (148 new cases) was even higher than in September (122) but the proportion concluded within a month was only marginally lower, at 83%. * The proportion of open cases over a month old is now only 9%.

Registration appeals measuring tools

Month	Commentary
December	* 12 cases were heard in December.
November	* No cases were heard in November.
October	* No cases were heard in October.

Protection of title measuring tools

Month	Commentary
December	*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.
November	*Average is 8 days and median is 6.5 days. *Given the current pressures from high volumes of Health & Character cases, we cannot at present progress POT cases to the required acknowledgement times.
October	* There has been a stronger focus to ensure that cases are acknowledged promptly even though, given the current pressures from high volumes of Health & Character cases, we cannot at present progress them as quickly as we would like.

MIS cases measuring tools

Month	Commentary
December	* The average acknowledgement time for MIS cases in December was 5 calendar days. * The acknowledgement time was in line with the set service level standard.
November	* The average acknowledgement time for an MIS case in November 2013 was 4 calendar days, and a median of 2 calendar days. * The acknowledgement times are in line with the set service level standards.
October	* The average acknowledgement time for an MIS cases in October 2013 was 6 calendar days, and a median of 5.0 calendar days. * The acknowledgement times this month are slightly outside of the set service standards. This can be explained by the high number of MIS cases and the increase workload of the case support team to support the case management teams, in particular review bundles and FOI bundle requests.

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
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
November	0	* There were no actions assigned to a Historic User in CMS in November
October	1	* The number of actions assigned to Historic User in CMS in October demonstrates the effective monitoring in place

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
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
November	880	<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 November on obsing cases. * The number of overdue actions is monitored weekly and managers ensure high risk or older outstanding actions are prioritised. * 58 overdue actions related to closed cases. * The majority of overdue actions continue to relate to overdue chase letters (180) and overdue email/letter received actions (245). * Of the actions overdue on open cases 616 (75%) were overdue by no more than a week.
October	611	<ul style="list-style-type: none"> * The number of overdue actions has decreased again since last month * The number of overdue actions is high. However, the numbers are monitored on a weekly basis, which a clear prioritisation system in place to ensure that high risk or older tasks are dealt with first; * The majority of overdue actions relate to information chases (153) and actioning letter and email received tasks (150) * 65 overdue actions were in relation to closed cases

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
December	5	*There are 5 email and letter actions in the "unallocated" profile in FTP cases.
November	7	These are in the "unallocated profile" which is intentional so that the team can cover this workload and monitor progress. There are no concerns with these actions.
October	16	These are in the "unallocated profile" which is intentional so that the team can cover this workload and monitor progress. There are no concerns with these actions.

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
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
November	45	*There are 45 overdue actions within the adjudication team, *The majority of outstanding actions were witness availability emails, which are deliberately unactioned as part of the scheduling process.
October	53	These actions relate to witness dates to avoid which are left deliberately unactioned as part of the scheduling process. When the hearing is confirmed, the actions are all confirmed as per Scheduling checklist.

Net Regulate status checks

Month	Number of Issues	Commentary
December	11 non public statuses, 0 public sanction statuses	There were no issues
November	13 non public statuses, 1 public sanction identified by checking process	There continue to be no issues and the checking process is identifying any corrections.
October	25 non-public statuses, 0 sanction statuses	There continues to be no issues