

Council, 11 February 2016

Fitness to Practise Report

Executive summary and recommendations

Introduction

This report sets out the main activities of the Fitness to Practise department in December 2015. It includes statistical information, including length of time data, for the period April to December 2015.

Decision

The Council is requested to discuss the report.

Background

None

Resource

The resources for the Department are set out in the annual workplan and budget 2015-16.

Financial implications

None

Appendices

Fitness to Practise management commentary and information pack.

Date of paper

19 January 2016

Fitness to Practise Department – Management Commentary

The following provides an update about the work of the Fitness to Practise department in December 2015.

Departmental activities

1. Case Management

- 1.1 The pilot of the introduction of a case team dedicated to the management and progression of cases in the post Investigating Committee Panel (ICP) stage of the FTP process has commenced. Case Mangers in the pilot team will be managing either pre ICP or post ICP cases to assess whether there is benefit in greater specialisation.
- 1.2 A review of the mediation pilot has been undertaken. A separate paper will be presented to Council on this.
- 1.3 Sabrina Allen has taken up her role as Investigations Manager and Laura Coffey starts with the team as an Investigations Manager on 25 January 2016 as part of the arrangements to cover Ciara O'Dwyer's maternity leave which begins in early February 2016. Recruitment is underway for a Case Team Manager – Advancement, a Case Manager – Advancement and a Case Manager following promotions and resignations. Temporary Case Managers are currently covering the vacancies.

2. Adjudications

- 2.1 A temporary scheduling officer is in place to assist with the prioritisation of scheduling of older cases. A temporary Hearing Officer has also been recruited to assist with the clerking of hearings listed for the last quarter of the year.
- 2.2 The project to fit out 405 Kennington Road is proceeding well and we are on track to move into the new building at the end of January 2016, subject to user acceptance testing which is taking place from week commencing 13th January 2016. Existing hearings will be moved from our current hearing premises to 405 Kennington Road on a phased approach.
- 2.3 In November 2014 a pilot was introduced to test the effectiveness of taking a more structured approach to the listing of final hearings. The objective of the pilot was to give registrants involved a clearer indication of when their hearing is likely to be held at the point of referral to the Conduct and Competence or Health Committee. The pilot looked at a number of amendments to existing processes,

including the seeking of availability from witnesses prior to the hearing being ready to schedule and the introduction of a teleconference between the HCPC, Kingsley Napley, the registrant and/or representatives prior to final notices being sent. The pilot has now concluded and been evaluated. Overall, despite some constraints, the pilot has been a success and going forward we will be implementing ad hoc teleconferences in appropriate cases. Longer term, our aim is to also use the outcome of the pilot to make further efficiencies to our scheduling processes as the pilot clearly demonstrated that the time taken to schedule a final hearing was reduced.

3. Assurance and Development

- 3.1 We have made a number of changes to our Case Management System and associated reporting structures, to support the pilot of the post ICP pilot. We will be reviewing this in the next few months to decide on any further changes to our systems.

4. Training

- 4.1 The first cohort of Case Managers have completed the first module of the CHIA Complaints Handling Investigation Award, which is being run by Bond Solon. On successful completion of the post course assessments the attendees will be eligible for the BTEC Level 5 Professional Award in Complaints Handling and Investigation.

5. Service Improvement

- 5.1 The Acting Director of Fitness to Practise and the Head of Fitness to Practise Service Improvement met with representatives of Ofsted to discuss the possibility of a memorandum of understanding (MoU) between the HCPC and Ofsted. It was agreed that a MoU would be helpful and that development work would start in early 2016.
- 5.2 The Standard of Acceptance and Protection of Title factsheets are now available on the website and are being enclosed in the relevant letters.
- 5.3 Following the bespoke training session delivered in July 2015 by the Samaritans on managing suicidal contacts, we have developed a guidance document and a desk top guide which is in the process of being printed.

6. Case Information – commentary on cases against forecast

- 6.1 The statistical information relating to the work of the Fitness to Practise Department can be found in the management information pack. Length of time data is also provided. The data included is for April to December 2015. The management information pack 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.

Key information regarding activity in December is highlighted below.

7. New cases

- 7.1 We had 152 versus 194 forecast, which is 21% lower than expected. This can be partly attributed to December being a shorter working month. Year to date we remain 4% lower than forecast, with eight out of the nine months being below forecast. On the basis of the 9 month reforecast we expect the total number of new cases received at the end of reporting year to be below that originally forecast. We will continue to monitor this in the coming months to anticipate any impact on Investigating Committee Panel or team resources.
- 7.2 In December, 43% of newly received cases came from members of the public. This remains the consistently highest route of complaints across the year to date, where 43% of allegations came from members of the public. This remains similar to last year (46%). Complaints from employers accounted for 24% of this month's new matters, with 25% being self referrals from Registrants.

8. Professions

- 8.1 The majority of new cases continue to relate to Social Workers. We received 85 social worker cases, accounting for 56% of the total in December. This month the proportion of Social Worker cases is similar to the year to date proportion which is 53%. The next highest rate is for paramedics (12%), and then practitioner psychologists at (7%) and physiotherapists (6%). Broadly speaking, there are no significant changes in the most complained about professions.

9. Enquiry and Pre ICP cases

- 9.1 In December, we closed 115 cases pre-ICP against a forecast of 133. Year to date, we have closed 1283 cases. This compares to 695 in the same period in the previous year. The average and median ages of open cases in the Enquiry stage is now consistently showing a median age lower than those closed pre-ICP, demonstrating that we are not just concentrating on new matters that have arrived. On the basis of the nine month reforecast we expect to have closed slightly more cases (1673) at the end of the year than originally forecast.
- 9.2 We have 1159 ongoing enquiry and pre ICP cases. This continues the month on month decrease of ongoing enquiry and pre ICP cases since April 2015. There are 28 Rule 12 cases which meet the definition of no active investigation whilst awaiting further information from third parties, as described in the new Standard of Acceptance.
- 9.3 The number of cases at pre-ICP stage is 275; which is in line with the average number open in 2014/15. This demonstrates that we are continuing to progress cases to the point where they can be considered by an ICP panel, and the pre-ICP closures are not at the expense of other types of case progression.
- 9.4 Case progression conferences continue to be held on a monthly basis with a particular focus on the older cases which are still in the enquiry stage or do not have an ICP date fixed. In December, four complex cases were reviewed.
- 9.5 Allegations were drafted and sent to registrants for their observations in 30 cases this month which was below forecast (63). This was due to there being fewer working days in December and the policy of not sending allegations to registrants immediately before Christmas when registrants cannot access support due to the office being closed.

10. Cases considered at Investigating Committee

- 10.1 52 cases were considered at ICP in December against a forecast of 72 cases. 2 (4%) of these cases required further information. The case to answer rate was 76%, compared to 57% forecasted. Year to date the rate is 62%. We are continuing to look at the impact of a higher case to answer rate on resources, and for planning for the remainder of 2015-16, and the 2016-17 budget.

11. Interim Orders

- 11.1 Four new applications were considered, with all four granted. The running rate of granted applications is 86%. Twenty five existing interim order cases were reviewed; one was revoked. The revocation rate this year is 2%, compared with 3% in 2014-15.

12. Cases awaiting final hearing and hearings activity

- 12.1 There are 450 open cases, which is slightly better than the forecast (461 cases). We are continuing to push through older cases as a result of the length of time work. We continue to have weekly teleconferences and monthly meetings with our external lawyers to ensure escalation of these cases is reviewed regularly.
- 12.2 Currently, 38% of these post ICP cases are under investigation by our external lawyers. A further 38% of the cases are with our scheduling team who are actively arranging hearings. The remaining 24% have a final hearing fixed for a date in the future. We continue to use additional temporary scheduling resource to ensure we meet the forecast for final hearings in the last quarter of the year.
- 12.3 There were four preliminary hearings held in December. There were 36 hearings listed (against a forecast of 36). We are continuing to use preliminary hearing activity to resolve issues with cases to allow them to advance to final hearings. The adjournment and part heard rate (5 cases in total) is 14%, which remains within expected parameters.

13. Length of time review

- 13.1 We have continued to repeat the length of time analysis presented to Council in 2014 as part of the wider discussion of timeliness and conclusion of cases. The data indicates a broadly stable position to that presented to Council in September 2015. A summary of the key indicators is provided below.
- 13.2 Year to date, we closed 1773 cases at either pre-ICP, ICP or final hearing stage. Of these, 89% (1560 cases) were closed within 18 months of receipt of the original complaint. This proportion remains stable over the last quarter despite the concentration on older cases awaiting a hearing.
- 13.3 The mean and median closure times for this combined group has remained at 9 and 7 months. For cases closed at pre-ICP stage, the mean and median times remain at 6 and 5 months; for cases closed no case to answer at ICP remains at 10 and 9 months; and for those closed at final hearing the times increases by one month to 22 and 21 months.
- 13.4 An analysis of the open cases at each stage shows the current age of cases yet to conclude. Of the 884 open Enquiry cases, the mean and median age from receipt has reduced to 5 and 4 months respectively.
- 13.5 Of the 275 open pre-ICP cases, the mean and median age from receipt is 11 and 9 months, an increase of one month on the mean age. There are no significant changes in the mean and median of 6 and 4 months respectively to reach the Standard of Acceptance (SOA) stage, and a mean and median of 5 and 3 months from SOA being met to their current position.
- 13.6 Of the 450 currently open post ICP cases, the mean and median age from receipt is 19 and 18 months respectively. For these cases, the mean and

median time taken to reach SOA remains at 4 and 3 months respectively. The cases then took a further 7 and 4 months (mean and median) respectively from SOA to ICP. The cases have taken a further 8 and 6 months (mean and median) from ICP to date. There is no change in these timings for this group of cases since last month indicating these cases are not getting older.

14. Non-FTP case activity

- 14.1 Registration Appeals: only one new cases was received, against a forecast of 6 for December. There are 22 cases open. This figure has been stable since August 2015. From 11 January 2016 new registration appeals will be managed by the dedicated team in Registrations. The Fitness to Practise department will continue to progress the cases that were received before 11 January.
- 14.2 Protection of Title: There were 15 cases received in December, against a forecast of 34. There are 53 open cases, which is lower than the previous month. The ongoing prosecution case did not conclude when it recommenced on 10 December 2015. The trial has been fixed to resume on 22 April 2016.
- 14.3 Health and Character declarations: There were 53 new cases received in December which is lower than the forecast higher than the forecast of 68. As with the previous year, the anticipated rise in declarations appears to be arriving later than we forecast. Year to date, we are just under forecast (6% less). 35 cases were considered by panels in December, with 51 remaining open.
- 14.4 Miscellaneous (MIS): 52 new cases were received in this month, which is within forecast. The open caseload is 74. Whilst higher than previous months, the number of open matters is within expected parameters and therefore there are no concerns with this area of work.
- 14.5 High Court: There was one new appeal received this month from a registrant, meaning there five High Court cases currently open. Overall, high court activity remains low since April 2015.
- 14.6 Although learning points have been received from the PSA in relation to section 29 referrals, the last learning points were received in November 2014. The absence of learning points over the past year will be raised with the PSA when we next meet with members of their Scrutiny & Quality team.

Fitness to Practise Department

Management Information Pack

Kelly Holder, Director of Fitness to Practise
Activity in December 2015

Contents	Page
Glossary	viii
Forecast Summary	ix
Enquiries and Allegations Received by type: April 2014-March 2016	x
Cases Received: Profession & source of complaint April 2011 - March 2016	xi
Pre ICP Case Information April 2014 - March 2016	1
Investigating Panel Decisions and Referrals April 2014 - March 2016	1-2
Investigating Panel Decisions by profession and source of allegation April 2011 - March 2016	2
Interim Order Cases April 2014 - March 2016	2-3
Panel Hearing Decisions (Preliminary and Final Hearings) April 2011 - March 2016	3
CCC and HC final hearings - Scheduling and Resources	3
Outcome of final hearing by representation April 2014 - March 2016	3
Final Hearings: Decision by profession April 2014 - March 2016	2
Review Hearing: Decision by profession April 2011 - March 2016	2
Registration Appeals April 2014 - March 2016	3
Protection of Title April 2014 - March 2016	3
Health and Character Declarations April 2014 - March 2016	3
MIS Cases April 2014 - March 2016	3
Cases at Judicial Review or High Court/Court of Sherrif April 2014 - March 2016	3
Complaints relating to FTP Cases or Service April 2012 - March 2016	3
GSCC transfer cases August 2012 - March 2016	3
PSA Learning Points April 2014 - March 2016	3
Internal Operational Management Information	3
Internal Measuring tools Report 2014 - 2016	3
CMS Action Monitoring and Net Regulate Status Checks	3
Headcount	3

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

ICP	The Investigating Committee is one of the committees that consider cases. The ICP decide if the realistic prospect test is met on the information in front of it, and refers cases for further (external) investigation.	The Investigating Committee Panel is not a public hearing, and uses the information contained in the papers prepared by the Case Manager to reach its decision.
Interim Orders	Interim orders can be applied for when there is considered to be significant risk to the public or the registrant from their alleged impairment of fitness to practise. An order can be applied for at any stage.	Orders can be granted or refused by a Panel. For those that are granted, they must be reviewed regularly (at 6 months from imposition, then every 3 months until the expiry - usually 18 months). Orders still required after the maximum 18 months have to be applied for extension at the relevant High Court.
Internal measuring tools	A range of time based measures for cases at each of the stages in the process are used to ensure that cases are progressing as expected, or that complex cases have the appropriate escalation actions.	Our case management system generates weekly and monthly reports to ensure any cases that are outside the service standards can be identified.
Length of time	Cases are measured from a number of points in their lifetime. These measures have service standards associated with them, and are used to trigger escalation activity for cases that exceed them. Information is taken from the Case Management System	Measures are taken from: receipt of the original complaint, the time the case meets the standard of acceptance, the time the case has been sent to the Registrant for observations; the date of the final IC Panel; the conclusion of the external investigation; the point at which the case is ready and then fixed for a final hearing; the conclusion of the final hearing.
Length of time Age of Post ICP (chart)	This chart shows the number and age of cases, measured from the ICP decision of case to answer. These cases have been to ICP.	
Length of time Cases Inv Committee (excluding further information) - (chart)	This chart shows the number and age of cases measured from the Standard of Acceptance for ICP cases that have concluded.	These cases may be closed no case to answer, or sent for investigation by external lawyers. Cases where an IC Panel asked for more information are excluded.
Length of time: Allegations made to conclusion of final hearing (chart)	This chart shows the number and age of cases that have concluded at a final hearing. The measure is the time taken from the meeting of the Standard of Acceptance to the conclusion of the final hearing.	
Length of time Investigating Panel - Case Concluded (chart)	This chart shows the time taken from the investigating committee panel decision to the conclusion of the final hearing.	
Length of time Open PreICP (chart)	This chart shows the number of cases and their age from the Standard of Acceptance. These cases have not been to ICP yet.	
Mean and median average	The mean is the average of the data, the median is the middle point of the range of the data	
Obs (Observations)	When a case meets the Standard of Acceptance, it is prepared to go to an Investigating Committee Panel. At the point of reaching the SOA, the Registrant is informed that there is a case against them, and invited to give their observations (Obs) on the complaint made against them.	Any Obs that come back after the 28 day period allowed for the Registrant's response go to the Investigating Committee Panel
Part Heard	A case starts its hearing activity, but does not conclude in the allotted time.	Further hearing time is arranged by the Scheduling team, liaising with all parties.
Post ICP cases	These cases have been considered by an Investigating Committee Panel and have a case to answer decision	The cases may be with external investigators (30%), Ready to fix (40%) or have a confirmed final hearing date that is in the future.

Pre ICP cases	These cases have met HCPC's Standard of Acceptance, but have not yet been considered by an Investigating Committee panel.	These cases may have Obs returned, or still be in the process of creating the allegations on which the Registrant is asked to provide Observations. ICP dates are generally arranged up to two months in advance. Cases are expected to have been to ICP for a decision within eight months of receipt of the original complaint.
Preliminary meetings	Can be used to manage aspects of the case, such as witness orders, use of the time available, or admissibility of evidence.	Preliminary meetings can be held virtually, or in person.
Profession	There are 16 professions regulated by HCPC	The management commentary breaks down the trends in new complaints, and also outcome of key decision stages by profession.
Protection of Title	If an individual uses one of the protected titles described in HCPC's Order, a prosecution can be pursued.	
PSA Learning Points	Professional Standards Authority review all final hearing decisions to ensure consistency and also that HCPC is not unduly lenient. They have the power to appeal these decisions. A monthly learning points letter is sent to HCPC containing their observations.	We review all learning points and respond to PSA with our views, including whether we agree with their opinion. We share these responses with our panels for individual learning, and also use case studies in our induction and refresher training courses.
Ready to Fix (RTF)	A case where the external investigation has concluded and can be scheduled for a final is described as ready to fix	The scheduling team at HCPC take RTF cases and liaise with all parties before fixing or confirming the date and location of the hearings. We assume approximately 30% of all post ICP cases will be RTF at any stage.
Realistic Prospect Test	This is set out in the standard of acceptance Council policy, and describes the likelihood of a Registrant's fitness to practise being found impaired.	It is a core component of the Standard of Acceptance policy.
Registration Appeals	Registrants who are refused entry to HCPC register can appeal.	Panels are arranged to consider the appeal.
Representation	Registrants may be represented by a union. Representation may happen at any stage in the process.	The management commentary reviews the outcome of decisions at ICP and at final hearing against whether the Registrant was engaged with the process. The registrant may represent themselves, by represented by others, or there may be no engagement from the registrant or a representative.
Review of substantive decisions	Cases where a suspension or caution is applied at a final hearing must be reviewed by an independent prior to the order expiring.	These panels can continue the original order, vary it, or allow it to expire. Following a period of suspension, Panels can strike a registrant off the register.
Source of complaint	These are categorised as: article 22(6)/Anonymous; Employer; Other; Other Registrant; Police; Professional body; Public; Self referral	The management commentary breaks down the trends in these different sources, and helps to guide FTP guidance development work.
Standard of Acceptance (SOA)	This is set out in Council's policy	
Year to date (YTD)	This is the summary of the information in the period 1 April to 31 March in the current budget year	

Key Forecast and Management Information Summary (FTP cases only)

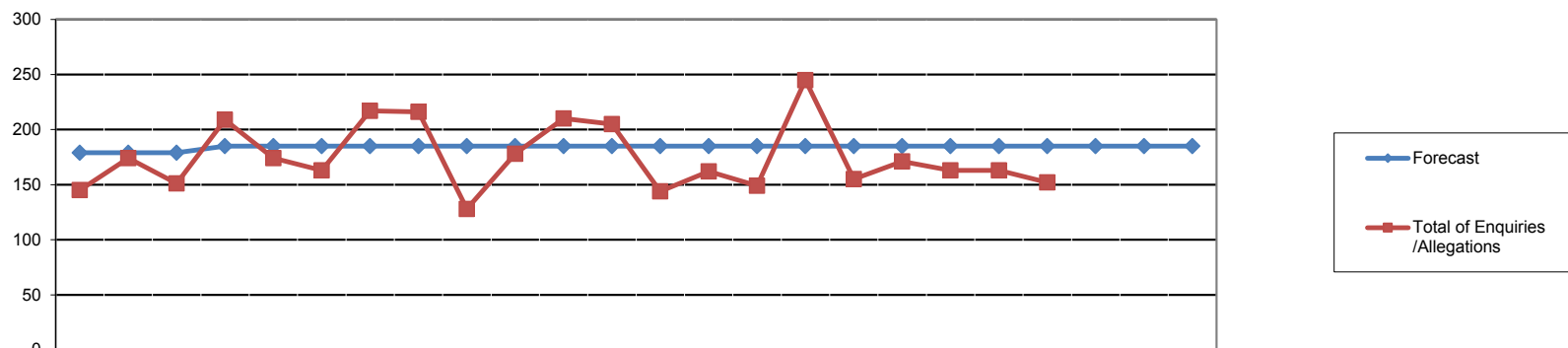
	14/15 Actual													Year End	15/16 Actual													Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
Cases Received	145	174	151	209	174	163	217	216	128	178	210	205	2170	144	162	149	245	155	171	163	163	152		2,191	2,191	2,191	2,005					
Cases pre ICP & Enquiry Rule 12	1147	1173	1193	1234	1194	1276	1365	1445	1436	1437	1457	1441	1441	1437	1427	1353	1372	1306	1238	1193	1163	1159		1,432	1,074	1,190	1,173					
Cases closed pre ICP	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	11	17	23	27	30	28		N/A	N/A	N/A	N/A					
Case to Answer percentage	47%	57%	58%	55%	49%	57%	57%	56%	55%	42%	56%	55%	55%	42%	58%	51%	59%	67%	65%	70%	66%	76%		52%	52%	57%	62%					
Cases awaiting hearing	354	368	381	397	403	427	418	419	420	426	437	428	428	432	431	432	429	439	448	440	457	450		417	467	470	471					
Cases per case manager (preICP)	53	52	50	51	46	44	52	50	49	50	53	52	52	52	49	43	44	42	41	41	40	40		N/A	N/A	N/A	N/A					
Case per case manager (post ICP)	17	16	16	17	16	15	16	15	14	15	16	16	16	16	15	14	14	14	15	15	15	15		N/A	N/A	N/A	N/A					

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

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	40/-5 (pre-ICP) 15/-10 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The number of cases per Case Manager remains the same as November. * It is noted that next month, with the launch of the Case Specialisation Pilot, there will be a redistribution of cases across the Case Management group, resulting in the number of pre-ICP cases in the non-Pilot Teams increasing
November	40/-5 (pre-ICP) 15/-10 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The average caseload per Case Manager has declined very slightly and continues to reflect the high number of case closures relative to the intake of new cases.
October	41/-4 (pre-ICP) 15/-10 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The average caseload per Case manager remains unchanged from last month. This reflects the higher than forecast number of cases closed in recent months in addition to the number of new cases received remaining stable.

Enquiries and Allegations Received by type: April 2014-March 2016



	2014			2015									2016												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast	179	179	179	185	185	185	185	185	185	174	203	204	185	185	185	185	185	185	185	185	185	185	185	185	
Enquiries	140	166	149	204	168	160	216	211	125	174	203	204	142	160	145	231	146	159	153	156	148				
Allegations	5	8	2	5	6	3	1	5	3	4	7	1	2	2	4	8	4	6	7	5	4				
Rule 12	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	6	4	6	3	2	0			
Total of Enquiries /Allegations	145	174	151	209	174	163	217	216	128	178	210	205	144	162	149	245	155	171	163	163	152				
Article 22(6)/Anon	4	9	4	7	9	2	2	4	2	7	5	10	5	3	2	3	8	1	4	10	3				
Employer	37	55	43	65	40	47	53	53	25	37	41	58	37	35	42	62	35	53	43	46	36				
Other	6	1	4	5	7	11	16	22	7	9	6	9	5	7	5	11	11	10	11	12	7				
Other Registrant	8	6	5	7	6	3	7	5	2	1	11	10	2	3	5	7	1	5	2	7	0				
Police	3	2	0	0	2	2	2	5	1	1	3	0	0	2	4	0	0	1	3	0	2				
Professional body	1	2	2	3	2	1	2	0	1	0	0	1	0	2	1	1	3	0	1	0	0				
Public	58	62	60	93	86	67	101	89	75	92	112	93	69	84	65	109	64	63	66	60	66				
Self-referral	28	37	33	29	22	30	34	38	15	31	32	24	26	26	25	52	33	38	33	28	38				

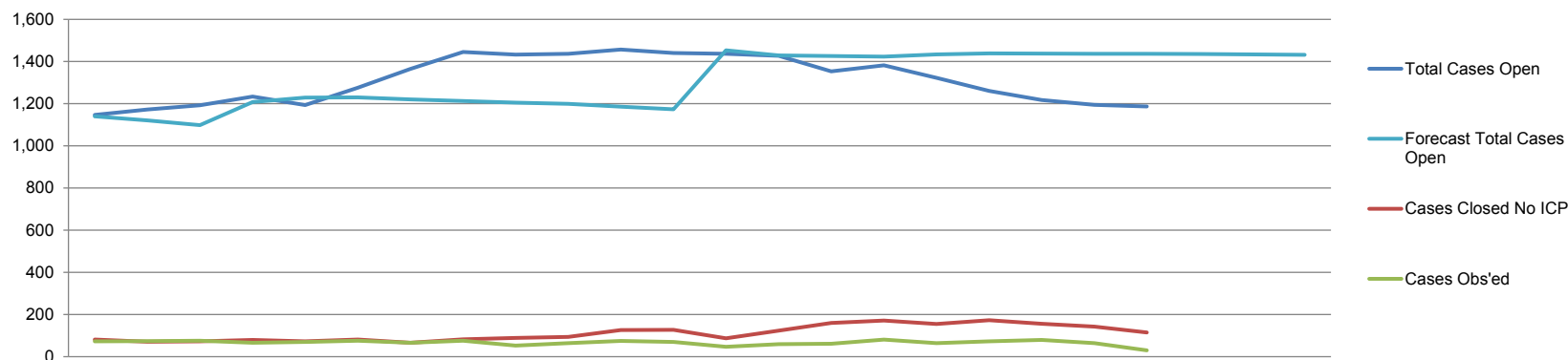
11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
	n/a		n/a	n/a
500	1452	1,960	2,120	1440
425	201	109	50	42
925	1653	2,069	2,170	1504
283	58	77	65	39
289	435	593	554	389
33	87	81	103	79
53	99	78	71	32
27	27	37	21	12
12	21	14	15	8
228	634	793	988	646
NA	NA	396	353	299

Cases Received: Profession & source of complaint April 2011 - March 2016

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
Arts therapists	0	2	0	0	0	0	3	1	4	7	4	11	6
Biomedical scientists	3	18	4	1	0	0	1	13	66	37	50	36	40
Chiropodists & podiatrists	1	11	1	0	0	0	19	5	55	53	71	56	37
Clinical scientists	0	1	1	0	0	0	1	3	9	9	3	6	6
Dietitians	0	4	3	0	0	0	3	6	12	13	21	15	16
Hearing aid dispensers	0	3	1	0	0	0	10	1	23	25	22	18	15
Occupational therapists	2	21	4	1	0	0	24	14	96	76	105	97	66
ODPs	3	19	1	2	0	0	4	12	63	45	63	60	41
Orthoptists	0	0	0	0	0	0	0	0	2	2	2	2	0
Paramedics	7	41	7	3	1	0	17	105	253	262	266	231	181
Physiotherapists	3	29	8	2	4	1	35	10	118	123	134	133	92
Practitioner psychologists	2	12	11	3	1	3	65	9	139	179	157	157	106
Prosthetists & orthotists	0	2	0	0	0	0	0	2	2	1	2	2	4
Radiographers	3	29	2	4	2	1	7	16	58	55	59	80	64
Social workers	15	189	35	14	4	3	446	96	n/a	733	1,085	1,251	802
SLTs	0	8	1	2	0	0	11	6	25	33	25	15	28
Total	39	389	79	32	12	8	646	299	925	1,653	2,069	2,170	1,504

Month	Commentary
December	* The position remains unchanged from October: 53% of new referrals relate to Social Workers and 43% of new referrals for all professions were from the public.
November	* The position remains unchanged from October: 53% of new referrals relate to Social Workers and 43% of new referrals for all professions were from the public.
October	* Social Worker referrals continue to constitute more than half (53%) of Fitness to Practise referrals received YTD * Members of the public remain the largest source of Fitness to Practise referrals with 43% of all referrals coming from this complainant group

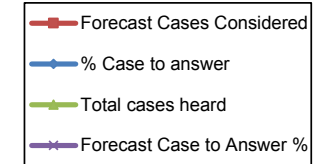
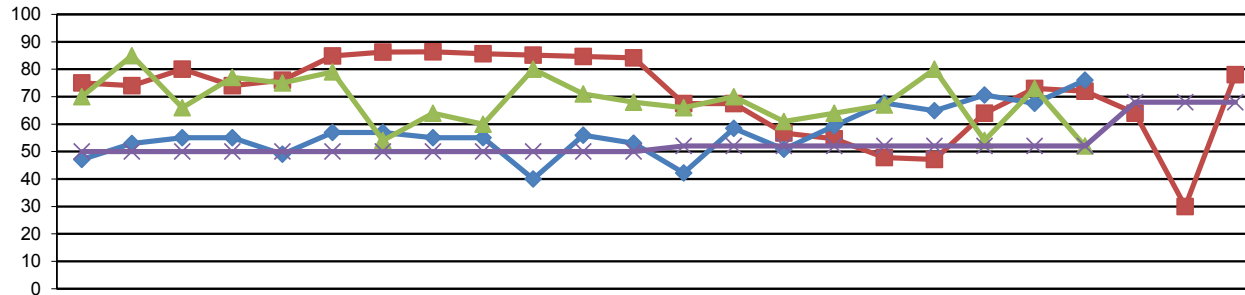
Pre - ICP case information April 2014 - March 2016



	2014			2015												2016									13/14 YTD	14/15 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Forecast cases received	179	179	179	185	185	185	185	185	185	185	185	185	185	185	185	185	185	185	194	194	194	180	180	180		
Cases Received	145	174	151	209	174	163	217	216	128	178	210	205	144	162	149	245	155	171	163	163	152				3,674	1,504
Allegations Open	291	273	283	271	287	265	284	290	276	259	269	272	255	246	254	264	252	249	270	288	275				307	1,504
Enquiries Open	856	900	910	963	907	1011	1081	1155	1157	1178	1188	1169	1182	1181	1099	1107	1054	989	923	877	884				855	900
Rule 12 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	N/A	N/A	N/A	11	17	23	25	30	28					
Total Cases Open	1,147	1,173	1,193	1,234	1,194	1,276	1,365	1,445	1,433	1,437	1,457	1,441	1,437	1,427	1,353	1,382	1,323	1,261	1,218	1,195	1,187				1,162	1,173
Forecast Total Cases Open	1,140	1,121	1,098	1,208	1,229	1,230	1,221	1,212	1,205	1,199	1,186	1,173	1,453	1,429	1,426	1,423	1,434	1,439	1,438	1,437	1,437	1,435	1,434	1,432	1,027	1,121
Percentage of Cases in Pre ICP Remit	25	23	24	22	24	21	21	20	19	18	18	19	18	17	19	19	19	18	22	24	23					
Cases Considered at CPC	6	7	5	2	4	9	4	5	7	8	9	11	7	7	4	5	5	5	6	7	4				122	179
Cases Closed No ICP	81	71	73	79	73	81	66	82	89	94	126	127	87	123	160	171	155	173	156	143	115				2,325	45
% of Cases Closed no ICP	10	8	8	8	8	8	6	7	8	8	11	11	6	10	12	15	15	15	17	16	13					
Forecast % cases closed No ICP	11	11	11	11	11	11	9	10	11	12	13	13	15	14	14	13	13	13	12	12	12	13	13	13	n/a	n/a
Cases Obs'd	73	74	76	66	70	76	66	76	53	64	75	70	47	59	61	81	64	73	79	64	30				1397	157
Forecast Cases Obs'd	80	79	77	85	86	86	86	85	85	84	83	82	59	63	68	72	76	80	72	67	63	78	80	79	998	893
% of Pre ICP cases Obs'd	25	27	27	24	24	29	23	26	19	25	28	26	18	24	24	31	25	32	31	22	11					
Forecast % cases Obs'd	27	27	27	27	27	27	27	27	27	27	27	27	20	21	22	23	24	25	28	28	28	28	28	28		

Note. The Aug CPC was used to review the full range of some 60 post-ICP cases categorised by instructed solicitors as Ready to Fix: Do Not Schedule.

Investigating Panel decisions and referrals April 2014 - March 2016



	2014			2015										2016										
	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 Cases Considered	75	74	80	74	76	85	86	86	86	85	85	84	68	68	57	55	48	47	64	73	72	64	30	78
Total cases heard	70	85	66	77	75	79	54	64	60	80	71	68	66	70	61	64	67	80	54	73	52			
Case to Answer	Referred to CCC (Reg representations)	17	33	22	23	14	29	15	18	20	16	24	21	16	24	15	18	30	19	17	31	23		
	Referred to CCC (Rep representations)	2	2	2	7	4	5	3	3	3	2	3	4	3	4	3	7	4	8	9	6	4		
	Referred to CCC (No representations)	14	10	9	10	16	8	10	11	9	11	11	9	7	10	11	8	7	21	9	9	11		
	Referred to HC (Reg representations)	0	0	1	0	0	0	0	2	0	0	0	1	0	0	0	2	0	0	1	2	0		
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0		
	Referred to HC (No representations)	0	0	2	1	1	0	0	1	0	2	0	1	0	0	0	0	0	0	0	0	0		
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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		
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	Forecasted Cases Referred	37	36	39	36	37	41	42	42	42	42	41	41	34	34	29	28	24	24	26	29	31	34	36
Total case to answer	33	45	36	41	35	42	28	35	32	32	38	36	27	38	29	35	42	48	36	48	38			
Forecast Case to Answer %	50	50	50	50	50	50	50	50	50	50	50	50	52	52	52	52	52	52	52	52	52	68	68	68
% Case to answer	47	53	55	55	49	57	57	55	55	40	56	53	42	58	51	59	68	65	71	68	76			
No case to answer	Not referred (Reg representations)	32	28	21	28	28	27	18	16	20	33	24	26	28	20	18	16	17	19	12	17	10		
	Not referred (Rep representations)	2	4	3	2	7	3	2	7	3	9	6	0	3	4	5	3	1	3	1	4	2		
	Not referred (No representations)	3	2	2	3	2	1	1	4	3	3	0	4	6	3	5	5	2	4	2	2	0		
	Total cases not referred	37	34	26	33	37	31	21	27	26	45	30	30	37	27	28	24	20	26	15	23	12		
Further Information	0	6	4	3	3	6	5	2	2	3	3	2	2	5	4	5	5	6	3	3	2			

	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
	516	543	707	849	587
	176	181	210	252	193
	19	29	42	40	48
	49	83	97	128	93
	6	5	6	4	5
	2	0	0	0	1
	0	3	4	8	0
	0	0	0	0	0
	0	0	0	0	0
	0	0	1	0	0
	n/a	n/a	394	478	369
	254	304	360	433	341
	n/a	n/a	n/a	n/a	n/a
	49	56	53	53	62
	197	176	256	301	157
	21	28	31	48	26
	29	18	35	28	29
	246	231	322	377	212
	18	20	25	39	35

Cases Considered

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	52/-10	62	726	* The low number of cases considered reflects the short working month.
November	73/+16	57	726	* The high number of cases considered at ICP in November reflects high numbers of cases "obs'd" in immediately preceding months.
October	54/+2	52	726	* The number of cases heard at ICP in October almost exactly matched forecast.

Investigating Panel Decisions by profession and source of allegation April 2011 - March 2016

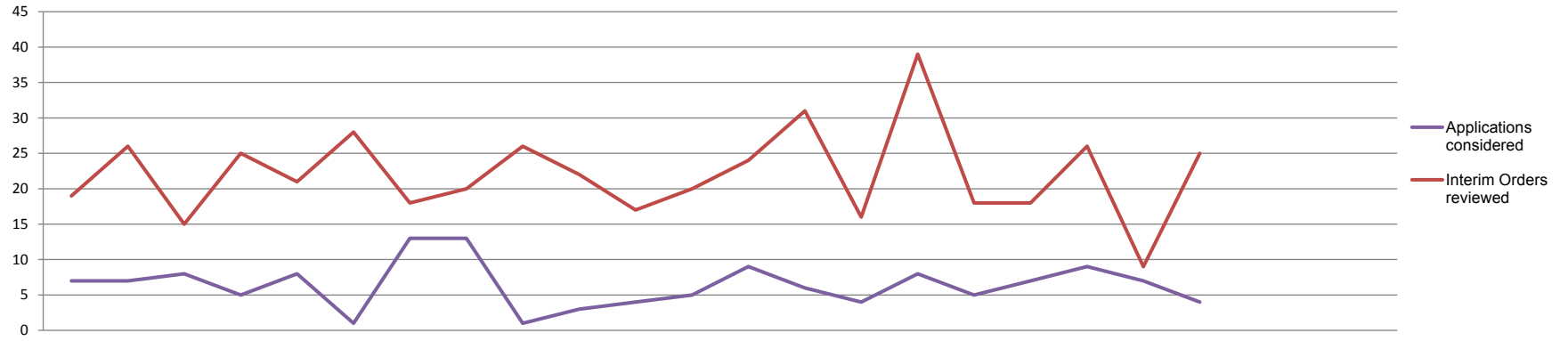
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	2	0	1	0	0	3
Biomedical scientists	2	1	11	0	0	14
Chiropodists & podiatrists	10	0	7	0	0	17
Clinical scientists	0	1	1	0	0	2
Dietitians	4	1	4	1	0	10
Hearing aid dispensers	1	1	7	0	0	9
Occupational therapists	14	2	16	0	0	32
ODPs	5	1	19	0	0	25
Orthoptists	0	0	0	0	0	0
Paramedics	33	2	56	3	0	94
Physiotherapists	21	0	24	1	0	46
Practitioner psychologists	10	5	15	0	0	30
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	15	1	12	0	0	28
Social workers	91	19	159	1	0	270
SLTs	4	0	3	0	0	7
Total YTD	212	34	335	6	0	587

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
1	3	1	2	3
37	26	23	28	14
40	27	31	36	17
10	3	2	1	2
5	14	7	10	10
12	9	5	5	9
55	44	47	42	32
37	37	25	41	25
1	1	0	3	0
139	128	100	108	94
65	69	71	56	46
60	67	36	53	30
0	1	1	1	0
39	35	32	43	28
15	21	15	12	7
516	543	707	849	587

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Article 22(6)/Anon	3	0	8	2	0	13
Employer	84	22	206	3	0	315
Other	9	3	12	0	0	24
Other Registrant	0	1	12	0	0	13
Police	3	0	4	0	0	7
Professional body	1	1	7	0	0	9
Public	57	4	21	0	0	82
Self referral	55	3	65	1	0	124
Total YTD	212	34	335	6	0	587

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
139	72	23	20	13
204	263	321	417	315
14	24	17	21	24
22	22	17	21	13
21	17	21	19	7
5	2	9	4	9
111	109	133	133	82
n/a	34	166	214	124
516	543	707	849	587

Interim Orders Cases April 2014 - March 2016



	2014			2015									2016			13/14 YTD	14/15 YTD						
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			Jul	Aug	Sep	Oct	Nov	Dec
Applications considered	7	7	8	5	8	1	13	13	1	3	4	5	9	6	4	8	5	7	9	7	4	134	59
Applications granted	6	6	6	5	8	1	11	12	1	3	4	4	6	5	2	7	5	6	9	7	4	118	51
Applications not granted	1	1	2	0	0	0	2	1	0	0	0	1	3	1	2	1	1	1	0	2	0	19	11
Interim Orders reviewed	19	26	15	25	21	28	18	20	26	22	17	20	24	31	16	39	18	18	26	9	25	463	206
Interim Orders revoked	1	0	0	0	0	0	0	5	1	0	0	1	0	1	0	0	0	2	1	1	1	14	6
iO instructed for High Court extension	0	2	1	3	0	0	0	0	0	0	5	3	2	2	2	1	0	2	0	1	0		
Total days (all locations)	11	14	9	11	10	8	8	10	9	10	16	11	18	18	11	19	14	14	21	10	18	192	143
% days at Park House	90	80	68	64	90	100	95	85	95	74	97	90	94	92	96	84	82	71	79	80	72	87	83
% external	10	20	32	36	1	0	5	15	5	26	3	10	6	8	4	16	18	29	21	20	28	12	17

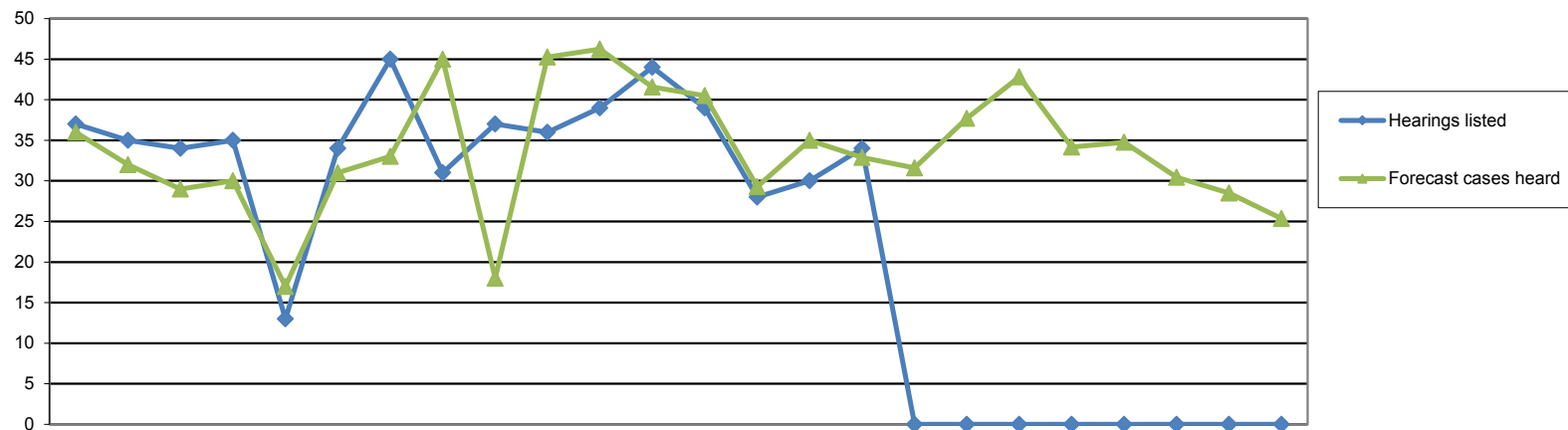
Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
December	23	n/a	n/a	<p>*This month there is a total of 23 cases that are due to expires within the next 6 months, which has reduced by 4 cases from last month.</p> <p>*Similar to the last few month, 8 cases are still in the Pre ICP stage, 4 of which have on –going criminal proceedings which we are waiting to conclude. 2 cases are at ICP stage and in the other 2 cases, allegations are currently being drafted.</p> <p>*14 cases are in the Conduct and Competence Committee remit. 7 of these cases have been fixed for Final Hearing and are due to conclude within the next 2 months. 3 cases are ready to fix for Final Hearing so the scheduling team are currently in the process of fixing dates. The remaining cases are currently being investigated by our external Solicitors, and are being reviewed by the Case Manager.</p> <p>*We instructed BDB to apply for an extension to the High Court for 6 cases in December.</p>
November	27	n/a	n/a	<p>*There are 27 cases that are due to expire within the next 6 months, which is 6 cases more than last month. 17 cases are in the Conduct and Competence Committee remit and 1 case is in the Health Committee Remit. Out of these 18 cases, 9 have been fixed for Final Hearings and 3 cases are ready to fix, therefore the scheduling team are currently in the process of fixing dates. The remaining 6 cases are being investigated by our external solicitors with a view to meeting the ready to fix deadlines.</p> <p>*There are 9 cases at the Pre Investigating Panel stage, allegations have been drafted on 4 case and the ICP dates have been set. For 2 of these cases we are waiting for further documents from the complainant and the remaining 3 cases have on-going criminal proceedings. *It is likely that we will be instructing BDB on 7 cases this month, as we are unable to conclude matters before they due to expire.</p>
October	21	n/a	n/a	<p>*This month there is a total of 21 cases that are due to expires within the next 6 months.</p> <p>*8 of these cases are still in the Pre ICP stage, 4 of which have on –going criminal proceedings which we are waiting to conclude. 2 are At the ICP stage and for the remaining 2 cases we are waiting for further information from third parties.</p> <p>*13 cases are in the Conduct and Competence Committee remit. 5 of these cases have been fixed for Final Hearing and are due to conclude before the end of this year. The remaining cases are currently being investigated by our external Solicitors.</p> <p>*We have instructed BDB to apply for an extension to the High Court for 1 case.</p>

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
December	27 days Mean 28 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	*There were 5 interim order applications that took place in December, this was a decrease of 3 cases compared to last month. * Only 1 case was scheduled within forecast taking 15 days. The remaining cases took between 18 and 41 days, therefore the current month / variance has increased compared to last month. The main reasons for this was Panel and room availability leading up to the Christmas break, therefore we will see an improvement next month.
November	19 days Mean 19 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	*8 Interim order applications were made in November, a decrease of 1 case compared to last month. *3 cases were scheduled within forecast taking under 15 days to schedule, the remaining 5 cases were slightly over forecast taking between 17 and 25 days. This was due to panel and room availability. *Overall we are broadly in line with our forecast.
October	19 days Mean 14 days Median	20 days Mean 17 days Median	15 days Mean 15 days Median	*9 Interim Order applications were made in October. *5 cases were scheduled within forecast taking between 10 -14 days. *3 cases were slightly over forecast, taking between 19-22 days to schedule. Similar to last month, the remaining case took 45 days to list, the matter was already scheduled for an earlier hearing on the 2 September, however the case was adjourned by the Panel. If the matter was heard on that day, the case would have taken 15 days to list which is within forecast. *Overall we are broadly in line with our forecast.

Panel Hearings Decisions (Preliminary and Final Hearings) April 2011 - March 2016



	2014												2015												2016												11/12	12/13	13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	YTD	YTD
Preliminary hearings	0	6	1	6	3	3	4	1	3	9	3	9	7	3	7	6	5	5	5	4	4				7	3	7	6	5	5	5	4	4				n/a	n/a	12	48	48
Forecast cases heard	36	32	29	30	17	31	33	45	18	45	46	42	41	29	35	33	32	38	36	36	36	36	36	36	41	29	35	33	32	38	36	36	36	36	36	36	n/a	n/a	325	404.1	423
Forecast cases adjourned	4	3	3	3	2	3	3	5	2	5	5	4	4	3	4	3	3	4	4	3	3	3	3	4	3	4	3	3	4	4	3	3	3	3	3	n/a	n/a	49	40.41	40	
Conduct & Competence and Health Committee	Hearings listed	37	35	34	35	13	34	45	31	37	36	39	44	39	28	30	34	31	40	31	35	36			39	28	30	34	31	40	31	35	36			399	266	311	420	304	
	Adjourned / cancelled / postponed	1	2	6	2	0	4	4	4	5	3	3	0	2	1	0	2	1	1	4	5	0			2	1	0	2	1	1	4	5	0			22	24	25	34	16	
	Caution	5	2	5	8	2	2	7	4	6	3	5	3	5	3	2	3	2	2	3	3	3			5	3	2	3	2	2	3	3	3			44	41	36	52	26	
	Conditions of practice	4	4	3	2	2	2	4	2	3	5	3	5	3	2	3	6	3	2	3	2	4			3	2	3	6	3	2	3	2	4			13	14	26	39	28	
	No further action	2	1	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0			0	1	0	1	0	0	0	0	0			2	2	6	6	2	
	Not well founded /wholly discontinued	9	5	7	3	4	10	8	7	9	6	5	16	5	3	10	7	7	10	9	10	11			5	3	10	7	7	10	9	10	11			55	54	69	89	72	
	Part heard	3	3	2	4	1	2	5	2	2	6	5	3	4	5	2	3	3	5	2	4	5			4	5	2	3	3	5	2	4	5			16	11	15	38	33	
	Referred to other committee	0	0	0	0	0	0	0	0	0	3	0	0	1	0	1	0	0	0	0	1	0			1	0	1	0	0	0	0	1	0			2	2	4	3	3	
	Consent - removed	1	2	0	5	0	3	3	1	7	2	4	3	3	2	1	0	2	2	3	3	1			3	2	1	0	2	2	3	3	1			12	12	20	31	17	
	Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0			0	0	0	1	0	0	0	0	0			n/a	n/a	0	0	1	
	Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			n/a	n/a	0	0	0	
	Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			n/a	n/a	0	0	0	
	Struck off	6	5	7	4	0	7	8	6	2	2	8	7	6	4	5	8	5	10	5	5	7			6	4	5	8	5	10	5	5	7			50	44	52	62	55	
	Suspended	6	11	3	7	4	3	8	6	3	5	6	7	7	7	6	5	7	8	2	2	3			7	7	6	5	7	8	2	2	3			60	61	57	69	47	
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			0	0	0	0	0		
	No further action	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			0	0	0	1	0		
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			0	0	0	0	0		
	Part heard	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			1	1	0	0	0		
	Removed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			1	1	1	1	0		
Cases concluded (excluding GSCC)	33	30	26	29	12	28	38	26	30	27	31	41	30	22	28	31	26	34	25	26	31			30	22	28	31	26	34	25	26	31							253		

CCC and HC final hearings - Scheduling and Resource descriptions

	2014			2015									2016									13/14 FYE	14/15 FYE	15/16 YTD			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec				Jan	Feb	Mar
Forecast hearing days	90	80	73	69	51	124	83	113	46	133	139	129	107	78	93	87	84	100	113	91	92	115	115	115	644	1075	1190
Cases scheduled HCPC (all hearing types)	38	32	38	34	20	31	34	28	27	19	35	42	47	20	31	34	32	36	29	26	24				373	378	279
Days scheduled HCPC (all hearing types)	80	84	78	67	54	94	106	83	46	50	101	89	104	59	83	71	82	93	69	95	39				837	935	695
Cases scheduled external (all hearing types)	5	10	4	1	2	9	4	7	7	6	10	10	3	5	5	6	6	5	9	6	8				62	67	53
Days scheduled external (all hearing types)	17	40	12	6	4	29	18	30	13	29	31	29	8	17	21	17	16	19	34	15	17				175	231	164
Days	97	124	90	73	58	123	124	113	59	79	132	118	112	76	104	88	98	112	103	110	56				1012	1166	859
% cases external	18	0	10	3	9	23	11	20	21	63	22	24	6	20	14	15	16	12	24	19	25				28	17	17
% days external	1	1	13	3	7	24	15	27	22	37	23	25	7	22	20	19	16	17	33	14	30				30	23	20
Witnesses	94	97	61	60	46	87	103	61	41	97	91	84	58	57	61	57	70	72	69	82	38				61	77	63

Days of hearings at HCPC planned

Month	Current month /	Month	Year forecast	Commentary
December	81%	88%	88%	<ul style="list-style-type: none"> * In January there are 37 final hearings and preliminary hearings over 106 days of activity * 29 of these are planned at HCPC premises over 86 days, which is 81% of all hearing activity. This is slightly under the planned activity profile. * There will be a 'soft launch' of the new tribunal centre in January to minimise any impact to business delivery if there are initial problems with the building * External venues in London are being used on three occasions towards the end of the month to allow for this. * One hearing is being held in Hull to allow several witnesses to attend more easily. * The remaining external hearing is being held in Scotland in accordance with statutory provisions.
November	85%	88%	88%	<ul style="list-style-type: none"> * In December there are 43 final hearings and preliminary hearings over 78 days of activity * 32 of these are planned at HCPC premises over 66 days, which is 85% of all hearing activity. This is in accordance with the planned activity profile. * Many of the hearings held in November are short hearings lasting no more than 2 days * This enables us to complete more activity in the limited amount of available time in the month * All but one of the external hearings are being held in Scotland and Wales in December in accordance with statutory requirements.
October	84%	88%	88%	<ul style="list-style-type: none"> * In November there are 40 final hearings and preliminary hearings over 128 days of activity * 34 of these are planned at HCPC premises over 113 days, which is 88% of hearing activity. This is in accordance with the planned activity profile for external hearings. * Only 1 day of hearing activity is being held at external premises in England in November. * There are also 4 final hearings being held in Scotland and Wales in November in accordance with statutory requirements. * Full use is being made of all available rooms at HCPC premises in November to run hearings in a cost effective manner.

Outcome of final hearing by representation April 2014 - March 2016

	Represented self	Represented	No representation	Total
Caution	13	7	5	25
Conditions	4	18	6	28
No Further Action	0	1	0	1
Not Well Found	15	41	13	69
Discontinued in full	1	0	0	1
Not restored	0	0	0	0
Register entry amended	0	0	0	0
Cross referred	2	1	0	3
Struck Off	5	3	42	50
Suspended	12	4	29	45
Consent - removed	0	2	8	10
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	52	77	103	232

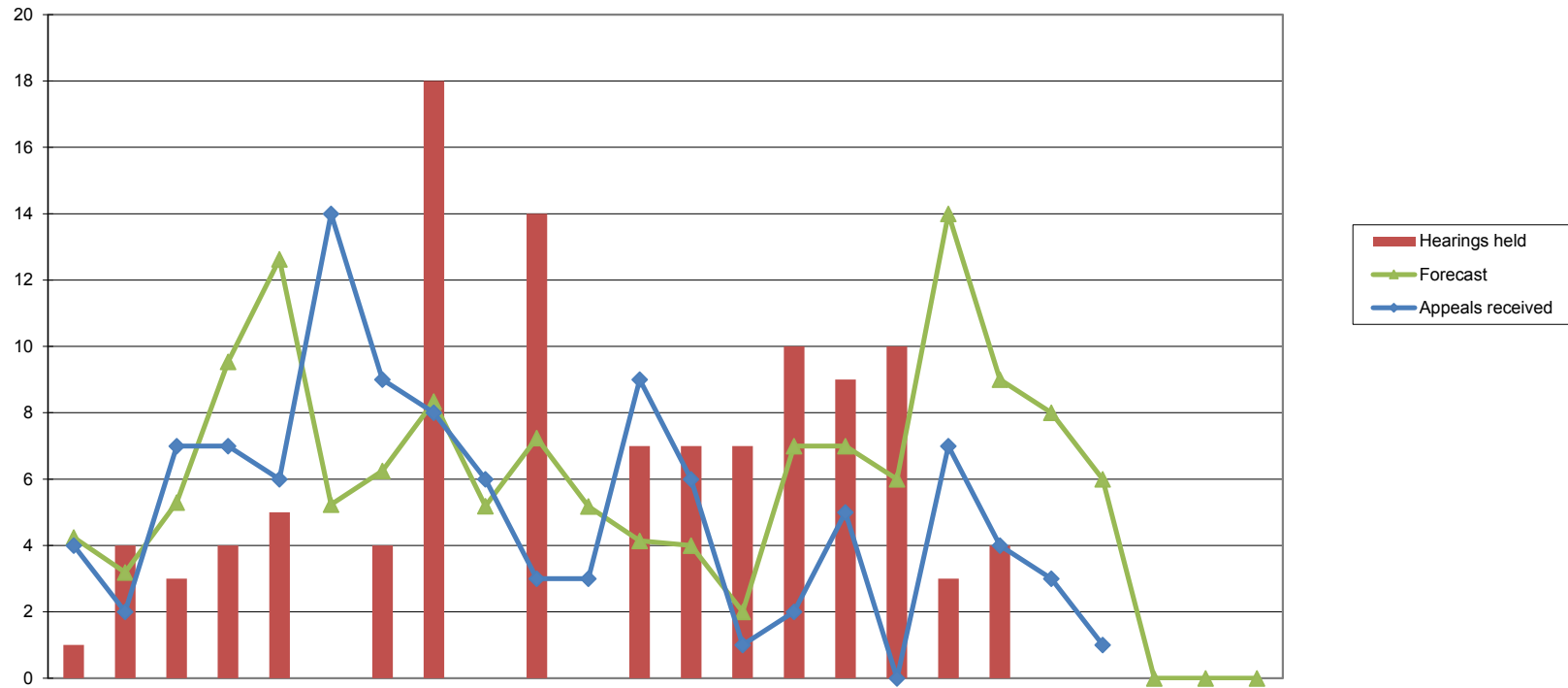
Final hearings: Decisions by profession April 2014 - March 2016

	Final Hearings																Total	
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension		
Arts therapists	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	1	4	0	0	0	0	0	0	0	0	2	1	2	0	0	0	0	0
Chiropodists & podiatrists	0	0	0	2	0	0	0	0	0	1	1	0	0	0	0	0	0	0
Clinical scientists	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0
Hearing aid dispensers	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
Occupational therapists	1	0	0	2	0	0	0	2	0	2	5	0	0	0	0	0	0	0
ODPs	3	0	0	2	0	0	0	0	0	5	4	0	0	0	0	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	4	4	1	8	0	0	0	0	0	10	4	1	0	0	0	0	0	0
Physiotherapists	1	3	0	5	0	0	0	1	0	2	2	1	0	0	0	0	0	0
Practitioner psychologists	0	1	0	1	0	0	0	0	0	1	1	1	0	0	0	0	0	0
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	2	1	0	2	1	0	0	0	0	2	5	1	0	0	0	0	0	0
Social workers	13	13	2	40	0	0	0	0	0	22	29	1	0	0	0	0	0	0
SLTs	0	2	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0
Total 15/16 YTD	25	31	3	64	1	0	0	3	0	49	53	8	0	0	0	0	0	237
Total 14/15 YTD	51	39	5	76	15	0	1	3	0	62	69	28	0	0	0	0	0	351
Total 13/14 YTD	36	27	6	60	9	0	1	2	0	52	57	20	0	0	0	0	0	269
Total 12/13 FYE	41	13	1	54	n/a	0	0	0	0	43	58	10	n/a	n/a	n/a	n/a	n/a	221
Total 11/12 FYE	69	29	1	68	n/a	0	0	0	0	56	55	7	n/a	n/a	n/a	n/a	n/a	287

Review hearings decisions by profession April 2011 - March 2016

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Biomedical scientists	0	0	0	6	0	0	0	1	4	0	0	0	0	11
Chiropodists & podiatrists	0	0	0	1	0	0	0	2	1	0	0	0	0	4
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	1	0	0	0	1	1	1	0	0	0	4
Hearing aid dispensers	0	0	0	2	0	0	0	1	0	0	0	0	0	3
Occupational therapists	1	0	0	4	0	0	0	3	5	0	0	0	0	13
ODPs	1	0	0	1	0	0	0	2	9	0	0	0	0	13
Orthoptists	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Paramedics	1	0	0	3	1	0	0	5	5	0	0	0	0	15
Physiotherapists	0	0	0	1	0	0	1	3	1	0	0	0	0	6
Practitioner psychologists	0	0	0	3	0	0	0	0	3	0	0	0	0	6
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	2	1	0	0	3	1	0	0	0	0	7
Social workers	0	1	1	7	5	0	0	12	23	1	0	0	0	50
SLTs	0	0	0	2	0	0	0	2	1	0	0	0	0	5
Total 15/16 YTD	3	1	1	33	7	0	1	35	54	3	0	0	0	138
Total 14/15 YTD	11	0	6	25	31	1	5	31	54	2	0	0	0	166
Total 13/14 YTD	5	0	3	30	27	1	0	32	56	5	0	0	0	159
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4	n/a	n/a	n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9	n/a	n/a	n/a	137

Registration Appeals April 2014 - March 2016

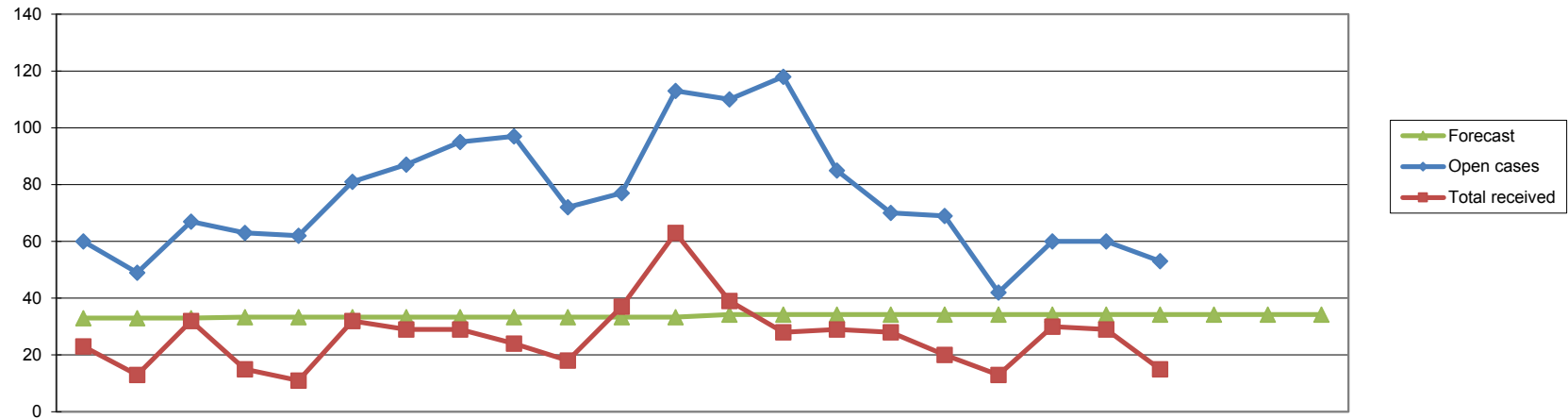


	2014			2015												2016								
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Forecast	4	3	5	10	13	5	6	8	5	7	5	4	4	2	7	7	6	14	9	8	6	0	0	0
Appeals received	4	2	7	7	6	14	9	8	6	3	3	9	6	1	2	5	0	7	4	3	1			
Hearings held	1	4	3	4	5	0	4	18	0	14	0	7	7	7	10	9	10	3	4	0	0			
Adjourned/postponed	3	1	1	0	2	0	0	2	0	3	0	0	0	1	5	1	1	0	1	0	0			
Withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0			
Allowed	0	2	0	2	1	0	1	7	0	3	0	1	1	3	1	2	4	0	0	0	0			
Dismissed	1	1	1	1	2	0	3	6	0	8	0	6	5	3	3	3	5	3	3	0	0			
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0			
Remit to ETC	0	0	1	1	2	0	0	2	0	0	0	0	1	0	1	2	0	0	0	0	0			
Current active cases	42	40	31	49	47	58	63	59	57	52	47	45	47	34	31	27	19	19	19	21	22			

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
n/a	n/a	n/a	n/a	n/a
48	68	63	78	29
59	43	53	60	50
7	4	8	12	9
7	0	1	1	0
20	20	14	17	11
29	17	29	29	25
0	0	1	0	1
4	2	1	6	4

239

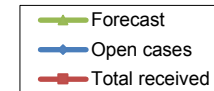
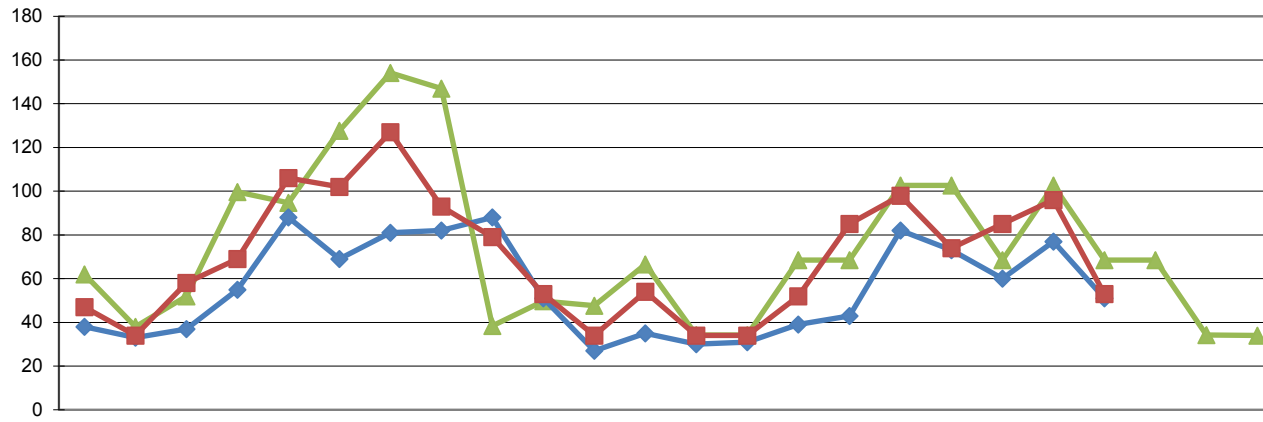
Protection of Title April 2014 - March 2016



	2014			2015									2016											
	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	33	33	33	33	33	33	33	33	33	33	33	33	34	34	34	34	34	34	34	34	34	34	34	34
Public	12	4	17	8	6	20	5	14	14	12	16	22	21	9	11	9	7	5	11	12	8			
Police	0	1	1	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	0	1		
HCPC	0	0	2	1	3	0	2	0	2	0	0	0	0	0	0	0	1	0	10	3	0			
Anonymous	2	1	1	1	0	0	1	4	1	1	0	2	2	1	1	2	2	1	1	0	0			
Professional	9	7	10	5	2	12	19	9	6	5	18	37	15	16	9	11	5	4	8	11	5			
Other	0	0	1	0	0	0	2	2	0	0	2	2	1	2	8	5	5	3	0	3	1			
Total received	23	13	32	15	11	32	29	29	24	18	37	63	39	28	29	28	20	13	30	29	15			
Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Open cases	60	49	67	63	62	81	87	95	97	72	77	113	110	118	85	70	69	42	60	60	53			

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	YTD
35	99	132	150	93
23	27	11	4	2
7	3	6	10	14
29	15	25	14	10
172	154	119	139	84
		26	9	28
266	298	319	326	231
0	0	0	0	0

Health and Character Declarations April 2014 - March 2016



		2014			2015								2016													
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Received	Forecast	62	38	52	100	95	128	154	147	38	50	48	67	34	34	68	68	103	103	68	103	68	68	34	34	
	Renewal	7	3	2	1	0	4	16	12	3	0	0	2	1	1	1	1	7	4	8	3	0				
	Readmission	12	9	7	8	7	7	7	3	27	15	6	6	4	5	13	5	9	6	7	10	8				
	Admission	28	22	49	60	99	91	104	78	49	38	28	46	29	28	38	79	82	64	70	83	45				
	Self-referral	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
	Total received	47	34	58	69	106	102	127	93	79	53	54	34	34	52	85	98	74	85	96	53					
Considered	Considered by panel	34	16	19	23	54	74	73	51	49	33	43	11	26	9	14	25	23	51	47	36	35				
	Referred to FTP	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0				
	Admission rejected	0	2	0	1	2	3	0	1	1	3	7	4	0	0	0	0	1	4	3	1	5				
	Readmission rejected	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Renewal rejected	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Not referred to FTP	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Admission accepted	31	14	18	22	52	71	72	50	46	30	36	7	26	9	14	25	17	47	43	35	29				
	Readmission accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
	Renewal accepted	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
		Open cases	38	33	37	55	88	69	81	82	88	51	27	35	30	31	39	43	82	73	60	77	51			

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	YTD
N/a	N/a	691.66	977	787
8	40	16	50	26
51	124	134	114	67
356	740	775	692	518
0	1	0	0	0
415	905	925	856	611
322	491	460	480	266
15	0	1	1	1
6	28	11	24	14
6	2	18	3	0
0	1	0	1	0
13	3	0	0	0
256	453	424	449	245
23	2	6	0	0
2	2	0	0	0

486

Miscellaneous (MIS) cases April 2014 - March 2016

	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Cases received	86	65	83	71	54	73	97	68	57	48	59	53	45	65	62	84	54	86	66	75	52			
Cases closed	88	80	79	70	71	92	77	66	53	62	47	66	52	42	76	93	62	85	79	62	27			
Cases open	61	46	50	51	53	52	72	74	78	64	76	63	56	79	65	56	48	49	36	49	74			

13/14	14/15	15/16
FYE	FYE	YTD
1,075	814	589
1,988	851	578

Cases at judicial review or high court/court of sheriff stage April 2014 - March 2016

	2014												2015												2016												13/14	14/15	15/16
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Judicial review - received	2	0	1	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	5	0	
Judicial review - open	4	3	4	4	6	6	4	6	4	2	2	1	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0				
High court - PSA received	0	1	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0			0	0	0	0	0	0	0	1	0			3	5	1		
High court - PSA open	1	2	3	4	2	3	3	2	2	1	2	2	2	2	1	1	1	1	1	2	2			2	2	1	1	1	1	1	2	2							
High court - Registrant received	1	1	0	1	2	0	0	0	0	0	0	0	1	1	1	0	0	1	0	0	1			1	1	1	0	0	1	0	0	1			7	5	5		
High Court - Registrant open	5	6	6	7	8	8	8	8	6	6	5	1	2	1	2	2	2	3	3	3	3			2	1	2	2	2	3	3	3	3							
IO extension application at High Court	0	2	1	0	0	0	2	1	0	0	5	3	0	2	0	0	0	2	0	1	0			0	2	0	0	0	2	0	1	0			5	5	5		
Registration appeals at County Court	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			0	0	0	0	0	0	0	0	0			2	0	0		

Month	Number of Cases	Commentary
December	1	The volume of High Court activity remains low.
November	1	The volume of High Court activity remains low. One case was referred by PSA using their section 29 powers.
October	0	The volume of High Court activity remains low.

Complaints relating to FTP cases or service April 2012 - March 2016

	2013			2014			2015			2016			13/14 FYE	14/15 FYE	15/16 YTD																					
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar				Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar									
Complaints received	8	17	14	20	18	15	17	23	12	15	7	9	13	16	9	23	18	19	17	9	17	13	13	19	16	10	13	21	11	24	30	20	13	103	175	158
Complaints responded to	7	10	15	12	26	14	13	20	18	13	10	11	11	17	16	14	19	15	8	4	12	17	9	20	19	13	10	16	19	17	37	21	15	101	169	167
Open complaints	2	9	9	17	9	10	14	12	7	9	6	4	6	5	0	9	8	12	9	5	9	8	12	11	8	5	8	13	5	12	17	16	11			

Complaints common issues

Month	Commentary
December	The mean and median response time was 16 and 11 days respectively. Six complaints related to cases that were closed preICP, 1 that was closed by the Investigating Committee, and 1 that concluded at a final hearing. One complaint also related to a restoration application. Three complaints related to perceptions of customer service, 1 to the progress of a Protection of Title case, 1 to a Health and Character declaration, and the remaining two were other/multiple matters.
November	The mean and median response times are 16 and 15 days respectively. The majority of complaints responded to relate to decisions: 8 relate to decisions to close the case because it did not meet the standard of acceptance, 2 relate to decisions made by the Investigating Committee Panel, and 2 relate to final hearing panel decisions. Of the remaining 10 complaints, 3 relate to perceptions of problems with the management of case investigations, 2 specifically relate to length of time to investigate, 1 relates to email out of office read receipts, and 4 were further iterations of previously responded to complaints.
October	The mean and median response times are both 15 days, which is the service standard. The majority of complaints relate to closure decisions, with 11 preICP closures, 1 No Case to Answer at ICP and 3 relating to a final hearing panel decision. Eight complaints related to concerns raised about the process of investigation. Seven complaints related to a number of issues and/or were reiterations of previous complaints. The remaining complaints were about: perceived data breach or publication of materials, hearing logistics or legal issues.

GSCC transfer cases August 2012 - March 2016

	2012			2013					2014					2015					12/13 FYE	13/14 FYE	13/14 YTD																														
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan				Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec																			
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11	10	7	5	4	4	4	3	3	3	3	3	5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1					
Cases closed pre-ICP	13	N/A	N/A	N/A	6	1	7	6	5	2	1	0	1	0	1	1	1	0	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Open post ICP cases	N/A	83	80	68	58	54	46	42	84	80	75	76	70	63	57	54	52	43	36	23	19	18	17	15	12	12	12	12	10	14	14	14	13	11	10	8	8	7	7	6	6	6	6	6	6	6					
ICP considerations																																																			
Cases heard at ICP	0	17	23	24	19	11	17	12	6	8	13	5	5	1	4	3	1	2	3	1	1	0	0	2	0	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Cases concluded	0	15	22	24	19	11	17	12	4	7	11	5	5	1	4	3	1	2	3	1	1	0	0	2	0	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Case to answer	0	14	19	23	16	10	7	11	2	5	3	4	5	1	4	3	1	2	2	1	1	0	0	1	0	0	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100	100	67	100	100	0	0	50	0	0	0	0	0	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Final Hearings																																																			
Final hearing cases heard	0	0	0	0	1	2	3	18	8	7	12	8	10	6	15	10	6	11	9	17	0	2	4	4	2	3	0	1	0	0	0	0	1	3	1	1	5	0	0	0	0	0	0	0	0	0	0				
Adjourned / cancelled / postponed	0	0	0	0	0	0	0	4	7	0	2	2	3	0	5	0	0	2	0	3	0	0	2	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1	0	1	3	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
No further action	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	7	2	0	0	1	2	3	0	1	1	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	0	2	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Referred to other committee	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0	1	0	0	0	1	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Struck off	0	0	0	0	1	2	0	4	4	1	0	2	1	1	1	1	3	5	5	2	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1	2	2	5	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Review cases																																													
Review cases heard	2	2	3	4	1	1	1	0	0	1	1	2	0	1	0	0	1	3	3	1	8	4	2	2	5	1	9	0	2	5	6	7	1	4	4	4	4	0	0	0	0	14	13	51	
Adjourned/Part Heard	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0	0	2	1	0	0	1	1	0	1	0	0	1	0	0	0	0	1	1	7	
Article 30(7)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Caution continued	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Conditions continued	0	0	0	2	1	1	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	1	0	1	1	0	0	0	0	1	0	0	0	0	5	1	6	
Conditions revoked	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0	2	0	2	
Conditions revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Conditions revoked suspension imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Not restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Restored	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	1	1	0	0	0	1	1	0	0	3	2	0	0	1	0	1	1	0	2	2	0	0	1	2	4	1	0	0	0	0	0	4	12	
Suspension continued	2	1	1	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	1	0	2	0	1	1	2	0	5	4	1	1	0	3	0	1	1	0	0	0	0	0	0	5	5	20	
Suspension revoked	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0	1	1	0	1	1	0	0	0	0	0	0	1	0	4		
Suspension revoked caution imposed	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Suspension revoked conditions imposed	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	2	4	
Consent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Interim Orders heard																																													
IOA	13	6	4	3	0	6	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	33	3	0
IOR	0	0	1	0	1	1	10	0	7	8	3	9	5	2	9	2	4	6	2	0	1	0	0	1	0	0	1	0	1	0	1	0	0	1	0	0	0	0	0	0	0	13	57	5	

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	1	There is no change since last month
November	217	1	The remaining preICP case is awaiting the results of a Police investigation, and is unlikely to be sent to ICP before Christmas. The case has been reviewed in the Case Progression programme and we are awaiting information from a third party.
October	217	1	The remaining preICP case is awaiting the results of a Police investigation, and is unlikely to be sent to ICP before the autumn.

PSA learning points received April 2014 - March 2016

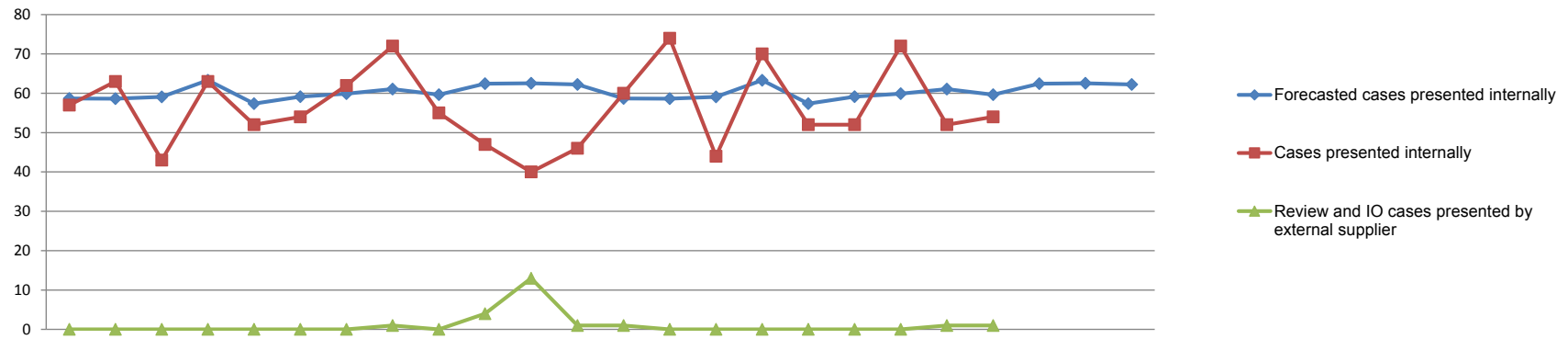
	2014			2015									2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Learning points received	11	13	9	0	0	0	0	48	0	0	0	0	0	0	0	0	0	1	0	0				
Reviewable cases heard that month	48	55	42	46	30	42	50	69	40	69	43	59	39	42	50	49	50	42	52	52	38			
Reviewable cases in previous 3 months	125	123	145	143	118	118	122	161	159	178	152	171	123	140	131	141	149	141	144	146	142			

12/13	13/14	14/15
FYE	FYE	YTD
104	133	1

Issues arising and learning points

Month	Commentary
December	* There were no learning points received in December
November	* There were no learning points received in November
October	* Learning points were received in relation to one case in October which had been considered for referral to the high court by the PSA under its S29 powers. There were no regular learning points received this month.

Internal operational management commentary April 2014 - March 2016



	2014			2015									2016									13/14	14/15	15/16			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Forecasted cases presented internally	59	59	59	63	57	59	60	61	60	62	63	62	59	59	59	63	57	59	60	61	60	62	63	62	462	724	724
Cases presented internally	57	63	43	63	52	54	62	72	55	47	40	46	60	74	44	70	52	52	72	52	54				182	654	
Review and IO cases presented by external supplier	0	0	0	0	0	0	0	1	0	4	13	1	1	0	0	0	0	0	0	1	1				60	19	

FTP Internal Measuring Tools Report 2014-16

Fitness to practise		2013												2014												2015												
		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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
From date allegation made to notifying registrant of full allegation																																						
Cases obs'ed each month	Total cases obs'ed	64 / 129	60	59	57	70	79	68	76	68	36	87	75	74	75	74	76	66	70	75	66	76	53	64	75	70	47	59	61	68	64	68	79	64	30			
	% within 5 months	73%	92	83	93	86	91	94	91	94	86	89	89	86	88	81	87	88	87	81	83	84	68	75	78	86	74	69	85	85	89	81	81	88	96			
	% within 7 months	85%	93	86	98	93	92	94	92	96	89	94	93	89	91	86	92	92	94	87	89	92	79	88	89	93	81	81	90	88	92	85	89	91	96			
	% within 10 months	95%	95	92	100	96	96	96	95	99	94	97	97	96	95	96	96	98	94	92	92	95	91	94	96	97	89	90	93	96	93	88	91	95	96			
	% over 10 months	5%	5	8	0	4	4	4	5	1	6	3	3	4	5	4	4	2	6	8	8	5	9	4	4	3	11	10	7	4	6	12	9	5	3			
Mean months	3.5	2	3	1	2	2	1	2	2	3	2	2	2	2	2	2	2	2	3	3	3	4	4	3	2	4	4	2	3	2	3	3	3	2				
Median months	2.5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	2	1	1	1	1	0	1	1	1	1	1	2				
Cases yet to be obs'ed	Total cases to be obs'ed		94	93	99	98	105	121	123	107	109	105	101	95	88	74	70	73	81	72	73	70	46	66	77	77	86	74	79	72	68	73	77	80	83			
	% of cases 5 months and under		66	63	65	69	73	74	72	64	62	59	58	61	60	57	61	56	58	61	62	57	74	56	79	58	52	54	33	54	50	55	59	68	64			
	% 6 - 7 months		2	10	11	5	7	8	10	15	15	13	11	14	11	12	9	10	12	10	8	11	11	12	10	13	19	22	3	8	17	14	9	5	7			
	% 8 - 10 months		7	4	2	8	8	7	6	10	12	16	15	9	10	9	10	11	7	10	10	11	6	9	6	6	8	14	25	17	7	7	13	13	11			
	% over 10 months		25	23	21	17	12	11	12	11	11	11	16	16	20	12	20	23	22	19	20	24	9	23	4	22	21	14	39	21	25	24	19	15	18			
From ICP to final hearing																																						
Total cases concluded	Total cases concluded		21	26	28	30	25	20	25	21	18	26	14	13	33	30	26	29	12	28	37	25	30	27	32	42	30	22	28	31	25	28	25	31	24			
	% within 8 months	70%	67	42	57	43	32	65	32	33	44	23	50	54	42	27	50	38	33	32	46	36	50	37	25	36	47	32	9	35	28	46	32	13	46			
	% within 10 months		71	62	75	63	60	90	64	62	56	38	86	69	61	73	85	48	58	54	68	44	60	56	53	52	60	50	61	55	40	64	40	42	58			
	% over 10 months		29	38	25	37	40	10	36	38	44	38	14	31	39	27	15	52	42	44	32	56	40	44	44	48	40	50	30	45	44	61	60	58	42			
Currently awaiting hearing																																						
Total cases awaiting hearing			260	267	268	255	273	287	298	309	321	322	336	350	354	368	381	397	403	427	418	418	420	426	437	428	432	431	432	429	428	448	459	457	450			

Average 12/13	Average 13/14	Average 14/15	Average 15/16 YTD
48	67	70	53
85	90	82	72
90	92	89	81
94	96	95	90
6	4	5	11
3	2	2	4
2	1	1	1
118	104	72	80
60	66	62	53
14	10	11	21
9	9	9	11
22	16	18	18
19	22	29	26
57	45	38	40
44	66	59	55
20	32	40	45
			n/a

Health and character

From receipt of declaration on application to the register to Panel

	Total received		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	34	34	52	85	98	74	85	96	53
	Total signed off		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	6	19	20	34	25	25	31	29	19
	Total to Panel		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	26	9	15	25	23	51	47	36	35
	Total waiting to be heard		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	30	31	41	55	82	73	60	77	51
	Number of cases over 1 month old		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	11	13	11	12	22	25	13	21	25

n/a	n/a	n/a	34
n/a	n/a	n/a	6
n/a	n/a	n/a	26
n/a	n/a	n/a	30
n/a	n/a	n/a	11

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months	70%	74	71	70	42	57	0	0	0	58	12	0	0	25	50	0	25	25	0	50	44	0	50	0	71	57	29	20	55	20	33	75	0	0
	% within 9 months	90%	Not previously provided	Not previously provided	93	58	86	100	0	0	75	25	0	0	0	0	0	0	0	25	11	0	64	0	86	100	71	70	67	40	67	100	0	0	
Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	11	6	10	2	3	10	6	5	6	2	4	4	3.5	3.5	14	6	2.5	4.5	7	7	5	5.5	3	1	3	0	2	2.5	0	0	

		5	
86	32	25	57
98	44	0	100
n/a	7		5.5

Protection of title

Length of time from receipt to acknowledgement	5 days	n/a	n/a	n/a	6	9	11	6	8	7	8	8	8	9	15	8	6	11	9	7	6	13.5	6.5	2	2	6	4	4.5	1	3	2	3	1.5	6
--	--------	-----	-----	-----	---	---	----	---	---	---	---	---	---	---	----	---	---	----	---	---	---	------	-----	---	---	---	---	-----	---	---	---	---	-----	---

n/a		8	9	6
-----	--	---	---	---

MIS

Length of time from receipt to acknowledgement	5 days	3	3	5	7	7	5	6	4	5	2	1	2	3	1	3	3	3	2	3	5	4	3	4	5	5	5	1	3	3	3	3	3	4
--	--------	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

n/a		4	3	5
-----	--	---	---	---

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
December	9	* 9 overdue actions were assigned to an individual who left the HCPC at the end of November. This is as a result of the cases assigned to that person needing to be reassigned to new Case Managers. All cases that were managed by this individual have now been reassigned.
November	0	* There were no actions assigned to an individual no longer working in the FTP Department.
October	0	* There were no actions assigned to an individual no longer working in the FTP Department.

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
December	906	* The number of overdue actions in December has increased slightly from last month. However, this is in the context of December being a shorter working month, with high levels of annual leave across the Case Management group
November	878	* The number of overdue actions in November has continued to reduce month on month. This is a positive indicator that the new monitoring arrangements are effective. * 6% of the total overdue actions are more than one month overdue, which again attests to the effectiveness of the overdue action monitoring strategy and improved case progression.
October	946	* The number of overdue actions in October has reduced compared to the previous month, which reflects the more focused approach to monitoring these actions

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
December	34	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
November	31	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
October	26	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
December	14	*There are 11 outstanding actions relating to Adjudication activity * These relate to follow up administration yet to be completed, requests for preliminary adjudication and a response to a post hearing enquiry that is being considered by a manger.
November	11	*There are 11 outstanding actions relating to Adjudication activity * These relate to follow up administration yet to be completed and 2 responses to post hearing enquiries that are being considered by a manger.
October	8	*There are 8 outstanding actions relating to Adjudication activity *The majority relate to hearing follow up administration, although none fall outside of the established service standard timescales

Net Regulate status checks

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

Internal operations: Headcount analysis

Case Teams 1,2,4 and 6

Month	Number	Commentary
December	21	* There was a Case Manager resignation in November, leaving a vacancy to be filled * Recruitment for this vacancy will take place in February 2016 at the same time as the recruitment campaign for the CM vacancy in CT5
November	22	* The position remains unchanged from October except that the new CM start date has been deferred because of a family bereavement.
October	22	* The headcount is reduced by 1 in October due to on CM finishing up in post. * The temporary Case Manager will remain in post to provide cover until the new CM recruited to cover a leaver in October commences in post at the end of November

	2015										2016			15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Budgeted headcount	22	22	22	22	22	22	22	22	22	22				198
Actual headcount	21	22	24	23	23	23	22	22	21					201
Annual leave	48	48	34	59	34	54	39	12	56					384
Sickness	7	29	25	31	31	26	15	19	7					190

Case Teams 3 and 7

Month	Number	Commentary
December	8	* CTS3/7 will temporarily merge in Jan 16 to facilitate establishment of a pilot team to test greater specialism among Case Managers. The merged team will have 6 Case Managers.
November	8	* The position is unchanged from October.
October	8	* A new Case manager has now been recruited and will start on 04/01/16.

	2015					2016					15/16 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar
Budgeted headcount	8	8	8	9	9	9	9	9	9				78
Actual headcount	7	8	8	9	8	8	8	8	8				72
Annual leave	16	32	9	13	11	11	13	9	15				129
Sickness	1	4	6	1	0	2	9	0	3				26

Case Advancement Team

Month	Number	Commentary
December	3	* One Case Manager within Case Team 5 finished up at the end of November, leaving the team 1 down * Recruitment for this vacancy is planned for February 2016
November	4	* The position is unchanged from October. Recruitment to fill the CM vacancy is scheduled for January.
October	4	* The Case Advancement Team remains fully resourced * There was a resignation within the team, submitted in October. The CM is due to finish up in post at the end of November. There are no immediate plans to recruit for this vacancy due to cover provided by the temporary Case Manager.

	2015					2016					15/16 YTD		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan		Feb	Mar
Budgeted headcount	4	4	4	4	4	4	4	4	4				36
Actual headcount	4	4	4	4	4	4	4	4	3				35
Annual leave	4	3	18	6	13	10	8	1	14				77
Sickness	1	0	0	0	0	0	9	3	0				13

Hearings team

Month	Number	Commentary
December	9	* Two agency workers are currently being used to cover heavy workloads. * One permanent position remains vacant and will be recruited in the new year
November	9	* Two agency workers are currently being used to cover heavy workloads. * One permanent position remains vacant and will be recruited in the new year
October	9	* One hearing officer left her post in October * To cover heavy workloads in November two agency workers have been recruited. * Permanent recruitment for the vacant position is planned for early in the New Year.

	2015				2016						15/16		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Budgeted headcount	10	10	10	10	10	10	10	10	10				90
Actual headcount	10	10	10	10	9	10	9	9	9				86
Annual leave	17	19	31	26	47	42.5	31	34.5	39.5				288
Sickness	5	5	5	3	0	10	1	3	0				32

Scheduling Team

Month	Number	Commentary
December	9	Two temporary officers remain in the team to assist with scheduling review hearings
November	9	*Two scheduling officers joined the organisation this month *An additional temp was recruited to assist with the scheduling of reviews
October	7	*Two schedulers have been successfully recruited and will join the organisation in November *Temporary officers remain in place to cover the substantive posts

	2015				2016						15/16		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Budgeted headcount	9	9	9	9	9	9	9	9	9				81
Actual headcount	9	9	9	9	9	8	7	9	9				78
Annual leave	14	25	31	21	25	32	22	17	24				211
Sickness	10	4	2	3	13	15	5	12	3				67

Administration Team

Month	Number	Commentary
December	5	* The Admin Team Manager role continues to be covered by CSO Team Manager; * A temporary member of staff is left the organisation in at the end December; * Recruitment for another temp will commence in January.
November	5	* The Admin Team Manager role continues to be covered by CSO Team Manager; * A temporary member of staff is due to leave at the beginning of December; * A permanent new starter will join the team at the beginning of December.
October	5	* The Admin Team Manager role continues to be covered by CSO Team Manager; * One temp left the organisation at the end of October; * Recruitment for a permanent team administrator took place at the end of the month.

	2015			2016									15/16 YTD	
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
Budgeted headcount	4	5	5	5	5	5	5	5	5	5				44
Actual headcount	4	4	5	5	4	5	5	5	5	5				42
Annual leave	4	16	8	12	3	9.5	18	4.5	9					83
Sickness	1	2	2	1	5	1	0	1	0					13

Case Support Team

Month	Number	Commentary
December	5	* Recruitment for a new CSO concluded in December; * The new starter will join the HCPC in January.
November	6	* A member of the team returned from long term sick leave at the end of November; * A team member left the organisation at the end of November; * Interviews for a replacement will take place in December.
October	6	* A member of the team continues to be on long term sick leave and was absent for the whole of October.

	2015									2016			15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Budgeted headcount	6	6	6	6	6	6	6	6	6				54
Actual headcount	5	5	6	6	6	6	6	6	5				51
Annual leave	9	14	11	9	7	20	1.5	8	16				95
Sickness	2	0	0	0	12	13	23	17	0				67

Assurance and Development Team

Month	Number	Commentary
December	5	The team is fully established. The temporary resource to cover the induction period of the new Compliance Officers has now ceased.
November	5	The team is fully established and continues to use temporary resource until December to cover induction periods.
October	5	The team is now fully established. We continue to use additional temporary resource during the probation period of the new team members

	2015									2016			15/16 YTD
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Budgeted headcount	5	5	5	5	5	5	5	5	5				45
Actual headcount	4	4	4	4	4	3	5	5	5				38
Annual leave	13	22	10	16	13	19	3	17	10.5				122
Sickness	0	3	0	0	3	0	0	1	0				7

Fitness to Practise Department

Length of Time Pack

Kelly Holder, Director of Fitness to Practise
Activity in December 2015

Contents	Page
Overview of service standards for cases	52
Analysis of age of cases closed PreICP, at time of closure in the period April 2015 to March 2016, measured from receipt of original complaint	53
Analysis of age of cases that met Standard of Acceptance in period April 2015 to March 2016	54
Snapshot of age of Enquiry cases since receipt (correct as of 30/10/15)	55
Length of Time Open Pre ICP April 2014 - March 2016	56-57
Analysis of ages of cases closed No Case To Answer in the period April 2015 to March 2016	58
Analysis of age of cases at the stage of Investigating Committee Panel deciding there is a Case To Answer	59
Analysis of age of cases where an Investigating Panel reach a decision (cases requiring further information are excluded)	60
Length time: Cases Inv Committee (excluding further information) April 2011 - March 2016	61
Length of Time : Age of Cases Post ICP April 2014-March 2016	62
Allegations made - Investigating Panel (concluded final hearing cases) April 2011 - March 2016	63
Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2011 - March 2016	64
Length of Time: Allegations made - conclusion of final hearing 2011/12 - 2015/16	65
Analysis of age of cases where a final hearing has concluded in the period April 2015 to March 2016	66
Comparison of age of cases from receipt to conclusion of final hearing, for 2014-15 and April 2015 to March 2016	67
Snapshot of age of Post ICP cases (correct at 30/10/15)	68
Analysis of final hearing outcomes by age at each stage, for the periods 2014-15 and April 2015 to March 2016	69
Age of concluded final hearings at each stage, for the periods 2014-15 and April 2015 to March 2016	70
Comparison of age of concluded final hearings at each stage, by representation, for the periods 2014-15 and April 2015 to March 2016	71
Analysis of length of time to close cases at each stage and combined	72

Summary of current caseload length of time against standards

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

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

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

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

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

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

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

Enquiry cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	333	37.9	37.9
3 to 4 mths	176	20.0	58.0
5 to 7 mths	168	19.1	77.1
8 to 12 mths	118	13.4	90.5
13 to 15 mths	34	3.9	94.4
16 to 20 mths	28	3.2	97.6
21 to 24 mths	15	1.7	99.3
>24 mths	6	0.7	100.0
	<u>878</u>	<u>100.0</u>	

PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	24	8.8	8.8
3 to 4 mths	35	12.8	21.5
5 to 7 mths	60	21.9	43.4
8 to 12 mths	54	19.7	63.1
13 to 15 mths	27	9.9	73.0
16 to 20 mths	32	11.7	84.7
21 to 24 mths	16	5.8	90.5
>24 mths	26	9.5	100.0
	<u>274</u>	<u>100.0</u>	

There are an additional 28 Rule 12 cases, mean and median of 5 and 4 months from receipt

Post ICP cases (receipt to date)

Age since receipt	Number	%	Cumulative %
0 to 7 mths	42	9.3	9.3
8 to 12 mths	78	17.3	26.7
13 to 15 mths	66	14.7	41.3
16 to 20 mths	84	18.7	60.0
21 to 24 mths	62	13.8	73.8
>24 mths	118	26.2	100.0
	<u>450</u>	<u>100.0</u>	

Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	213	47.3	47.3
6 to 7 mths	47	10.4	57.8
8 to 12 mths	94	20.9	78.7
13 to 15 mths	22	4.9	83.6
16 to 20 mths	36	8.0	91.6
21 to 24 mths	14	3.1	94.7
>24 mths	24	5.3	100.0
	<u>450</u>	<u>100.0</u>	

Month	Commentary
December	4 cases were heard at the Case Progression conference in December
November	7 cases were heard at the Case Progression conference in November
October	6 cases were reviewed at the Case Progression conference in October

Analysis of age of cases closed PreICP, at time of closure in the period April 2015 to March 2016, measured from receipt of original complaint

Age of case closed PreICP	Number	Cumulative number	%	Cumulative %
0 to 4 months	535	535	43	43
5 to 8 months	383	918	31	74
9 to 12 months	214	1132	17	91
13 to 16 months	69	1201	6	97
17 to 20 months	25	1226	2	99
>20 months	15	1241	1	100
Mean Months	6			
Median Months	5			
Total Closed Cases	1241			

Month	Commentary
December	There is no change in the mean and median values this month.
November	There is no change in the mean and median values this month.
October	There is no change in the mean and median values this month.

Analysis of age of cases that met Standard of Acceptance in period April 2015 to March 2016

Age from receipt to SOA	Number	%	Cumulative %
0 to 2 months	126	40	40
3 to 4 months	61	19	59
5 to 8 months	60	19	78
9 to 12 months	33	10	88
13 to 15 months	15	5	93
16 to 20 months	17	5	98
21 to 24 months	5	2	100
>24 months	1	0	100
Mean Months	5		
Median Months	4		
Total Open Cases	318		

Month	Commentary
December	There are no changes this month
November	There are no changes this month
October	There are no changes this month

Snapshot of age of Enquiry cases since receipt (correct as of 31/12/15)

Age since receipt	Number	%	Cumulative %
0 to 2 mths	333	37.9	37.9
3 to 4 mths	176	20.0	58.0
5 to 7 mths	168	19.1	77.1
8 to 12 mths	118	13.4	90.5
13 to 15 mths	34	3.9	94.4
16 to 20 mths	28	3.2	97.6
21 to 24 mths	15	1.7	99.3
>24 mths	6	0.7	100.0
	878	100.0	

There are an additional 28 Rule 12 cases, mean and median of 5 and 4 months from receipt

Length of Time Open Pre ICP April 2014 - March 2016

		2014												2015												2016																		
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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
Cases awaiting ICP	0-4	198	186	185	183	187	182	185	193	175	167	170	174	159	157	55	51	55	163	177	184	174																						
	5-8	52	44	50	43	47	44	51	53	62	45	60	63	50	43	76	72	57	44	50	49	46																						
	9-12	25	25	27	23	20	16	21	23	19	27	15	14	23	22	41	51	48	14	12	23	22																						
	13-16	7	8	9	12	9	9	12	7	8	10	10	10	10	12	40	37	37	11	14	13	11																						
	17-20	2	3	5	3	4	6	5	6	4	5	6	2	3	3	16	28	26	10	6	6	8																						
	21-24	2	2	2	0	1	1	3	2	2	3	5	3	2	2	11	9	11	1	5	7	7																						
	25-28	1	1	0	2	2	2	2	0	1	1	1	2	2	3	7	8	9	1	1	1	2																						
	29-32	1	1	2	1	1	1	0	1	1	1	1	0	2	0	1	3	4	2	1	1	1																						
	33+	3	3	3	4	4	4	5	5	4	0	3	4	4	3	7	5	5	3	4	4	3																						
Open Cases Pre ICP		291	273	283	271	275	265	284	290	276	259	271	272	255	245	254	264	252	249	270	288	274	0	0	0																			

Month	Current month / variance	Internal Measure	Commentary
December	68%/-5%	Pre ICP - 73% 5 months old or less	The proportion of cases remains relatively stable for the last quarter
November	66%/-7%	Pre ICP - 73% 5 months old or less	The proportion of cases remains relatively stable for the last quarter
October	63%/-10%	Pre ICP - 73% 5 months old or less	The proportion of cases remains stable from the previous month

Analysis of ages of cases closed No Case To Answer in the period April 2015 to March 2016

Number of Months	Receipt to NCTA			SOA to NCTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	31	13	13	138	59	59
5-8	84	36	50	48	21	80
9-12	60	26	75	26	11	91
13-16	32	14	89	12	5	97
17-20	14	6	95	7	3	100
21-24	6	3	98	0	0	100
25-28	2	1	99	0	0	100
29-32	1	0	99	1	0	100
33-36	2	1	100	0	0	100
>36	0	0	100	0	0	100
Mean Months	10			5		
Median Months	9			4		
Total	232			232		

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Source of complaint	Receipt to NCTA		SOA to NCTA	
	Mean months	Median months	Mean months	Median months
Article 22(6)/Anon	13	14	6	4
Employer	9	8	5	3
Other	8	8	5	5
Other Registrant	0	0	0	0
Police	12	7	2	2
Professional Body	10	10	8	7
Public	11	9	6	4
Self Referral	10	8	5	4

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

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

Number of Months	Receipt to CTA			SOA to CTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	51	15	15	188	55	55
5-8	98	29	44	79	23	78
9-12	67	20	63	25	7	86
13-16	50	15	78	27	8	94
17-20	41	12	90	9	3	96
21-24	14	4	94	9	3	99
25-28	8	2	96	1	0	99
29-32	5	1	98	2	1	100
33-36	5	1	99	1	0	100
> 36	2	1	100	0	0	100
Mean months	11			6		
Median months	10			4		
Total number of Cases	341			341		

Month	Commentary
February	
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Source of complaint	Receipt to CTA		SOA to CTA	
	Mean months	Median months	Mean months	Median months
Article 22(6)/Anon	10	10	4	2
Employer	11	10	6	4
Other	8	5	5	3
Other Registrant	12	10	9	7
Police	12	12	6	6
Professional Body	15	14	8	5
Public	14	10	7	5
Self Referral	13	10	6	4

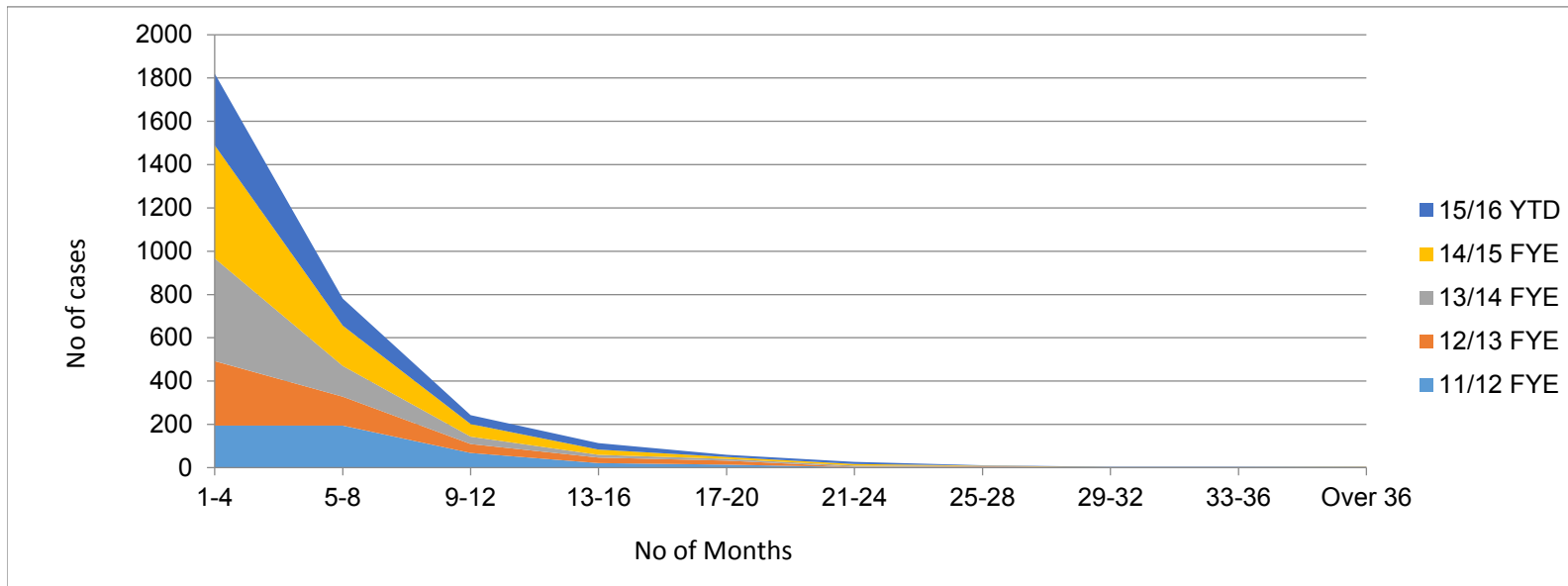
Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Analysis of age of cases where an Investigating Panel reach a decision from April 2015 to March 2016 (cases requiring further information are excluded)

Number of Months	Receipt to conclusion at ICP			SOA to conclusion at ICP		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	76	14	14	331	60	60
5-8	178	32	46	125	23	82
9-12	123	22	68	42	8	90
13-16	79	14	82	30	5	95
17-20	53	10	92	10	2	97
21-24	19	3	95	10	2	99
25-28	10	2	97	2	0	99
29-32	6	1	98	2	0	100
33-36	7	1	100	1	0	100
> 36	2	0	100	0	0	100
Mean months	11			6		
Median months	9			4		
Total number of Cases	553			553		

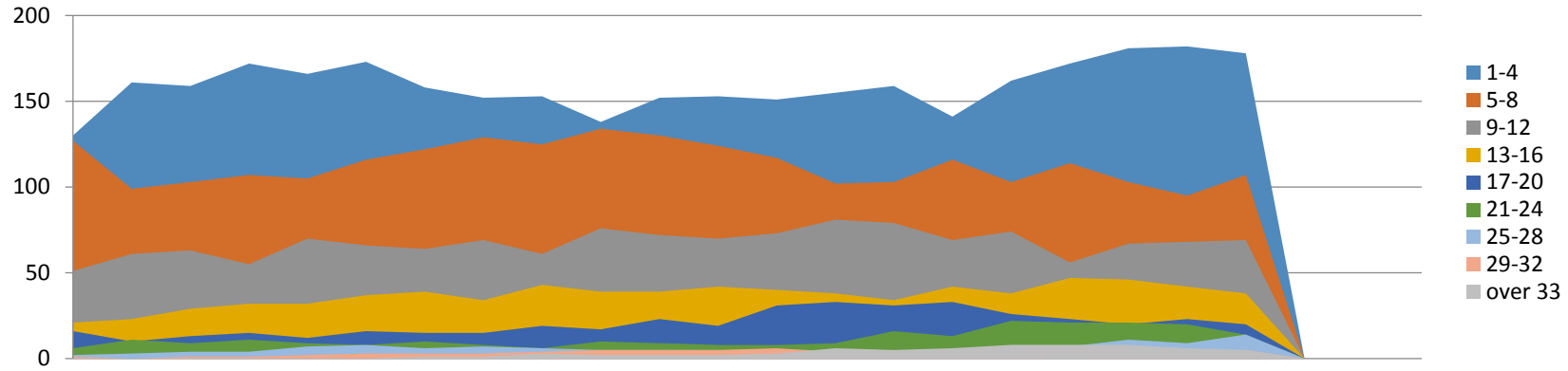
Month	Commentary
December	There are no changes this month
November	There are no changes this month
October	There are no changes this month

Length time: Cases Inv Committee (excluding further information) April 2011 - March 2016



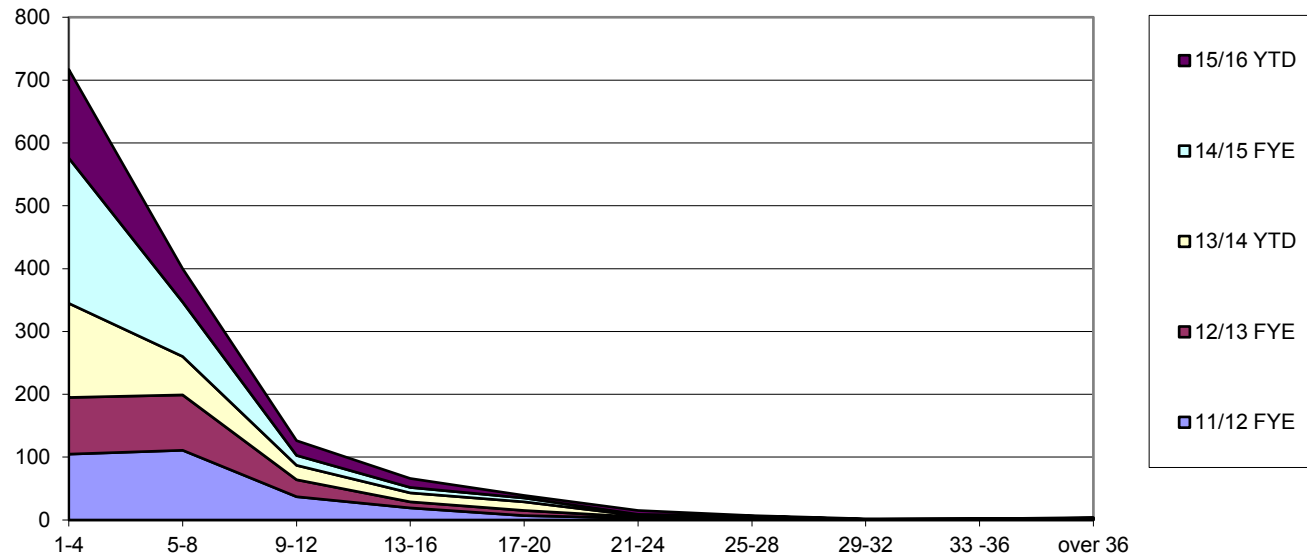
Number of Months	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	194	298	475	523	331	60	60
5-8	194	134	142	186	125	23	82
9-12	68	41	34	58	42	8	90
13-16	21	26	12	24	30	5	95
17-20	14	19	8	8	10	2	97
21-24	2	2	6	7	10	2	99
25-28	3	2	3	1	2	0	99
29-32	1	0	0	1	2	0	99
33-36	0	0	1	1	2	0	100
Over 36	1	1	1	1	1	0	100
Mean Months	7	6	5	5	6		
Median Months	5	4	3	3	4		
Total Cases	498	523	682	810	555		

Length of Time : Age of Cases Post ICP April 2014-March 2016



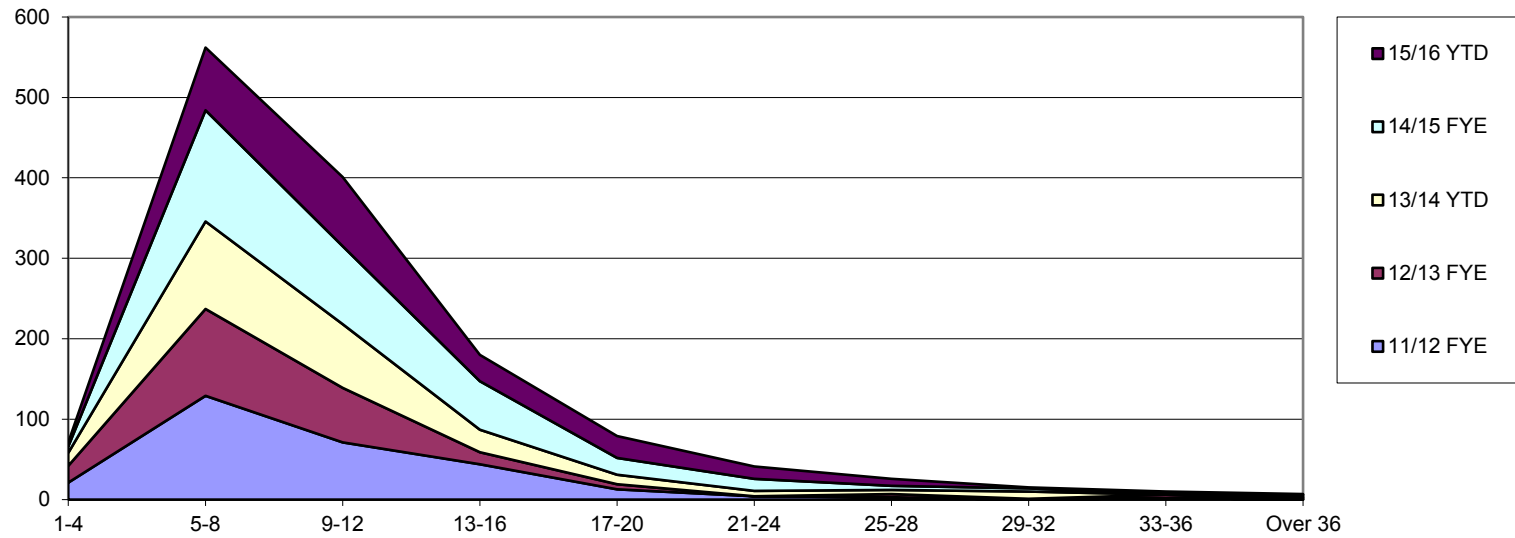
		2014				2015								2016												
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Cases awaiting final hearing (from ICP)	1-4	130	161	159	172	166	173	158	152	153	138	152	153	151	155	159	141	162	172	181	182	178				
	5-8	127	99	103	107	105	116	122	129	125	134	130	124	117	102	103	116	103	114	103	95	107				
	9-12	51	61	63	55	70	66	64	69	61	76	72	70	73	81	79	69	74	56	67	68	69				
	13-16	21	23	29	32	32	37	39	34	43	39	39	42	40	38	34	42	38	47	46	42	38				
	17-20	16	10	13	15	12	16	15	15	19	17	23	19	31	33	31	33	26	23	20	23	20				
	21-24	6	11	9	11	9	8	10	8	6	10	9	8	8	9	16	13	22	21	21	20	14				
	25-28	2	3	4	4	7	8	6	7	6	5	5	5	3	3	1	5	5	7	11	9	14				
	29-32	1	0	1	1	2	3	3	3	4	5	5	5	6	4	4	4	1	0	2	3	5				
	over 33	0	0	0	0	0	0	1	1	3	2	2	2	3	6	5	6	8	8	8	6	5				
Total cases awaiting hearing		354	368	381	397	403	427	418	418	420	426	437	428	432	431	432	429	439	448	459	448	450				
Total cases fixed this month		44	21	32	35	38	48	51	37	26	38	25	23	29	29	32	29	34	43	44	40	32				
Cases ready to fix, but no date yet		83	95	115	127	128	123	134	145	156	175	162	179	210	181	185	167	173	167	167	166	173				
Cases fixed previous months and awaiting hearing		90	74	73	63	84	98	115	127	123	118	121	113	94	107	105	96	96	108	116	116	107				
Cases being prepared by external lawyers		167	166	154	151	151	161	140	138	133	128	133	136	138	136	142	166	169	173	176	166	170				

Allegations made - Investigating Panel (concluded final hearing cases) April 2011 - March 2016



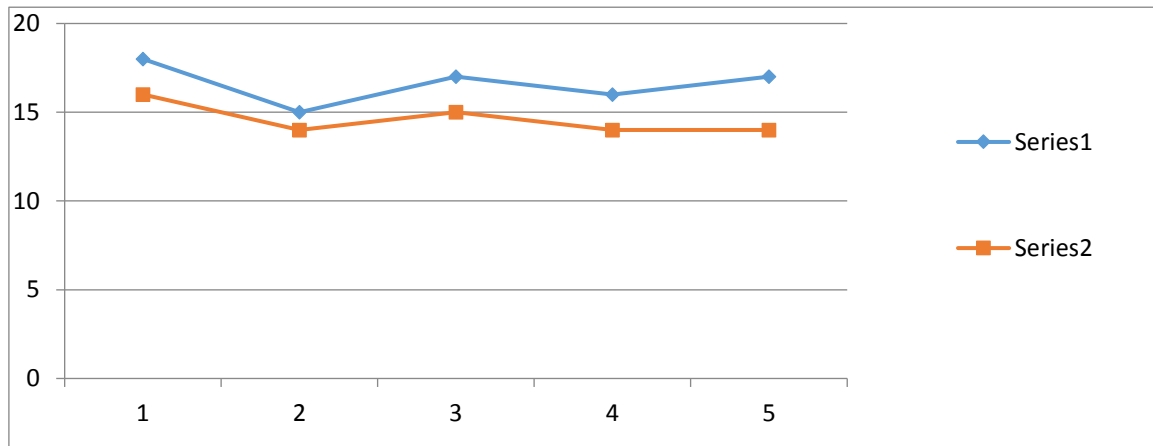
Number of Months	11/12 FYE	12/13 FYE	13/14 YTD	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	105	90	150	231	141	58	58
5-8	111	88	61	87	53	22	80
9-12	37	27	23	16	23	9	89
13-16	19	10	14	9	14	6	95
17-20	7	8	14	6	4	2	96
21-24	3	2	2	2	6	2	99
25-28	2	2	2	0	1	0	99
29-32	1	0	0	0	1	0	100
33 -36	1	0	0	1	0	0	100
over 36	1	1	1	0	1	0	100
Mean Months	7	7	6	5	6		
Meadian Months	5	5	4	4	4		
Total Cases	287	228	267	352	244		

Length of Time Investigating Panel - Case Conclusion (concluded final hearing cases) April 2011 - March 2016



Number of Months	11/12 FYE	12/13 FYE	13/14 YTD	14/15 FYE	15/16 YTD	%	Cumulative %
1-4	21	21	16	8	5	2	1.9
5-8	129	108	109	138	78	30.2	32.2
9-12	71	68	79	97	86	33	65.5
13-16	44	15	28	60	33	13	78.3
17-20	13	6	12	21	27	10	88.8
21-24	4	0	7	15	15	6	94.6
25-28	3	4	5	5	9	3	98.1
29-32	0	1	9	4	1	0	98.4
33-36	2	4	0	1	3	1	99.6
Over 36	0	1	2	3	1	0.4	100.0
Mean Months	10	9	11	11	12		
Median Months	8	8	9	9	10		
Total Cases	287	228	267	351	258		

Length of Time: Allegations made - conclusion of final hearing 2011/12 - 2015/16



Number of Months	Cases 11/12	Cases 12/13	Cases 13/14 YTD	Cases 14/15	Cases 15/16	%	Cumulative %
1-4	0	0	1	0	0	0	0
5-8	18	23	21	19	10	4	4
9-12	71	66	95	123	54	21	25
13-16	79	62	49	80	65	25	50
17-20	57	37	26	62	49	19	69
21-24	31	13	26	24	30	12	81
25-28	14	6	17	21	21	8	89
29-32	3	10	13	8	13	5	94
33-36	7	5	10	5	5	2	96
Over 36	7	6	11	10	11	4	100
Mean Months	17	16	17	16	18		
Median Months	15	14	14	14	17		
Total Cases	287	228	267	351	258		

Analysis of age of cases where a final hearing has concluded in the period April 2015 to March 2016

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 5 months	0	0	0	0 to 5 months	1	0	0
6 to 7 months	1	0	0	6 to 7 months	4	2	2
8 to 12 months	21	8	9	8 to 12 months	59	23	25
13 to 15 months	41	16	24	13 to 15 months	55	21	46
16 to 20 months	63	24	49	16 to 20 months	59	23	69
21 to 24 months	41	16	65	21 to 24 months	30	12	81
>24 months	91	35	100	>24 months	50	19	100
Mean Average	22				18		
Median Average	21				17		
Total Number of Cases	258				258		

Month	Commentary
December	There are no significant changes in the conclusion times this month
November	There are no significant changes in the conclusion times this month
October	There are no significant changes in the conclusion times this month

Comparison of age of cases from ICP decision to conclusion of final hearing, for 2014-15 and April 2015 to March 2016

Number of Months	14/15 YTD	% of cases	Cumulative %	15/16 YTD	% of cases	Cumulative %
1-4	8	2	2	5	2	2
5-8	138	39	42	78	30	32
9-12	97	28	69	86	33	66
13-16	60	17	86	33	13	78
17-20	21	6	92	27	10	89
21-24	15	4	97	15	6	95
25-28	5	1	98	9	3	98
29-32	4	1	99	1	0	98
33-36	1	0	99	3	1	100
>36	3	1	100	1	0	100
Mean Months	11			12		
Median Months	9			10		
Total Cases	351	100	100	258	100	100

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Snapshot of age of Post ICP cases (correct at 31/12/15)

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 7 months	42	9	9	0 to 7 months	109	24	24
8 to 12 months	78	17	27	8 to 12 months	110	24	49
13 to 15 months	66	15	41	13 to 15 months	61	14	62
16 to 20 months	84	19	60	16 to 20 months	76	17	79
21 to 24 months	62	14	74	21 to 24 months	31	7	86
>24 months	118	26	100	>24 months	63	14	100
Mean months	19			Mean months	15		
Median months	18			Median months	13		
Total cases	450			Total cases	450		

Age since ICP	Number	%	Cumulative %
0 to 5 mths	213	47.3	47.3
6 to 7 mths	47	10.4	57.8
8 to 12 mths	94	20.9	78.7
13 to 15 mths	22	4.9	83.6
16 to 20 mths	36	8.0	91.6
21 to 24 mths	14	3.1	94.7
>24 mths	24	5.3	100.0
	<u>450</u>	<u>100.0</u>	

Analysis of final hearing outcomes by age at each stage, for the periods 2014-15 and April 2015 to March 2016

Type of Sanction	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Caution	17	15	14	12	18	14	14	11
Conditions of Practice	20	18	18	16	22	22	20	18
Consensual disposal	25	18	22	15	24	19	21	19
No Further Action	16	13	12	12	36	36	36	36
Not Well Founded	18	16	15	13	25	25	20	17
Suspension	19	18	16	14	20	18	16	13
Struck Off	19	18	16	15	22	20	18	17
Total mean average	19		16		22		18	
Total median average	17		13		21		17	
Total number of cases	351				258			

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Age of concluded final hearings at each stage, for the periods 2014-15 and April 2015 to March 2016

Source of Complaint	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Anonymous / Article 22(6)	28	19	22	14	26	26	23	20
Employer	19	18	17	15	22	21	19	17
Other	17	17	15	14	28	26	25	23
Other Registrant	16	15	12	11	32	27	25	19
Police	16	14	16	14	28	22	24	16
Professional Body	19	21	17	19	27	18	24	18
Public	18	14	14	11	21	20	16	13
Self Referral	16	16	12	10	21	20	16	13
Total mean average	19		16		22		18	
Total median average	17		13		21		17	
Total number of cases	351				258			

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

Comparison of age of concluded final hearings at each stage, by representation, for the periods 2014-15 and April 2015 to March 2016

Type of representation	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Represented	20	19	17	15	25	23	20	17
Represented Self	17	15	15	13	22	22	18	18
None	19	17	16	14	21	19	17	15
Total mean average	19		16		22		18	
Total median average	17		14		21		17	
Total number of cases	351				258			

Month	Commentary
December	There are no significant changes this month
November	There are no significant changes this month
October	There are no significant changes this month

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

Stage of case	April 2015 to March 2016		
	Number closed	Mean average	Median average
PrelCP	1261	6	5
No Case to Answer	254	10	9
Final Hearing	258	22	21
All cases	1773	9	7

	Receipt to conclusion	%	Cumulative %	SOA to conclusion	%	Cumulative %
0 to 2	270	15	15	83	16	16
3 to 4	298	17	32	80	16	32
5 to 8	490	28	60	64	13	44
9 to 12	304	17	77	74	14	59
13 to 15	121	7	84	62	12	71
16 to 20	130	7	91	66	13	84
21 to 24	56	3	94	32	6	90
>24	104	6	100	51	10	100
Total	1773	100		512	100	

Month	Commentary
December	There are no significant changes this month
November	There are no changes this month
October	There are no changes this month

Month	Commentary
December	There is no change in the proportion of cases closed within 18months (89%).
November	The proportion of cases closed within 18 months is 89%, and is therefore stable when compared to last month, despite concentrating on older cases at each stage in the process.
October	The proportion of cases closed within 18 months of receipt remains stable at 90%. This is likely to be the position up to the end of the financial year, as we continue to concentrate on older cases.