
Fitness to Practise Department – Management Commentary

This report provides an update on the work of the Fitness to Practise Department in 2015-2016 and more specifically in March 2016. The Council will be asked to consider the Fitness to Practise annual report at its meeting in July 2016

Departmental activities

1. Realignment

1.1

We are currently realigning the structure of the Fitness to Practise Directorate to ensure it remains fit for purpose and continues the timely and efficient process of cases. The realignment has been informed by:

- The work that is being undertaken to enhance independence in adjudication
- The recent piloting of new arrangements for the management of pre and post Investigating Committee Panel Cases
- The revised standard of acceptance for allegations policy and the introduction of Rule 12
- A comprehensive review of our information security requirements including enhancements that were made to the process of redacting and preparing bundles
- The length of time it takes to progress cases through the different stages of the fitness to practise process
- Analysis of operational days – including the number of new cases, the proportion of cases pre and post Investigating Committee Panel and the Case to Answer rate
- A review of the case management process and team structure and the expectations of Case Managers
- Feedback from the Professional Standards Authority (PSA) through the annual performance review process and our own review of PSA reports of other regulators
- The transfer of registration appeals to the Registration department in January 2016
- The roles and responsibilities of the Assurance and Development team
- The complexity associated with planning and monitoring the FTP budget, resources and management information reporting and the requirement to provide information relating to the FTP function to external stakeholders such as the Care Council, the Care Quality Commission and the alerts process associated with the Professional Qualifications Directive
- The progress that has been made in developing a coherent approach to learning and development in the directorate to support a culture of continuous improvement
- The planned review of the case management system

- Contractual management requirements of the legal service providers and transcription writers

Informed by this work we are introducing greater specialization of functions across the department and organizing some of the Fitness to Practise functions differently. This specialization is intended to ensure that:

- Cases continue to be managed efficiently and effectively through the Fitness to Practise process
- Individuals responsible for each key functional area are clearly identifiable with clear lines of responsibility and accountability
- There is operational flexibility

The activities of the FTP directorate are being realigned into the five functional groups:

- a. Case Reception and Triage**
- b. Investigations**
- c. Case Preparation and Conclusion (post ICP)**
- d. Adjudications**
- e. FTP Operations**

Each functional group will be led by a Head of Function who reports to the Director of Fitness to Practise. Each Head of Function will have budgetary, forecasting and resource planning responsibility, as well as being responsible for taking forward service improvement work plan activities within their area.

The directorate have been asked to provide their feedback on the proposed realignment and we are currently working through that feedback.

2. Case Management System Development

- 2.1 When there are changes in teams, the levels of access and authorization to the case management system need to be updated in order to maintain the audit trail for activity. Fortnightly changes to CMS have continued throughout 2015-16, organized such that the down time of the system has been minimized to less than 2 hours in the whole year. Changes to a number of core templates (both email and letter) have been made to improve clarity for recipients, and a number of new actions to improve the way team members are prompted to risk assess new material on receipt, to respond to requests for further instruction from our external legal investigators, or to schedule hearings have been deployed.
- 2.2 In July 2015, HCPC changed its organization-wide email system. As a major interface with the CMS, there was a significant project to re-code and test the changes. Following go live, we have worked with IT colleagues and our external suppliers to ensure that we have utilized new functionality to deflect “spam” email, and to ensure only legitimate case information is added into the CMS.

- 2.3 The CMS has been in place since 2012, and we have been working on a number of interface issues with the way documents are created, stored and accessed. This work continues, and is entering the final testing phase. The Assurance and Development team are also working with colleagues in IT and Operations to start preparations for a major project to scope requirements for the next iteration of CMS, and to support any systems changes required as a result of the realignment of FTP functions.
- 2.4 In the last 12 months, we have continued to review the Quality Assurance Framework and audit schedule. We are combining some of the audits so that core themes are reported as part of the quarterly themed audit meetings. These themes include: redaction of sensitive material, ICP decision quality, time taken to assess and act on new material, and detailed analysis of interim order applications.
- 2.5 We have continued to report on the number and nature of complaints about FTP processes and teams. We have worked with Secretariat to improve the analysis that forms part of the executive and Council reports, and contributed to the process development, training, and assessment by external assessors that led to the successful accreditation of ISO1002 (customer services) standard.
- 2.6 The recent European Professional Qualification Directive has required an alerts system to be developed, so that HCPC can share outcomes of its cases with the other 27 EU countries, and can receive updates on their activities. This information assists with assessment of cases to decide if further FTP activity may be required. We have worked closely with Registrations and Policy and Standards teams to operationalize this.
- 2.7 The team has continued to support the production of management statistics, including the monthly management commentary, the performance review submission to PSA, the budget and activity summary, and information sharing with other regulatory organisations.

3. Training

- 3.1 The training programme for FTP team members and Partners has continued in 2015-16. In the last twelve months, sessions have been designed, redesigned and delivered in the following core areas:-
- FTP team induction programme
 - CMS induction and refresher training, including developing new approaches to common training needs by producing short videos for users, illustrating how to perform certain tasks.

- Allegation drafting sessions, focused on how to construct the allegation based on the evidence received, and what good and poor allegations look like.
- External led investigation skills courses for Case Managers
- First aid and mental health awareness training for team members who come into contact with the public or other external stakeholders
- Action learning sets for team managers to develop team working, and to focus on project solving
- Time management and prioritization skills for team members, to help them manage their workloads, as well as case presentation techniques
- A range of profession specific training, including covering child protection, and social work practices. This also included a series of refreshers on the HCPC's key legislation.
- Bitesize sessions on developing resilience when faced with complex or upsetting cases, influencing and persuading, and creative thinking and problem solving relating to cases.
- A range of induction and refresher for registrant and lay panel members, and panel chairs. This programme allows us to maintain the pool of panelists to support the increased hearings activity.

The courses are evaluated by the participants, and this year have rated highly, with an average score of 4.5 out of 5.

4. Service Improvement

4.1 Stakeholder engagement

This year we signed new memorandums of understanding (MoUs) with NHS Protect and the Regulation and Quality Improvement Authority. We also reviewed our existing MoU with the Care Quality Commission and begun to work on MoU's with the Office for Standards in Education, Children's Services and Skills; NHS National Services Scotland – Counter Fraud Services; and Healthcare Inspectorate Wales.

We met with representatives from the unions and the professional bodies in May and November 2015 to discuss issues relating to the FTP process.

4.2 Information sources

In April 2015 we published a revised employer brochure. In the last few months, we have also been reviewing and revising the member of the public and registrants brochures and anticipate publishing these early in this financial year. The brochures now have specific focus. Each brochure now focuses on providing information which is directly relevant to its particular audience rather than the process in general.

In November 2015 we published factsheets on Protecting Titles and the Standard of Acceptance. The factsheets are Crystal Marked and are intended to explain complex parts of the process to specific audiences using clear and easy to understand language.

Throughout the year, we have refreshed the content of the FTP webpages including some completely new content, such as interactive flowcharts (tailored to members of the public, registrants and employers), case studies and a useful links page (tailored to members of the public and registrants).

5. Case Information – commentary on cases against forecast

- 5.1 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 2015 to March 2016. Key information regarding activity in March is highlighted below.

6. New cases

- 6.1 We had 218 versus 185 forecast, which is 18% higher than expected. In 2015-16 we have received 2127 new cases, which is 6% higher than the re-forecast at month nine. Broadly, the number of new cases received has been lower than forecast, except for the last quarter. We have ended the year almost on forecast with the initial budget submission (2127 cases received versus 2191 forecast in March 2015).
- 6.2 In March, 45% 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 25% of this month's new matters, with 20% being self-referrals from Registrants. This has been a similar trend across the last twelve months.

7. Professions

- 7.1 The majority of new cases continue to relate to Social Workers. We received 131 social worker cases, accounting for 60% of the total in March. This month is the second month in a row where the proportion of Social Worker cases is slightly higher than the year to date proportion which is 55%. The next highest rate is for paramedics (11%), and then practitioner psychologists at (7%) and physiotherapists (6.5%). Broadly speaking, there are no significant changes in the most complained about professions across the last three years.

8. Enquiry and Pre ICP cases

- 8.1 In March, we closed 137 cases pre-ICP against a forecast of 123. In the last year we have closed 1661 cases. This compares to 1063 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 consistent with those closed pre-ICP, demonstrating that there is not a group of old cases at the early stages of the FTP process.
- 8.2 We have 1176 ongoing enquiry and pre ICP cases. This is on forecast with the anticipated 1174 cases that we predicted to have in these statuses. At the end of 2014-15, we had 1441 open cases in this status. The concentration on applying the new Standard of Acceptance has reduced the number by approximately 19% in the last 12 months, with the numbers remaining stable for the last six months. There are a further 33 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. At 2.8% of the open pre-ICP cases, this is within the expected range. We will be looking at the application of Rule 12 case management in the coming year.
- 8.3 The number of cases at pre-ICP stage is 257; which is consistently lower than 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. This is also supported by the numbers of cases closed at ICP, which remains above forecast.
- 8.4 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 March, eight complex cases were reviewed. In 2015-16, 122 complex cases have been reviewed with escalation actions taken.
- 8.5 Allegations were drafted and sent to registrants for their observations in 67 cases this month which was below forecast (80). The proportion of cases with observations this month was on forecast (26% expected). In 2015-16, 756 cases were sent for observations, 12% lower than the forecast activity. This is due to

the lower number of open cases at this stage as a percentage of the open caseload. In 2015-16, we obs'd 25% of the open cases in this status.

9. Cases considered at Investigating Committee

- 9.1 Fifty one cases were considered at ICP in March against a forecast of 78 cases. The forecast is based on the number of cases with Obs in January. Four (6%) of these cases required further information. The case to answer rate was 66%, which is the forecasted rate. Across 2015-16 the rate is 63%, up from 53% in 2014-15. We are continuing to see a higher rate of case to answer following the introduction of the new Standard of Acceptance.

10. Interim Orders

- 10.1 Ten new applications were considered, with nine granted. The running rate of granted applications remains at 88% for the year, which is similar to that in 2014-15. Thirteen existing interim order cases were reviewed in March; one was revoked. The revocation rate this year is 2.9%, compared with 3% in 2014-15.

11. Cases awaiting final hearing and hearings activity

- 11.1 There are 516 open cases. We had anticipated ending the year with 471 open cases. The second half of 2015-16 has focused on concluding external legal investigations, and scheduling the oldest cases. As these are cases that have more witnesses and take more hearing days, the resource requirements are more intense. The commissioning of the dedicated London tribunal centre has assisted with more flexible and cost effective space planning. Our Scheduling team are focusing on fixing hearings with the intent of bringing this number of open cases down within the first six months of the coming year.
- 11.2 Currently, 35% 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 27% 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.
- 11.3 There were eight preliminary hearings held in March, taking the total in the year to 66. In 2014-15, we held 48 preliminary hearings. This increased usage has allowed us to get panel directions to advance the scheduling of final hearings. There were 35 hearings listed in March (against a forecast of 36), taking the total to the year to 407. This is slightly below the 423 forecast for the year. The adjournment and part heard rate (79 cases in total) is 19%. In the previous year it was 17%. We are continuing to work with our external legal suppliers, and using additional pre-hearing quality checks to reduce this rate.

12. Length of time review

- 12.1 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.
- 12.2 Year to date, we closed 2268 cases at either pre-ICP, ICP or final hearing stage. Of these, 88% were closed within 18 months of receipt of the original complaint. This proportion remains broadly stable over the last quarter despite the concentration on older cases awaiting a hearing. Previously, it was 91%.
- 12.3 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 increase by one month to 22 and 21 months. We anticipate that the closure times will remain broadly similar in the next six months as we conclude the older cases that are now at postICP stage.
- 12.4 An analysis of the open cases at each stage shows the current age of cases yet to conclude. Of the 921 open Enquiry cases, the mean and median age from receipt has remained at 5 and 3 months respectively. At the end of 2014-15, there were 1161 open enquiries, a reduction of 21% within a year.
- 12.5 Of the 257 open pre-ICP cases, the mean and median age from receipt is 9 and 7 months. Cases currently take a mean and median of 4 and 3 months from receipt to reach the Standard of Acceptance (SOA) stage. The time from SOA being met to date is now 5 and 3 months (earlier in 2015-16 it had been from 6 and 3 months previously). This is likely to be due to reductions in the size of caseloads for this stage of the process, allowing more time to focus on progressing the cases.
- 12.6 Of the 516 currently open post ICP cases, the mean and median age from receipt is 19 and 18 months respectively. The cases have taken 8 and 6 months (mean and median) from ICP to date, demonstrating that the efforts taken to escalate their progression through the later parts of the process is having an effect. We anticipate the overall conclusion times for these cases to begin to reduce in the final quarter of 2016-17.
- 12.7 There are now only five GSCC transfer cases open, all of which are being prepared for hearings. Three of the cases will have their hearings by the end of April, with the remaining being scheduled by the summer.

13. Non-FTP case activity

- 13.2 Protection of Title: There were 34 cases received in March, against a forecast of 34. There are 81 open cases, which is a return to the levels in the previous year. As previously reported, the ongoing prosecution case has been fixed to resume on 22 April 2016.
- 13.3 Health and Character declarations: There were 31 new cases received in March which is on forecast (34 cases were anticipated). Year to date, we are just over forecast (4% more). 19 cases were considered by panels in March, with 37 remaining open. This is the same level of open activity as in April 2015. A further revision to the Health and Character policy will be considered by the Education and Training Committee in June 2016.
- 13.4 Miscellaneous (MIS): 78 new cases were received in this month, which is within forecast. The open caseload has reduced to 60. The number of open matters has returned to the average in the first six months of this budget year.
- 13.5 High Court: There was one new appeal received from a registrant this month. This means that there are nine High Court cases currently open, the same level of activity in February 2015.

Fitness to Practise Department

Management Information Pack

Kelly Holder, Director of Fitness to Practise
Activity in March 2016

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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)

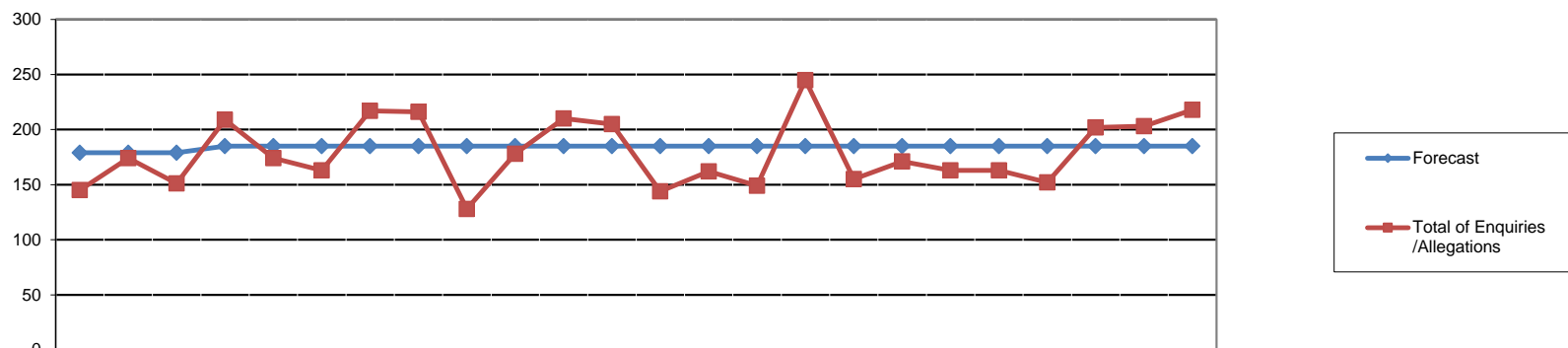
	14/15 Actual													Year End	15/16 Actual													Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr		May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar							
Cases Received	145	174	151	209	174	163	217	216	128	178	210	205	2170	144	162	149	245	155	171	163	163	152	202	203	218	2,191	2,191	2,191	2,005	2,127		
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	1151	1140	1176	1,432	1,074	1,190	1,173	1,176		
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	21	33	32	N/A	N/A	N/A	N/A	32		
Case to Answer percentage	47%	57%	58%	55%	49%	57%	57%	56%	55%	42%	56%	55%	54%	42%	58%	51%	59%	67%	65%	70%	66%	76%	71%	66%	66%	52%	52%	57%	62%	63%		
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	481	488	516	417	467	470	471	516		
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	46	46	47	N/A	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	19	19	20	N/A	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
March	47/+2	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The marginal increase in the number of pre-ICP cases per CM can be attributed to the high intake of new cases during the month (218 against a forecast of 185). * While it has increased slightly, the number of post-ICP cases per CM remains well below forecast.
February	46/+1 (pre-ICP) 19/-6 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The position is unchanged from January.
January	46/+1 (pre-ICP) 19/-6 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	45 (pre-ICP) 25 (post-ICP)	* The number of pre-ICP cases per CM has increased to 1 above forecast. This can be explained by the higher than forecast number of cases received in January, combined with the effects of lower than forecast obs and closures for December due to the shorter working month. * It is also noted that the Case Specialisation Pilot commenced in January, resulting in a number of pre-ICP cases having to be transferred amongst the Case Teams * The number of post-ICP cases per CM remains below forecast. It is worth noting that the distribution of these cases is uneven as the Case Specialisation Pilot Team has ownership of the majority of the post-ICP cases

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	185	185	185	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	194	184	210	
Allegations	5	8	2	5	6	3	1	5	3	4	7	1	2	2	4	8	4	6	7	5	4	7	10	6	
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	1	9	2
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	202	203	218	
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	7	5	6	
Employer	37	55	43	65	40	47	53	53	25	37	41	58	37	35	42	62	35	53	43	46	36	53	49	44	
Other	6	1	4	5	7	11	16	22	7	9	6	9	5	7	5	11	11	10	11	12	7	14	7	15	
Other Registrant	8	6	5	7	6	3	7	5	2	1	11	10	2	3	5	7	1	5	2	7	0	4	8	7	
Police	3	2	0	0	2	2	2	5	1	1	3	0	0	2	4	0	0	1	3	0	2	3	2	3	
Professional body	1	2	2	3	2	1	2	0	1	0	0	1	0	2	1	1	3	0	1	0	0	0	1	1	
Public	58	62	60	93	86	67	101	89	75	92	112	93	69	84	65	109	64	63	66	60	66	75	90	99	
Self-referral	28	37	33	29	22	30	34	38	15	31	32	24	26	26	25	52	33	38	33	28	38	46	41	43	

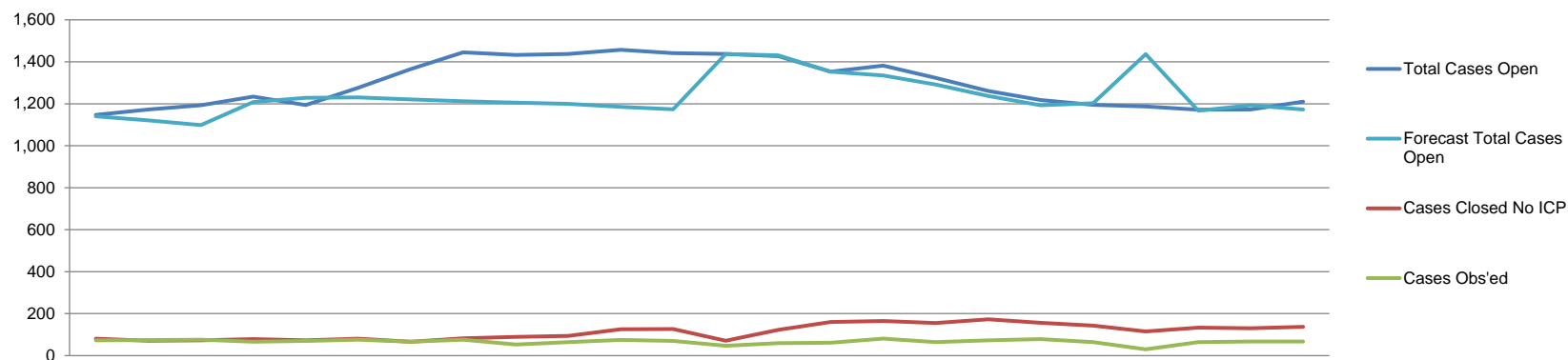
11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE
	n/a		n/a	
500	1452	1,960	2,120	2028
425	201	109	50	65
N/A	N/A	N/A	N/A	33
925	1653	2,069	2,170	2127
283	58	77	65	57
289	435	593	554	535
33	87	81	103	115
53	99	78	71	51
27	27	37	21	20
12	21	14	15	10
228	634	793	988	910
NA	NA	396	353	429

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 FYE
Arts therapists	0	2	1	0	0	0	4	1	4	7	4	11	8
Biomedical scientists	3	22	5	1	0	0	1	15	66	37	50	36	47
Chiropodists & podiatrists	2	16	2	1	1	0	25	9	55	53	71	56	56
Clinical scientists	0	1	1	0	0	0	1	4	9	9	3	6	7
Dietitians	0	4	4	0	0	0	3	6	12	13	21	15	17
Hearing aid dispensers	0	3	1	0	0	0	12	2	23	25	22	18	18
Occupational therapists	2	33	4	2	0	0	31	21	96	76	105	97	93
ODPs	5	25	2	2	0	0	4	17	63	45	63	60	55
Orthoptists	0	1	0	0	0	0	0	0	2	2	2	2	1
Paramedics	10	56	9	5	1	0	22	136	253	262	266	231	239
Physiotherapists	3	41	10	3	8	1	55	18	118	123	134	133	139
Practitioner psychologists	4	14	16	5	2	3	90	12	139	179	157	157	146
Prosthetists & orthotists	0	2	0	0	0	0	0	2	2	1	2	2	4
Radiographers	4	36	2	5	2	1	10	27	58	55	59	80	87
Social workers	24	266	57	23	7	5	639	153	n/a	733	1,085	1,251	1,174
SLTs	0	13	1	3	0	0	13	6	25	33	25	15	36
Total	57	535	115	50	21	10	910	429	925	1,653	2,069	2,170	2,127

Month	Commentary
March	* The position remains unchanged.
February	* The position remains unchanged.
January	* The position remains largely unchanged since October. Social Work referrals constitute 54% of the total number of FTP referrals received YTD. Members of the public remain the largest complainant category with 42% of all FTP referrals coming from this group.

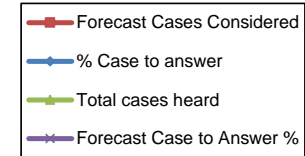
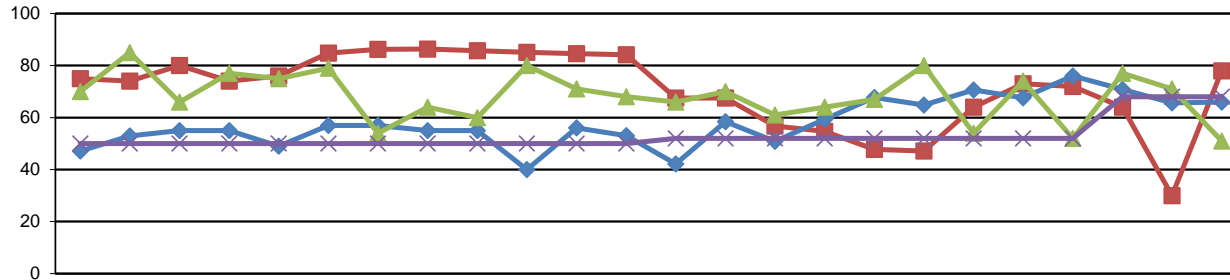
Pre - ICP case information April 2014 - March 2016



	2014			2015												2016												14/15 FYE	15/16 FYE
	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	202	203	218					
Allegations Open	291	273	283	271	287	265	284	290	276	259	269	272	255	246	254	264	252	249	270	288	275	259	239	257					
Enquiries Open	856	900	910	963	907	1011	1081	1155	1157	1178	1188	1169	1182	1181	1099	1107	1054	989	923	877	884	892	901	921					
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	21	33	32					
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	1,172	1,173	1,210					
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	1,437	1,431	1,353	1,335	1,292	1,237	1,193	1,202	1,437	1,167	1,193	1,173					
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	22	20	21					
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	4	5	8					
Cases Closed No ICP	81	71	73	79	73	81	66	82	89	94	126	127	71	123	160	165	155	173	156	143	115	133	130	137					
% 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	15	14	15					
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					
Cases Obs'ed	73	74	76	66	70	76	66	76	53	64	75	70	47	59	61	81	64	73	79	64	30	64	67	67					
Forecast Cases Obs'ed	80	79	77	85	86	86	86	85	85	84	83	82	59	63	68	72	76	80	72	67	63	78	80	79					
% of Pre ICP cases Obs'ed	25	27	27	24	24	29	23	26	19	25	28	26	18	24	24	31	25	32	31	22	11	25	28	26					
Forecast % cases Obs'ed	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	74	52	77	71	51		
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	27	28	24	
	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	6	0	2	
	Referred to CCC (No representations)	14	10	9	10	16	8	10	11	9	11	11	9	7	10	11	8	8	21	9	9	11	17	13	4	
	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	0	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	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	1	1	1	
	Referred to IC (Reg representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Referred to IC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Referred to IC (No representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	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	38	
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	51	44	31		
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	71	66	66		
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	18	16	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	2	3	4	
	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	1	4	2	
	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	21	23	16	
	Further Information	0	6	4	3	3	6	5	2	2	3	3	2	2	5	4	5	5	6	3	3	2	5	4	4	

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 YTD
516	543	707	849	787
176	181	210	252	272
19	29	42	40	56
49	83	97	128	128
6	5	6	4	7
2	0	0	0	1
0	3	4	8	3
0	0	0	0	0
0	0	1	0	0
n/a	n/a	394	478	369
254	304	360	433	467
n/a	n/a	n/a	n/a	n/a
49	56	53	53	63
197	176	256	301	201
21	28	31	48	35
29	18	35	28	36
246	231	322	377	272
18	20	25	39	48

Cases Considered

Month	Current month / variance	Month forecast	Year end forecast	Commentary
March	51/-27	78	726	* The disparity between February and March can be attributed to cases being considered at ICP more quickly than forecast; hence the low forecast but high numbers considered in February being mirrored by the opposite effect in March.
February	71/+41	30	726	* The low forecast for cases considered at ICP in February reflects the low number of cases obs'd in December.
January	77/+13	64	726	* The high number of cases considered in January is attributable to the short working month - and therefore commensurately lower number of ICP days - in December.

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

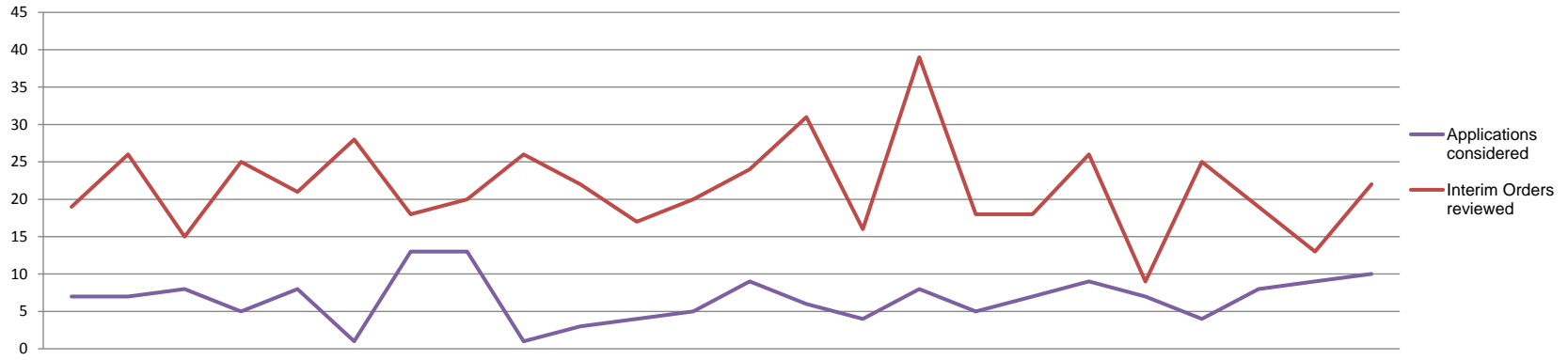
By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total FYE
			CCC	HC	IC	
Arts therapists	3	0	1	0	0	4
Biomedical scientists	2	1	19	0	0	22
Chiropodists & podiatrists	13	0	11	0	0	24
Clinical scientists	0	1	1	0	0	2
Dietitians	4	1	5	1	0	11
Hearing aid dispensers	1	1	11	0	0	13
Occupational therapists	17	3	18	0	0	38
ODPs	5	2	24	1	0	32
Orthoptists	0	0	0	0	0	0
Paramedics	43	2	73	3	0	121
Physiotherapists	23	1	36	2	0	62
Practitioner psychologists	14	5	16	1	0	36
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	18	1	21	0	0	40
Social workers	122	29	217	3	0	371
SLTs	7	1	3	0	0	11
Total YTD	272	48	456	11	0	787

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE
1	3	1	2	4
37	26	23	28	22
40	27	31	36	24
10	3	2	1	2
5	14	7	10	11
12	9	5	5	13
55	44	47	42	38
37	37	25	41	32
1	1	0	3	0
139	128	100	108	121
65	69	71	56	62
60	67	36	53	36
0	1	1	1	0
39	35	32	43	40
15	58	311	408	371
15	21	15	12	11
516	543	707	849	787

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total FYE
			CCC	HC	IC	
Article 22(6)/Anon	3	0	9	2	0	14
Employer	109	31	284	5	0	429
Other	12	3	15	1	0	31
Other Registrant	1	1	13	0	0	15
Police	4	0	8	0	0	12
Professional body	3	2	8	0	0	13
Public	66	8	30	2	0	106
Self referral	74	3	89	1	0	167
Total YTD	272	48	456	11	0	787

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE
139	72	23	20	14
204	263	321	417	429
14	24	17	21	31
22	22	17	21	15
21	17	21	19	12
5	2	9	4	13
111	109	133	133	106
n/a	34	166	214	167
516	543	707	849	787

Interim Orders Cases April 2014 - March 2016



	2014			2015									2016									14/15 YTD	15/16 FYE			
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb	Mar
Applications considered	7	7	8	5	8	1	13	13	1	3	4	5	9	6	4	8	5	7	9	7	4	8	9	10	75	86
Applications granted	6	6	6	5	8	1	11	12	1	3	4	4	6	5	2	7	5	6	9	7	4	8	8	9	67	76
Applications not granted	1	1	2	0	0	0	2	1	0	0	0	1	3	1	2	1	1	1	0	2	0	0	1	1	8	13
Interim Orders reviewed	19	26	15	25	21	28	18	20	26	22	17	20	24	31	16	39	18	18	26	9	25	19	13	22	257	260
Interim Orders revoked	1	0	0	0	0	0	0	5	1	0	0	1	0	1	0	0	0	2	1	1	1	0	1	0	8	7
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	0	3	4	14	17
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	18	13	19	126	193
% 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	67	84	74	86	81
% external	10	20	32	36	1	0	5	15	5	26	3	10	6	8	4	16	18	29	21	20	28	33	16	26	14	19

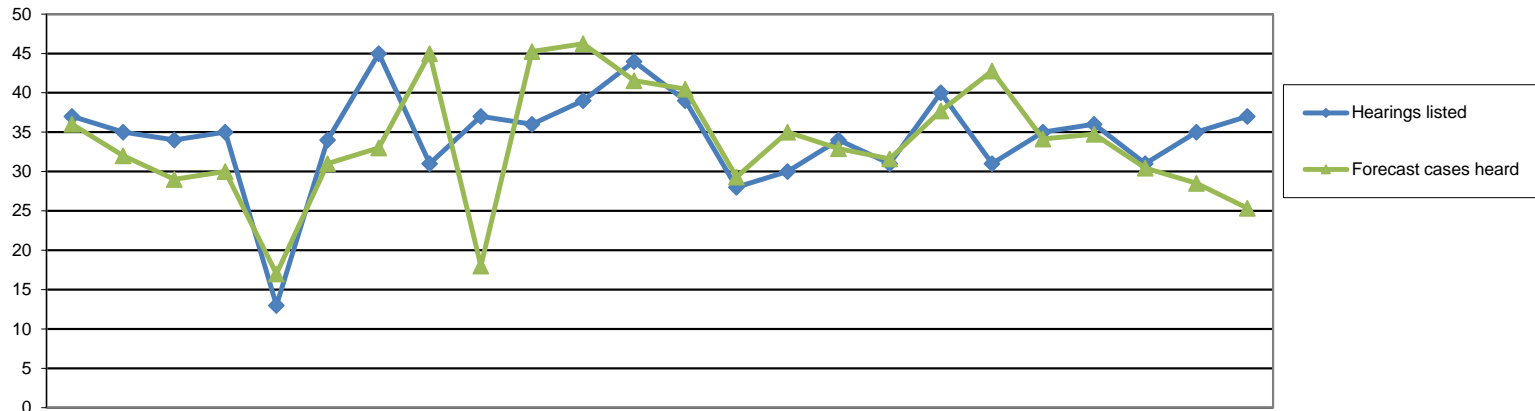
Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
March	17	n/a	n/a	<p>*17 cases are due to expire within the next 6 months which is 2 less compared to last month.</p> <p>* There is a total of 10 cases in the Conduct and Competence Committee remit and 2 cases in the Health Committee remit. Out of these 12 cases 7 are scheduled for Final Hearings, and 4 cases are ready to fix so are currently with the scheduling team.</p> <p>* There are 5 Pre Investigating Panel cases, 4 of which have on-going Police investigations. With the remaining case we have instructed a Registrant Assessor to help with the drafting of allegations.</p> <p>* We instructed BDB to apply for an extension to the High Court for 4 cases in March.</p>
February	19	n/a	n/a	<p>*There is a total of 19 cases due to expire within the next 6 months. This has reduced by 4 cases compared to last month. *12 cases are in the Conduct and Competence Committee remit and 1 case is in the Health Committee remit. Out of these 13 cases, 9 have been scheduled for final hearing and 2 cases are ready to fix. The remaining 2 cases are being investigated by our external Solicitors.</p> <p>*6 cases are at Pre Investigating Committee Panel stage, 1 of which is scheduled for ICP. 1 case needs registrant assessor input to assist with the drafting of allegations and the remaining 4 cases have on-going Police investigations which we are waiting to conclude.</p> <p>* We instructed BDB to apply for an extension to the High Court for 3 cases in February.</p>
January	23	n/a	n/a	<p>* Similar to last month there are 23 cases due to expire within the next 6 months.</p> <p>*10 of these cases are in the Pre Investigating Panel stage, of which 7 have ICP dates set and 3 have on-going Police Investigations.</p> <p>* 12 Cases are in the Conduct and Competence Committee remit and 1 case is in the Health Committee remit. Out of these 13 cases 5 have been fixed for Final Hearings and 4 cases are ready to fix so are currently with our scheduling team. The remaining 4 cases are currently being investigated by our external solicitors and are being reviewed by allocated Case Managers.</p> <p>*We did not instruct BDB to apply for an extension to the High Court in any cases in January.</p>

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
March	15 days Mean 13 days Median	21 days Mean 17 days Median	15 days Mean 15 days Median	*13 interim order applications were made in March, which is an increase of 6 cases compared to last month. *10 cases were scheduled within forecast, taking between 8 -14 days. There was only 3 cases that were slightly over forecast, taking 17, 22 and 27 days to list. *Overall we continue to perform in line with our forecast.
February	15 days Mean 15 days Median	22 days Mean 19 days Median	15 days Mean 15 days Median	*There were 7 interim order applications that were heard in February, which is a similar picture to last month. *4 cases were scheduled within forecast taking 11-15 days. The other 3 cases were only slightly over forecast ranging from 16-20 days. *This is an improvement on last months figures and our overall month variance has met forecast. *We will continue to monitor to ensure this remains consistent.
January	23 days Mean 24 days Median	23 days Mean 20 days Median	15 days Mean 15 days Median	*There was a total of 8 applications made in January, which is an increase of 3 cases compared to last month. *2 cases were scheduled within forecast taking between 8 -15 days. *4 cases took between 20-28 days which is above forecast. The decision taken to apply for 3 of these IO's took place at the end of December, therefore we were unable to fit the scheduling in before the Christmas break as the office was closed; this consequently had an impact on the length of time. *1 hearing took 48 days to list, however the matter was previously adjourned on the 17 December 2015, and therefore the length of time would have reduced by 27 days. *Although we did not meet forecast this month, the reasons were due to the amount of working days we had in December, therefore it is not a concern at this stage. Next month we should see an improvement.

Panel Hearings Decisions (Preliminary and Final Hearings) April 2011 - 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
Preliminary hearings	0	6	1	6	3	3	4	1	3	9	3	9	7	3	7	6	5	5	5	4	4	4	8	8
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
Forecast cases adjourned	4	3	3	3	2	3	3	5	2	5	5	4	4	3	4	3	3	4	3	3	3	3	3	3
Hearings listed	37	35	34	35	13	34	45	31	37	36	39	44	39	28	30	34	31	40	31	35	36	31	35	37
Adjourned / cancelled / postponed	1	2	6	2	0	4	4	4	5	3	3	0	2	1	0	2	2	1	4	5	0	3	3	4
Caution	5	2	5	8	2	2	7	4	6	3	5	3	5	3	0	3	2	2	2	2	3	1	2	3
Conditions of practice	4	4	3	2	2	2	4	2	3	5	3	5	3	1	3	6	2	2	3	2	4	6	4	1
No further action/Not impaired	2	1	1	0	0	1	0	0	0	1	0	0	1	1	0	1	0	0	0	1	0	1	0	0
Not well founded /wholly discontinued	9	5	7	3	4	10	8	7	9	6	5	16	4	3	9	7	8	10	9	9	11	4	2	8
Part heard	3	3	2	4	1	2	5	2	2	6	5	3	4	5	2	2	4	5	2	4	5	4	11	6
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	0	0	1
Consent - removed	1	2	0	5	0	3	3	1	7	2	4	3	4	2	1	0	2	2	3	3	1	3	2	2
Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	1	0	0	1	1	0	0	0	0
Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	2	1
Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	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	3	5	6
Suspended	6	11	3	7	4	3	8	6	3	5	6	7	7	7	6	5	7	6	2	2	3	4	6	4
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
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
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
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
Removed	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1	0	0
Cases concluded (excluding GSCC)	33	30	26	29	12	28	38	26	30	27	31	41	30	22	26	31	28	32	25	25	29	24	23	25

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	YTD	FYE
n/a	n/a	12	48	66
n/a	n/a	325	404	423
n/a	n/a	49	40	40
399	266	311	420	407
22	24	25	34	27
44	41	36	52	28
13	14	26	39	37
2	2	6	6	5
55	54	69	89	84
16	11	15	38	54
2	2	4	3	4
12	12	20	31	25
n/a	n/a	0	0	5
n/a	n/a	0	0	5
n/a	n/a	0	0	1
50	44	52	62	69
60	61	57	69	59
0	0	0	0	0
0	0	0	1	0
0	0	0	0	0
1	1	0	0	0
1	1	1	1	2
320				

CCC and HC final hearings - Scheduling and Resource descriptions

	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	FYE
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	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	29	37	43	47	20	31	34	32	36	29	26	24	29	37	43	373	378	388
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	85	101	92	104	59	83	71	82	93	69	95	39	85	101	92	837	935	973
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	7	8	7	3	5	5	6	6	5	9	6	8	7	8	7	62	67	75
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	20	25	11	8	17	21	17	16	19	34	15	17	20	25	11	175	231	220
Days	97	124	90	73	58	123	124	113	59	79	132	118	112	76	104	88	98	112	103	110	56	105	126	103	112	76	104	88	98	112	103	110	56	105	126	103	1012	1166	1193
% cases external	18	0	10	3	9	23	11	20	21	63	22	24	6	20	14	15	16	12	24	19	25	19	18	14	6	20	14	15	16	12	24	19	25	19	18	14	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	19	20	11	7	22	20	19	16	17	33	14	30	19	20	11	30	23	19
Witnesses	94	97	61	60	46	87	103	61	41	97	91	84	58	57	61	57	70	72	69	82	38	74	86	57	58	57	61	57	70	72	69	82	38	74	86	57	61	77	65

Days of hearings at HCPC planned

Month	Current month /	Month	Year forecast	Commentary
March	81%	88%	88%	<ul style="list-style-type: none"> * In April there are 49 final and preliminary hearings over 159 days of activity * 41 of these are planned at HCPC premises over 129 days, which is again 81% of all hearing activity. This is under the planned activity profile * The recruitment of temporary staff and the opening of the new hearings premises has provided greater capacity to hold hearings and the activity is higher than forecast * As a result of this, one hearing will be taking place at an external venue in London * Four hearings are taking place in Scotland, Northern Ireland and Wales over 10 days in accordance with statutory provisions * Three hearing has been listed to take place in Manchester, Bristol and Liverpool because the Registrants wanted to attend but were unable to travel to London for personal reasons.
February	81%	88%	88%	<ul style="list-style-type: none"> * In March there are 50 final hearings and preliminary hearings over 108 days of activity * 42 of these are planned at HCPC premises over 87 days, which is 81% of all hearing activity. This is slightly under the planned activity profile. * The opening of the new hearings premises has provided greater capacity to hold hearings and the planned activity is higher than forecast * There are no hearings taking place at external venues in London now that the new hearing premises is open * Four hearings are taking place in Scotland, Northern Ireland and Wales over 9 days in accordance with statutory provisions * One hearing has been listed to take place in Leicester because the Registrant wanted to attend but was unable to travel to London for personal reasons.
January	81%	88%	88%	<ul style="list-style-type: none"> * In February there are 45 final hearings and preliminary hearings over 128 days of activity * 38 of these are planned at HCPC premises over 102 days, which is 80% of all hearing activity. This is slightly under the planned activity profile. * The opening of the new hearings premises has provided greater capacity to hold hearings and the planned activity is higher than forecast * There are no hearings taking place at external venues in London now that the new hearing premises is open * Four hearings are taking place in Scotland and Wales over 11 days in accordance with statutory provisions * Three hearings are taking place in alternative English cities to cater for witness and registrant requirements

Outcome of final hearing by representation April 2014 - March 2016

	Represented self	Represented	No representation	Total
Caution	13	11	4	28
Conditions	4	26	7	37
No Further Action/Not impaired	1	4	0	5
Not Well Found/ Discontinued	16	44	24	84
Register entry amended	0	1	1	2
Struck Off	5	3	61	69
Suspended	15	6	38	59
Consent - removed	1	3	21	25
Consent - caution	0	2	3	5
Consent - suspension	0	0	1	1
Consent - conditions	1	0	4	5
Total	56	100	164	320

Restoration activity

	Represented self	Represented	No representation	Total
Restored	4	1	0	5
Not restored	2	1	0	3
Total	6	2	0	8

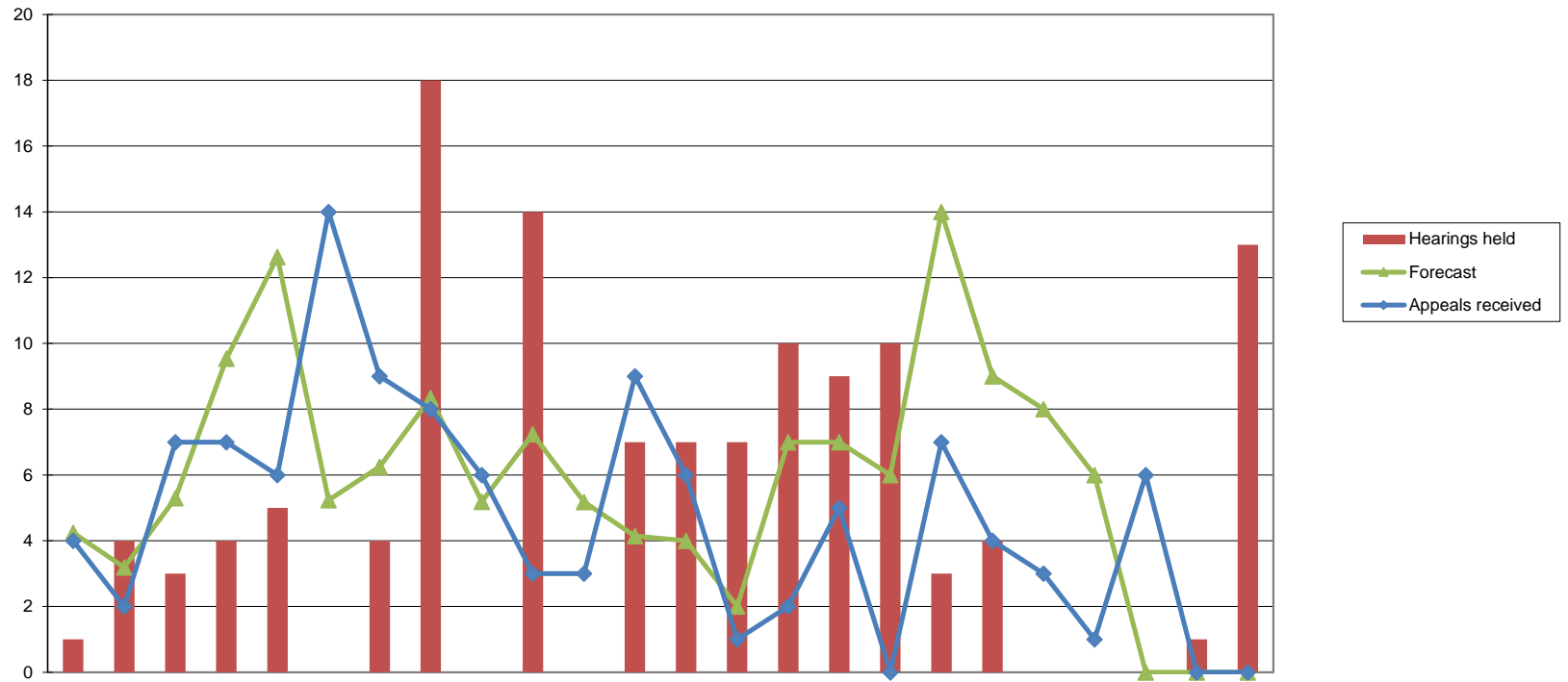
Final hearings: Decisions by profession April 2014 - March 2016

	Final Hearings															Total	
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	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	1	0	0	0	0	0	0
Biomedical scientists	1	3	0	0	0	0	0	0	0	5	3	4	0	0	0	0	0
Chiropodists & podiatrists	0	0	0	1	1	0	0	0	0	1	1	0	0	1	0	0	0
Clinical scientists	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	1	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Occupational therapists	0	0	0	2	1	0	2	0	0	4	5	5	1	1	0	0	0
ODPs	4	0	1	2	1	0	1	0	0	6	3	1	1	0	0	0	0
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	5	8	1	7	6	0	0	0	0	18	6	6	1	0	0	0	0
Physiotherapists	1	3	0	5	2	0	1	0	0	2	2	1	0	0	0	0	0
Practitioner psychologists	0	1	0	1	1	0	0	0	2	2	3	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
Radiographers	1	2	0	2	1	0	0	0	0	1	7	2	1	0	0	0	0
Social workers	16	18	2	37	13	1	0	0	0	28	28	3	1	0	0	1	1
SLTs	0	0	0	0	0	0	0	0	0	1	0	1	0	2	0	0	0
Total 15/16 FYE	28	37	4	58	26	1	4	0	2	69	59	25	5	5	1	324	
Total 14/15 FYE	51	39	5	76	15	1	3	0	2	62	69	28	0	0	0	351	
Total 13/14 FYE	36	27	6	60	9	1	2	0	1	52	57	20	0	0	0	269	
Total 12/13 FYE	41	13	1	54	n/a	0	0	0	1	43	58	10	n/a	n/a	n/a	221	
Total 11/12 FYE	69	29	1	68	n/a	0	0	0	2	56	55	7	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	1	0	0	8	0	0	0	2	6	1	0	0	0	18
Chiropodists & podiatrists	0	0	0	2	0	0	0	4	1	0	0	0	0	7
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	2	2	0	0	0	6
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	10	1	0	0	0	15
Orthoptists	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Paramedics	2	0	0	3	1	0	0	5	6	0	0	0	0	17
Physiotherapists	0	0	0	6	0	0	1	3	3	0	0	0	0	13
Practitioner psychologists	0	0	0	4	0	0	0	1	4	0	0	0	0	9
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	2	1	0	0	4	2	0	0	0	0	9
Social workers	0	1	2	8	5	0	0	12	25	1	0	0	0	54
SLTs	0	0	0	3	0	0	0	2	1	0	0	0	0	6
Total 15/16 FYE	5	1	2	44	7	0	1	40	65	6	0	0	0	171
Total 14/15 FYE	11	0	6	25	31	1	5	31	54	2	0	0	0	166
Total 13/14 FYE	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

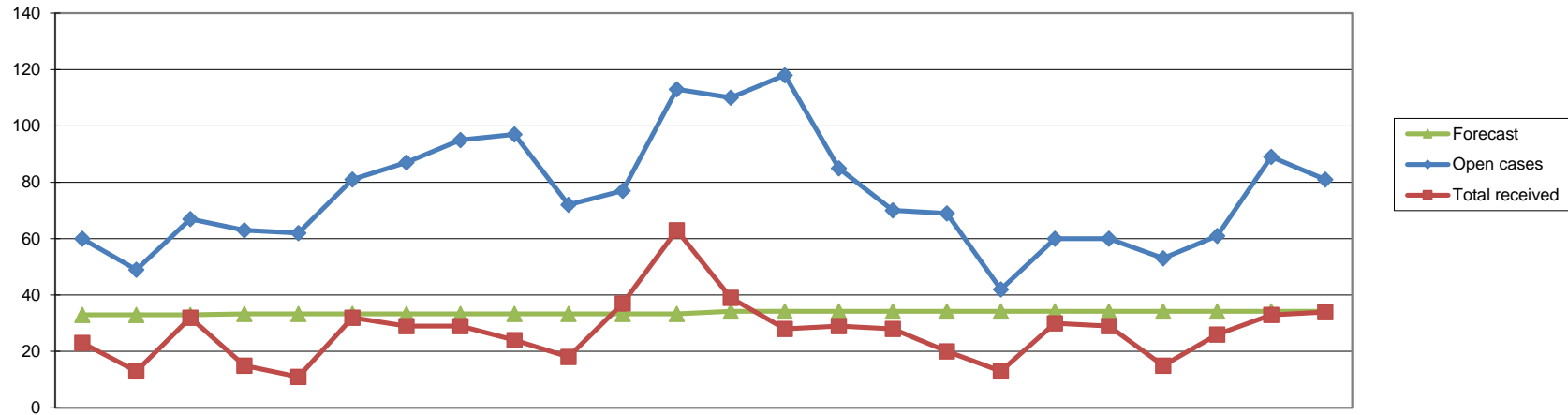
Registration Appeals April 2014 - March 2016



	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	6	0	0			
Hearings held	1	4	3	4	5	0	4	18	0	14	0	7	7	7	10	9	10	3	4	0	0	0	1	13			
Adjourned/postponed	3	1	1	0	2	0	0	2	0	3	0	0	0	1	5	1	1	0	1	0	0	0	0	0			
Withdrawn	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2			
Allowed	0	2	0	2	1	0	1	7	0	3	0	1	1	3	1	2	4	0	0	0	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	0	1	7			
Substitute decision	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	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	0	0	4			
Current active cases	42	40	31	49	47	58	63	59	57	52	47	45	47	34	31	27	19	19	19	21	22	28	21	7			

11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE
n/a	n/a	n/a	n/a	n/a
48	68	63	78	35
59	43	53	60	64
7	4	8	12	9
7	0	1	1	2
20	20	14	17	11
29	17	29	29	33
0	0	1	0	1
4	2	1	6	8

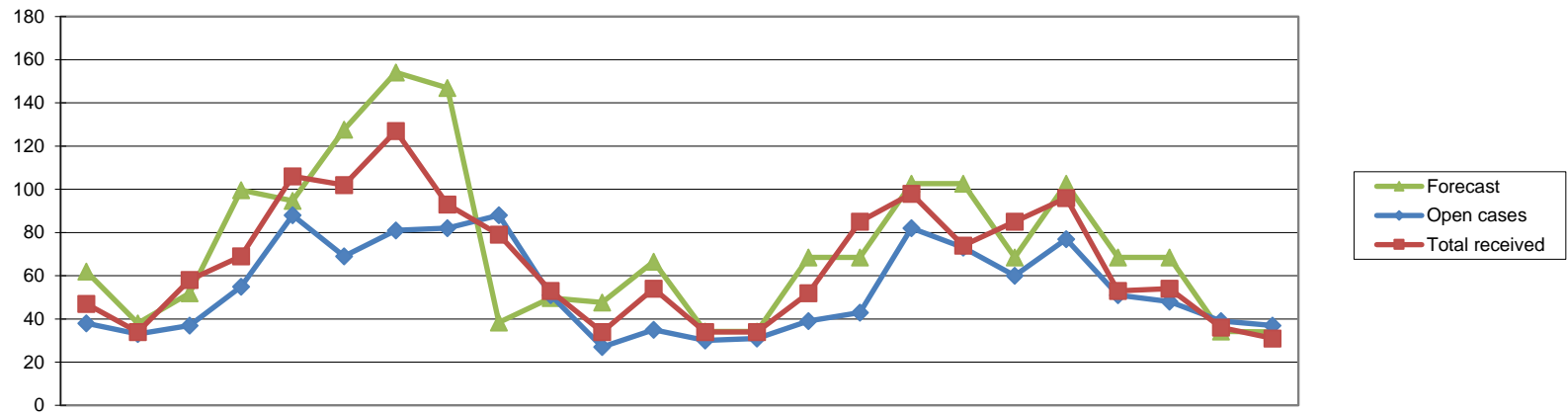
Protection of Title April 2014 - March 2016



	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	15	18	9
Police	0	1	1	0	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	0	1	0	0	0
HCPC	0	0	2	1	3	0	2	0	2	0	0	0	0	0	0	0	1	0	10	3	0	0	3	1
Anonymous	2	1	1	1	0	0	1	4	1	1	0	2	2	1	1	2	2	1	1	0	0	2	1	1
Professional	9	7	10	5	2	12	19	9	6	5	18	37	15	16	9	11	5	4	8	11	5	3	4	21
Other	0	0	1	0	0	0	2	2	0	0	2	2	1	2	8	5	5	3	0	3	1	6	7	2
Total received	23	13	32	15	11	32	29	29	24	18	37	63	39	28	29	28	20	13	30	29	15	26	33	34
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	61	89	81

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	FYE
35	99	132	150	135
23	27	11	4	2
7	3	6	10	18
29	15	25	14	14
172	154	119	139	112
		26	9	43
266	298	319	326	324
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	2	6	2
	Readmission	12	9	7	8	7	7	7	3	27	15	6	6	4	5	13	5	9	6	7	10	8	5	4	3
	Admission	28	22	49	60	99	91	104	78	49	38	28	46	29	28	38	79	82	64	70	83	45	47	26	26
	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
	Total received	47	34	58	69	106	102	127	93	79	53	34	54	34	34	52	85	98	74	85	96	53	54	36	31
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	32	19	19
	Referred to FTP	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	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	4	1	1
	Readmission rejected	3	0	0	0	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	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	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	27	18	18
	Readmission accepted	0	0	0	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	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	48	39

11/12	12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE	FYE
N/a	N/a	691.66	977	787
8	40	16	50	36
51	124	134	114	79
356	740	775	692	617
0	1	0	0	0
415	905	925	856	732
322	491	460	480	336
15	0	1	1	1
6	28	11	24	20
6	2	18	3	0
0	1	0	1	0
13	3	0	0	0
256	453	424	449	308
23	2	6	0	0
2	2	0	0	0

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	77	77	78
Cases closed	88	80	79	70	71	92	77	66	53	62	47	66	52	42	76	93	62	85	79	62	27	55	52	79
Cases open	61	46	50	51	53	52	72	74	78	64	76	63	56	79	65	56	48	49	36	49	74	96	61	60

13/14	14/15	15/16
FYE	FYE	FYE
1,075	814	821
1,988	851	764

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	FYE	FYE	FYE	
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	1	0	2	5	1
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	0	1	1		
High court - PSA received	0	1	1	1	0	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	1	1	1	0	3	5	3	
High court - PSA open	1	2	3	4	2	3	3	2	2	1	2	2	2	2	1	1	1	1	2	2	2	3	4	4				
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	0	2	1	7	5	8	
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	3	4				
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	7	0	5	5	12	
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	2	0	0	

Month	Number of Cases	Commentary
March	1	The volume of new High Court activity remains low.
February	4	The volume of new High Court activity has risen slightly, but is still low in comparison to previous years.
January	1	The volume of High Court activity continues to be low.

Complaints relating to FTP cases or service April 2013 - March 2016

	2013				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	FYE												
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	15	34	16	103	175	223
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	12	30	21	101	169	230
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	11	13	8			

Complaints common issues

Month	Commentary
March	The mean and median response times for complaints responded to in March was the same at 12 days. The majority of complaints relate to decisions: 8 at preICP closure stage and 1 at ICP. Three complaints related to the hearings process, and a further two (the same complaint repeated twice) related to confusion over the publication of hearing outcome, though no sensitive data was published. Seven complaints related to perceptions of FTP service: with five relating to views on how the case was being managed, one specifically relating to the length of time of the investigation, and one relating to communication with the Case Manager.
February	The mean and median responses are both 11 working days. The majority of complaints related to decisions: 13 were pre ICP closure decisions, 1 ICP decision and 1 to a final hearing decision. Eight complaints related to perceptions of FTP service (and of these five were multiple or repeated complaints that had been previously responded to). Five complaints related to the content or progress of the investigation, 1 to a perceived (but not actual) data breach. A further complaint was a request to remove information from the website relating to a concluded hearing.
January	The mean and median time for responses was 19 and 25 days. Three complaints related to preICP closure decisions, two to the method or approach to investigation of matters raised, and two in relation to the length of time the investigation was taking. Three complaints related to perceptions of service from HCPC team members, one relating to issues connected to a health matter of a party in the case, and one in relation to HCPC's practice of publishing forthcoming hearings on the website.

GSCC transfer cases August 2012 - March 2016

	2012				2013				2014				2015				2016				12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE																								
	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												
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	0	23	5	1	0								
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								
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	4	3	5				
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	1	123	52	7	1				
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	1	120	47	7	1				
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	0	4	0	0	0	0	0	0	0	0	0	1	100	33	6	1				
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	20	14	1	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	0	100	0	0	0	0	0	0	0	0	0	83	70	250	100				
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	24	119	17	10
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	4	24	3	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	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	16	2	1	
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	0	0	0	1	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	7	4	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	
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	1	15	1	2	
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	2	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	
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	
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	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	
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	

PSA learning points received April 2014 - March 2016

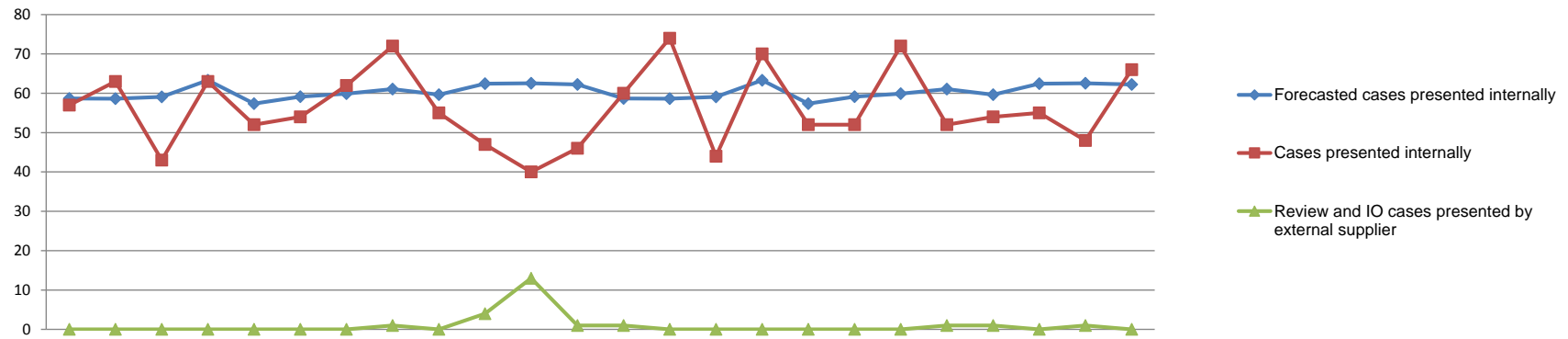
	2014												2015												2016											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Learning points received	11	13	9	0	0	0	0	48	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	
Reviewable 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	46	43	49	39	42	50	49	50	42	52	52	38	46	43	49
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	136	127	128	123	140	131	141	149	141	144	146	142	136	127	128

12/13	13/14	14/15	15/16
FYE	FYE	FYE	FYE
104	133	81	1

Issues arising and learning points

Month	Commentary
March	* There were no learning points received in March.
February	* There were no learning points received in February
January	* There were no learning points received in January

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	FYE
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	55	48	66	182	654	699
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	0	1	0	60	19	4

CMS action monitoring and NetRegulate Status checking outcomes

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
March	32	* The number of overdue actions for historic users has increased significantly but this reflects the fact that two CMs left HCPC close to the end of the month and their cases are being reassigned in early April.
February	3	* The number of overdue actions for historic users has reduced to marginal levels and all three relate to reopened cases.
January	24	* The number of overdue actions for historic users has increased. However, one former employee finished up in post late December and her cases had to be reallocated in January. It is noted that 6 of the overdue actions assigned to an historic user relate to re-opened cases. At the time of preparing this commentary, all of those actions had been performed.

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
March	1077	* The number of overdue actions in the CM group has again increased. 363 (34%) are overdue by more than one week. Managing this down will be a priority for early April.
February	836	* The number of overdue actions in the CM group has increased by 15% over last month. However only 187 (23%) are overdue by more than one week.
January	728	* The number of overdue actions in the CM group has decreased since last month, which is evidence of close monitoring and oversight of actions.

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
March	37	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
February	35	Outstanding actions are used to schedule hearings on the adjudications team and do not usually relate to work that is pending
January	34	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
March	20	*There are 20 overdue actions relating to Adjudication activity *these relate to complaint responses, assistance requests and preliminary issues that are being considered by the management team
February	13	*There are 13 overdue actions relating to Adjudication activity *These relate to complaint responses, assistance requests and preliminary issues that are being considered by the management team
January	15	*There are 15 outstanding actions relating to Adjudication activity * These relate to 2 pending complaint responses, requests for preliminary adjudication and a response to a post hearing request for expenses that is being considered by a manger.

Net Regulate status checks

Month	Number of Issues	Commentary
March	0	There continue to be no issues and the checking process is identifying any corrections.
February	0	There continue to be no issues and the checking process is identifying any corrections.
January	0	There continue to be no issues and the checking process is identifying any corrections.

Fitness to Practise Department

Length of Time Pack

Kelly Holder, Director of Fitness to Practise
Activity in March 2016

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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	438	47.6	47.6
3 to 4 mths	164	17.8	65.4
5 to 7 mths	133	14.4	79.8
8 to 12 mths	105	11.4	91.2
13 to 15 mths	26	2.8	94.0
16 to 20 mths	24	2.6	96.6
21 to 24 mths	17	1.8	98.5
>24 mths	14	1.5	100.0
	<u>921</u>	<u>100.0</u>	

PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	40	15.6	15.6
3 to 4 mths	37	14.4	30.0
5 to 7 mths	59	23.0	52.9
8 to 12 mths	61	23.7	76.7
13 to 15 mths	16	6.2	82.9
16 to 20 mths	11	4.3	87.2
21 to 24 mths	14	5.4	92.6
>24 mths	19	7.4	100.0
	<u>257</u>	<u>100.0</u>	

There are an additional 32 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	45	8.7	8.7
8 to 12 mths	95	18.4	27.1
13 to 15 mths	66	12.8	39.9
16 to 20 mths	100	19.4	59.3
21 to 24 mths	66	12.8	72.1
>24 mths	144	27.9	100.0
	<u>516</u>	<u>100.0</u>	

Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	230	44.6	44.6
6 to 7 mths	73	14.1	58.7
8 to 12 mths	97	18.8	77.5
13 to 15 mths	40	7.8	85.3
16 to 20 mths	32	6.2	91.5
21 to 24 mths	15	2.9	94.4
>24 mths	29	5.6	100.0
	<u>516</u>	<u>100.0</u>	

Month	Commentary
March	8 cases were considered at the Case Progression conference in March
February	5 cases were considered at the Case Progression conference in February
January	4 cases were heard at the Case Progression conference in January

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

Age of case closed PreICP	Number	Cumulative number	%	Cumulative %
0 to 4 months	750	750	45	45
5 to 8 months	501	1251	30	75
9 to 12 months	266	1517	16	91
13 to 16 months	89	1606	5	97
17 to 20 months	35	1641	2	99
>20 months	20	1661	1	100
Mean Months	6			
Median Months	5			
Total Closed Cases	1661			

Month	Commentary
March	There is no change in the mean and median values this month.
February	There is no change in the mean and median values this month.
January	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 - March 2016

Age from receipt to SOA	Number	%	Cumulative %
0 to 2 months	191	43	43
3 to 4 months	91	21	64
5 to 8 months	79	18	81
9 to 12 months	42	9	91
13 to 15 months	15	3	94
16 to 20 months	17	4	98
21 to 24 months	6	1	100
>24 months	2	0	100
Mean Months	5		
Median Months	3		
Total Open Cases	443		

Month	Commentary
March	There are no changes this month
February	There are no changes this month
January	There are no changes this month

Snapshot of age of Enquiry cases since receipt (correct as of 31/3/16)

Age since receipt	Number	%	Cumulative %
0 to 2 mths	438	47.6	47.6
3 to 4 mths	164	17.8	65.4
5 to 7 mths	133	14.4	79.8
8 to 12 mths	105	11.4	91.2
13 to 15 mths	26	2.8	94.0
16 to 20 mths	24	2.6	96.6
21 to 24 mths	17	1.8	98.5
>24 mths	14	1.5	100.0
	921	100.0	

There are an additional 32 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												
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	171	158	168												
	5-8	52	44	50	43	47	44	51	53	62	45	60	63	50	43	76	72	57	44	50	49	46	42	42	46												
	9-12	25	25	27	23	20	16	21	23	19	27	15	14	23	22	41	51	48	14	12	23	22	18	18	18												
	13-16	7	8	9	12	9	9	12	7	8	10	10	10	10	12	40	37	37	11	14	13	11	7	5	10												
	17-20	2	3	5	3	4	6	5	6	4	5	6	2	3	3	16	28	26	10	6	6	8	9	7	6												
	21-24	2	2	2	0	1	1	3	2	2	3	5	3	2	2	11	9	11	1	5	7	7	8	4	3												
	25-28	1	1	0	2	2	2	2	0	1	1	1	2	2	3	7	8	9	1	1	1	2	1	3	4												
	29-32	1	1	2	1	1	1	0	1	1	1	1	0	2	0	1	3	4	2	1	1	1	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	4	3	1												
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	261	241	257												

Month	Current month / variance	Internal Measure	Commentary
March	72%/-13%	Pre ICP - 73% 5 months old or less	The proportion of cases in this group is broadly in line with the internal measure.
February	69%/-4%	Pre ICP - 73% 5 months old or less	The proportion of cases in this age group remains the same as last month
January	68%/-5%	Pre ICP - 73% 5 months old or less	There is no change in the proportion of preICP cases less than 5 months old

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

Number of Months	Receipt to NCTA			SOA to NCTA		
	Number	%	Cumulative %	Number	%	Cumulative %
1-4	30	11	11	180	66	66
5-8	103	38	49	59	22	88
9-12	68	25	74	23	8	96
13-16	35	13	87	4	1	98
17-20	19	7	94	4	1	99
21-24	9	3	97	1	0	100
25-28	4	1	99	1	0	100
29-32	1	0	99	0	0	100
33-36	2	1	100	0	0	100
>36	1	0	100	0	0	100
Mean Months	10			5		
Median Months	9			4		
Total	272			272		

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	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	10	8	5	4
Other	7	6	4	3
Other Registrant	11	11	9	9
Police	16	7	4	2
Professional Body	11	10	8	7
Public	11	9	7	5
Self Referral	10	8	5	4

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	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	76	16	16	259	55	55
5-8	131	28	44	107	23	78
9-12	88	19	63	33	7	85
13-16	68	15	78	34	7	93
17-20	53	11	89	13	3	96
21-24	21	4	94	12	3	98
25-28	13	3	96	4	1	99
29-32	6	1	98	2	0	99
33-36	7	1	99	2	0	100
> 36	4	1	100	1	0	100
Mean months	11			6		
Median months	10			4		
Total number of Cases	467			467		

Month	Commentary
February	
March	There are no significant changes this month
February	There are no significant changes this month
January	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	5	4	5
Employer	11	9	5	4
Other	9	8	5	3
Other Registrant	12	6	9	7
Police	15	12	9	7
Professional Body	17	14	9	5
Public	13	10	6	4
Self Referral	12	9	6	4

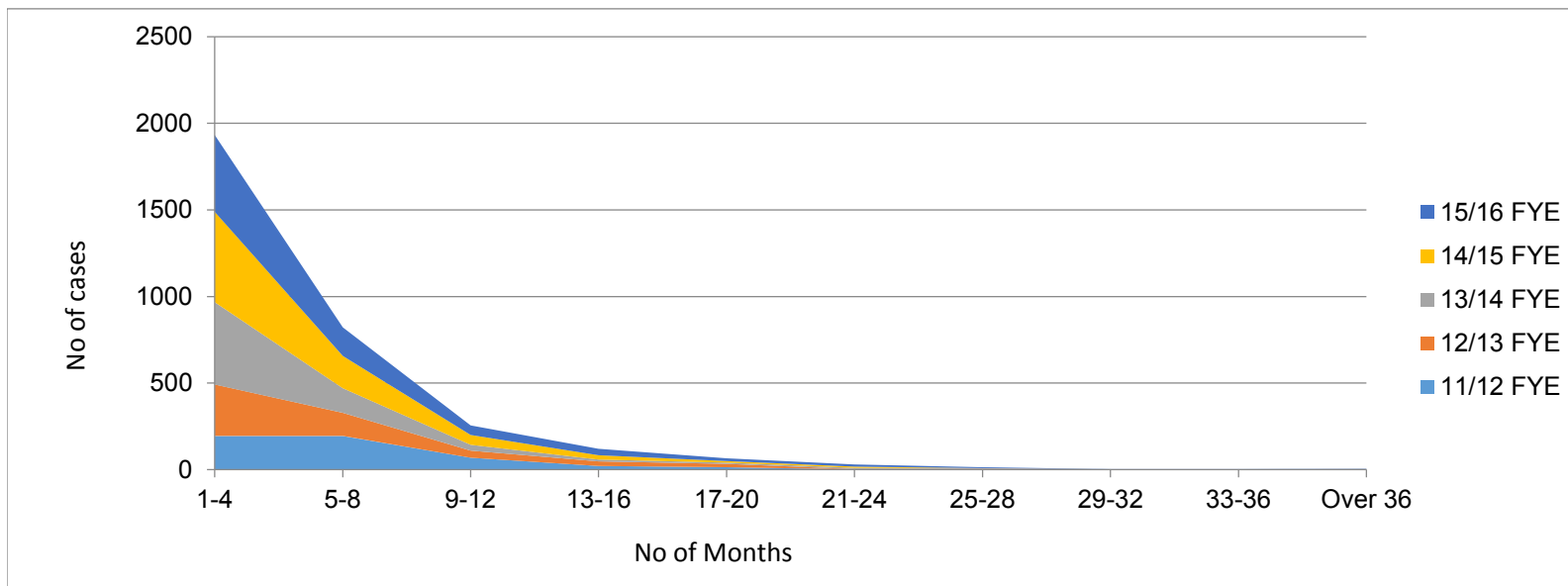
Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	There are no significant changes this month

Analysis of age of cases where an Investigating Panel reach a decision from April 2015 - 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	106	14	14	443	60	60
5-8	234	32	46	165	22	82
9-12	156	21	67	55	7	90
13-16	103	14	81	37	5	95
17-20	72	10	91	17	2	97
21-24	30	4	95	12	2	99
25-28	17	2	97	5	1	99
29-32	7	1	98	2	0	100
33-36	9	1	99	2	0	100
> 36	5	1	100	1	0	100
Mean months	11			6		
Median months	9			4		
Total number of Cases	739			739		

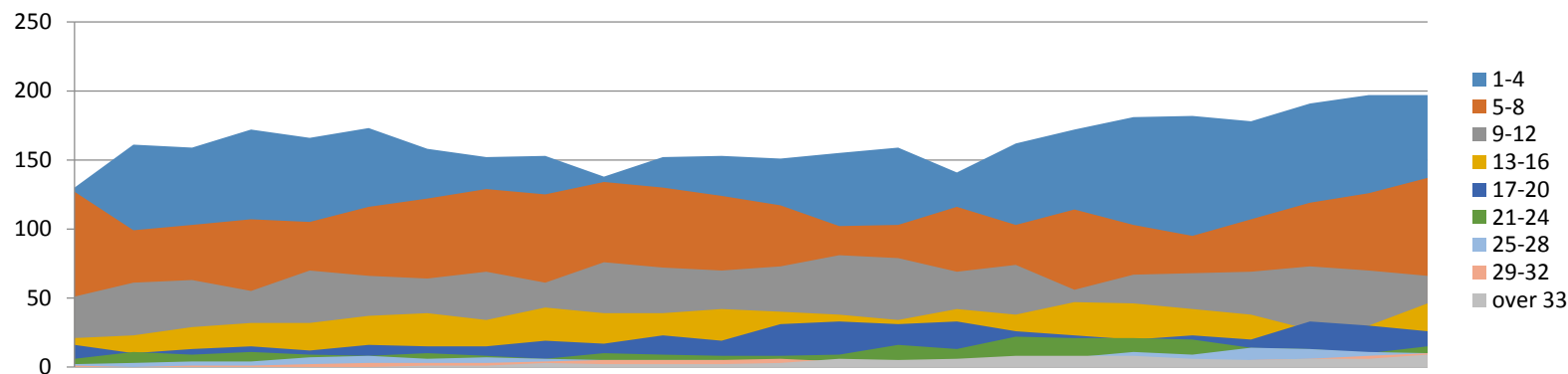
Month	Commentary
March	There are no changes this month
February	There are no changes this month
January	There are no changes this month

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



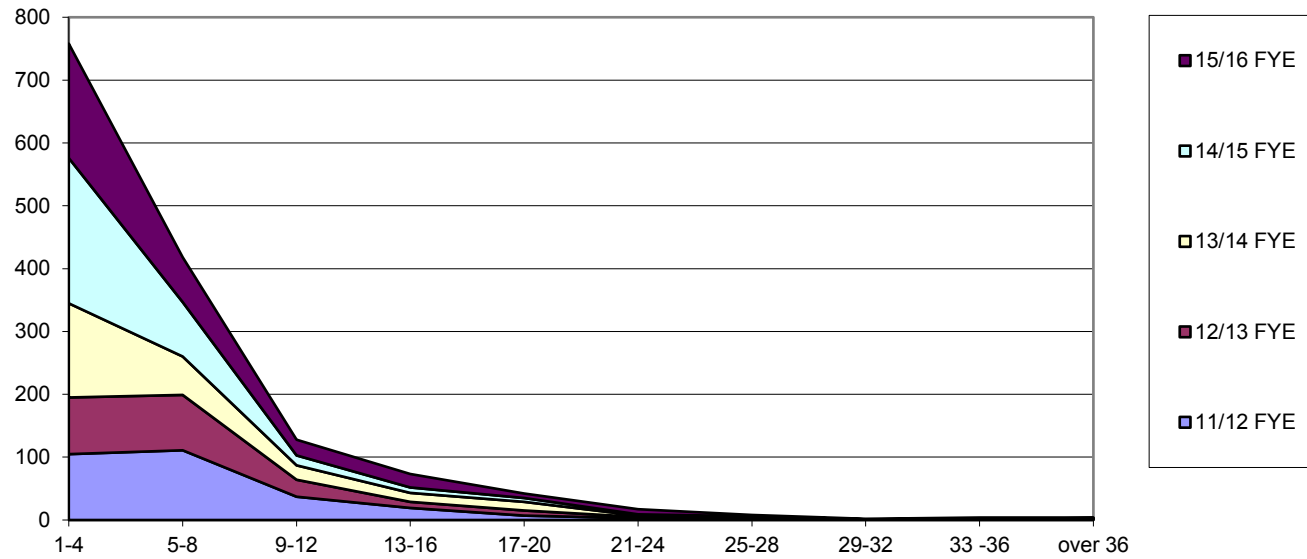
Number of Months	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE	%	Cumulative %
1-4	194	298	475	523	443	60	60
5-8	194	134	142	186	165	22	82
9-12	68	41	34	58	55	7	90
13-16	21	26	12	24	37	5	95
17-20	14	19	8	8	17	2	97
21-24	2	2	6	7	12	2	99
25-28	3	2	3	1	5	1	99
29-32	1	0	0	1	2	0	100
33-36	0	0	1	1	2	0	100
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	739		

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



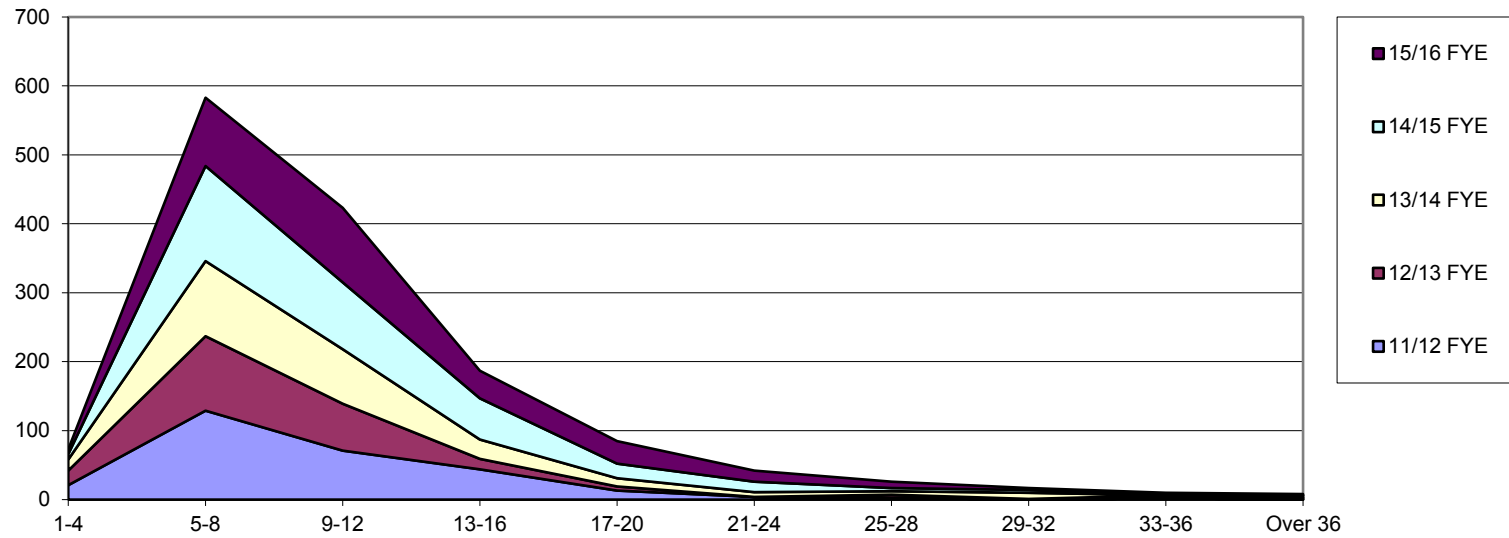
Months	2014													2015													2016												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar			
Cases awaiting final hearing (from ICP)																																							
1-4	130	161	159	172	166	173	158	152	153	138	152	153	151	155	159	141	162	172	181	182	178	191	197	197	151	155	159	141	162	172	181	182	178	191	197	197			
5-8	127	99	103	107	105	116	122	129	125	134	130	124	117	102	103	116	103	114	103	95	107	119	126	137	117	102	103	116	103	114	103	95	107	119	126	137			
9-12	51	61	63	55	70	66	64	69	61	76	72	70	73	81	79	69	74	56	67	68	69	73	70	66	73	81	79	69	74	56	67	68	69	73	70	66			
13-16	21	23	29	32	32	37	39	34	43	39	39	42	40	38	34	42	38	47	46	42	38	27	30	46	40	38	34	42	38	47	46	42	38	27	30	46			
17-20	16	10	13	15	12	16	15	15	19	17	23	19	31	33	31	33	26	23	20	23	20	33	30	26	31	33	31	33	26	23	20	23	20	33	30	26			
21-24	6	11	9	11	9	8	10	8	6	10	9	8	8	9	16	13	22	21	21	20	14	13	10	15	8	9	16	13	22	21	21	20	14	13	10	15			
25-28	2	3	4	4	7	8	6	7	6	5	5	5	3	3	1	5	5	7	11	9	14	13	11	10	3	3	1	5	5	7	11	9	14	13	11	10			
29-32	1	0	1	1	2	3	3	3	4	5	5	5	6	4	4	4	1	0	2	3	5	6	8	10	6	4	4	4	1	0	2	3	5	6	8	10			
over 33	0	0	0	0	0	0	1	1	3	2	2	2	3	6	5	6	8	8	8	6	5	6	6	9	3	6	5	6	8	8	8	6	5	6	6	9			
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	481	488	516	432	431	432	429	439	448	459	448	450	481	488	516			
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	39	59	42	29	29	32	29	34	43	44	40	32	39	59	42			
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	196	156	200	210	181	185	167	173	167	167	166	173	196	156	200			
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	115	157	138	94	107	105	96	96	108	116	116	107	115	157	138			
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	173	153	175	138	136	142	166	169	173	176	166	170	173	153	175			

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



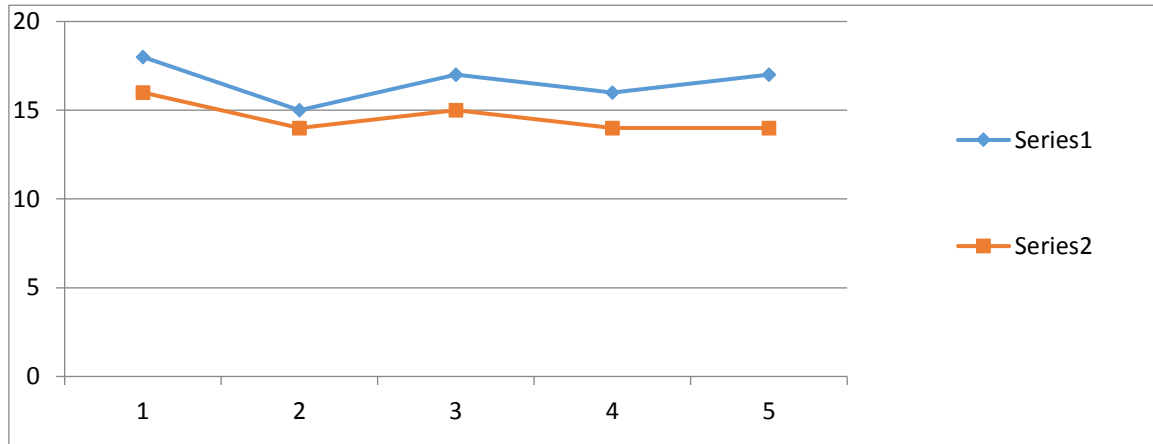
Number of Months	11/12 FYE	12/13 FYE	13/14 FYE	14/15 FYE	15/16 FYE	%	Cumulative %
1-4	105	90	150	231	182	57	57
5-8	111	88	61	87	71	22	79
9-12	37	27	23	16	25	8	87
13-16	19	10	14	9	21	7	93
17-20	7	8	14	6	7	2	96
21-24	3	2	2	2	8	3	98
25-28	2	2	2	0	2	1	99
29-32	1	0	0	0	1	0	99
33-36	1	0	0	1	2	1	100
over 36	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	320		

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 FYE	14/15 FYE	15/16 FYE	%	Cumulative %
1-4	21	21	16	8	7	2	2.2
5-8	129	108	109	138	99	30.9	33.1
9-12	71	68	79	97	108	34	66.9
13-16	44	15	28	60	40	13	79.4
17-20	13	6	12	21	33	10	89.7
21-24	4	0	7	15	16	5	94.7
25-28	3	4	5	5	9	3	97.5
29-32	0	1	9	4	3	1	98.4
33-36	2	4	0	1	3	1	99.4
Over 36	0	1	2	3	2	0.6	100.0
Mean Months	10	9	11	11	12		
Median Months	8	8	9	9	10		
Total Cases	287	228	267	351	320		

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 FYE	Cases 14/15	Cases 15/16	%	Cumulative %
1-4	0	0	1	0	0	0	0
5-8	18	23	21	19	14	4	4
9-12	71	66	95	123	65	20	25
13-16	79	62	49	80	87	27	52
17-20	57	37	26	62	57	18	70
21-24	31	13	26	24	34	11	80
25-28	14	6	17	21	25	8	88
29-32	3	10	13	8	16	5	93
33-36	7	5	10	5	6	2	95
Over 36	7	6	11	10	16	5	100
Mean Months	17	16	17	16	18		
Median Months	15	14	14	14	16		
Total Cases	287	228	267	351	320		

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

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 5 months	0	0	0	0 to 5 months	0	0	0
6 to 7 months	2	1	1	6 to 7 months	14	4	4
8 to 12 months	24	8	8	8 to 12 months	65	20	25
13 to 15 months	44	14	22	13 to 15 months	87	27	52
16 to 20 months	90	28	50	16 to 20 months	57	18	70
21 to 24 months	43	13	63	21 to 24 months	34	11	80
>24 months	117	37	100	>24 months	63	20	100
Mean Average	22				18		
Median Average	21				16		
Total Number of Cases	320				320		

Month	Commentary
March	There are no significant changes in the conclusion times this month
February	There are no significant changes in the conclusion times this month
January	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-o March 2016

Number of Months	14/15 YTD	% of cases	Cumulative %	15/16 YTD	% of cases	Cumulative %
1-4	8	2	2	7	2	2
5-8	138	39	41	99	31	33
9-12	97	28	69	108	34	67
13-16	60	17	86	40	13	79
17-20	21	6	92	33	10	90
21-24	15	4	96	16	5	95
25-28	5	1	98	9	3	98
29-32	4	1	99	3	1	98
33-36	1	0	99	3	1	99
>36	3	1	100	2	1	100
Mean Months	11			12		
Median Months	9			10		
Total Cases	352	100	100	320	100	100

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	There are no significant changes this month

Snapshot of age of Post ICP cases (correct at 31/3/16)

Age since receipt	Number	%	Cumulative %	Age since SOA	Number	%	Cumulative %
0 to 7 months	45	9	9	0 to 7 months	123	24	24
8 to 12 months	95	18	27	8 to 12 months	147	28	52
13 to 15 months	66	13	40	13 to 15 months	49	9	62
16 to 20 months	100	19	59	16 to 20 months	82	16	78
21 to 24 months	66	13	72	21 to 24 months	44	9	86
>24 months	144	28	100	>24 months	71	14	100
Mean months	19			Mean months	17		
Median months	18			Median months	12		
Total cases	516			Total cases	516		

Age since ICP	Number	%	Cumulative %
0 to 5 mths	230	44.6	44.6
6 to 7 mths	73	14.1	58.7
8 to 12 mths	97	18.8	77.5
13 to 15 mths	40	7.8	85.3
16 to 20 mths	32	6.2	91.5
21 to 24 mths	15	2.9	94.4
>24 mths	29	5.6	100.0
	<u>516</u>	<u>100.0</u>	

Analysis of final hearing outcomes by age at each stage, for the periods 2014-15 and April 2015 - 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	17	14	13
Conditions of Practice	20	18	18	16	24	22	21	18
Consensual disposal	25	18	22	15	25	21	20	17
No Further Action	16	13	12	12	22	19	17	13
Not Well Founded	18	16	15	13	25	25	20	17
Suspension	19	18	16	14	20	18	17	14
Struck Off	19	18	16	15	22	20	19	17
Total mean average	19		16		22		18	
Total median average	17		13		21		16	
Total number of cases	351				320			

Month	Commentary
Month	There are no significant changes this month
February	There are no significant changes this month
January	There are no significant changes this month

Age of concluded final hearings at each stage, for the periods 2014-15 and April 2015 - 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	20	24	19
Employer	19	18	17	15	22	20	19	16
Other	17	17	15	14	26	26	23	23
Other Registrant	16	15	12	11	29	27	23	21
Police	16	14	16	14	25	20	23	16
Professional Body	19	21	17	19	24	18	19	18
Public	18	14	14	11	23	21	18	17
Self Referral	16	16	12	10	22	20	17	14
Total mean average	19		16		22		18	
Total median average	17		13		21		16	
Total number of cases	351				320			

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	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 - March 2016

	April 2014 - March 2015				April 2015 - March 2016			
	Receipt to Final Hearing		SOA to Final Hearing		Receipt to Final Hearing		SOA to Final Hearing	
Type of representation	Mean average	Median average	Mean average	Median average	Mean average	Median average	Mean average	Median average
Represented	20	19	17	15	25	21	21	16
Represented Self	17	15	15	13	22	22	19	18
None	19	17	16	14	21	20	17	15
Total mean average	19		16		22		18	
Total median average	17		14		21		16	
Total number of cases	351				320			

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	There are no significant changes this month

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

April 2015 to March 2016			
Stage of case	Number closed	Mean average	Median average
PreICP	1661	6	5
No Case to Answer	272	10	9
Final Hearing	320	22	21
All cases	2253	9	7

	Receipt to conclusion	%	Cumulative %	SOA to conclusion	%	Cumulative %
0 to 2	372	17	17	80	14	14
3 to 4	408	18	35	102	17	31
5 to 8	608	27	62	73	12	43
9 to 12	356	16	77	87	15	58
13 to 15	141	6	84	74	13	70
16 to 20	171	8	91	77	13	83
21 to 24	63	3	94	35	6	89
>24	134	6	100	64	11	100
Total	2253	100		592	100	

Month	Commentary
March	There are no significant changes this month
February	There are no significant changes this month
January	There are no significant changes this month

Month	Commentary
March	The proportion of cases closed within 18 months is 89% (2004 cases).
February	There is no change in the proportion of cases closed within 18 months (91%).
January	The proportion of cases closed within 18 months has increased to 91%