

Council, 1 July 2014

Fitness to Practise Report

Executive summary and recommendations

Introduction

The report provides an update about the activities of the Fitness to Practise Department.

Decision

The Council is requested to discuss the report.

Background information

None

Resource implications

The resources for the Department are set out in the annual workplan and budget 2014-15.

Financial implications

As above.

Appendices

None

Date of paper

18 June 2014

Fitness to Practise Directorate – Council Meeting 1 July 2014

The following provides an update about the work of the Fitness to Practise Directorate since the last meeting of Council in May 2014

Case Information

The statistical information and commentary on information relating to the work of the Fitness to Practise Department can be found in the management information pack. Key information is highlighted below:

Commentary on cases against forecast

- The number of new cases received year to date is 10% below forecast (at 319 versus 358). This figure will be continue to be reviewed monthly, and consideration given at the three month reforecast whether any of the budget or resource assumptions require review.
- The number of cases at enquiry and preICP stage is 5% higher than forecast (at 1173 versus 1121). The number of cases in the earlier enquiry stages is higher than forecasted (at 900 versus 800) and the number of cases at preICP stage is correspondingly lower. We will continue to monitor this. We have started to examine the distribution of the proportions of cases at each stage across each case managers' workload, to ensure that they have balance and can manage the different actions associated.
- The number of cases closed without an ICP is 40% lower than forecast (at 152 versus 253). We are evaluating whether this rate impacts on the timescale taken to process cases to ICP panel and will reforecast next month. We currently monitor our compliance with preICP closure on a monthly basis. We have no concerns currently in this area.
- The number of Obs'ed cases is slightly below forecast year to date (at 147 versus 168 cases). There are no concerns with meeting forecasted numbers at this point, but we will continue to review in the coming months as reduced numbers would have impact on planned hearings later in 2014-15.
- In May 2014, the Case to Answer was 57%, with the average for the year to date being 52%.
- The number of cases at post ICP stage is in line with forecast (at 368 versus 362 cases).
- The number of Social Work student suitability cases is being monitored to ensure that cases are managed appropriately. The team managing this area of work has now been recruited to planned resource level and we expect to see these numbers reduce over the coming months.
- Cases per Case manager – The average number of pre ICP cases per case managers remains high at 53 cases per CM. Taking into account the number of FTP cases allocated to case managers in case teams 3 and 7 and those CM's who work 4 days per week there are currently 20.75 CMs to manage the pre ICP case load. However, this higher than anticipated case load is balanced by the number of cases CM's are managing post ICP which is currently an average of 17. Our

forecast provides for 25 post ICP's per CM. There is also the requirement of Case Managers to present review hearings for reviewable Conduct and Competence and Health Committee sanctions which requires time to prepare for, and present the case to the panel. Current planning indicates that case loads in June is likely to be higher than forecast due to vacancies and new starters but the position should be more stable by July. We are also engaging temporary case management resources to aid in the management of health and character declarations over the Summer months, with the resource starting in June to allow time for training ahead of the increased activity. We have commenced a review of caseload weighting, and will consider any changes required in the structuring or management of the caseload on completion.

Cases awaiting final hearing and hearings activity

The number of cases awaiting a final hearing (excluding GSCC transfer cases) is 368. This is in line with the forecast position. June hearings activity is currently scheduled above forecast, following increased numbers of cases brought forward from Kingsley Napley as a result of our weekly monitoring of older cases. The numbers of cases in July is currently lower than forecasted, due to inability to fix hearings in the summer months due to party availability. The scheduling team are already scheduling in August and September and it is envisaged that the forecast numbers will be achieved by the 6 month period. August and September will also see the majority of the remaining GSCC transfer final hearings taking place.

Case Progression

We have a mechanism to review cases that fall outside of our service standard times. These cases are assigned an escalation plan, and have a rating of red, amber or green depending on the combination of age and delay. Red cases are considered to need immediate action to progress, amber cases may be outside of the standards but have an action plan to progress, and green cases are progressing normally following intervention.

The changes in these numbers are reviewed weekly by the FTP Management Team.

There are currently 5 red rated post ICP cases that are over 15 months old. There are a further 63 cases that are rated amber, and 54 that are rated green.

There are no other red rated cases in the pre ICP stage of the system. There are 31 amber rated cases, and 42 green cases. When the work commenced in April, there were originally 39 red rated cases. We continue to monitor the trends in this data.

Length of time

We review data from our case management system to ensure that cases in any of the FTP stages continue to progress according to our service standard timescales, whilst

recognizing that the complexity of the complaints or the information required to meet the standard of acceptance can be demanding and not met in every case, depending on the circumstances. A range of analysis is performed to provide this assurance.

In April and May combined, we closed 364 cases at either pre-ICP, ICP or final hearing stage. Of these, 338 (93%) were closed within 18 months of receipt of the original complaint.

The mean and median closure times for this combined group are 8 and 6 months respectively. For cases closed at preICP, the mean and median closure times were 5 and 4 months; for cases closed no case to answer at ICP it was 8 and 7 months; and for those closed at final hearing it was 17 and 14 months.

We also look at the age of open cases within the process, and identify if further intervention is required. Of the 900 open Enquiry cases, the mean and median age from receipt is currently 5 and 3 months respectively. This reflects the trend we have already identified in requesting and receiving information in the form that meets our standard of acceptance.

Of the 273 open preICP cases, the mean and median age from receipt is 9 and 7 months respectively. These cases took a mean and median of 4 and 3 months respectively to reach the SOA stage, and a mean and median of 5 and 3 months from SOA being met to their current position.

Of the 368 current post ICP cases, the mean and median age from receipt is 15 and 13 months respectively. For these cases, the mean and median times to reach SOA were 3 and 2 months. The cases then took a further 5 and 4 months (mean and median) respectively from SOA to ICP. The cases have taken a further 7 and 6 months (mean and median) months from ICP to date.

We are currently exploring ways to summarise and present this data in concise and meaningful ways.

Health and character declarations

The number of health and character declarations is below forecast for the year to date (at 81 new cases, rather than 100 forecast). The previous year has seen fluctuations within the actual numbers. We are continuing to monitor this trend as part of the weighted caseload work. The number of cases closed (either without a panel, or at a meeting) has again kept pace with the numbers of new cases. The number of open cases remains within manageable parameters, and we have looked at ways of managing this activity and maintaining the ICP activity using the available ICP days. There is flexibility within case teams 3 and 7 to manage these and other non-FTP cases comfortably. Currently, there are no concerns with this activity.

GSCC transfer cases August 2012-March 2014

There are currently three cases that are in a preICP status. One of these is listed for consideration in July, and it is likely that the remainder would be considered in August 2014. There is a further case that is still at an enquiry stage, and is subject to a complex ongoing police investigation.

There are 18 final hearing cases. Of these, seven have dates fixed between June and August. Of the remaining 11 cases, it is anticipated that nine will also be concluded by September, with the remaining two concluded by December 2014.

Stakeholder Meetings

Kinglsey Napley regular service level review meeting
Department of Health – Law Commission Bill
Directors of Fitness to Practise Group
Professional Representatives meeting
CQC meeting to further develop information sharing agreements
Patients Association Workshop
Gerry McGivern, University of Warwick
Conference with counsel
Stuart Redding, CHSEO
Zubin Austin
Carol Moore, Picker Europe
London Ambulance Service
MPTS

Other Activity;

Quality Assurance

Investigating Committee Review - We have recently completed a comprehensive review of the Investigating Panel Process and as a result of that review have developed a work plan focusing on further enhancements and developments to that process. The work plan also includes success indicators which will help us to assess whether the changes to the process had the anticipated effect. That work plan includes:

- Revising the Case Investigation Report
- Reintroduction of peer review approach for considering complex allegations prior to Case Team Manager approval
- Review of operating guidance on investigations and information gathering
- Evaluation of the benefits of using Case Examiners/Screeners
- Looking at the increased use of preliminary hearings to ensure the smooth running of final hearings

- Development of a check list for ICP's to work through
- Evaluate the costs and benefits of a legal assessor attending ICP's
- Explore enhancements to CMS to ensure the efficient organisation of ICP's
- Review the mechanisms for providing ICP audit feedback to ensure there is a systematic feedback loop

Audit Activity

We conducted audits in the following areas:-

- Assurance that cases were closed in line with process
- Random audits of a sample of open cases to ensure processes are being followed and to provide feedback to teams on emerging issues with the quality of HCPC correspondence.
- Audit of no case to answer decisions at ICP, to ensure adherence to process and to identify any training issues for Panel Members
- Quality of ICP decisions
- Accuracy of Register and Case Management System
- Accuracy of status of cases under investigation at Kingsley Napley
- Audit of the reasons for cases that were either part heard or adjourned, or where there was a finding of not well founded.
- Monthly case progression conferences reviewed cases to ensure an escalation plan was in place and to support FTP team members in the management of the case
- Ensuring the accuracy of the website entries relating to FTP activity.

There were no public facing discrepancies between our Case Management System and the register. The Assurance and Development team hold monthly meetings with key team members in Case Management and Adjudication to discuss emerging themes and ensure that refresher training includes this.

We have also started to develop the framework for the monthly monitoring of the following areas:-

- Discontinuance
- Disposal by consent

These audits will be reported monthly from June 2014.

The quality compliance team also undertakes ad hoc audits as required.

Decision Review Group

This group has met three times and considered analysis in the following areas:

Preliminary hearings
Not well founded cases

Adjourned and cancelled in advance of the hearing cases
Adjourned at hearing and part heard cases
Declined adjournment requests
PSA feedback analysis

We will continue to monitor these areas to determine any trends that may affect our forecast planning.

We have also, in conjunction with the Policy team, revised the mechanism for auditing compliance of final hearing and substantive review cases. We now categorize these concluded cases on the basis of risk of public protection and likelihood of appeal by PSA, and review an appropriate proportion of each group. This will allow us to target resource more efficiently.

Independence in Adjudication

Work has commenced on this work, with FTP team members making a second visit to MPTS in mid-May, with a view to understanding how they use teleconferences to enhance pre-hearing activity. HCPC has secured the necessary naming rights to establish the Health and Care Professions Tribunal Service, and practical work on postal and email addresses is planned. It is anticipated that Council will receive a full update on the work we are undertaking in this area at its meeting in September 2014.

Case Management System

We anticipate initiating the major project to look at enhancements to the case management system in Summer 2014. These enhancements include:

- Improved functionality for users, such as easier searching of records and more safeguards in ensuring all essential data fields are completed
- Automated retention and destruction functions to ensure this Council policy is easily auditable
- Addition of key fields to more easily manage and report on complaints or interim orders, and to improve the way we share information with other organisations such as CQC or the Care Councils in Scotland, Wales and Northern Ireland, with whom we have existing information sharing agreements.

We are also just finalizing fixes to the system to provide for bundling functionality. We continue to deploy changes to the system on a monthly basis to provide for new or changed users, new letter templates or approval routes.

Internal Operating Guidance

We have recently reviewed and updated our internal guidance or produced new FOGs on escalating complaints (about the process), vexatious complaints, case closure and confidentiality and information security. The complaints related documentation became operational on 30 June.

Law Commission Bill

We have participated in a series of meetings to assess and prepare for any changes that may come out of the Bill, including an impact assessment on key costs, processes and personnel.

The Bill was not included in the Queen's Speech on 4 June 2014, though we will continue to work with the Department of Health and other regulators on any work streams that emerge during the year.

NMC Consultation

We have responded to the department of health's consultation on its proposed changes to the Nursing and Midwifery Order.

Practice Note/Policy Review

We are due to have 8 revised Practice Notes for consideration by Council in September. We are also seeking the views of stakeholders through this process so that they can be taken into consideration during the drafting process. We are in the process of reviewing the Standard of Acceptance for Allegations.

Professional Bodies/Trade Unions Partnership Forum

The first meeting of the Partnership Forum took place on 20 May 2014. The next meeting is anticipated to take place in November 2014.

Research

We are continuing to work with Picker Europe on the research into the causes of disengagement and competency drift and with CHSEO on an analysis of costs associated with our fitness to practice cases.

Tone of Voice Review

We have recently initiated a project to look at and review the tone of voice of all FTP correspondence. Any changes will be incorporated into the Case Management System, and training delivered to FTP team members later in the year.

Transcription Tender

The tender process has concluded, with the appointment of two suppliers. One supplier is an incumbent, and the other is new. The tender should provide an enhanced service with less management by HCPC, and also lead to savings from transcript production and management costs. The service will be monitored and reviewed during the course

of 2014-15, in line with service level agreements included in the contract. The new contract is effective from 13 June 2014.

Recruitment

We are currently recruiting for 3 vacancies within the Case Management Team, a replacement scheduling officer and a replacement assurance and development officer following Kayleigh Birtwistle's move to the Business Process Improvement Team.

Partners

Members of the Adjudication team are involved the shortlisting and interviewing process for a range of partner roles. The new roles are panel members for 10 professions, lay panel members and Panel Chairs. There were high volumes of applications for both lay panel members and Panel Chair roles.

The team are also preparing the training material for the upcoming partner training for new panel members, refresher panel training, new chair training, refresher chair training and a review day for the legal assessors.

Fitness to Practise Department

Management Information Pack

Kelly Holder, Director of Fitness to Practise
Jun-14

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Key Forecast and Management Information Summary

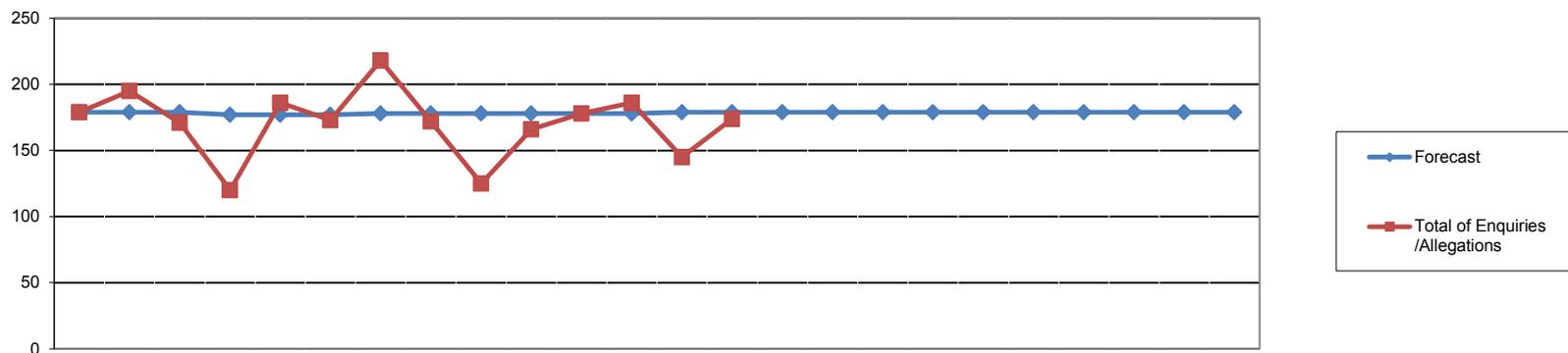
	13/14 Actual													14/15 Actual												14/15 Forecast									
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year End Forecast	3 month re-forecast	6 month re-forecast	9 month re-forecast	Year end					
Cases Received	179	195	171	120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

NB: this does not include GSCC transfer cases

Cases per case manager

Month	Current month / variance	Month forecast	Year end forecast	Commentary
May	52/+7 (Pre ICP) 16/-1 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	45 (Pre ICP) 25 (Post ICP)	<p>* As indicated from April's commentary, the number of pre-ICP cases per Case Manager is above forecast. This is expected to be the case until July, at which time it is anticipated that pre-ICP case loads should reduce to at or around forecast levels. This is because new starters from earlier in the year (April, May and June) will have progressed through their inductions.</p> <p>* It is noted that the number of new cases received YTD is broadly in line with forecast, therefore it is reasonable to expect that there will be sufficient Case Manager resource in July to allow case loads to return to forecast levels</p> <p>* The forecast Post-ICP caseload per Case Manager is 25. The current average post-ICP caseload is significantly lower than forecast. However, these case are not evenly distributed within the Case Management Team due to a number of factors- new starters not yet trained in the post-ICP process, competence and sickness etc. There will be a redistribution of post-ICP cases amongst the team in June.</p>
April	53/+8	45	45	<p>* The number of cases per Case Manager remains above forecast.</p> <p>* This is in part as a result of resignations in February and March creating vacancies which have not yet been filled</p> <p>* Some of the replacement posts commenced in April. Recruitment for the other posts took place in April, with new starters commencing in post at the end of May and early June. As part of the induction process it takes approximately 3 months before a new case manager has a full caseload.</p> <p>*An analysis of the projected cases per case manager for next two quarters. It is anticipated that, assuming the number of new cases received remains in line with forecast, cases per Case Manager will remain above forecast until July, at which time it is anticipated that resource levels will be such that caseloads will return to forecast levels.</p>
March	54/+9	45	45	<p>*The number of cases per case manager increased to above forecast levels in March</p> <p>* This is in part due to resignations in January and February creating vacancies that were not all filled in March</p> <p>* Recruitment for the bulk of the vacant posts has taken place, with new Case Managers due to commence in late April and early June. Further, two Case Managers have returned from maternity leave and another Case Manager is due return from a period of secondment in April</p>

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



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

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
	n/a		2,136	2,148
275	500	1,452	1,960	306
484	425	201	109	13
759	925	1,653	2,069	319
166	283	58	77	13
217	289	435	593	92
18	33	87	81	7
74	53	99	78	14
25	27	27	37	5
3	12	21	14	3
256	228	634	793	120
NA	NA	NA	396	65

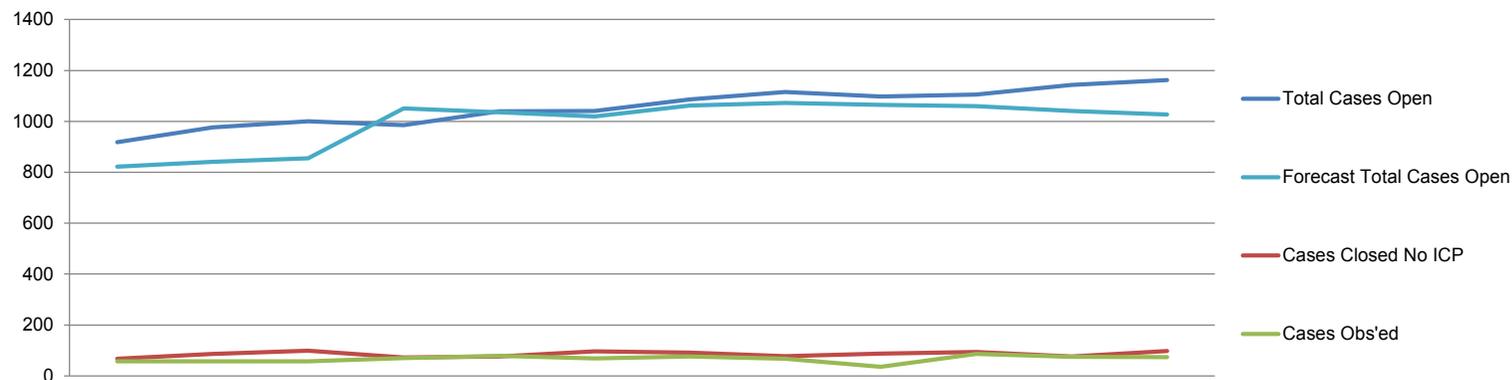
Cases Received: Profession & source of complaint April 2010 - March 2015

	Article 22(6)/Anon	Employer	Other	Other registrant	Police	Professional bodies	Public	Self referral	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
Arts therapists	0	1	0	0	0	0	0	2	9	4	7	4	3
Biomedical scientists	0	4	0	1	0	0	1	0	36	66	37	50	6
Chiropodists & podiatrists	0	1	0	0	1	0	6	1	74	55	53	71	9
Clinical scientists	0	0	0	0	0	0	0	1	10	9	9	3	1
Dietitians	0	0	0	0	0	0	0	3	9	12	13	21	3
Hearing aid dispensers	0	0	0	0	0	0	3	2	44	23	25	22	5
Occupational therapists	1	4	0	1	0	1	4	4	63	96	76	105	15
ODPs	0	3	0	0	1	0	0	2	39	63	45	63	6
Orthoptists	0	0	0	1	0	0	0	1	0	2	2	2	2
Paramedics	4	12	2	2	0	1	8	13	188	253	262	266	42
Physiotherapists	2	7	1	0	2	0	9	9	104	118	123	134	30
Practitioner psychologists	2	3	1	0	0	0	12	0	117	139	179	157	18
Prosthetists & orthotists	0	0	0	0	0	0	0	0	1	2	1	2	0
Radiographers	0	6	0	1	1	0	0	3	40	58	55	59	11
Social workers	4	49	3	8	0	1	77	24	n/a	n/a	733	1,085	166
SLTs	0	2	0	0	0	0	0	0	25	25	33	25	2
Total	13	92	7	14	5	3	120	65	759	925	1,653	2,069	319

Commentary

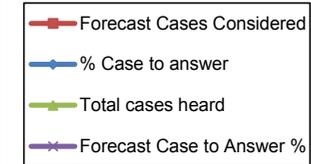
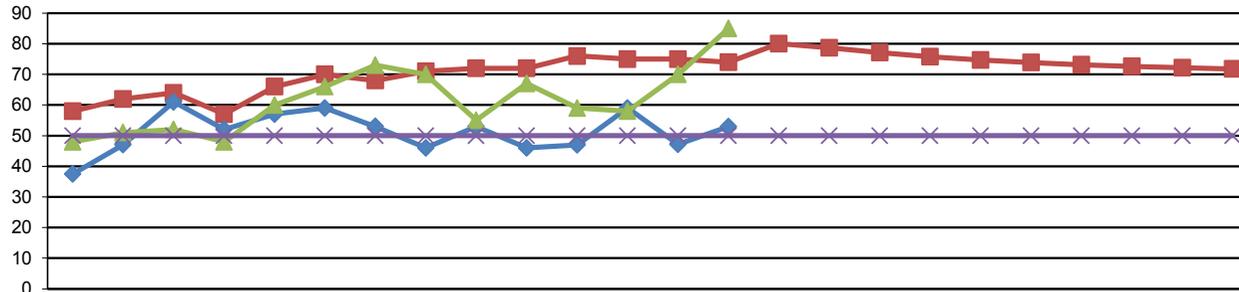
Month	Commentary
May	<ul style="list-style-type: none">* Social Workers continue to represent over half (52%) of the fitness to practise referrals received YTD. This has remained consistent since the onboarding of Social Workers in August 2012.* Members of the public are the largest complainant type, accounting for 37% of the referrals received YTD* 46% of referrals received in relation to Social Workers have come from members of the public, YTD.
April	<ul style="list-style-type: none">* Fitness to practise referrals in relation to Social Workers constitute 57% of the total number of referrals received YTD* Members of the public remain the largest complainant type, accounting for 40% of the referrals received YTD* 43% of FTP referrals made in relation to Social Workers YTD have come from Members of the Public
March	<ul style="list-style-type: none">* Fitness to practise referrals in relation to Social Workers constitute 52% of the total referrals received in 2013/14* Members of the public remain the largest source of fitness to practise referrals, accounting for 38% of referrals received in 2013/14* 64% of referrals received from members of the public in 2013/14 related to Social Workers

Pre - ICP case information April 2013 - March 2015



	2013			2014												2015												13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	YTD	YTD			
Forecast cases received	179	179	179	177	177	177	178	178	178	178	178	178	179	179	179	179	179	179	179	179	179	179	179	179	179				
Cases Received	179	195	171	120	186	173	218	172	125	166	178	186	145	174												2,069	2,148		
Allegations Open	222	229	238	255	283	298	309	290	272	295	298	307	291	273												307	319		
Enquiries Open	696	747	763	730	756	743	777	825	826	810	845	855	856	900												855	900		
Total Cases Open	918	976	1001	985	1039	1041	1086	1115	1098	1105	1143	1162	1147	1173												1,162	1173		
Forecast Total Cases Open	823	841	855	1051	1036	1019	1062	1073	1065	1059	1041	1027	1140	1121	1098	1079	1064	1052	1042	1034	1028	1023	1019	1015		1,027	1121		
Percentage of Cases in Pre ICP Remit	24	23	24	26	27	29	28	26	25	27	26	26	25	23															
Cases Considered at CPC	5	2	3	2	5	13	6	3	2	1	11	9	6	7												75	48		
Cases Closed No ICP	67	87	99	72	76	96	92	78	88	94	76	98	81	71												1,023	13		
% of Cases Closed no ICP	10	12	13	10	10	13	12	10	11	12	9	11	10	8															
Forecast % cases closed No ICP	16	16	16	9	16	16	11	12	14	14	15	15	11	11	11	11	11	11	11	11	11	11	11	11		n/a	n/a		
Cases Obs'ed	58	58	57	70	79	69	76	67	36	87	75	74	73	74												953	132		
Forecast Cases Obs'ed	62	64	65	66	70	68	68	67	66	70	70	69	80	79	77	76	75	74	73	73	72	72	72	71		804	893		
% of Pre ICP cases Obs'ed	26	25	24	27	28	23	25	23	13	29	25	24	25	27															
Forecast % cases Obs'ed	28	28	28	26	28	28	28	28	28	30	30	30	27	27	27	27	27	27	27	27	27	27	27	27					

Investigating Panel decisions and referrals April 2013 - March 2015



		2012					2013											2014							
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Case to Answer	Forecast Cases Considered	58	62	64	57	66	70	68	71	72	72	76	75	75	74	80	79	77	76	75	74	73	73	72	72
	Total cases heard	48	51	52	48	60	66	73	70	55	67	59	58	70	85										
	Referred to CCC (Reg representations)	14	17	15	16	18	19	24	16	14	21	16	20	17	33										
	Referred to CCC (Rep representations)	2	4	5	4	2	5	3	4	2	3	4	4	2	2										
	Referred to CCC (No representations)	2	3	10	4	11	14	9	11	10	6	7	10	14	10										
	Referred to HC (Reg representations)	0	0	0	0	2	0	0	1	2	0	1	0	0	0										
	Referred to HC (Rep representations)	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
	Referred to HC (No representations)	0	0	0	0	1	1	0	0	1	1	0	0	0	0										
	Referred to IC (Reg representations)	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										
Referred to IC (No representations)	0	0	1	0	0	0	0	0	0	0	0	0	0	0											
Forecasted Cases Referred		27	29	30	28	32	34	33	35	35	35	37	37	37	36	39	39	38	37	37	36	36	36	35	35
Total case to answer		18	24	31	24	34	39	36	32	29	31	28	34	33	45										
Forecast Case to Answer %		50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50
% Case to answer		38	47	61	52	57	59	53	46	53	46	47	59	47	53										
No case to answer	Not referred (Reg representations)	23	21	19	15	21	19	25	29	21	25	24	14	32	28										
	Not referred (Rep representations)	2	2	1	2	0	3	3	3	3	3	3	6	2	4										
	Not referred (No representations)	4	2	0	5	4	2	4	2	1	6	3	2	3	2										
	Total cases not referred	29	25	20	22	25	24	32	34	25	34	30	22	37	34										
Further Information		1	2	1	2	1	3	5	4	1	2	1	2	0	6										

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
533	516	543	707	155
178	176	181	210	50
22	19	29	42	4
79	49	83	97	24
6	6	5	6	0
3	2	0	0	0
5	0	3	4	0
1	0	0	0	0
0	0	0	0	0
0	0	0	1	0
n/a	n/a	n/a	394	440
306	254	304	360	78
n/a	n/a	n/a	n/a	50
57	49	56	53	50
195	197	176	256	60
13	21	28	31	6
10	29	18	35	5
223	246	231	322	71
21	18	20	25	6

Commentary
Cases Considered

Month	Current month / variance	Month forecast	Year end forecast	Commentary
May	85/+11	74	899	* The high number of cases considered in May reflects the high obs numbers in the early part of 2014. * Following EMT consideration of the outcome of the review work a number of individually small but cumulatively significant changes to the management of ICPs will be implemented over the next few months.
April	70	75	899	* The number of cases considered in April was a little below forecast (-7%) but was significantly higher than in March and February, reflecting the fact that the higher numbers of cases obs'd post-Christmas have now progressed to ICP. * A paper summarising the recommendations of the ICP review work will go to the EMT for consideration shortly.
March	58/-12	70	742	* The number of cases considered in March was again below forecast. * This continues to some extent to reflect low numbers of cases obs'd in December. The numbers should rise significantly as the high numbers of cases obs'd in January (87) and February (75) reach ICP. * 707 cases have been considered in the year. * The ICP work is continuing.

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

By Profession	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			CCC	HC	IC	
Arts therapists	0	0	0	0	0	0
Biomedical scientists	0	0	6	0	0	6
Chiropodists & podiatrists	4	0	0	0	0	4
Clinical scientists	0	0	0	0	0	0
Dietitians	0	0	1	0	0	1
Hearing aid dispensers	1	0	0	0	0	1
Occupational therapists	6	0	0	0	0	6
ODPs	1	0	7	0	0	8
Orthoptists	1	0	0	0	0	1
Paramedics	11	1	7	0	0	19
Physiotherapists	3	0	4	0	0	7
Practitioner psychologists	2	1	4	0	0	7
Prosthetists & orthotists	0	0	0	0	0	0
Radiographers	1	0	7	0	0	8
Social workers	40	4	39	0	0	83
SLTs	1	0	3	0	0	4
Total YTD	71	6	78	0	0	155

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
2	1	3	1	0
37	37	26	23	6
60	40	27	31	4
4	10	3	2	0
13	5	14	7	1
13	12	9	5	1
48	55	44	47	6
32	37	37	25	8
1	1	1	0	1
113	139	128	100	19
86	65	69	71	7
66	60	67	36	7
4	0	1	1	0
33	39	35	32	8
		58	311	83
21	15	21	15	4
533	516	543	707	155

By source of allegation	No Case to Answer	Further Information requested (FI)	Case to Answer			Total YTD
			FI	CCC	HC	
Article 22(6)/Anon	0	0	1	0	0	1
Employer	28	3	54	0	0	85
Other	5	0	3	0	0	8
Other Registrant	2	0	1	0	0	3
Police	2	0	3	0	0	5
Professional body	0	0	0	0	0	0
Public	15	1	4	0	0	20
Self referral	19	2	12	0	0	33
Total YTD	71	6	78	0	0	155

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
94	139	72	23	1
208	204	263	321	85
13	14	24	17	8
37	22	22	17	3
28	21	17	21	5
2	5	2	9	0
151	111	109	133	20
n/a	n/a	34	166	33
533	516	543	707	155

Summary of current caseload length of time against standards

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

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

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

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

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

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

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

Enquiry cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	363	40.3	40.3
3 to 4 mths	201	22.3	62.7
5 to 7 mths	169	18.8	81.4
8 to 12 mths	109	12.1	93.6
13 to 15 mths	26	2.9	96.4
16 to 20 mths	18	2.0	98.4
21 to 24 mths	9	1.0	99.4
>24 mths	5	0.6	100.0
<u>900</u>		<u>100.0</u>	

Post ICP cases (receipt to date)

Age since receipt	Number	%	Cumulative %
0 to 7 mths	42	11.4	11.4
8 to 12 mths	132	35.9	47.3
13 to 15 mths	59	16.0	63.3
16 to 20 mths	70	19.0	82.3
21 to 24 mths	29	7.9	90.2
>24 mths	36	9.8	100.0
<u>368</u>		<u>100.0</u>	

PreICP cases

Age since receipt	Number	%	Cumulative %
0 to 2 mths	25	9.2	9.2
3 to 4 mths	45	16.5	25.6
5 to 7 mths	67	24.5	50.2
8 to 12 mths	76	27.8	78.0
13 to 15 mths	30	11.0	89.0
16 to 20 mths	20	7.3	96.3
21 to 24 mths	4	1.5	97.8
>24 mths	6	2.2	100.0
<u>273</u>		<u>100.0</u>	

Post ICP cases (ICP to date)

Age since ICP	Number	%	Cumulative %
0 to 5 mths	174	47.3	47.3
6 to 7 mths	61	16.6	63.9
8 to 12 mths	86	23.4	87.2
13 to 15 mths	18	4.9	92.1
16 to 20 mths	15	4.1	96.2
21 to 24 mths	11	3.0	99.2
>24 mths	3	0.8	100.0
<u>368</u>		<u>100.0</u>	

Commentary

Month	Commentary
May	<p>This new analysis shows the proportions of all open cases that fall within the service standards in terms of time only. This analysis is reviewed monthly to determine if any additional activity is required on individual cases. It is also used to assist in resource planning and impact on activity later in the year.</p> <p>The cases outside the service standard timescales reflect the complexity of new cases and the time taken to get information to meet the standard of acceptance from certain complainant types.</p> <p>The cases that fall outside of the service standards have all been reviewed individually and have escalation action plans. Cases are risk assessed as red, amber, green depending on whether further intervention is required. There are currently 5 cases in total in the red status and 94 amber cases (out of the 740 cases that are outside of their service standard). We continue to monitor this monthly for trends.</p>
April	N/A
March	N/A

Length of Time Open Pre ICP April 2013 - March 2015

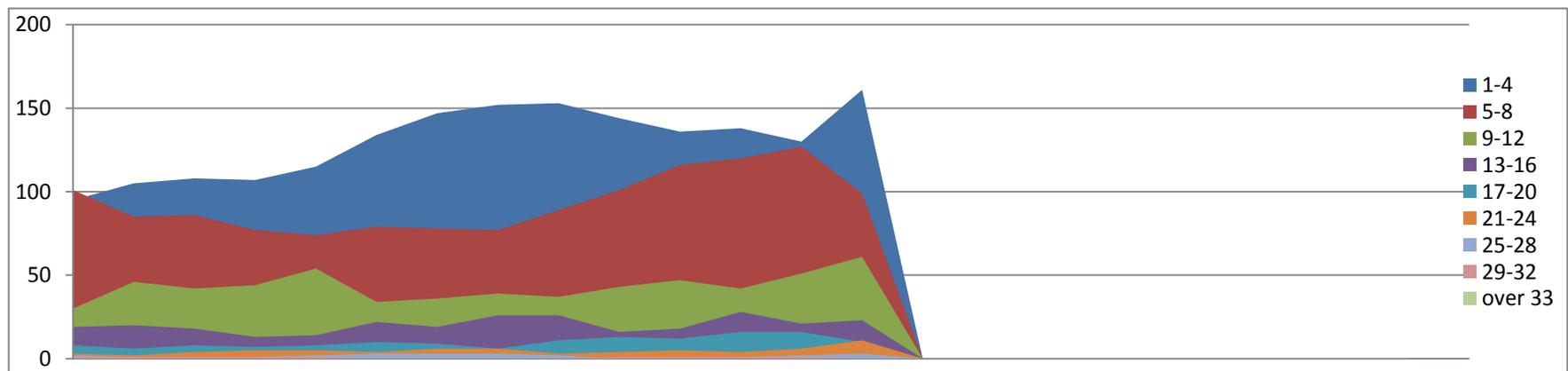
		2013												2014												2015											
Months		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar												
Cases awaiting ICP	0-4	155	159	163	183	206	217	229	203	178	189	192	206	198	186																						
	5-8	34	33	38	40	41	47	51	60	65	65	69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

Commentary

Cases over 5 months pre-ICP

Month	Current month / variance	Internal Measure	Commentary
May	68%/-5%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * It is expected that 73% of cases received are obs'd within 5 months of receipt * The internal measure was not met in May as 68% of cases have been obs'd within 5 months of receipt YTD * This remains the same as April. It is noted that this is an improvement in performance against this measure from March. * Monitoring and oversight of progression of cases through the FTP process is a specific focus of the FTP Management Team and forms part of the weekly FTP Managers' Meeting
April	68%/-5%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The internal measure for cases obs'd within 5 months of receipt was not met in April. However, there has been improvement since March. * Length of time is a particular focus within the Department this year, with various pieces of work designed to facilitate efficient progression of cases * There is a separate project focused on the length of time, which is reported on (through exception reporting) on a monthly basis at the FTP Managers' Meeting * It is expected that the additional case management resource should see case loads stabilising in around July. Consequently the expectation is that the length of time will continue to reduce as the new recruits commence in post.
March	61%/-12%	Pre ICP - 73% 5 months old or less	<ul style="list-style-type: none"> * The internal measure for cases obs'd within 5 months of receipt was not met in March. However, the variance since February is marginal and can be explained by movement within the case management team as a result of staff turnover * The project to address the length of time of cases is underway and will form an on going piece of work in 2014/15 * Through that project, case escalation routes have been identified for the small number of cases where progression actions have been identified. This project complements the other monitoring processes in place (such as the monthly case progression conference) to ensure the expeditious movement of cases through the FTP process

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



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

Commentary

Hearings fixed by schedulers during this month

Month	Current month / variance	Year end forecast	Commentary
May	21	415	<p>*21 final hearings were fixed by the scheduling team this month</p> <p>*3 of these hearings were previously adjourned or postponed</p> <p>*Scheduling output has been lower than forecast this month, due to Scheduling Officers providing cover for hearings on 17 occasions.</p> <p>*27 cases were passed to the scheduling team as 'ready to fix' this month.</p>
April	44	415	<p>*39 final hearings were fixed by the scheduling team in April</p> <p>*5 of these hearings have been previously postponed or adjourned</p> <p>*5 of the hearings fixed will be for a disposal via consent or discontinuance</p>
March	42	320	<p>*42 final hearings were fixed by the scheduling team in March</p> <p>*6 of these hearings will be disposed of via a consent order</p> <p>*27 cases were passed to the scheduling team as 'ready to fix' this month.</p>

All hearings listed for future months

Month	Number Listed	Commentary
May	60	*36 hearings have been listed for June and 24 have been listed for July *7 additional GSCC cases have been listed for these months
April	69	*27 hearings have been listed in May and 36 have been listed in June *3 additional GSCC transfer cases have been listed for both months
March	67	*38 hearings have been listed in April and 29 have been listed in May. *So far, no GSCC cases have been scheduled for April or May.

Hearings ready to fix

Month	Hearings Ready to Fix	Commentary
May	95	<p>*197 cases are currently being managed by the adjudications team</p> <p>*95 cases are ready to fix and are in the process of being scheduled. 12 of these cases are on hold due to preliminary issues</p> <p>*74 cases have been scheduled and are awaiting their hearing dates</p> <p>*12 hearings have been postponed in advance or adjourned and are awaiting instructions for rescheduling</p> <p>*15 hearings have concluded and are awaiting the expiration of their appeal period.</p>
April	83	<p>*195 cases are currently being managed by the adjudications team</p> <p>*83 cases are ready to fix and are in the process of being scheduled. 11 of these cases are on hold due to preliminary issues</p> <p>*90 cases have been scheduled and are awaiting their hearing date</p> <p>*12 hearings have been postponed in advance or adjourned and are awaiting instructions for rescheduling</p> <p>*9 hearings have concluded and are awaiting the expiration of their appeal period</p>
March	91	<p>*206 cases are currently being managed by the adjudications team</p> <p>*91 cases are ready to fix and are in the process of being scheduled. 8 of these cases are on hold due to preliminary issues.</p> <p>*90 cases have been scheduled and are awaiting their hearing date.</p> <p>*15 hearings have been postponed in advance or adjourned and are awaiting instructions for rescheduling</p> <p>*10 hearings have concluded and are awaiting the expiration of their appeal period.</p>

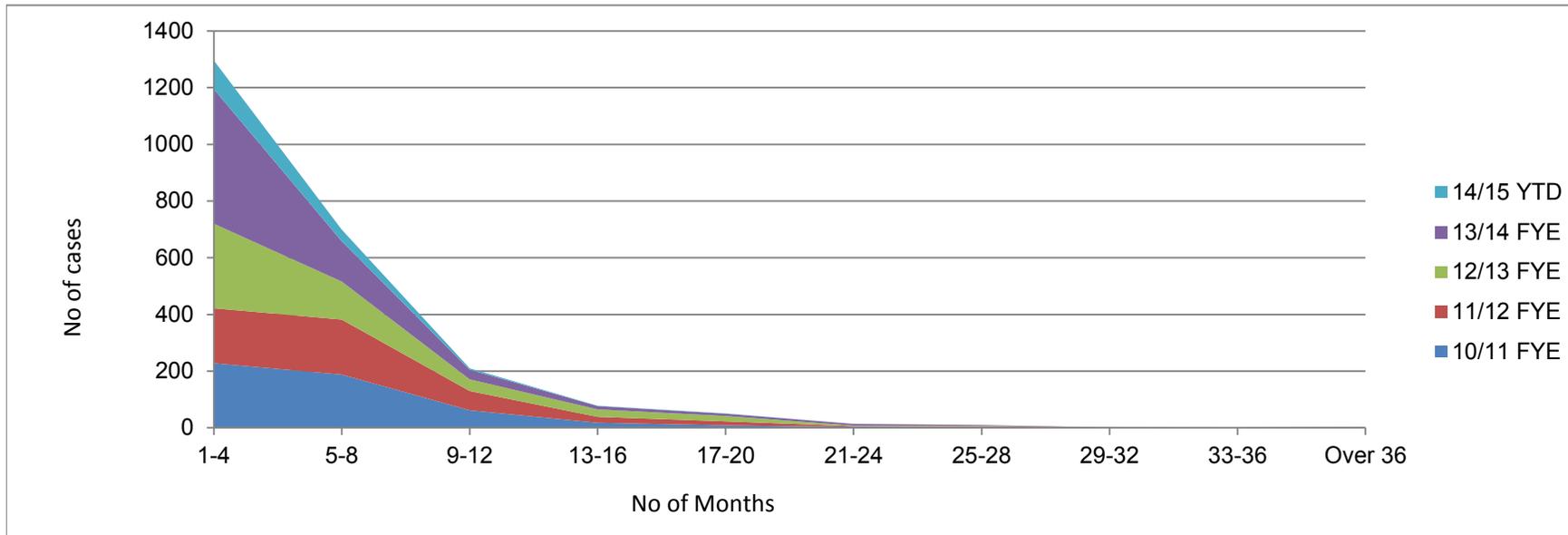
Hearings not ready to fix

Month	End of Month Number	Commentary
May	166	*166 cases are currently with external solicitors and are therefore not ready to fix
April	167	*167 cases are currently with external solicitors and are therefore not ready to schedule. *6 of these cases were referred over 12 months ago
March	157	*157 cases are currently with external solicitors and are therefore not ready to fix *5 of these cases were referred over 12 months ago and have outstanding issues.

Cases over 5 months not yet ready to fix

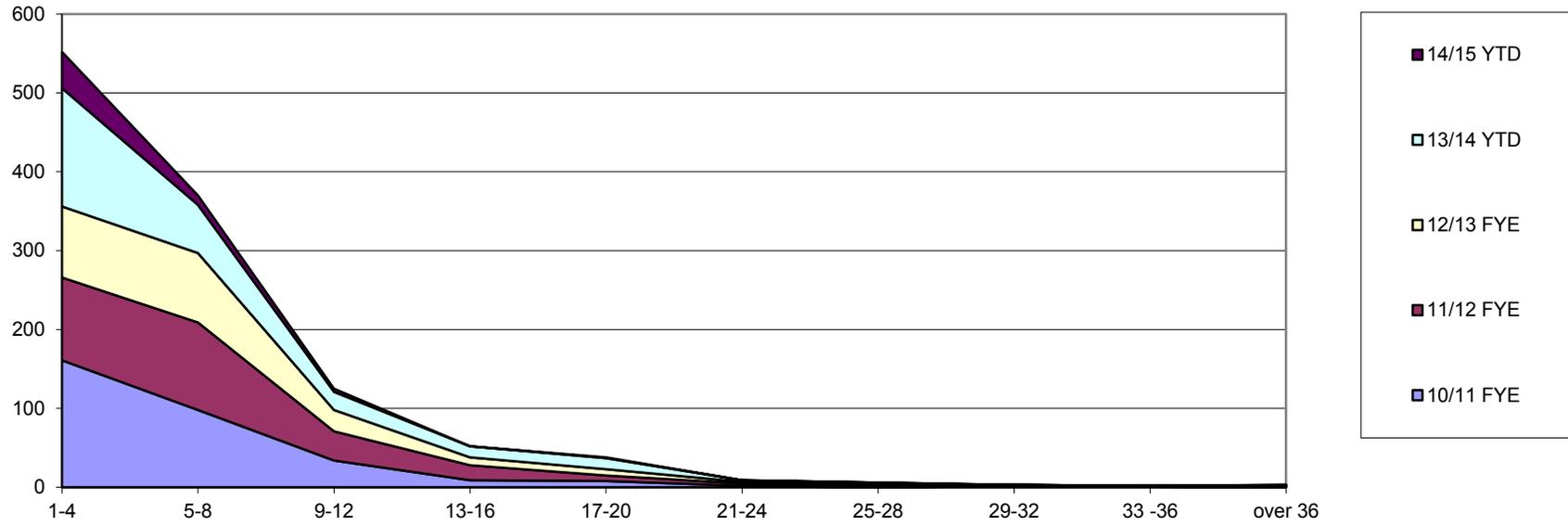
Month	End of Month Number	Commentary
May	37	*There are 37 post-ICP cases over 5 months that are not ready to fix, which is an increase on last months figure.
April	22	*There are 22 post-ICP cases that are over 5 months old and not ready to fix, which is a decrease on previous months
March	38	*There are 38 post-ICP cases over 5 months that are not ready to fix. This is a slight increase on previous months.

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



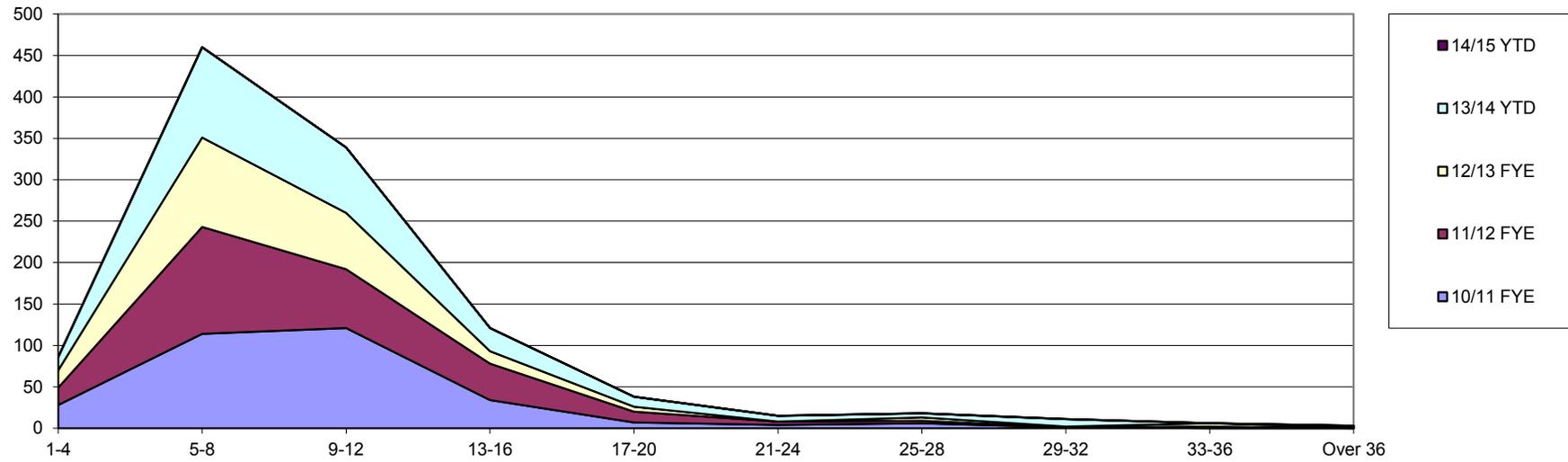
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
1-4	228	194	298	475	101
5-8	188	194	134	142	41
9-12	62	68	41	34	5
13-16	18	21	26	12	1
17-20	9	14	19	8	1
21-24	4	2	2	6	0
25-28	2	3	2	3	0
29-32	1	1	0	0	0
33-36	0	0	0	1	0
Over 36	0	1	1	1	0
Mean Months	6	7	6	5	4
Median Months	5	5	4	3	3
Total Cases	512	498	523	682	149

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



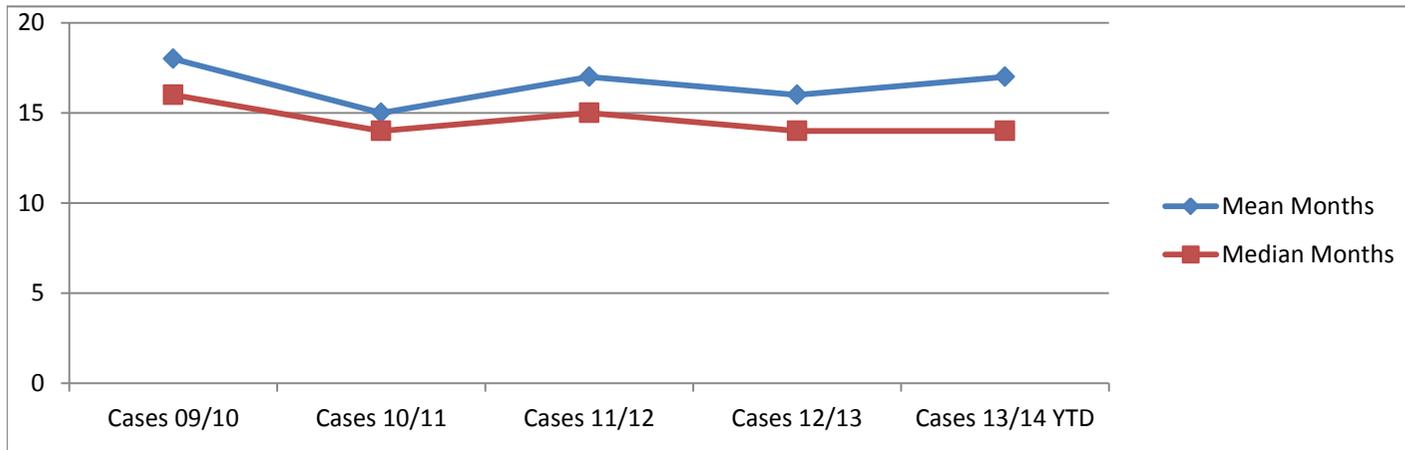
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD
1-4	161	105	90	150	46
5-8	98	111	88	61	12
9-12	34	37	27	23	4
13-16	9	19	10	14	0
17-20	8	7	8	14	1
21-24	2	3	2	2	0
25-28	0	2	2	2	0
29-32	2	1	0	0	0
33 -36	1	1	0	0	0
over 36	0	1	1	1	0
Mean Months	6	7	7	6	4
Meadian Months	4	5	5	4	3
Total Cases	315	287	228	267	63

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



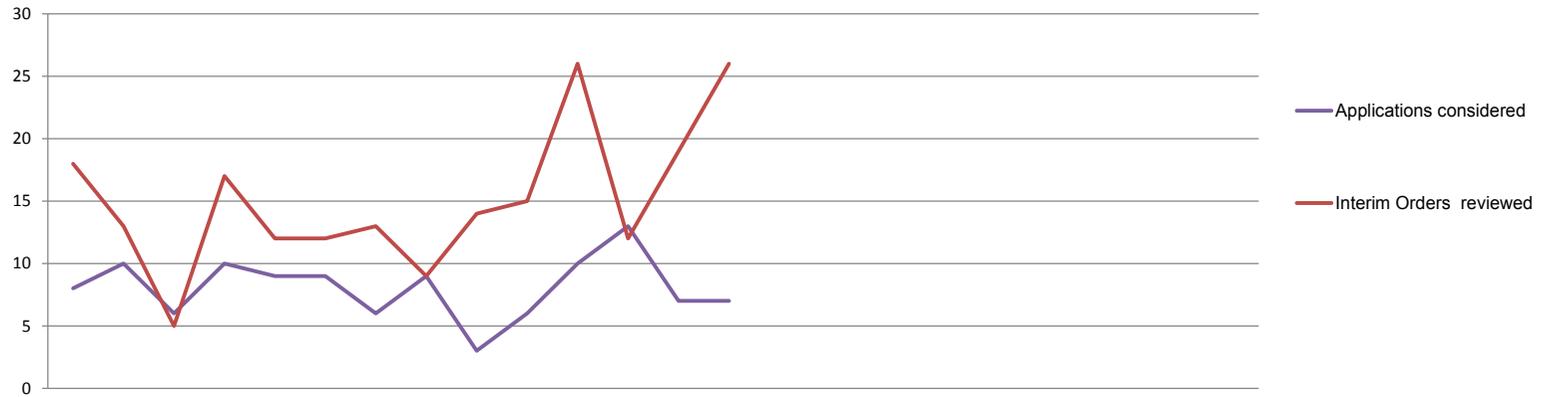
Number of Months	10/11 FYE	11/12 FYE	12/13 FYE	13/14 YTD	14/15 YTD
1-4	28	21	21	16	2
5-8	114	129	108	109	31
9-12	121	71	68	79	11
13-16	34	44	15	28	12
17-20	7	13	6	12	6
21-24	4	4	0	7	0
25-28	6	3	4	5	1
29-32	1	0	1	9	0
33-36	0	2	4	0	0
Over 36	0	0	1	2	0
Mean Months	9	10	9	11	10
Median Months	9	8	8	9	8
Total Cases	315	287	228	267	63

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



Number of Months	Cases 10/11	Cases 11/12	Cases 12/13	Cases 13/14 YTD	Cases 14/15
1-4	1	0	0	1	0
5-8	35	18	23	21	5
9-12	75	71	66	95	26
13-16	104	79	62	49	13
17-20	48	57	37	26	12
21-24	27	31	13	26	2
25-28	9	14	6	17	3
29-32	7	3	10	13	1
33-36	6	7	5	10	0
Over 36	3	7	6	11	1
Mean Months	15	17	16	17	17
Median Months	14	15	14	14	14
Total Cases	315	287	228	269	63

Interim Orders Cases April 2013 - March 2015



	2013			2014												13/14 YTD	14/15 YTD										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Applications considered	8	10	6	10	9	9	6	9	3	6	10	13	7	7												99	14
Applications granted	4	10	6	10	8	8	6	9	2	4	8	13	6	6												88	12
Applications not granted	4	0	0	0	1	1	0	0	1	2	2	0	1	1												11	2
Interim Orders reviewed	18	13	5	17	12	12	13	9	14	15	26	12	19	26												166	45
Interim Orders revoked	0	0	0	0	0	0	0	0	0	0	1	0	1	0												1	1
IO instructed for High Court extension										4	0	3	0	2													
Total days (all locations)	11	14	9	11	10	8	8	10	9	10	16	11	14	14												126	28
% days at Park House	90	80	68	64	90	100	95	85	95	74	97	90	93	82												86	88
% external	10	20	32	36	1	0	5	15	5	26	3	10	7	18												14	13

Commentary

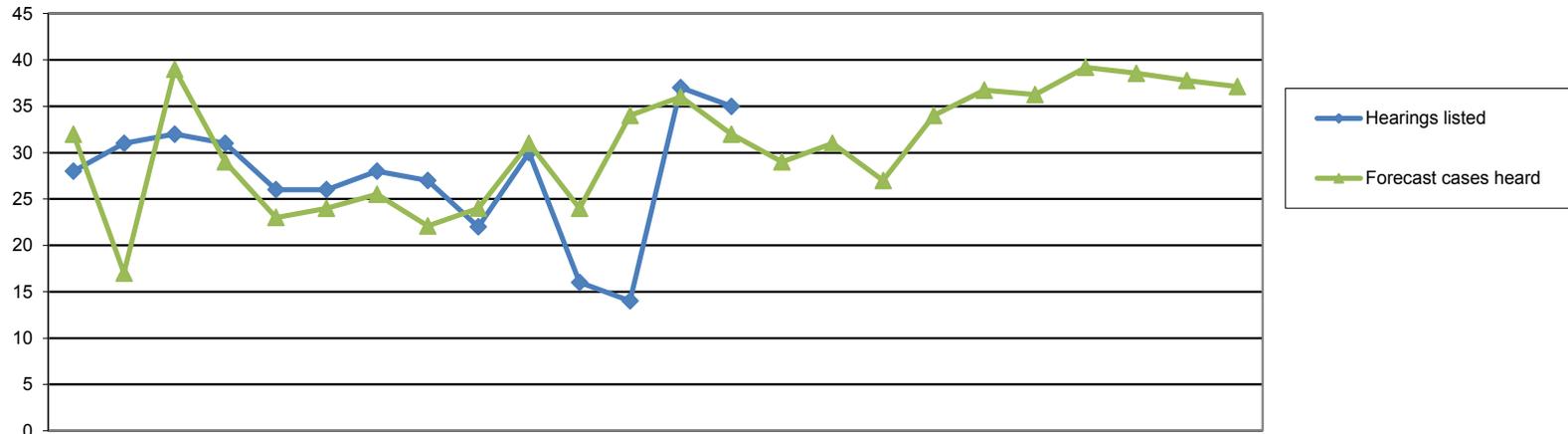
Cases within 6 months of IO expiry pre-ICP

Month	Current month / variance	Month forecast	Year end forecast	Commentary
May	13	n/a	n/a	<p>*There are 13 cases that are due to expire within the next 6 months; this has reduced by 6 cases compared to last month. 6 of these cases have been listed for final hearing and 2 are ready to fix</p> <p>*10 cases are in the Conduct and Competence Committee remit, 2 are in the Health Committee remit, and like last month 1 remains in the Investigating Committee remit post ICP. Similar to the last few months, there are no cases in the Pre ICP stage.</p> <p>*We have identified 1 case in which we will need to instruct BDB to apply for an extension to the High Court. This relates to a Health case where we are currently obtaining an expert report. The remaining 4 cases are currently being investigated by our external solicitors.</p>
April	19	n/a	n/a	<p>*There are 19 cases that are due to expire within the next 6 months; this is quite a high number, however 10 of these cases have been listed for final hearing and 3 are ready to fix, therefore we do not need to apply to the High Court for an extension in these cases.</p> <p>*14 cases are in the Conduct and Competence Committee remit, 4 are in the Health Committee remit, and 1 remains in the Investigating Committee remit post ICP. Similar to the last 2 months, there are no cases in the Pre ICP stage.</p> <p>*The remaining 6 cases are currently being investigated by our external solicitors in which we are waiting for signed witness statements and clarification regarding an expert report. These cases are regularly checked on the WIP by CTM's to ensure the matters are being progressed.</p>
March	13	n/a	n/a	<p>*There are 13 cases that are due to expire within the next 6 months; this is 1 less case than last month.</p> <p>*11 cases are in the Conduct and Competence Committee remit, and 2 are in the Health Committee remit, one of which is a GSCC transfer case. Similar to last month, there are no cases in the Pre ICP stage.</p> <p>*7 out of the 13 cases have been scheduled for final hearings and 3 cases are ready to fix. The scheduling team are in the process of arranging hearing dates.</p> <p>*The other 3 cases are currently being investigated by our external solicitors in which we are waiting for signed witness statements and clarification regarding an expert report.</p>

Mean and median Length of Time

Month	Current month / variance	Year cumulative Total	Forecast	Commentary
May	21 days Mean 21 days Median	23 days Mean 22 days Median	15 days Mean 15 days Median	*There were 7 applications made in May., which is only one more case compared to last month. *2 of the applications took 14 days from the date of the decision to apply, to the date of the hearing. This was in line with our forecast. *The remaining 5 cases were over forecast taking from 20-26 days. However, there is an overall improvement from last month, therefore we will continue to monitor on a monthly basis.
April	25 days Mean 22 days Median	25 days Mean 22 days Median	15 days Mean 15 days Median	*There were 7 applications made in April this has decreased by 5 compared to last month. * All of the applications were above forecast ranging from 17-35 days. *There was some difficulty in scheduling hearings before and after the Easter break, therefore the length of time will improve next month.
March	24 days Mean 18 days Median	21 days Mean 18 days Median	15 days Mean 15 days Median	*There were 12 applications made in March, this has increased by 2 compared to last month. *3 of the applications were within forecast, the remaining 9 cases were outside of our forecast taking from 18-50 days, this is a similar picture to last month. *Panel members have previously raised concerns regarding service for Interim Order applications, therefore this has had an impact on the forecast. * We will continue to monitor to ensure we improve on our length of time.

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



		2013			2014									2015									10/11	11/12	12/13	13/14	14/15				
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	FYE	FYE	YTD	
	Preliminary hearings	4	1	4	2	5	2	4	3	0	3	1	5	0	6												n/a	n/a	n/a	12	0
	Forecast cases heard	32	17	39	29	23	24	26	22	24	31	24	34	36	32	29	31	27	34	37	36	39	39	38	37	n/a	n/a	n/a	325	415	
	Forecast cases adjourned	6	3	8	2	2	2	5	4	4	5	4	5	4	3	3	3	3	3	4	4	4	4	4	4	n/a	n/a	n/a	49	41	
Conduct & Competence and Health Committee	Hearings listed	28	31	32	31	26	26	28	27	22	30	16	14	37	35											424	399	266	311	72	
	Adjourned / cancelled / postponed	4	1	2	2	0	5	1	3	3	2	1	1	1	2												22	24	25	3	
	Caution	1	5	4	6	1	4	3	3	1	2	3	3	5	2											71	44	41	36	7	
	Conditions of practice	1	2	2	4	3	1	1	2	2	3	2	3	4	4											21	13	14	26	8	
	No further action	2	1	0	0	0	0	0	1	0	1	1	0	2	1											3	2	2	6	3	
	Not well founded /wholly discontinued	6	5	12	6	5	5	9	5	5	6	3	2	9	5											83	55	54	69	14	
	Part heard	2	3	2	0	0	1	0	3	1	2	1	0	3	3											107	16	11	15	6	
	Referred to other committee	1	1	0	0	1	0	1	0	0	0	0	0	0	0											5	2	2	4	0	
	Consent - removed	1	3	1	2	2	2	2	1	3	1	1	1	1	1											15	12	12	20	2	
	Consent - caution	0	0	0	0	0	0	0	0	0	0	0	0	0	0											n/a	n/a	n/a	0	0	
	Consent - conditions	0	0	0	0	0	0	0	0	0	0	0	0	0	0											n/a	n/a	n/a	0	0	
	Consent - suspension	0	0	0	0	0	0	0	0	0	0	0	0	0	0											n/a	n/a	n/a	0	0	
	Struck off	3	5	6	5	7	4	3	3	5	6	4	1	6	5											62	50	44	52	11	
Suspended	7	4	3	6	7	4	8	6	2	7	0	3	6	11											44	60	61	57	17		
Investigating	Amended	0	0	0	0	0	0	0	0	0	0	0	0	0											0	0	0	0	0		
	No further action	0	0	0	0	0	0	0	0	0	0	0	0	1											1	0	0	0	1		
	Not well found	0	0	0	0	0	0	0	0	0	0	0	0	0											1	0	0	0	0		
	Part heard	0	0	0	0	0	0	0	0	0	0	0	0	0											0	1	1	0	0		
	Removed	0	1	0	0	0	0	0	0	0	0	0	0	0											1	1	1	1	0		
Cases concluded (excluding GSCC)		22	27	28	29	26	20	27	21	18	26	14	13	33	30															63	

Commentary

Final hearing cases and preliminary meetings

Month	Current month / variance	Month forecast	Year forecast	Commentary
May	30/02	32	415	<ul style="list-style-type: none"> * Out of the 35 final hearings listed in May, 30 concluded. * This is slightly below the forecasted amount of hearings for the month * Hearing levels were at expected levels this month following increased efforts at the start of the year to conclude GSCC transfer cases. * There will be an extra hearing officer from June onwards, which will create increased hearings capacity to expediate hearings that could not be listed earlier in the year
April	37/32	32	415	<ul style="list-style-type: none"> * Out of the 37 final hearings listed in April, 33 concluded. * This is above the forecasted amount of hearings for the month * Hearing levels returned to usual levels this month following increased efforts in previous months to conclude GSCC transfer cases. * Increased hearing resource was arranged to ensure that there were no unnecessary delays in case progression for non-GSCC cases.
March	14/20	34	311	<ul style="list-style-type: none"> * Out of the 14 final hearings listed in March, 13 concluded. * This is well below the forecasted total but does not take into account GSCC transfer cases * Priority was given to concluding GSCC transfer cases in the final month of the financial year so there was less capacity to hold all other hearings during March. * Hearing levels are expected to return to usual levels in April and increased hearing resource has arranged to ensure there is not a backlog in non-GSCC transfer cases * There were also 4 preliminary hearing in March, where difficult issues were resolved ahead of hearings in the future. * Effective use of preliminary adjudication reduces the risk of delay and adjournment at final hearings.

CCC and HC final hearings - Scheduling and Resource descriptions

	2013			2014												2015			13/14	14/15										
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD				
Forecast hearing days	73	39	89	59	48	49	57	64	55	71	64	74	90	80												644	170			
Cases scheduled HCPC (all hearing types)	28	31	37	23	21	26	51	31	29	34	20	42	38	32													373	70		
Days scheduled HCPC (all hearing types)	72	67	76	56	44	53	90	92	60	78	57	92	80	84														837	164	
Cases scheduled external (all hearing types)	4	7	5	7	4	5	6	3	6	7	6	2	5	10														62	15	
Days scheduled external (all hearing types)	12	21	12	23	8	10	17	17	17	20	16	2	17	40															175	57
Days	84	88	88	79	52	63	107	109	77	98	73	94	97	124															1012	221
% cases external	14	23	14	29	85	84	12	10	20	17	23	2	18	0															28	9
% days external	17	31	16	71	15	16	16	16	22	20	22	98	1	1															30	1
Witnesses	40	57	70	45	55	73	75	55	48	78	51	87	94	97															61	96

Days of hearings at HPC planned

Month	Current month /	Month forecast	Year forecast	Commentary
May	67%	88%	88%	<ul style="list-style-type: none"> * In total there are 124 days of final hearing activity planned in June * 84 of these are planned at HCPC premises, which is 67% of all hearings activity. * This is lower than the planned activity schedule. * A lesser percentage of hearings are GSCC transfer cases earlier in the year so there is more external activity due to statutory requirements * 5 hearings of 4 days or over had to be scheduled outside of England in accordance with statutory requirements * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities and the old council chamber will be split on 7 occasions
April	82%	88%	88%	<ul style="list-style-type: none"> * In total there are 97 days of final hearing activity planned in May * 80 of these are planned at HCPC premises, which is 82% of all hearings activity. * This is in accordance with the planned activity schedule * A lesser percentage of hearings are GSCC transfer cases earlier in the year so there is more external activity due to statutory requirements * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities and the old council chamber will be split on 8 occasions
March	85%	88%	88%	<ul style="list-style-type: none"> * In total there are 105 days of final hearing activity planned in April * 89 of these are planned at HCPC premises, which is 85% of all hearings activity. * This is in accordance with the planned activity schedule * A lesser percentage of hearings are GSCC transfer cases than in March so there is more external activity due to statutory requirements * Hearings are being held in 186 Kennington Park Road on every day to make effective use of HCPC facilities and the old council chamber will be split of 9 occasions

Days of external hearings planned

Month	Current month /	Month forecast	Year forecast	Commentary
May	33%	12%	12%	<ul style="list-style-type: none"> * There are 40 days of hearing activity planned at external venues in June, which is 33% of all hearings. * This is higher than the planned activity schedule. * 5 hearings of 4 days or over had to be scheduled outside of England in accordance with statutory requirements * Two five day hearings are being held in Manchester in accordance with panel directions and to minimise disruption to a service provider * A complex 7 day hearing is taking place in Cardiff * 8 hearing rooms are now available at HCPC premise to cater for increased amounts of hearings for the remainder of the year.
April	18%	12%	12%	<ul style="list-style-type: none"> * There are 17 days of hearing activity planned at external venues in May, which is 18% of all hearings. * This is in accordance with the planned activity schedule. * 6 days of hearing activity are being held in Scotland and Wales in accordance with statutory provisions * One seven day hearing is being held in Manchester in order to minimise disruption to a care service provider * Another 4 day hearing is being held in Manchester at the request of a registrant and following a Panel direction to do so.
March	16%	12%	12%	<ul style="list-style-type: none"> * There are 16 days of hearing activity planned at external venues in February, which is 23% of all hearings. * This is higher in broadly accordance the planned activity schedule. * 10 days of hearing activity are being held in Scotland and Northern Ireland in accordance with statutory provisions * One four day hearing is being held in Middlesbrough as a special measure so that the registrant, who has duties as a primary carer, is able to attend * An external venue was used in London over three days so that a part-heard hearing could be reconvened expeditiously

Non standard equipment or special requirements

Month	Commentary
May	<ul style="list-style-type: none"> * Screens and video links are being used at an external hearing in Cardiff to enable several vulnerable witnesses to give evidence without facing the registrant * Video links are also being used on two occasions in Park House
April	<ul style="list-style-type: none"> * Screens were used at one hearing in April to assist 3 vulnerable witnesses to provide evidence without coming face to face with the registrant * A videolink was used at another hearing to enable a vulnerable witness to give evidence remotely * At two particularly complex external hearings scheduling officers attended with the hearing officer to provide dedicated witness support * Special measures were put in place to assist a registrant with dyslexia
March	<ul style="list-style-type: none"> * Videolinks were used on 4 occasions in March, including a videolink from one room to another at an external venue

Outcome of final hearing by representation April 2014 - March 2015

	Represented self	Represented	No representation	Total
Caution	3	3	1	7
Conditions	2	4	2	8
No Further Action	2	1	0	3
Not Well Found	6	6	2	14
Discontinued in full	0	0	0	0
Not restored	0	0	0	0
Register entry amended	0	0	0	0
Removed	1	0	0	1
Struck Off	0	3	8	11
Suspended	2	3	12	17
Consent - removed	0	0	2	2
Consent - caution	0	0	0	0
Consent - conditions	0	0	0	0
Total	16	20	27	63

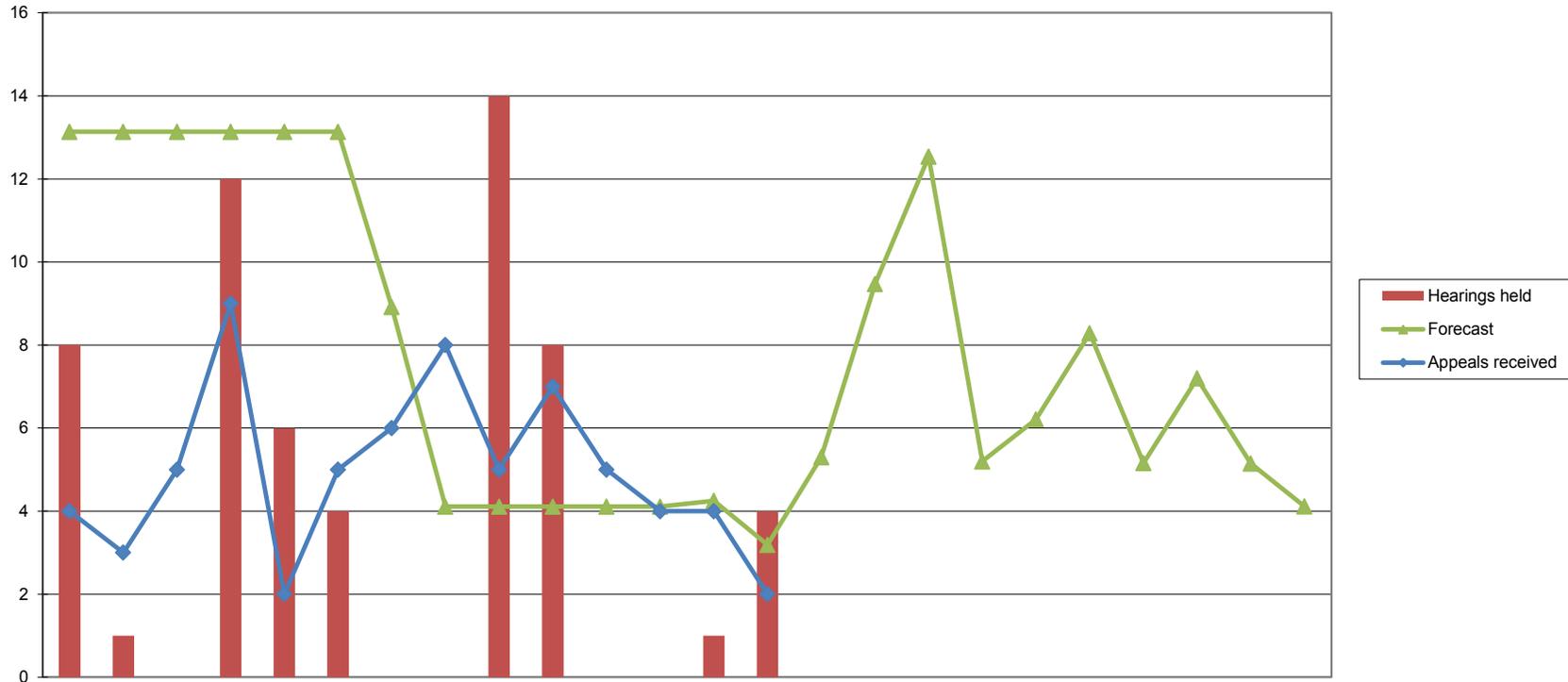
Final hearings: Decisions by profession April 2014 - March 2015

	Final Hearings																Total	
	Caution	Conditions of Practice	No Further Action	Not Well Founded	Discontinued	NR	Not impaired	cross referred	Register entry amended	Removed (fraudulent/incorrect)	Struck off	Suspended	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension		
Arts therapists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Biomedical scientists	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	
Chiropodists & podiatrists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Hearing aid dispensers	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	
Occupational therapists	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	
ODPs	0	2	1	0	0	0	0	0	0	0	2	1	0	0	0	0	0	
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Paramedics	1	0	0	3	0	0	0	0	0	0	1	4	1	0	0	0	0	
Physiotherapists	1	1	0	2	0	0	0	0	0	0	2	0	0	0	0	0	0	
Practitioner psychologists	0	0	0	0	0	0	0	0	0	0	0	2	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	0	0	0	1	0	0	0	0	0	0	1	0	0	0	0	0	0	
Social workers	4	3	1	5	0	0	1	0	0	1	4	9	1	0	0	0	0	
SLTs	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total 14/15 YTD	7	8	2	14	0	0	1	0	0	1	11	17	2	0	0	0	0	63
Total 13/14 YTD	36	27	6	60	9	0	1	2	0	1	52	57	20	0	0	0	0	271
Total 12/13 FYE	41	13	1	54	n/a	0	0	0	0	1	43	58	10	n/a	n/a	n/a	n/a	221
Total 11/12 FYE	69	29	1	68	n/a	0	0	0	0	2	56	55	7	n/a	n/a	n/a	n/a	287

Review hearings decisions by profession April 2011 - March 2015

	Review Hearings													
	Adjourned/ Part Heard	Article 30(7)	Caution	Conditions of practice	Order revoked	Not restored	Restored	Struck off	Suspension	Consent - removed	Consent - caution	Consent - conditions	Consent - suspension	Total
Arts therapists	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Biomedical scientists	2	0	0	1	1	0	0	1	4	0	0	0	0	9
Chiropodists & podiatrists	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Clinical scientists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dietitians	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing aid dispensers	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Occupational therapists	0	0	0	0	2	0	0	2	2	0	0	0	0	6
ODPs	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Orthoptists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Paramedics	0	0	0	1	0	0	1	3	1	0	0	0	0	6
Physiotherapists	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Practitioner psychologists	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Prosthetists & orthotists	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Radiographers	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Social workers	0	0	0	0	0	1	0	0	1	0	0	0	0	2
SLTs	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Total 14/15 YTD	2	0	1	3	4	1	1	8	11	0	0	0	0	31
Total 13/14 YTD	5	0	3	30	27	1	0	32	56	5	0	0	0	159
Total 2012/13 FYE	2	1	2	19	29	0	0	27	48	4	n/a	n/a	n/a	132
Total 2011/12 FYE	9	1	0	23	17	0	3	26	49	9	n/a	n/a	n/a	137

Registration Appeals April 2013 - March 2015

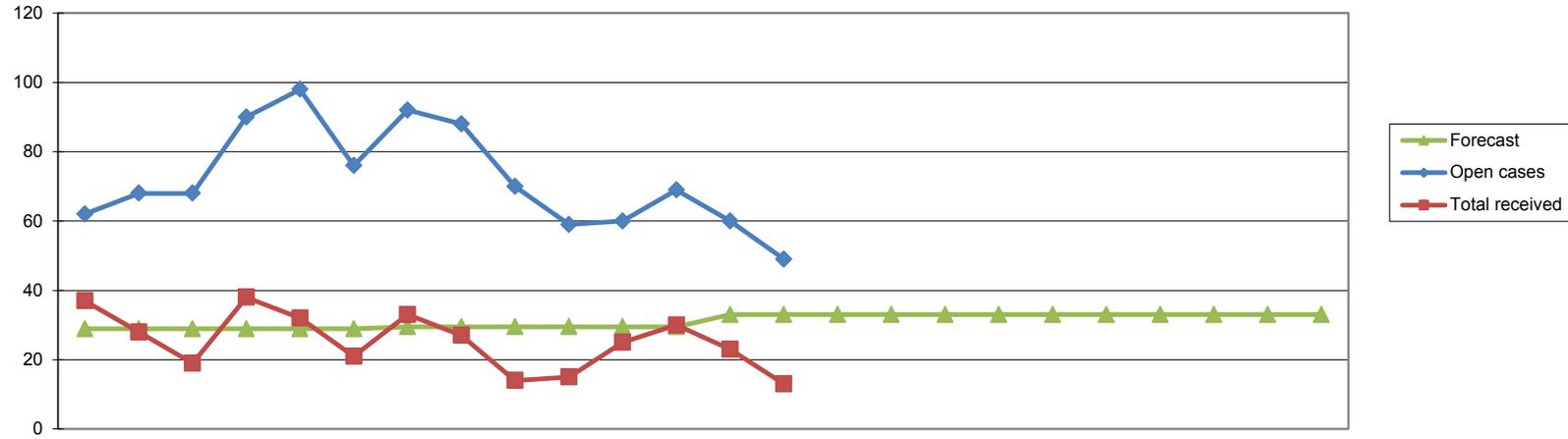


	2013			2014									2015												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Forecast	13	13	13	13	13	13	9	4	4	4	4	4	4	3	5	9	13	5	6	8	5	7	5	4	
Appeals received	4	3	5	9	2	5	6	8	5	7	5	4	4	2											
Hearings held	8	1	0	12	6	4	0	0	14	8	0	0	1	4	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

10/11 FYE	11/12 FYE	12/13 FYE	13/14 FYE	14/15 YTD
n/a	n/a	n/a	n/a	n/a
53	48	68	63	6
37	59	43	53	5
4	7	4	8	4
3	7	0	1	0
22	20	20	14	2
8	29	17	29	2
0	0	0	1	0
2	4	2	1	0

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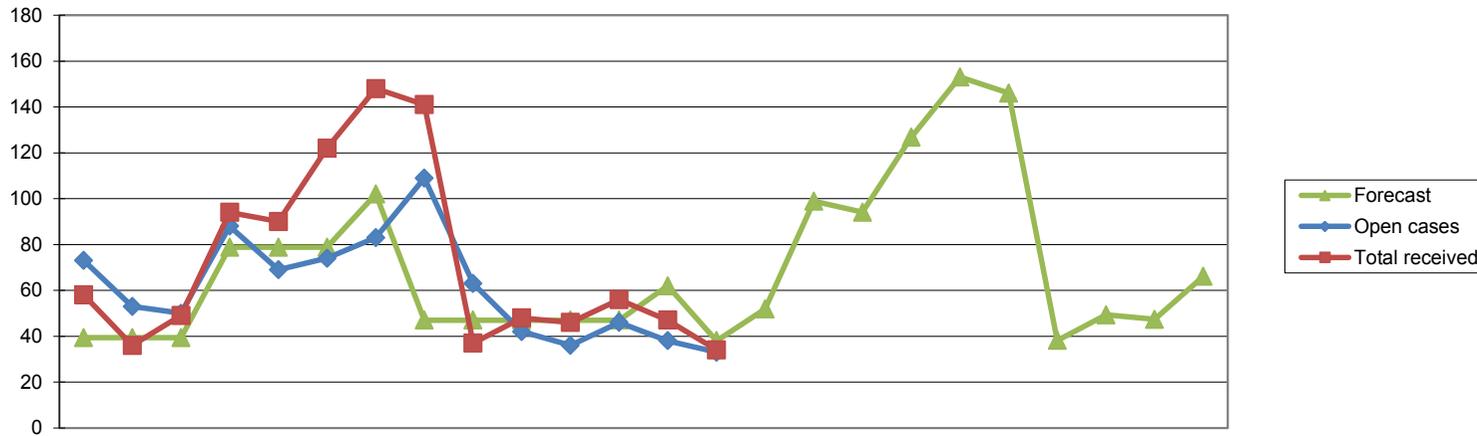
Protection of Title April 2013 - March 2015



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

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
21	35	99	132	16
12	23	27	11	1
7	7	3	6	0
26	29	15	25	3
252	172	154	119	16
			26	0
318	266	298	319	36
0	0	0	0	0

Health and Character Declarations April 2013 - March 2015



		2013			2014									2015												
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Received	Forecast	39	39	39	79	79	79	102	47	47	47	47	47	62	38	52	99	94	127	153	146	38	49	47	66	
	Renewal	0	1	1	0	3	0	2	6	0	0	1	2	7	3											
	Readmission	12	12	12	9	7	9	19	17	9	8	1	19	12	9											
	Admission	46	23	36	85	80	113	127	118	28	40	44	35	28	22											
	Self-referral	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
	Total received	58	36	49	94	90	122	148	141	37	48	46	56	47	34											
Considered	Considered by panel	33	4	31	31	38	44	76	65	47	40	29	22	34	16											
	Referred to FTP	0	0	0	1	0	0	0	0	0	0	0	0	0	0											
	Admission rejected	2	0	6	0	1	2	0	0	0	0	0	0	0	2											
	Readmission rejected	0	0	0	2	3	0	1	3	2	3	2	2	3	0											
	Renewal rejected	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											
	Admission accepted	31	4	25	25	31	42	75	62	45	37	27	20	31	14											
	Readmission accepted	0	0	0	3	3	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											
	Open cases	73	53	50	88	69	74	83	109	63	42	36	46	38	33											

10/11	11/12	12/13	13/14	14/15
FYE	FYE	FYE	FYE	YTD
N/A	N/a	N/a	692	972
4	8	40	16	10
74	51	124	134	21
334	356	740	775	50
149	0	1	0	0
561	415	905	925	81
461	322	491	460	50
60	15	0	1	0
7	6	28	11	2
14	6	2	18	3
0	0	1	0	0
87	13	3	0	0
247	256	453	424	45
45	23	2	6	0
1	2	2	0	0

Suitability Scheme August 2012 - March 2015

	2012			2013						2014												2015						12/13	13/14	14/15							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD		
Total received	16	10	0	1	2	0	5	0	0	1	0	1	1	2	3	0	0	1	1	4	3	1												34	14	4	
Considered by assessment panel	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0													0	0	0
Considered by adjudicator	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0													0	1	0
Added to prohibited list	0	7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0													7	1	0
Open cases					n/a				9	9	5	6	7	9	12	12	12	11	11	13	17	15															32

Miscellaneous (MIS) cases April 2013 - March 2015

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

13/14	14/15
FYE	YTD
1,075	151
1,305	168

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

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

Month	Number of Cases	Commentary
May		*1 appeal against a strike off decision was received this month. *The PSA has referred the Conduct and Competence Committee's decision in one case where a one year caution order had been imposed to the High Court under the provisions of Section 29 (4) of the National Health Service Reform and Health Care Professions Act 2002.
April		*1 appeal against a strike off decision was received this month. *2 registrants have applied for judicial review of the investigating committee panel decision.
March	0	*No new High Court referrals have been received this month however there are 7 cases that remain open.

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

	2012				2013								2014								2015						12/13	13/14	14/15											
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD	YTD	
Complaints received	N/A	N/A	4	7	6	6	13	16	11	15	17	8	8	17	14	20	18	15	17	23	12	15	7	9	13	16											103	175	29	
Complaints responded to	N/A	N/A	1	4	2	15	10	18	12	10	21	8	7	10	15	12	26	14	13	20	18	13	10	11	11	17												101	169	28
Open complaints	N/A	N/A	3	6	10	1	3	1	0	5	1	1	2	9	9	17	9	10	14	12	7	9	6	4	6	5														

Complaints common issues

Month	Commentary
May	17 complaints were responded to in May; 5 related to decisions (3 pre-ICP, 2 at ICP), 4 related to perceived communication issues with HCPC, 1 related to the approach taken to investigating the complaint, 1 was relating to a Freedom of Information request, 1 to the behaviour of a Panel and the remainder being reiterations of previous complaints. The mean and median response times were 19 and 13 days respectively.
April	11 complaints were responded to in April: 5 related to decisions (2 pre-ICP decisions, 2 ICP, 1 final hearing), 2 related to perceived breaches of confidentiality within the case or as part of the investigation, 3 were related to process/procedure understanding, 1 was related to the time taken to carry out the investigation into the complaint.
March	9 complaints were responded to in March. 3 related to decisions (2 to close a case preICP, and 1 about the ICP decision); 2 related to alleged data sharing issues; 1 related to the length of time for the investigation, and 3 to perceived service or other issues.

GSCC transfer cases August 2012 - March 2014

	2012			2013						2014												2015			12/13	13/14	13/14								
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD
Open Cases pre-ICP / Enquiry	N/A	115	94	74	62	52	36	23	51	45	33	27	25	23	18	13	11	10	7	5	4	4													
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													
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													
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											123	52	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											120	47	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											100	33	0
No Case to Answer	0	1	3	1	3	1	10	1	2	2	8	1	0	0	0	0	0	0	1	0	0	0											20	14	0
% CTA	0	93	86	96	84	91	41	92	40	71	27	80	100	100	100	100	100	100	67	100	100	0										83	70	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											24	119	2
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											4	24	0
Caution	0	0	0	0	0	0	0	1	2	0	5	2	1	1	0	0	1	0	1	3	0	1											1	16	1
Conditions of practice	0	0	0	0	0	0	0	1	1	1	0	1	1	1	0	0	0	0	1	1	0	0											1	7	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	2	0
Not well founded	0	0	0	0	0	0	0	1	7	2	0	0	1	2	3	0	1	1	0	2	0	0											1	15	0
Part heard	0	0	0	0	0	0	0	0	3	0	2	0	0	0	0	0	2	0	1	0	0	0											0	8	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	1	0
Removed - consent	0	0	0	0	0	0	2	1	1	2	2	0	1	0	0	1	0	0	0	1	0	0											3	8	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											7	26	0
Suspended	0	0	0	0	0	0	1	6	8	1	1	1	2	1	6	6	1	2	2	5	0	1											7	36	1

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

Summary of cases received:

- Total cases reviewed - 495
- Pre-ICP – 217
- Cases subject to interim order - 14
- Suspension/conditional registration – 45
- Cautions – 40
- Character cases - 15
- Students - 12

Open cases pre-ICP

Month	Total to date	Total this month	Commentary
May	217	4	*Of the remaining open cases, 1 case remains in the enquiry stage due pending the receipt of documents from the registrant's employer. *Of the three cases in the pre-ICP stage, one cases is due to be considered by a panel of the Investigating Committee in July. In the other two cases we are waiting on the conclusion of Police investigations.
April	217	4	*The number of open cases in the pre-ICP stage continues to reduce. *Of the remaining open cases, 1 case remains in the Enquiry stage. *Of the three cases in the Pre-ICP stage, allegations have been drafted and sent to the registrant in one case. In the other two cases we are waiting on the conclusion of Police investigations or are awaiting further information from the Police.
March	217	5	*The number of open cases in the pre-ICP stage has reduced further this month. *Of the remaining open cases, 1 case remains in the Enquiry stage. *Of the four cases in the Pre-ICP stage, allegations have been drafted in one case and in two cases we are waiting on the conclusion of Police investigations or are awaiting further information from the Police.

PSA learning points received April 2013 - March 2015

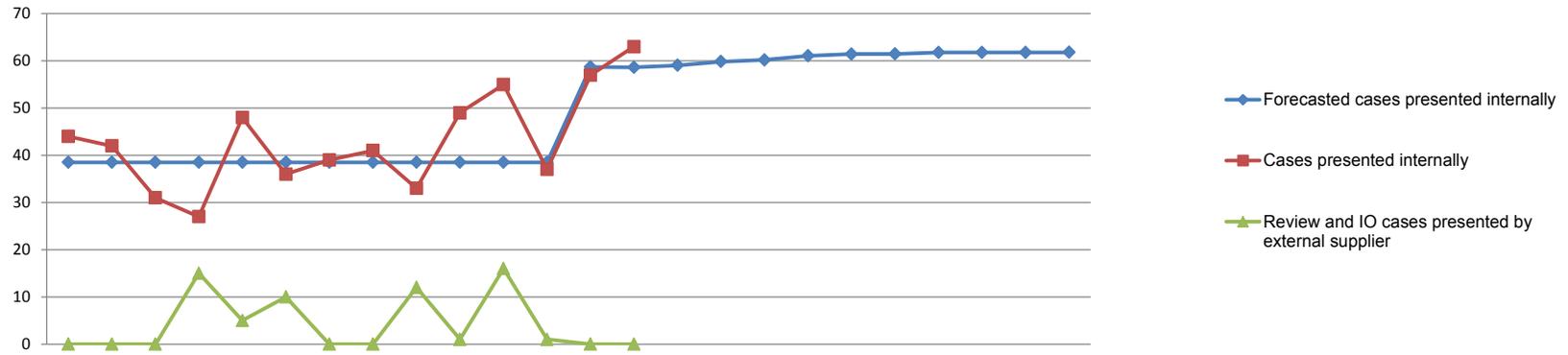
	2013			2014									2015												
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Learning points received	9	11	20	6	15	8	8	1	19	21	0	15	11	13											
Reviewable cases heard that month	41	45	46	49	55	40	47	46	36	50	42	33	48	55											
Reviewable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

12/13	13/14	14/15
FYE	FYE	YTD
104	133	24

Issues arising and learning points

Month	Commentary
May	<p>* Learning points were received for cases where the statutory deadline for appeal expired in April 2014. These cases concluded in January 2014.</p> <p>* 13 cases were highlighted. There were 55 applicable hearings in January so learning points were received in 24% of cases.</p> <p>* 16 points were raised in relation to adjudication matters, including lenient decisions, reasoning on impairment and sanction, suitability of conditions, consideration of next sanction up.</p> <p>* Only 3 points related to the investigation of cases. These were allegation drafting, use of discontinuance and identification of witnesses.</p> <p>* The sanction most likely to generate concern was Cautions.</p> <p>* There was also an increased focus on the drafting of Conditions of Practice.</p>
April	<p>Learning points were received in relation to 5 cases where the statutory deadline for Section 29 Action expired in March 2014.</p> <p>This was 10% of all outcomes for the time period under consideration, which is broadly in line with previous percentages</p> <p>3 of these learning points (60%) concerned social work cases. Social work cases accounted for 31% of hearings during the time period considered.</p> <p>Only one learning point related to the investigation of a concern by the HCPC, involving the collection of clinical records and other primary evidence</p> <p>7 concerns raised related to adjudication at a hearing</p> <p>* This included failure to provide consideration of striking of orders in review determinations, failure to consider the public element in relation to impairment and providing inadequate direction for registrants in review cycle.</p>
March	<p>* Learning points were received in relation to 15 cases in March. This was 8% of all outcomes for the time period under consideration.</p> <p>* 14 of these were in relation to hearings where the statutory deadline for appeal expired in February.</p> <p>* Learning points were provided in one case as the result of a section 29 case meeting on 10 January 2014</p> <p>* 10 of these learning points (67%) concerned social work cases. Social work cases accounted for 31% of hearings during the time period considered.</p> <p>* 10 of the cases considered included more than one concern and there were 27 concerns in total</p> <p>* 9 learning points related to the investigation of a concern by the HCPC, involving the particularisation or drafting of allegations, limited scope of investigations, guidance provided to applications making H&C declarations and qualified admissions in consent cases.</p> <p>* 18 concerns raised related to adjudication at a hearing, including inadequate detail or inconsistencies in the decision, lenient sanctions, failure to consider relevant case law or HCPC guidance and failure to consider more severe sanctions.</p>

Internal operational management commentary April 2013 - March 2014



	2013			2014												2015												13/14	14/15
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	YTD			
Forecasted cases presented internally	39	39	39	39	39	39	39	39	39	39	39	39	59	59	59	60	60	61	61	61	62	62	62	62	462	728			
Cases presented internally	44	42	31	27	48	36	39	41	33	49	55	37	57	63											482	120			
Review and IO cases presented by external supplier	0	0	0	15	5	10	0	0	12	1	16	1	0	0											60	0			

FTP Internal Measuring Tools Report 2013-15

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

Average 12/13	Average 13/14	Average 14/15 YTD
48	67	75
85	90	85
90	92	89
94	96	96
6	4	5
3	2	2
2	1	1
118	104	81
60	66	59
14	10	12
9	9	10
22	16	16
19	22	32
57	45	35
44	66	67
20	32	33
n/a	2	2

Health and character

From receipt of declaration on application to the register to Panel

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

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

Registration Appeals

From receipt of notice of appeal to hearing	% within 6 months															
	70%		74	71	70	42	57	0	0	0	58	12	0	0	25	50
	% within 9 months															
	90%		Not previously provided	Not previously provided	93	58	86	100	0	0	75	25	0	0	0	0
	Length of time from receipt to acknowledgement (median)	5 days	n/a	n/a	n/a	11	6	10	2	3	10	6	5	6	2	4

86	32	25
98	44	0
n/a	7	

Protection of title

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

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

CMS Actions - outstanding actions (Case Management)

Month	Number	Commentary
May	1	* One overdue action was assigned to an Historic User in CMS in May. This is evidence of effective weekly monitoring of the overdue actions.
April	1	* One overdue action was assigned to an Historic User in CMS in April. This is evidence of effective weekly monitoring of the overdue actions.
March	2	* Two overdue actions were assigned to an Historic User in CMS in March

CMS actions - overdue actions (Case Management)

Month	Number	Commentary
May	688	* The number of overdue actions has reduced significantly since last month * The highest number of overdue actions relate to letter and email received tasks (161), which become overdue on the date the task is applied to the case and chase actions (271) * Overdue actions are reviewed on a weekly basis and are prioritised in order of age and risk
April	859	* The number of overdue actions has increased since last month. * This in part reflects the prioritisation of obs-ing and closing cases in time for the end of the month and is also partly due to the shorter working month due to the Easter break.
March	730	* The number of overdue actions has increased since last month. However, this in part reflects the prioritisation of obs-ing and closing cases in time for the end of the financial year. It is expected that the number of overdue actions will decrease next month

CMS Actions - outstanding actions (Adjudication)

Month	Number	Commentary
May	12	* There are currently 12 outstanding actions allocated to members of the adjudication team * The majority relate to preliminary adjudication where a decision is pending from a panel chair. * There are 4 outstanding actions relating to correspondence from managers in the team .
April	8	*There are currently 8 overdue actions allocated to members of the adjudication team * The majority wait to preliminary adjudication where a decision is pending from a panel chair. * Overdue actions that are used to manage the scheduling of final hearings are not included in this count.
March	6	There are 6 overdue actions allocated to the 'hearings team unallocated' profile

CMS actions - overdue actions (Adjudication)

Month	Number	Commentary
May	9	There are 7 overdue actions allocated to the 'hearings team unallocated' profile
April	8	There are 8 overdue actions allocated to the 'hearings team unallocated' profile
March	8	*There are currently 8 overdue actions allocated to members of the adjudication team *Most overdue actions are used to manage the scheduling of final hearings and these are not included in this count.

Net Regulate status checks

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