

Measures in the Investigation and Enforcement Continuous Improvement Action plan	Baseline Action plan	Expected position by June 2024	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Comments
Overarching investigation stage KPI of 93% of investigations concluded within 12 months	94%	93%	93%	93%	94%	93%	94%	93%	We continue to regularly meet this target.
Overarching investigation stage KPI of 95% of investigations concluded within 18 months	96%	95%	96%	96%	96%	96%	95%	97%	We continue to regularly meet this target.
Overarching investigation stage KPI of 98% of investigations concluded within 24 months	97%	98%	98%	97%	97%	97%	97%	97%	We are consistently close to meeting this target. We expect to see improvements in 2024, as a result of continued progress reducing the number of cases over 24 months old.
80% of initial assessments completed within 2 months	87%	80%	87%	85%	84%	81%	84%	79%	We have consistently exceeded this target, except for December in which we saw a slight dip as a result of the Christmas break. We still expect to exceed 80% across quarter one. This is despite a 10% increase in reports received from 2022 to 2023 (average daily reports increasing from 42 in 2022 to 48 in 2023).
70% of investigations closed within 10 months from assessment	66%	70%	57%	54%	62%	56%	61%	60%	We are still some way from the target of 70%. This is not unexpected, given the scale of the changes, and immediate focus on embedding the new ways of working and driving down aged cases. Notwithstanding, we have seen the number of open investigations decrease over the period and have maintained our average case closure rate of around 150 per month). Further, the average number of days from assessment to closure of an investigation has decreased since November 2022, from 124 to 100. We expect to see further improvements in meeting this KPI through the next quarter.
80% of cases lodged within 20 weeks post referral to the SDT			100%	88%	86%	86%	88%	94%	We expect with better quality investigations, less additional work will be needed after decisions to refer cases are made, reducing the time taken to lodge cases with the SDT. As this is the end of our process, it will take time before the benefits of the new ways of working are reflected in this measure.  In the meantime, we are tracking additional measures of quality, including an improvement in the percentage of cases accepted first time by authorised decision makers for referral to the SDT from an average of around 77% across July and September to 88% in the last 3 months.
Number of investigations over 24 months old	162	82	162	162	172	161	128	111	We are making good progress towards meeting our target for June 2024. In 2022/23 we closed (or resolved - by closing the case, referring it to the SDT or imposing an internal sanction) 20 investigations in the cohort on average per month. Since September, and the introduction of executive led surgeries, this has increased to 30. We have also seen a 20% reduction in cases over 18 months old and a 10% reduction in cases over 12 months old.  NB. The figures presented from November onwards represent live open disciplinary investigations (and so do not include cases in which we have reached a final outcome but remain within the appeal period, or cases in which we are bringing a criminal prosecution for unauthorised practice). In addition to those figures we had 7 cases on hold in November due to ongoing criminal investigations or inquiries, and 8 in December.
The number of complaints about delay upheld at stage 1 and stage 2	56	Reduction					2	0	We started tracking complaints data from November 2023, recognising that earlier figures would relate to cases investigated before changes to the process had been made. We have upheld an average of 1 complaint per month about delay since end October 2023, compared to the baseline average of 4.7.

The number of complaints about communication upheld at stage 1 and stage 2	54	Reduction					2	3	We started tracking complaints data from November 2023, recognising that earlier figures would relate to cases investigated before changes to the process had been made. We have upheld an average of 2.5 complaints per month about communication since end October 2023, compared to the baseline average of 4.5.
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