

3 – Chief Executive’s Report – Annex B

Performance against service targets and caseloads

1. Table 1 below displays the new service targets introduced in November 2004 and amended in March 2006 and January 2008.

Table 1: Service Targets

Service Target	Area of work	Detail	December 2008	January 2009	February 2009	Last 3 months
Target 1	All	90% of Fitness to practise cases to be concluded within 15 months ¹	95% 360 of 378	92% 348 of 377	96% 374 of 388	95% 1082 of 1143
Target 2 ²	Investigation	90% of Investigation process to be completed within 6 months ³	90% 320 of 357	90% 383 of 427	91% 339 of 374	90% 1042 of 1158
Target 3 ⁴	Investigation	95% of Investigation process to be completed within 12 months ⁵	94% 250 of 265	94% 391 of 416	95% 330 of 346	95% 971 of 1027
Target 4	Adjudication	90% of panel hearings to commence within 9 months of referral ⁶	92% 22 of 24	91% 21 of 23	97% 28 of 29	93% 71 of 76
Target 5	Interim Orders Panel	100% of doctors referred to IOP to be heard within 1 month	100% 27 of 27	100% 30 of 30	100% 27 of 27	100% 84 of 84
Target 6	Case Review	100% of doctors with Conditions or Undertakings to be reviewed (by Panel, Case Examiner or Registrar) before being returned to unrestricted practice	100% 7 of 7	100% 4 of 4	100% 5 of 5	100% 16 of 16
Target 7	Investigation Committee	100% of Doctors referred to IC to be heard by IC within 2 months	100% 2 of 2	100% 5 of 5	100% 2 of 2	100% 9 of 9

1 The overall 15-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

2 The 6-month investigation target includes the 3-month target for Health Assessments and 6-month target for Performance Assessments and the 2-month target for cases that are considered by the Investigation Committee.

3 The investigation 6-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

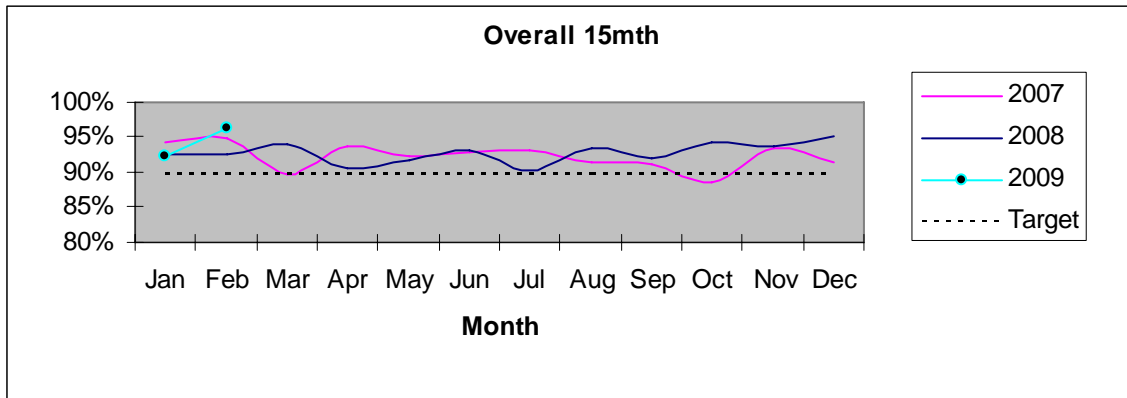
4 The 12-month investigation target includes the 3-month target for Health Assessments and 6-month target for Performance Assessments and the 2-month target for cases that are considered by the Investigation Committee.

5 The investigation 12-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

6 This target includes cases that have concluded prior to a FTP Panel hearing within 9 months of referral from Investigation (i.e. referral cancellations, voluntary erasures etc)

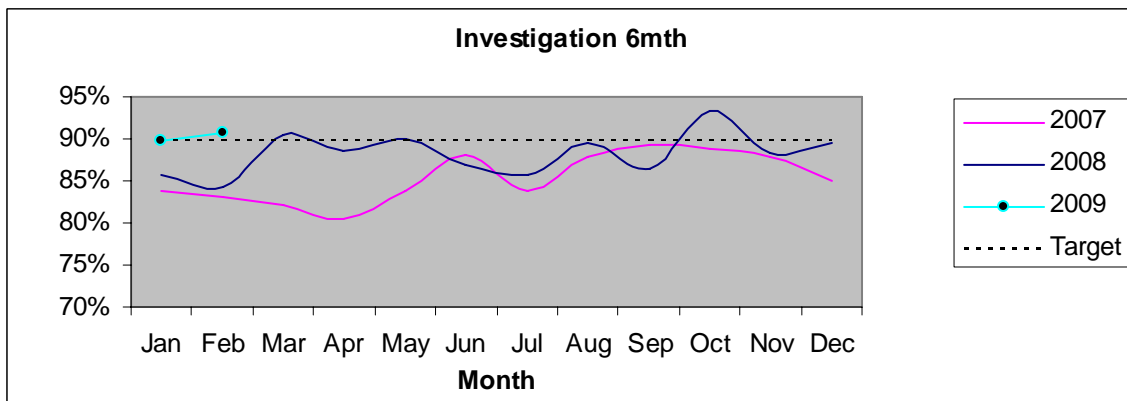
2. Figure 1 shows performance against the overall 15 month target (target 1 above).

Figure 1:



3. Figure 2 shows performance against the six month investigation target (target 2 above).

Figure 2:



4. Table 2 shows open caseloads at the end of February 2009.

Table 2:

Type	End of February 2008	End of February 2009
Stream 1	1243	1266
Stream 2	465	286
Case Presentation Team	366	422
Case Review Team	442	490