

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 June and July 2009

Service Target	Area of work	Detail	May 2009	Jun 2009	Jul 2009	3 month Average
Target 1	All	90% of Fitness to practise cases to be concluded within 15 months ¹	95% 351 of 371	94% 325 of 346	97% 346 of 356	95% 1022 of 1073
Target 2 ²	Investigation	90% of Investigation process to be completed within 6 months ³	86% 309 of 360	90% 308 of 341	87% 341 of 391	88% 958 of 1092
Target 3 ⁴	Investigation	95% of Investigation process to be completed within 12 months ⁵	97% 311 of 322	97% 339 of 351	96% 412 of 430	96% 1062 of 1103
Target 4	Adjudication	90% of panel hearings to commence within 9 months of referral ⁶	97% 28 of 29	83% 33 of 40	69% 24 of 35	82% 88 of 104
Target 5	Interim Orders Panel	100% of doctors referred to IOP to be heard within 1 month	100% 24 of 24	100% 32 of 32	100% 46 of 46	100% 92 of 92
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% 9 of 9	100% 7 of 7	100% 10 of 10	100% 26 of 26
Target 7	Investigation Committee	100% of Doctors referred to IC to be heard by IC within 2 months	100% 5 of 5	83% 5 of 6	100% 4 of 4	93% 14 of 15

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. Table 2 below displays the new service targets introduced in November 2004 and amended in March 2006 and January 2008 for Q1 and Q2 2009.

Table 2: Service Targets Q1 and Q2 2009

Service Target	Area of work	Detail	Average Q1 2009	Average Q2 2009
Target 1	All	90% of Fitness to practise cases to be concluded within 15 months ⁷	94% 971 of 1031	93% 1050 of 1127
Target 2 ⁸	Investigation	90% of Investigation process to be completed within 6 months ⁹	90% 1110 of 1239	87% 919 of 1052
Target 3 ¹⁰	Investigation	95% of Investigation process to be completed within 12 months ¹¹	95% 1049 of 1107	97% 990 of 1018
Target 4	Adjudication	90% of panel hearings to commence within 9 months of referral ¹²	96% 74 of 77	87% 96 of 110
Target 5	Interim Orders Panel	100% of doctors referred to IOP to be heard within 1 month	100% 93 of 93	100% 92 of 92
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% 18 of 18	100% 26 of 26
Target 7	Investigation Committee	100% of Doctors referred to IC to be heard by IC within 2 months	100% 13 of 13	92% 12 of 13

⁷ The overall 15-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

⁸ 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.

⁹ The investigation 6-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

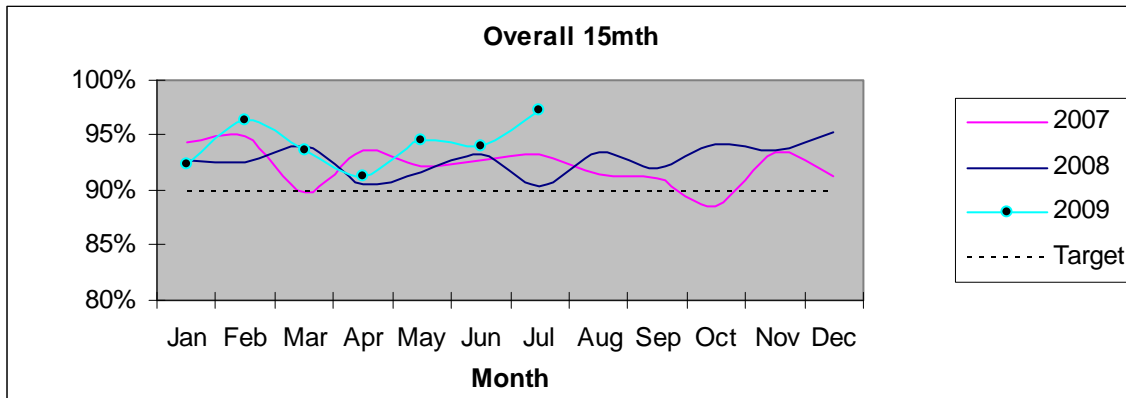
¹⁰ The 12-month investigation target includes the 3-month target for Health Assessments and 6-month target for Performance Assessments and the 2-month target for cases that are considered by the Investigation Committee.

¹¹ The investigation 12-month target excludes from consideration cases that are criminal convictions, statutory inquiries, determinations and restoration applications.

¹² 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)

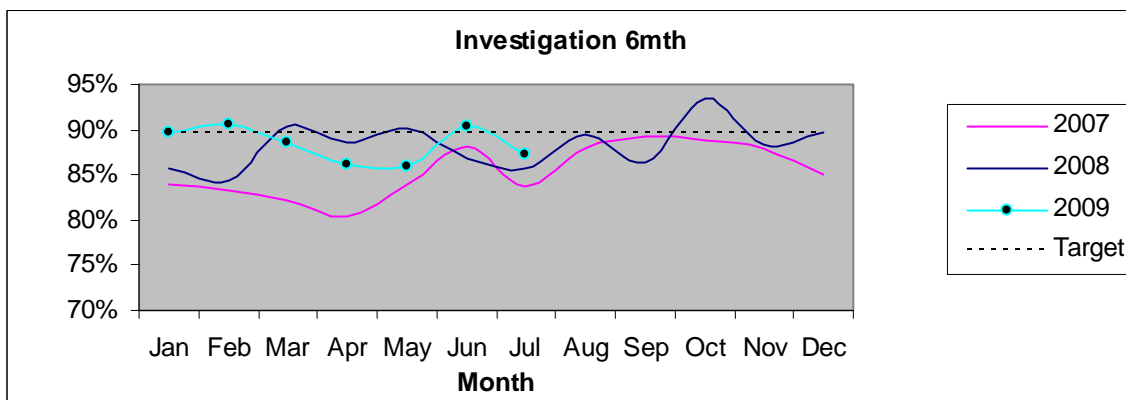
3. Figure 1 shows performance against the overall 15 month target (target 1 above) at the end of July 2009.

Figure 1:



4. Figure 2 shows performance against the six month investigation target (target 2 above) at the end of July 2009.

Figure 2:



5. Table 2 shows open caseloads at the end of July 2009, compared with July 2008.

Table 2:

Type	End of July 2008	End of July 2009
Stream 1	1247	1184
Stream 2	382	266
Case Presentation Team	395	451
Case Review Team	455	489