

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 October 2009

Service Target	Area of work	Detail	August 2009	Sept 2009	Oct 2009	Average
Target 1	All	90% of Fitness to practise cases to be concluded within 15 months ¹	96% 302 of 312	94% 339 of 362	95% 416 of 439	95% 1057 of 1114
Target 2 ²	Investigation	90% of Investigation process to be completed within 6 months ³	89% 382 of 431	86% 358 of 416	87% 325 of 373	87% 1065 of 1220
Target 3 ⁴	Investigation	95% of Investigation process to be completed within 12 months ⁵	96% 376 of 382	96% 431 of 449	97% 345 of 355	96% 1152 of 1196
Target 4	Adjudication	90% of panel hearings to commence within 9 months of referral ⁶	79% 23 of 29	89% 17 of 19	95% 35 of 37	88% 75 of 85
Target 5	Interim Orders Panel	100% of doctors referred to IOP to be heard within 1 month	97% 37 of 38	100% 41 of 41	100% 51 of 51	99% 129 of 130
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% 12 of 12	100% 7 of 7	100% 17 of 17	100% 36 of 36
Target 7	Investigation Committee	100% of Doctors referred to IC to be heard by IC within 2 months	100% 2 of 2	29% 2 of 7	100% 4 of 4	62% 8 of 13

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.

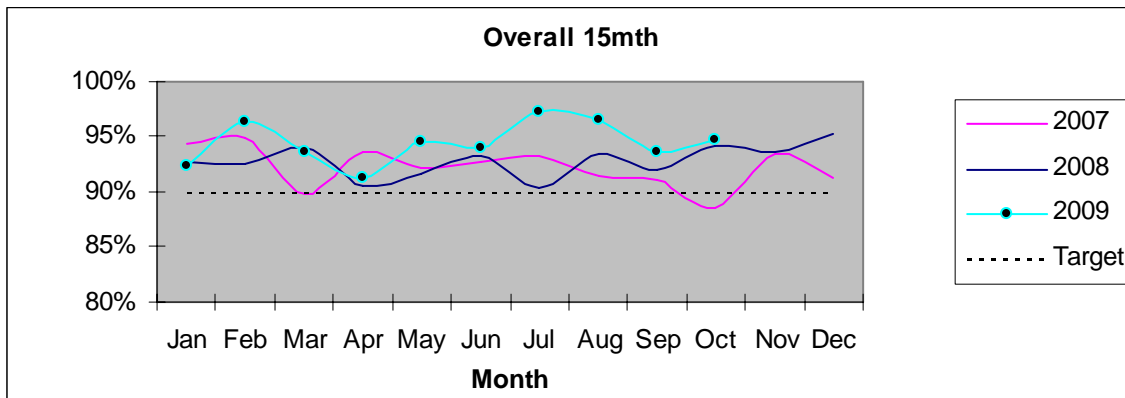
4 The 12-month investigation target includes the 3-month target for Health Assessments and 6-month target for Performance Assessments and the 2-month target for cases that are considered by the Investigation Committee.

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)

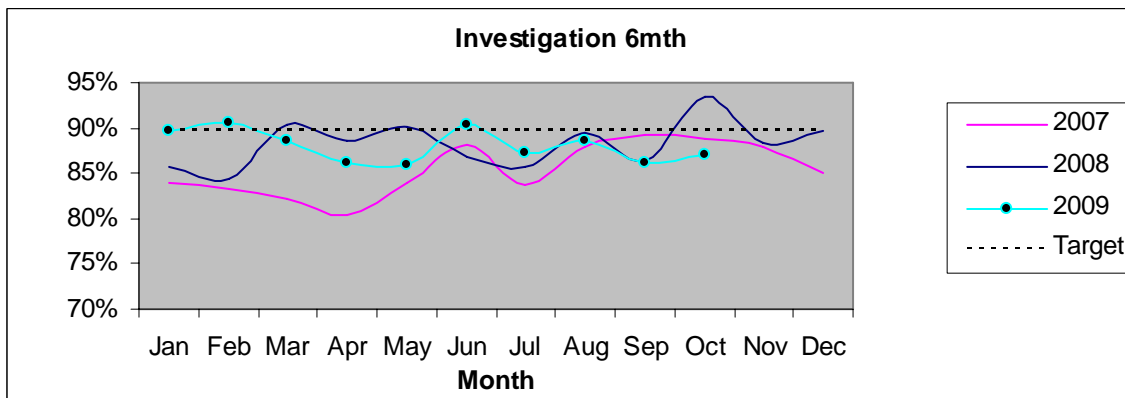
2. Figure 1 shows performance against the overall 15 month target (target 1 above) at the end of October 2009.

Figure 1:



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

Figure 2:



4. Table 2 shows open caseloads at the end of October 2009, compared with October 2008.

Table 2:

Type	End of October 2008	End of October 2009
Stream 1	1214	1210
Stream 2	349	182
Case Presentation Team	426	462
Case Review Team	467	492