

## Fitness to Practise action plan

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<b>Type of business</b>	For discussion
<b>Issue</b>	Following the February FPC, further revisions to the action plan were requested to provide assurance on timeliness.
<b>Recommendation</b>	The Council is asked to discuss the action plan and the progress made.

### 1. Background

- 1.1 An updated FTP action plan was discussed and noted by the Finance and Performance Committee on 22 May 2020 and on 16 July 2020.
- 1.2 This paper provides a brief update on progress against the action plan. The paper was presented to FPC on 16 July 2020, although paragraphs 2.4 and 2.5 have been revised to account for up to date information.

### 2. Current position regarding work in progress (WIP) by team in FTP

- 2.1 The table below sets out the plan to reduce volumes in casework until the end of July 2020. This plan was based on a fall in the forecast for incoming cases, and a presumption that we will complete 40 more assessments per month than we receive new cases from IAT.

	<b>18 March 2020</b>	<b>31 March 2020</b>	<b>28 April 2020</b>	<b>30 April 2020</b>	<b>31 May 2020</b>	<b>30 June 2020</b>	<b>31 July 2020</b>	<b>Net Change Mar-Jul</b>
In progress	607	596	575	561	521	481	441	(166)
On hold	45	56	54	54	54	54	54	9
Rule 4	129	125	118	118	105	105	105	(24)
Total	781	777	747	733	680	640	600	(181)
R9 included above	22	23	7	7	7	7	7	

Note – due to an error, some totals quoted in the original table did not reflect the sum of the caseload – they were 4 higher. The correct figures are now quoted.

- 2.2 The total caseload for 1 June (reflecting the end of May figures) was 702, broken down as follows:

	31 May projection	1 June actual
In progress	521	528
On hold	54	40
Rule 4	105	134
Total	680	702

- 2.3 While we have exceeded the forecast target number by 22 cases, there were 29 more Rule 4 cases than forecast, and we believe that we underestimated the number of cases that would enter this queue from the “in progress” queue. We discuss the current position of the Rule 4 queue below. In contrast, we reduced the on hold queue by 14 cases. These are usually older cases, so it is a sign of progress that we have reduced this number. It should be noted that although we have assessed some of the on hold cases, some have come “off hold” but have moved to the “in progress” caseload as a result.

- 2.4 As of 16 July, the caseload had reduced further to 670, broken down as follows:

	30 June projection	29 June actual	16 July actual
In progress	481	509	474
On hold	54	40	53
Rule 4	105	117	108
Total	640	670	635

- 2.5 We expect to reduce the number of “in progress” cases further by the end of July although, in the last week, we have also seen a notable increase in the number of new concerns raised with the GDC. As set out in the table above, we had reduced the number of “on hold” cases, but these have now increased again as several of our newer cases are awaiting CQC input (these are mostly COVID-19 related) or trial dates. We are working closely with casework managers to ensure that they can deliver the anticipated number of assessments by the end of July. In terms of work actually undertaken, as opposed to assessments completed, performance has been good.

- 2.6 This is visible at task level, where a new report structure (see paragraph 2.8 below) means we can identify real progress which should set us up for a higher number of completed assessments in July than expected. There are currently 16 tasks in the CDA queue, compared to five at the end of May, and of these, only one task is over 10 days old. There are also 20% more tasks at assessment stage than at the end of May. (An increase in the number of tasks at this point of the process is a good sign as it shows that cases are progressing; in contrast, the numbers of open tasks at the initial stages have fallen by 33% in the same period.) These two figures give us great confidence that although we have not completed as many assessments as expected in June, we have progressed a significant number of cases to the point where they should be assessed in July.

- 2.7 We have improved the information we have on the case within the Rule 4 queue. For example, the number of cases waiting to be bundled at the start of the Rule 4 process has fallen from 26 at the start of the month to eight on 22 June; the number of bundles with overdue observations has fallen from 24 on 1 June to five; and the number of cases ready for bundling for Case Examiners (the final part of the process) has risen from eight to 25. This shows real progression in this area, and is a clear sign that the number of cases at Rule 4 stage is likely to fall quickly in the next month.
- 2.8 In casework, we have developed a new report (the “task heatmap”) which gives us information at task level within cases, showing the progress over time at each task. For example, since we implemented the report, the number of open “notify informant” tasks has fallen from 54 to 38 and, of these, the number that are recorded as “not started” has fallen from 26 to 8. Overall, we have reduced the number of open tasks from 544 to 460 in June, and while there have been reductions at all stages of the process, there has been a 33% reduction in the initial tasks (which are mostly notify informant/registrant). This shows that, while we might not have assessed as many cases as we had expected, we have made significant progress in a large number of cases. Perhaps as importantly, we now have the tools to see where tasks are building up so we can direct resources to make sure that no case stage is overlooked. This should enable us to deliver a better flow of cases to assessment.
- 2.9 We have also made progress in developing the action plan further in the last month. We will report on the development of the action plan further at the substantive FPC meeting in September 2020. We have identified the sources of information that will inform the feedback loops, and have established frameworks for those outside the team to provide the information in a manageable way.
- 2.10 We have delivered training to all those involved in the Initial Assessment Decision Groups, using feedback from the BWB audit and case studies for groups to use over several sessions. The Clinical Dental Advisers are delivering a further clinical training session for caseworkers at the end of June. Further training is scheduled for July – this will focus in interim orders and redaction.
- 2.11 We have started to codify the data and information we have available to us so that we can assess where there are gaps and duplications, and how we can best use the information we have available to us. As part of this exercise, we are revising the streaming report to take account of in progress cases. This information will be invaluable in the KPI development work which was discussed at FPC on 15 June 2020.
- 2.12 We have also decided to revise the EA role for the FTP Executive Director to provide more business support across the function. This will include central oversight for the health assessment contract (currently with Heales) and a role in the management of SOPs and guidance to ensure they are reviewed regularly.

### **3. Next steps**

- 3.1 The next update will be provided to FPC, and it will include further information on the streaming of cases.

### **Appendices**

1. None

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