

August 2020

Investigations started and completed

	August 2020	Current financial year to date	August 2019
Independent investigations started	29	215	40
Independent investigations completed	39	179	47
Average length of independent investigations (working days)	404	256	200

Between April 2020 and August 2020, we completed 82% of the investigations we closed in 12 months or less, compared to 75% in the same period last year.

We continue to focus effort on closing older cases, which has had an impact on our recent performance data.

Appeals

	August 2020	Current financial year to date	August 2019
Appeals received *	60	572	248
Appeals completed	89	654	262
Number of appeals upheld	29	205	96
% of appeals upheld	37%	34%	45%

*This figure may change as a result of data being recorded after the figures are collated.

The % of upheld appeals is worked out from the number of appeals upheld over the total number of valid appeals completed.

Find out how we are performing against our targets.