

December 2020

Investigations started and completed

	December 2020	Current financial year to date	December 2019
Independent investigations started	42	361	40
Independent investigations completed	40	341	57
Average length of independent investigations (working days)	176	227	211

Between April 2020 and December 2020, we completed 84% of the investigations we closed in 12 months or less, compared to 77% 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

	December 2020	Current financial year to date	December 2019
Appeals received *	36	824	257
Appeals completed	60	975	253
Number of appeals upheld	14	293	72
% of appeals upheld**	23%	30%	28%

*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.