Fitness to Practise Committee, 11 May 2012

Fitness to Practise Case Management System

Executive summary and recommendations

Introduction

The Fitness to Practise Case Management System was initiated at an HPC major project in April 2009 and went live on 1 April 2012. As the Committee will be aware, the aim of this project was to create a reliable, central and partially automated case management system which would enable the department to work in a more efficient and integrated manner. It was also the aim for a "paperless office" to be created.

On initiation of the project it was expected that the benefits of the system were to be as follows:

- Reduction of risk around data security, data accuracy, reporting accuracy, multiple-area case handling, historical data storage, data corruption in spread sheets and missing milestones of cases
- Improved workload monitoring
- Improved budgetary planning, forecasting and trends analysis
- Improved supplier management of external law firms due to improved case duration information
- Improved ability by case managers to measure case priority
- Improved tracking of conditions of practice, caution and suspension orders
- Improved tracking of directions provided at preliminary meetings
- Improved ability to track remitted registration appeal cases
- Ability to manage, monitor and track POT field visits
- Increased reliability and trust in all processes
- Improved FOI/DPA reporting
- Improved customer service
- Increased communication of FTP trends
- Better performance management of Fitness to practise employees
- Reduction of man hours required to manage cases, schedule cases, report on FTP trends, forecasting, budgeting and resource planning. This reduction in hours in workload is set out in each option

Those anticipated benefits will need to be reviewed once the system has been in place for a period of time, but the functionality required to support those benefits, are provided for with the new system.

It has been immediately noted that:

- the department has reduced the number of systems they are required to access to one. This has reduced the amount of dual inputting required and led to much smoother working practises;
- the FTP case and hearings management process is now "paperless "; resulting in efficiencies in accessing files and improved audit trails; and
- the technological solution in place is more robust and less likely to fail.

The project was difficult and time consuming but as a result of the commitment and hard work of the entire project team has already delivered benefits and will permanently change the way in which the FTP directorate undertakes its work.

Decision

This paper is for information only. No decision is required.

Background information

None

Resource implications

Provided for in previous papers

Financial implications

The spend for the entire project was £1,191,538

Appendices

None

Date of paper

14 May 2012