

November 2020

Investigations started and completed

	November 2020	Current financial year to date	November 2019
Independent investigations started	39	321	46
Independent investigations completed	37	301	41
Average length of independent investigations (working days)	201	234	347

Between April 2020 and November 2020, we completed 86% of the investigations we closed in 12 months or less, compared to 63% 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

	November 2020	Current financial year to date	November 2019	Same Period Last Year (year to date)
Appeals received *	44	782	200	2111
Appeals completed	79	915	308	2106
Number of appeals upheld	13	279	82	703
% of appeals upheld**	19%	33%	28%	37%

*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.