

October 2020

Investigations started and completed

	October 2020	Current financial year to date	October 2019
Independent investigations started	34	284	57
Independent investigations completed	47	264	35
Average length of independent investigations (working days)	178	239	215

Between April 2020 and October 2020, we completed 89% of the investigations we closed in 12 months or less, compared to 83% 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

	October 2020	Current financial year to date	October 2019	Same period last year
Appeals received *	77	729	255	1887
Appeals completed	92	836	288	1798
Number of appeals upheld	34	266	101	621
% of appeals upheld**	38%	35%	37%	39%

*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.