

July 2020

Investigations started and completed

	July 2020	Current financial year to date	July 2019
Independent investigations started	55	187	168
Independent investigations completed	36	140	284
Average length of independent investigations (working days)	181	218	260

In July 2020, we completed 92% of the investigations we closed in 12 months or less, compared to 74% in July 2019.

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

Appeals

	July 2020	Current financial year to date	July 2019
Appeals received *	105	506	268
Appeals completed	115	565	312
Number of appeals upheld	37	176	113
% of appeals upheld	36%	34%	41%

*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.