



mental welfare
commission for scotland

Business plan review 2020-21

Corporate document

July 2021



Business Plan Review 2020/21

Performance against Key Targets

The Commission had five key performance indicators (KPIs) outlined in its initial Business Plan for 2020/21. A revised business plan was discussed and agreed at the Board meeting in June 2020.

Our activity most affected by the pandemic was visits to individuals. Whilst we retained the right to visit any individual if we had concerns about their care and treatment, we did not do any face to face visits during the first lockdown April – July 2020 and the level 4 restriction period from January to March 2021. We did set ourselves up with the technology to do remote visits which we trialled during the year.

Performance against each of the original KPIs is noted below and an outline of other key work undertaken when visits were not possible.

- 1 To visit a minimum of 1,350 individuals during 2020-21
We did 10 local visits and five guardianship visits during the year. From these visits we reviewed the care and treatment of 73 individuals. We met with seven carers or relatives during these visits.
- 2 To ensure that at least 25% visits to individuals in local services are in the unannounced format
Given the need to plan and risk assess all visits it was not appropriate to do unannounced visits over the last year. We think that this position will remain for some time to come and have not included it as a KPI for 2021/22.
- 3 To produce AWI biennial monitoring report by 30 September 2020
[Report](#) published on 30 September 2020
- 4 To maintain an accuracy rate of at least 97.5% in random samples of telephone advice given
During the year there were 3,372 (2019-20 4,230) calls allocated to duty practitioners as “requests for advice”. When we audited calls this year, we found that around 10% (2019-20 9%) of these resulted in information being recorded but no advice being requested or given. We therefore estimate the approximate number of calls requesting advice at around 3,029 (2019-20 3,848).

We audited 187 calls, which is 6% of the total “requests for advice” allocated to duty practitioners. We gave advice in 168 of these calls.

| | |
|--|-----------|
| Number of audited calls where advice given | 168 |
| Number of calls where advice accurate | 153 |
| Number of calls in which we could have added to the advice given | 11 (6.5%) |
| Inaccurate items of advice | 4 (2%) |
| % accuracy | 98% |
| Target for accuracy | 97.5% |

We have therefore performed better than our target of 97.5%.

5 We will follow-up all our recommendations to services arising out of local visits and achieve satisfactory responses in no less than 95% of cases within the agreed timescale. We will publicly report upon this.

Our local visits to individuals allow us to make specific recommendations to services. We made 104 recommendations following 41 local visits conducted between 1 January 2020 and 31 December 2020. Note, this is not the same as the number of visits reported during the year 1 April 2020 to 31 March 2021, as we allow three months for a response to recommendations from services. We made no recommendations in five of our visits to services.

- a) We were satisfied that services had responded to 81 (78%) of recommendations.
- b) We have not yet received responses to 28 (27%) recommendations. of these recommendations 10 (36%) have a response date of 12 May 2021, or beyond, and reminders have been sent of the upcoming deadline. For the 18 recommendations (17%) that have passed the response deadline, we have been in contact with the service manager to request this information and we will take further action in 2021/22.
- c) We have therefore ensured that we followed up all recommendations due to services and we received satisfactory responses to 73%. This is significantly below our performance indicator of 95% due to the fact that we experienced some problems in getting responses from some services during the Covid-19 lockdown period. These have been chased up.

In previous years we published a report on the outcomes from all of our local visits. It was agreed in June 2020 that this was not a priority for the organisation.

Other Key Priorities during the Year

Our first priority was to keep the organisation running and through implementing our business continuity plans were able to facilitate all staff working from home and to continue our focus of promoting the rights and welfare of vulnerable individuals.

As part of the revised business planning in June 2020 and ongoing throughout the year we adapted our priorities to suit the ongoing pandemic conditions. In most other years a large part of our

resource is committed to visiting individuals and as this was restricted for most of the year we prioritised other work:

- We provided advice to Scottish Government and other stakeholders on the implications of emergency legislation and other issues arising from the pandemic on restrictions and safeguards for vulnerable people subject to mental health and incapacity legislation.
- We updated 13 good practice guides and 15 advice notes and produced the Covid – 19 advice note (24 editions).
- We planned for two webinars based on much of the information in the advice notes, these were delivered in April reaching 367 participants across Scotland.
- We started a project to look at the experience, barriers and problems that people from an ethnic minority with lived experience of mental illness, and their carers, experience in accessing and receiving support from mental health services. This will report in September 2020.
- We completed a review of 457 moves of people from hospital to care homes during the initial period of the pandemic. Our authority to discharge report was published in May 2021.

A detailed report on our key objectives is outlined in appendix 1.

Appendix 1

Business Objectives 2020-21

End year Report May 2021

These are the amended business objectives for 2020/21 agreed at the Board in June 2020.

Green - work will be completed by March 2021

Amber - risk that work will not be completed by March 2021

Red - work will not be completed by March 2021

Strategic priority 1: to challenge and to promote change

| Activity | Development need | Responsible | Timescale | Progress | Status |
|----------------------------|--|--------------------|-----------|--|--------|
| Influencing and empowering | Promote development of human rights based MH and incapacity law and practice by leading MWC input to review of Mental Health Act | Exec Dir (Medical) | Ongoing | <p>Response to initial consultation completed in May 2020.</p> <p>Currently giving evidence to review on young people and MHA and participated in evidence session on 25 September</p> <p>Involved in capacity and SIDMA subgroup of the review. Produced detailed analysis of SIDMA test for the review</p> <p>Developed a video with Edinburgh Napier on the different formulations of capacity across the world for the review</p> <p>Given evidence to the compulsion subgroup on length of detentions</p> <p>Given evidence to the economic, social and cultural rights subgroup</p> <p>Governance structure set up internally to ensure focus given to review and MWC views discussed and fed in to the review</p> | |
| | | | | | |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|--------------------------------|---|------------------------------|--------------------------------|--|--------|
| | Develop a system of review for deaths in detention that is agreed with stakeholders and present costed business case to Scottish Government | Exec Dir (Nursing) | June 2021 | The project has completed a lot of research and background work but consultations with stakeholders (both individuals and services) delayed due to pandemic. Business case presented to SG in January, funding for one year to March 22 given to complete the project. Recruitment to project in March Exec Dir (Nursing) now executive lead and carry forward to 21/22 | |
| Monitoring the law | Publish information on the use of advance statements, as part of monitoring the MHA | Exec Dir (Medical) | October 2020 | Report approved at December Board and to be published in February | |
| New objective added October 20 | To produce a report on the use of emergency and short term detention orders under MHA from March to August 2020 | Exec Dir (Medical) | November 2020 | Published in December | |
| | To develop a programme of more in depth analysis on the use of the mental health act: <ul style="list-style-type: none"> • Analysis of rise in use of detention for young people • Analysis of MHO consent in EDCs for young people • Revocation period for STDC | Exec Dir (Medical) | August 2020 August 2020 | Published in October This has been addressed in the report above Work with Edinburgh Uni statistics department has commenced again (stopped due to illness) | |
| | Developing a monitoring and research strategy | Executive Director (Medical) | March 2021 | Work has started with a staff consultation group at end of June and work being done on a first draft for discussion. Key elements of document incorporated into 21/22 business plan | |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|--|--|--------------------------------------|-------------------------------------|---|--------|
| Visiting individuals | Produce two national reports on visits to individuals in services across Scotland providing similar care and treatment (from visits in 2019/20) | Exec Dir Nursing Exec Dir Nursing | April 2020 | Completed | |
| | <ul style="list-style-type: none"> to individuals in older people wards to individuals with eating disorders | | June 2020 | Completed | |
| Information and advice New objective added May 2020 | We will review and revise the following good practice guides: | Overall: ED (E&P) | | | |
| | <ul style="list-style-type: none"> Right to treat | Exec Dir (Medical) | March 2021 | This has been delayed Carried forward to 21/22 | |
| | <ul style="list-style-type: none"> Rights, risks & limits to freedom | ED (E&P) | October 2020 | Guide has been updated and legal parts reviewed, published in March 2021 | |
| | A review of all of our older good practice guides and advice notes is being undertaken due to the lockdown hiatus in visiting. Progress to date is outlined in appendix 1 Tenancy good practice guide (new guide) | Exec Director (E&P) | Ongoing | See appendix 2 for progress report | |
| | | | March 21 | This has been delayed due to other work priorities. Carry forward to 2021/22 | |
| | To produce a flowchart on the medical management patients lacking capacity | Exec Director (Medical) | July 2020, revised to November 2020 | These good practice flowcharts were suggested by a service following a low level investigation by us | |
| | To produce a flowchart on adult support and protection responsibilities in relation to medical management and risk | Exec Director (Medical) | July 2020, revised to November 2020 | Initial work on flowchart started but still some medical work to do and then input on ASP. Change of executive lead has delayed process Carry forward to 21/22 | |
| | | | | | |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|------------------------------------|--|---|-------------------------------|--|--------|
| New objective added September 2020 | To provide up to date guidance on appropriate legal process of moving people without capacity to care home (update 13za) | Exec Dir (Social Work) Chief Executive | June 2020 January 2021 | Initially on hold as was not appropriate in early stage of pandemic, now new project below There is ongoing concerns about people being moved without appropriate legal authority during the pandemic. A position statement was produced in October 2020 and project set up to analyse a sample of care home moves. This project was a priority and additional staff recruited. Report approved at April Board and published in May | |
| New objective added May 2020 | Coronavirus advice notes | Exec Dir (E&P) | Ongoing | Version 22 published 29 January | |

Strategic Priority 2: Focus on the most vulnerable

| Activity | Development need | Responsible | Timescale | Progress | Status |
|--|---|--|--------------------------------|--|--------|
| Visiting individuals New objective added May 2020 | To undertake visits to individuals for the following themed visits <ul style="list-style-type: none"> to individuals with a dual diagnosis of mental illness and substance misuse to individuals in prisons | Exec Dir Medical Exec Dir (E&P) | March 2021 January 2021 | Carried forward to 21/22. Lead transferred to Exec Dir (Nursing) Planning work been completed, carried forward to 21/22. Lead transferred to Exec Dir (SW) | Red |
| | To review how we might do all of our visits for the rest of the year in the new socially distanced environment. Progressing discussions about use of Near me technology. Initial review team set up | Exec Dir (practitioners) | May 20 for initial review | 10 local visit reports published to end January 21 reviewing care and treatment of 73 individuals Level 4 restrictions curtailed face to face visits although retain right to visit if concerned about an individual's care and treatment. Some remote visits were completed | |
| | To consult with individuals and/or carers prior to each of the themed visits | Exec Dir lead as above | | Themed visits carried forward to next business year | |
| | To implement an improvement project to focus on a specific group, likely to be people with ARBD, of people on guardianship. This will be a subset of the 350 guardianship visits | Chief Executive | To start in April 2020 | The ARBD review was part of the overall review of guardianships to include outcomes. A revised visit form has been developed with ARBD supplementary questions. SOPs updated for remote visiting and training on Near me. Visits started in February and report scheduled for September 21 | Green |
| | | | | | Green |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|-------------------------------|---|----------------------------------|---|--|--------|
| Monitoring and law | To implement the actions outlined in the corporate parent plan | Exec Dir (practitioners) | March 2021 | The Children's Right Report was approved by Board in February and published in April A revised corporate parent plan will go to Board in April | |
| | To publish report on admissions to perinatal units | Exec Dir (Medical) | June 2020 | A report was discussed at the OMG in August, some follow up work being completed. Information will be published on the website but not a report | |
| Investigations and casework | To undertake a themed investigation of individuals in prison and pathways of mental health care | Interim Exec Dir (practitioners) | January 2021 | The draft report scheduled in November was delayed will be presented to Board in May 2021 and published in July 2021 | |
| | To continue to work with Scottish Government on review of homicides by people in touch with mental health services | Executive Director (Nursing) | Ongoing | This work is being undertaken by the project team also working on deaths in detention work. Meetings with COPFS held with limited progress made. Consultation with stakeholders delayed due to pandemic. Funding secured to complete project by March 22 | |
| New objective added June 2020 | To undertake a themed project into ethnicity issues within the Scottish Mental Health Sector, - involving consultation with individuals and professionals and looking at what data we have or could collect | Executive Director (Medical) | December 2020, revised to April 21, now Sept 21 | Project is progressing across all its workstreams. Consultations completed and semi structured interview format designed and questionnaires for services. Report scheduled for August Board | |

Strategic Priority 3: Increase our impact (in the work that we do)

| Activity | Development need | Responsible | Timescale | Progress | Status |
|---|---|-----------------------------------|---|---|---------|
| Visiting individuals | Produce overview report of local visits for 2019/20 | Exec Dir Nursing | August 2020 | It was agreed that this is not a priority and will not be produced this year. | Removed |
| | To follow up recommendations from previous themed visits – | | Closure reports to Board by: | | |
| | <ul style="list-style-type: none"> Individuals with borderline personality disorder Individuals in rehabilitation psychiatric wards | Exec Dir (N) | June 2020 | Presented to June Board | |
| | <ul style="list-style-type: none"> Individuals with ASD | Exec Dir (SW) | February 2021 | Recommendations currently under review | |
| <ul style="list-style-type: none"> Individuals in older people wards | Exec Dir (Med) | October 2020, revised to April 21 | Services did not respond to follow up during pandemic, now being chased and scheduled June 2021 Board | | |
| | Exec Dir (N) | March 2021 | Services did not respond, now scheduled for October Board | | |
| Monitoring and law | To follow up recommendations from previous investigations <i>Ms ST</i> | <i>Exec Dir (E&P)</i> | October 2020 | Approved by OMG in January and presented to Feb Board | |
| | To produce the biennial report on AWI monitoring | Exec Dir (SW) | October 2020 | Completed – published on 30 September 2020 | Removed |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|-----------------------------|--|------------------------|---------------|---|---------|
| | More in-depth analysis on the use of CTOs, STDCs and EDCs | Exec Adviser (Medical) | June 2020 | Nothing more on CTOs Others are same as previous section | |
| Investigations and casework | To produce a report on lessons learnt from our investigations | Exec Dir (Nursing) | December 2020 | The Investigations Lead started in August and is developing a project plan incorporating a review of the investigations processes and timeline from notifications to end result. The first draft the plan was discussed at OMG in December. This will be carried forward to 21/22 business plan | |
| | | | | | |
| Information and advice | Contribute to Board and Regional educational events to engage with Psychiatrists and GPs in training | Exec Dir Medical | Ongoing | Work is ongoing. A session with the learning disability faculty organised for October Attended medical manager meeting in GGHB in October Provided lead session on Mental Health Law (how well does the 2003 Act work?) to the Winter meeting of the RCPsych in Scotland. | |
| | Series of engagement events with MHOs (ten throughout the year) | Exec Dir SW | Ongoing | We usually do this through existing meeting however these have largely been postponed by the local authorities due to Covid and their pressure of work at present. | Removed |

Strategic priority 4: Improve our efficiency and effectiveness

| Activity | Development need | Responsible | Timescale | Progress | Status |
|-----------------------------|--|--------------------------|---------------|--|---------|
| Influencing and empowering | To produce updated strategic plan | HOCS | April 2020 | Plan approved at June Board will be published with caveat that will need reviewed once implications of pandemic better understood | |
| | To develop a communications plan to support the business plan | HOCS | April 2020 | Delayed due to pandemic, was presented to August Board although not discussed. Approved at December Board | |
| | To implement agreed recommendations from stakeholder survey | CEO | December 2020 | Report and action plan published in August. Review of action plan carried forward to 21/22 | |
| Investigations and casework | Implement investigations unit | Exec Dir SW/ HOCS | April 2020 | Investigations Lead post recruited from practitioner group | |
| | | | | | |
| Monitoring the Acts | Dependent on business case - implement new system for Part 16 administration | HOCS | | The business case by NSS was not completed in March. Not currently a priority - stop | Removed |
| Information and advice | Review case for producing series of podcasts | Executive Director (E&P) | | Podcasts used for launch of Eating disorder themed visit report and planned for young people experience of detention report in October | |
| New objective added Dec 20 | To produce some information leaflets in easy read format | Executive Director (E&P) | March 21 | Easy read completed by external organisation | |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|------------------------|--|--------------|-------------------|--|--------|
| Continuous improvement | Implement agreed recommendations from workforce plan/ skill mix review | All Exec Dir | Ongoing | Chief Executive interim report to Board in February | |
| | To review KPIs for business plan and consider other performance indicators and trend analysis | CEO | March 2021 | Corporate performance framework completed for 21/22 by external consultants | |
| | Review benefits of access to Office 365 licences and develop an implementation plan | HOCS | May 2020 (review) | External review received early May and OMG agreed funding for development of sharepoint later in the year. This is dependent on NHS NSS overall project which is delayed. Got confirmation 30 Nov that NSS can support SharePoint developments, tendered for Intranet development in December and project ongoing for new intranet by end March. Intranet development is complete but hosting arrangements through NSS currently on hold | |
| | Review and implement Near me video technology for allowing remote visits and DMP visits, if appropriate | HOCS | September 2020 | Near me waiting room set up for MWC. Internal policies for use for DMPs and visits approved. | |
| | Review and implement the risk management strategy | HOCS | Ongoing | Substantial review to take in current pandemic risks completed and approved by Board in June, with update in December and a further revision approved by Board in February | |
| | Complete the self-assessment of the operation of the Board, Audit Committee and Operational Management Group | HOCS | Ongoing | OMG self-assessment cancelled in April 20 AR&IG self-assessment in November and Board self-assessment in December | |

| Activity | Development need | Responsible | Timescale | Progress | Status |
|----------|------------------|-------------|-----------|--|--------|
| | | | | Advisory committee completed biennial self-assessment in September | |

Appendix 2

Revised good practice guides published 2020-21

1. Young people in adult mental health wards – 12/06/2020
2. Working with the AWI Act - Information and guidance for people working in adult care settings - 08/07/2020
3. Common Concerns with POA - 28/07/2020
4. Covid-19 FAQs – 22 edition 29/01/21
- 5 Money Matters – 28/01/21
6. Supported decision making – 04/02/21
7. Decisions about technology – 05/02/21
8. Rights, risks and limits to freedom – 18/03/21
9. Consenting Adults 9/4/21
10. Medical treatment under Part 16 of the Mental Health (Care and Treatment)(Scotland) Act 2003 -19/04/21
11. Treatment under section 47 of the Adults with Incapacity Act: overview and guidance (formerly 'The Adults with Incapacity Act in general hospitals and care homes') -22/04/21
- 12 Power of Attorney guide for staff in Hospitals and Care Homes – 11/05/21
- 13 Power of Attorney under AWI - guide for general practitioners -11/05/21

Good practice guides revisions in progress

1. Social circumstances reports

Revised advice notes published 2020-21

1. Complaints about solicitors and Tribunal hearings - 12/06/2020
2. Can you detain someone who won't talk to you? - 15/06/2020
3. Urgent medical treatment under the MHA (s243, T4) - 15/06/2020
4. Guardianship applications before 16th birthday - 06/08/2020
5. When is AWI incapacity more than inability to communicate? - 06/08/2020
6. s47 certificates still needed if there is a welfare proxy - 06/08/2020
7. Transfers under s47 AWI Act - 06/08/2020
8. Unlawful short term detention and section 291 - 06/08/2020
9. Guidance on changes supervision of welfare guardians June 2014 - 06/08/2020
10. Deprivation of Liberty - Sent for publication 2/10/2020
11. Non-compliance with community compulsory treatment orders - 21/08/2020

12. Legal aid for welfare guardianship – 05/02/21
13. Hidden surveillance - 05/02/21
14. Deprivation of liberty – 14/03/21
15. Medical treatment under part 16 of the MHA

Advice notes revisions in progress

1. Cross Border transfers, cross border absconding & cross border visits under mental health law - a fact sheet for practitioners

31 March 2021

Appendix 3

Comparative Data on activity

| | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 | 2012/13 | 2011/12 | 2010/11 | 2009/10 |
|--|---------|------------------|----------------|----------------|---------|---------|---------|---------|--------------|---------|---------|---------|
| Visits | | | | | | | | | | | | |
| Themed visit reports | 0 | 2 ¹ | 2 ² | 2 ³ | 3 | 4 | 3 | 3 | 2 | 3 | 3 | 4 |
| Local visits (to services) | 10 | 127 ⁴ | 103 | 113 | 116 | 121 | 121 | 124 | 112 | 139 | 87 | 183 |
| Of which unannounced | 0 | 31 | 28 | 29 | 30 | 31 | 30 | 26 | 29 | 28 | 21 | 15 |
| Number of individuals visited | 73 | 986 | 1104 | 1240 | 1583 | 1670 | 1921 | 2186 | 1916 | 1878 | 1925 | 1859 |
| File reviews and/or other activity ⁵ | 0 | 321 | 298 | 216 | 72 | 185 | 173 | 351 | 1499 | 884 | 555 | - |
| Total number of individuals review of care and treatment | 73 | 1307 | 1402 | 1456 | 1578 | 1885 | 2094 | 2537 | 3415 | 2762 | 2480 | 1859 |
| Percentage of file reviews | 0 | 24.6 | 21.2 | 14.8 | 4.6 | 9.8 | 8.3 | 13.8 | 43.9 | 32 | 22.4 | |
| Number of advocacy workers met with | | Not recorded | Not recorded | Not recorded | 38 | 31 | 32 | 5 | Not recorded | | | |
| Number of relatives/carers met with on visits | 7 | 121 | 104 | 112 | 80 | 117 | 77 | 183 | Not recorded | | | |
| Guardianship visits (included in total visits above) | 5 | 313 | 341 | 294 | 407 | 462 | 552 | 578 | 560 | 522 | 394 | 331 |

¹ One to be published in August 2020.

² Both to be published in August 2019.

³ One published in May and the other to be published in August 2018.

⁴ A higher number of local visits than previous years to compensate for fewer people seen on themed visits.

⁵ The procedures for reporting on visits were changed in 2017/18. Prior to this file reviews were separate to those people seen. Now we may do a file review and other activity without speaking to the individual and this is recorded separately.

| | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 | 2012/13 | 2011/12 | 2010/11 | 2009/10 |
|--|--------------|---------------------|--------------|----------------|------------------|---------|---------|---------|---------|---------|---------|---------|
| Monitoring | | | | | | | | | | | | |
| MHA forms processed | 39,514 | 39,085 ⁶ | 39,233 | 36,752 | 35,754 | 33454 | 32558 | 31203 | 28797 | 29224 | 27948 | 26937 |
| Guardianship and intervention orders processed | 2,418 | 3,605 | 3,535 | 3,335 | 3,291 | 2898 | 2754 | 2368 | 2096 | 2038 | 1822 | 1519 |
| EDC notifications by phone processed | Not recorded | Not recorded | Not recorded | Not recorded | 750 ⁷ | 952 | 1001 | 1129 | 1037 | 967 | 1015 | 1016 |
| Monitoring reports (including visits or case reviews and numbers are recorded in total number of visits above) | 0 | 0 | 0 | 1 ⁸ | 1 ⁹ | 1 | 2 | 3 | 3 | 2 | 2 | 1 |
| DMP opinions | 2,266 | 2,360 | 2,138 | 1,925 | 1858 | 1877 | 1719 | 1606 | 1508 | 1454 | 1279 | - |
| Neurosurgery assessments | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 4 | 4 | 5 | - |
| | | | | | | | | | | | | |
| Information and advice | | | | | | | | | | | | |
| Number of recorded telephone calls | 4,433 | 4730 | 4790 | 5087 | 6078 | 6870 | 7782 | 7570 | 6688 | 6448 | 6311 | 7399 |
| Requests for advice | 3,815 | 4275 | 4238 | 4518 | 4475 | 4839 | 5143 | 4834 | 4099 | 4012 | 3880 | - |
| Requests allocated to practitioner duty | 3372 | 4,230 | 4,191 | 4412 | 4388 | 4727 | | | | | | |
| | | | | | | | | | | | | |

⁶ These figures may be incomplete due to disruption of Covid -19 in March 20. Do not include 464 POS notifications which are no longer processed as forms.

⁷ From 1 Feb 2017 we stopped recording EDC notifications.

⁸ POS report to be published in July 2018 – did not include visits to individual.

⁹ This report (POS) did not include visits to individuals and so not included in visit numbers.

| | 2020/21 | 2019/20 | 2018/19 | 2017/18 | 2016/17 | 2015/16 | 2014/15 | 2013/14 | 2012/13 | 2011/12 | 2010/11 | 2009/10 |
|-------------------------------------|------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Investigations | | | | | | | | | | | | |
| Number of investigations progressed | 27 ¹⁰ | 29 | 21 | 24 | 23 | 29 | 21 | 22 | 15 | 15 | 14 | 13 |
| Of which published | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 5 | 4 | 4 | 3 | 3 |

¹⁰ This number includes the eight cases in the women in prison report.