

# Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes			2004/05										2005/06			
			Target	Period	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	Jun 2005	Jul 2005
1	Public Complaints	Number of allegations recorded		12 mra	375	387	394	399	407	415	425	437	442	448	464	454
2		% change from previous rolling 12 months		Month	0%	4%	6%	6%	8%	11%	14%	16%	18%	19%	21%	18%
3	Conduct Matters (Local & Recordable)	Number of allegations recorded		12 mra	77	79	78	80	80	81	79	80	83	84	83	82
4		% change from previous rolling 12 months		Month	16%	19%	16%	15%	11%	10%	3%	0%	5%	6%	5%	7%
5	Investigative Outcomes Public Complaints	Total allegations finalised		12 mra	367	374	375	386	390	398	407	413	429	447	468	466
6		Local Resolutions as % of total allegations finalised (includes IIR & IR)		12 mra	37%	36%	36%	36%	36%	35%	37%	38%	37%	36%	36%	35%
7		Dispensations/Discontinuance as % of total allegations finalised		12 mra	28%	26%	25%	24%	23%	22%	20%	18%	19%	19%	18%	17%
8		Withdrawn / Not Proceeded With as % of total allegations finalised		12 mra	14%	14%	14%	14%	14%	15%	14%	15%	15%	15%	15%	15%
9		Substantiated allegations as % of total allegations finalised		12 mra	2.3%	2.3%	2.2%	1.9%	2.3%	2.2%	2.2%	2.0%	1.9%	2.0%	2.2%	2.1%
10		Unsubstantiated allegations as % of total allegations finalised		12 mra	12%	13%	13%	13%	13%	14%	14%	14%	14%	16%	17%	19%
11	Not Recorded allegations as % of total allegations finalised		12 mra	7%	8%	11%	11%	12%	12%	13%	13%	12%	12%	11%	11%	
12	Substantiation Rate	Substantiated allegations as % of allegations fully investigated (public complaints)		12 mra	17%	17%	17%	16%	18%	17%	17%	16%	14%	11%	12%	10%
13	Timeliness (* source IOWA *)	Number of live public complaint cases under investigation		Month	537	546	485	476	554	507	509	532	568	573	634	653
14		% of all public complaint cases under investigation currently over 120 days <sup>1</sup>		Month	20%	24%	20%	18%	18%	13%	14%	13%	14%	15%	17%	18%
15		Number of all public complaint cases under investigation currently over 120 days <sup>1</sup>		Month	106	130	98	88	97	64	70	70	78	84	108	120
16		Number of live conduct matter cases under investigation		Month	139	148	131	125	130	114	100	113	134	139	133	125
17		% of all conduct matter cases under investigation currently over 120 days <sup>1</sup>		Month	47%	45%	49%	50%	53%	47%	48%	46%	38%	33%	36%	42%
18		Number of all internal investigation cases under investigation currently over 120 days <sup>1</sup>		Month	66	67	64	62	69	54	48	52	51	46	48	52
19	Timeliness (* source IOTA *)	Average days taken to complete investigation of public complaints (full investigation) <sup>2</sup>	120 days	Month	236	169	173	179	184	170	142	119	128	102	111	109
20		Average days taken to complete investigation of public complaints (full investigation 12 mra) <sup>2</sup>	120 days	12 mra	219	215	206	203	199	196	192	181	174	166	159	152
21		Average days taken to complete full investigation & all other results	120 days	Month	119	97	136	114	170	99	86	74	79	77	72	70
22		Average days taken to complete full investigation & all other results (12 mra)	120 days	12 mra	127	124	125	125	125	123	119	114	111	109	106	99
23		Average days taken to submit dispensation requests to PCA <sup>2</sup> (Public)	60 days	Month	105	87	107	103	89	89	76	69	85	79	82	67
24		Average days taken to complete withdrawn / NPW cases <sup>2</sup> (Public)		Month	106	59	137	92	86	78	62	49	54	72	57	55
25		Average days taken to complete informal/local resolution cases <sup>2</sup> (Public)		Month	77	72	62	80	45	58	63	58	50	54	38	50
26		Average days taken to complete immediate informal resolutions (IIR) <sup>2</sup> (Public)		Month	70	0	200	0	446	0	0	0	0	0	0	0
27	Average days taken to complete conduct matter <sup>2</sup>	190 days	Month	367	123	106	104	86	122	90	80	75	77	66	61	
28	Average days taken to complete conduct matter (12 mra)	190 days	12 mra	202	198	191	184	173	160	148	140	134	129	117	113	
29	Misconduct Decisions	% of misconduct decisions made within 20 working days	>= 85%	12 mra	88%	88%	89%	90%	88%	89%	87%	88%	87%	87%	87%	88%
30		% of misconduct papers served within 25 working days	>= 85%	12 mra	87%	87%	83%	83%	83%	83%	83%	83%	81%	80%	83%	87%
31	Misconduct Hearings	Average days from decision to misconduct hearing (elapsed days)	120 days	12 mra	146	143	132	127	127	123	119	110	100	80	81	82
32	CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	126	126	124	115	113	113	114	117	122	117	113	117
33	PCA Decisions (including legacy cases dealt with by IPCC)	Average days from report to receipt of decision re dispensation	28 days	12 mra	63	75	72	89	118	114	111	108	141	136	125	115
34		Average days from report to receipt of decision re investigation		12 mra	104	117	132	151	174	201	221	242	297	345	336	368
35	IPCC Decisions	Average days from report to receipt of decision from IPCC re dispensation	28 days	MRA	35	37	39	40	41	44	47	52	56	61	65	67
36		Average days from report to receipt of decision from IPCC re discontinuance		MRA	63	63	63	63	63	63	63	64	100	109	107	105
37		Average days from report to receipt of decision from IPCC re Local Resolution		MRA	0	0	0	0	0	0	131	110	129	105	105	105
38		Average days from report to receipt of decision from IPCC re investigation		MRA	84	94	108	119	125	130	131	138	145	155	171	181
39	Suspension	Total number of officers currently suspended		Month	54	52	43	41	33	35	32	31	35	35	39	39
40		Average days of suspension for officers currently suspended		Month	~	~	~	~	~	~	~	271	280	246	208	211
41	Restricted Duties	Total number of officers currently on restricted duties		Month	70	57	70	79	13	18	22	21	18	15	12	11
42		Average days of restricted duties for officers currently on restricted duties		Month	~	~	~	~	~	~	~	223	242	290	333	352
43	Removed from Operational Duties	Total number of officers currently removed from operational duties		Month	~	~	~	~	64	70	65	81	72	74	75	76
44		Average days of removed from op. duties for officers currently removed from op. duties		Month	~	~	~	~	~	~	~	169	192	191	166	168
45	Cases Completed	Number of cases completed for officers suspended/restricted/removed from op. Duties		Month	~	~	~	~	~	~	~	12	22	25	21	3
46	Service Confidence	Police & Civil Staff currently subject to Service Confidence Procedure		YTD	19	17	16	15	15	15	13	12	15	~	~	~
47	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 corruption only		Month	10	9	9	11	10	11	11	11	9	9	9	9
48	Prevention Activity	% of IIC Staff Time related to preventative activity	>= 20%	Month	~	~	~	~	~	~	~	~	~	~	13%	10%

Abbreviations:

Month = Figures for month shown. FYTD = Financial year to date. 12 mra = 12 Months rolling average. ~ = Figures not available

\* MPS Figures - includes DPS, OCU and Police Staff