

# Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes			2004/05							2005/06						
			Target	Period	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005	Apr 2005	May 2005	Jun 2005	Jul 2005	Aug 2005	Sept 2005
1	Public Complaints	Number of allegations recorded		12 mra	395	400	407	416	426	437	443	451	471	468	474	465
2		% change from previous rolling 12 months		Month	6%	6%	8%	11%	14%	16%	18%	20%	22%	20%	21%	17%
3	Conduct Matters (Local & Recordable)	Number of allegations recorded		12 mra	78	80	80	80	80	80	83	84	84	84	85	84
4		% change from previous rolling 12 months		Month	16%	15%	11%	9%	3%	1%	5%	7%	6%	9%	9%	5%
5	Investigative Outcomes Public Complaints	Total allegations finalised		12 mra	372	384	387	396	405	412	428	446	470	482	490	482
6		Local Resolutions as % of total allegations finalised (includes IIR & IR)		12 mra	36%	36%	36%	36%	38%	38%	37%	36%	36%	35%	34%	34%
7		Dispensations/Discontinuance as % of total allegations finalised		12 mra	25%	24%	23%	22%	20%	19%	19%	19%	18%	17%	17%	17%
8		Withdrawn / Not Proceeded With as % of total allegations finalised		12 mra	14%	14%	14%	14%	14%	15%	15%	15%	15%	15%	15%	16%
9		Substantiated allegations as % of total allegations finalised		12 mra	2.2%	1.9%	2.3%	2.2%	2.2%	2.1%	1.9%	2.1%	2.2%	2.1%	2.1%	2.1%
10		Unsubstantiated allegations as % of total allegations finalised		12 mra	13%	13%	13%	14%	14%	14%	15%	16%	18%	20%	21%	21%
11	Not Recorded allegations as % of total allegations finalised		12 mra	11%	11%	11%	11%	12%	12%	12%	11%	11%	11%	10%	9%	
12	Substantiation Rate	Substantiated allegations as % of allegations fully investigated (public complaints)		12 mra	17%	16%	18%	17%	17%	16%	14%	12%	12%	11%	10%	10%
13	Timeliness ( <sup>1</sup> source IOWA *)	Number of live public complaint cases under investigation		Month	485	476	554	507	509	532	568	573	634	653	657	729
14		% of all public complaint cases under investigation currently over 120 days <sup>1</sup>		Month	20%	18%	18%	13%	14%	13%	14%	15%	17%	18%	20%	23%
15		Number of all public complaint cases under investigation currently over 120 days <sup>1</sup>		Month	98	88	97	64	70	78	84	108	120	132	170	
16		Number of live conduct matter cases under investigation		Month	131	125	130	114	100	113	134	139	133	125	127	129
17		% of all conduct matter cases under investigation currently over 120 days <sup>1</sup>		Month	49%	50%	53%	47%	48%	46%	38%	33%	36%	42%	48%	50%
18	Number of all internal investigation cases under investigation currently over 120 days <sup>1</sup>		Month	64	62	69	54	48	52	51	46	48	52	61	65	
19	Timeliness ( <sup>2</sup> source IOTA *)	Average days taken to complete investigation of public complaints (full investigation) <sup>2</sup>	120 days	Month	173	179	184	170	142	119	128	102	111	109	97	116
20		Average days taken to complete investigation of public complaints (full investigation 12 mra) <sup>2</sup>	120 days	12 mra	206	203	199	196	192	181	174	166	159	152	140	136
21		Average days taken to complete full investigation & all other results	120 days	Month	136	114	170	99	86	74	79	77	72	70	70	75
22		Average days taken to complete full investigation & all other results (12 mra)	120 days	12 mra	125	125	125	123	119	114	111	109	106	99	95	93
23		Average days taken to submit dispensation requests to PCA <sup>2</sup> (Public)	60 days	Month	107	103	89	89	76	69	85	79	82	67	82	72
24		Average days taken to complete withdrawn / NPW cases <sup>2</sup> (Public)		Month	137	92	86	78	62	49	54	72	57	55	54	65
25		Average days taken to complete informal/local resolution cases <sup>2</sup> (Public)		Month	62	80	45	58	63	58	50	54	38	50	46	46
26		Average days taken to complete immediate informal resolutions (IIR) <sup>2</sup> (Public)		Month	200	0	446	0	0	0	0	0	0	0	0	0
27	Average days taken to complete conduct matter <sup>2</sup>	190 days	Month	106	104	86	122	90	80	75	77	66	61	68	87	
28	Average days taken to complete conduct matter (12 mra)	190 days	12 mra	191	184	173	160	148	140	134	129	117	113	88	85	
29	Misconduct Decisions	% of misconduct decisions made within 20 working days	>= 85%	12 mra	89%	90%	88%	89%	87%	88%	87%	87%	87%	88%	89%	90%
30		% of misconduct papers served within 25 working days	>= 85%	12 mra	83%	83%	83%	83%	83%	83%	81%	80%	83%	87%	89%	86%
31	Misconduct Hearings	Average days from decision to misconduct hearing (elapsed days)	120 days	12 mra	132	127	127	123	119	110	100	80	81	82	87	87
32	CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	124	115	113	113	115	117	122	117	114	116	123	119
33	PCA Decisions (including legacy cases dealt with by IPCC)	Average days from report to receipt of decision re dispensation	28 days	12 mra												
34		Average days from report to receipt of decision re investigation	12 mra													
35	IPCC Decisions	Average days from report to receipt of decision from IPCC re dispensation	28 days	MRA												
36		Average days from report to receipt of decision from IPCC re discontinuance	MRA													
37		Average days from report to receipt of decision from IPCC re Local Resolution	MRA													
38		Average days from report to receipt of decision from IPCC re investigation	MRA													
39	Suspension	Total number of officers currently suspended		Month	43	41	33	35	32	31	35	35	39	39	38	42
40		Average days of suspension for officers currently suspended		Month	-	-	-	-	-	271	280	246	208	211	226	229
41	Restricted Duties	Total number of officers currently on restricted duties		Month	70	79	13	18	22	21	18	15	12	11	13	14
42		Average days of restricted duties for officers currently on restricted duties		Month	-	-	-	-	-	223	242	290	333	352	328	326
43	Removed from Operational Duties	Total number of officers currently removed from operational duties		Month	-	-	64	70	65	81	72	74	75	76	80	73
44		Average days of removed from op. duties for officers currently removed from op. duties		Month	-	-	-	-	-	169	192	191	166	168	145	159
45	Cases Completed	Number of cases completed for officers suspended/restricted/removed from op. Duties		Month	-	-	-	-	-	12	22	25	21	3	14	15
46	Service Confidence	Police & Civil Staff currently subject to Service Confidence Procedure		YTD	16	15	15	15	13	12	15	-	-	-	-	10
47	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 corruption only		Month	9	11	10	11	11	11	9	9	9	9	9	10
48	Prevention Activity	% of IIC Staff Time related to preventative activity	>= 20%	Month	-	-	-	-	-	-	-	-	13%	10%	10%	5%

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