

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

		2001/ 2002	2002/2003						
		Target	Period	Mar 2002	Apr 2002	May 2002	June 2002	July 2002	Aug 2002
1	Public Complaints Number of allegations recorded - BVPI (21) Allegations recorded in month as a % of target (monthly average 2001/02)	< 412	Month Month	361 74.1%	429 104.1%	355 86.2%	383 93.0%	322 78.2%	237 57.5%
2	Case Reduction Cases recorded in last 12 months as % of previous 12 months		12 mra	86.5%	85.2%	83.1%	80.6%	77.1%	72.7%
3	Substantiation Substantiated allegations as % of allegations fully investigated - BVPI (22)		Month	20.4%	20.9%	23.6%	17.8%	22.9%	18.2%
4	Suspension Total number of officers currently suspended		Month	57	57	49	48	43	47
5	Restricted Duties Total number of officers currently on restricted duties as a result of investigation		Month	65	64	60	57	60	52
6	Service Confidence Officers subject to Service Confidence Procedure		FYTD	9	13	13	13	13	13
7	Corruption Offences Number of people charged with corruption offences		Month	Data subject to redefinition					
8	Quality of Investigation Number of investigations returned by CPS / PCA for remedial work		Month	0	0	0	0	0	0
9	Investigative Outcomes Public Complaints Total allegations finalised Immediate Informal Resolution as % of total allegations finalised Informal Resolution as % of total allegations finalised Dispensations as % of total allegations finalised Withdrawn / Not Proceeded With as % of total allegations finalised Substantiated allegations as % of total allegations finalised Unsubstantiated allegations as % of total allegations finalised		Month	358	404	413	254	261	143
			Month	17.0%	16.8%	19.1%	16.9%	18.8%	16.8%
			Month	16.2%	11.4%	11.1%	12.6%	10.3%	14.7%
			Month	29.1%	31.2%	36.3%	39.0%	30.7%	32.9%
			Month	22.6%	17.8%	16.0%	13.8%	13.4%	20.3%
			Month	3.1%	4.7%	4.1%	3.2%	6.1%	2.8%
10	Timeliness (¹ source IOWA 10/09/2002) % of all public complaint cases under investigation currently over 120 days ¹ Number of all public complaint cases under investigation currently over 120 days ¹ % of all internal investigation cases under investigation currently over 120 days ¹ Number of all internal investigation cases under investigation currently over 120 days ¹		Month	44%	42%	40%	39%	41%	45%
			Month	369	353	325	326	338	352
			Month	70%	63%	59%	56%	58%	59%
			Month	128	118	108	109	117	117
11	Timeliness (² source IOTA 10/09/2002) Average days taken to complete investigations of public complaints ² Average days taken to complete internal investigations ² Average days taken to submit dispensation requests to PCA ² (Public) Average days taken to complete withdrawn / NPW cases ² (Public) Average days taken to complete informal resolution cases ² (Public) Average days taken to complete immediate informal resolutions (IIR) ⁴ (Public)	120 days	Month	280	313	339	292	343	325
			Month	214	212	361	240	291	220
		60 days	Month	115	110	98	103	106	127
			Month	60	81	75	53	78	146
			Month	123	86	85	100	63	111
			Month	21	39	55	37	42	34
12	Misconduct Decisions % of misconduct decisions made within 20 working days	>= 85%	Month	94%	100%	85%	90%	92%	100%
	% of misconduct papers dispatched within 20 working days	>= 85%	Month	33%	100%	100%	100%	50%	50%
13	Misconduct Hearings Average days from decision to misconduct hearing		Month	310	280	252	278	230	0
14	CPS Decisions Average days from report to receipt of decision from CPS		12 mra	53	57	55	57	60	63
15	PCA Decisions Average days from report to receipt of decision from PCA re dispensation Average days from report to receipt of decision from PCA re investigation		12 mra	38	39	40	40	40	42
			12 mra	57	58	59	60	63	66
16	DPS Staff Vacancies DPS police officer posts vacant as % of budgeted workforce target DPS civil staff posts vacant as % of budgeted workforce target		Month	5.34%	5.53%	5.00%	5.53%	~	6.16%
			Month	22.98%	23.10%	18.86%	20.67%	~	18.01%

Abbreviations

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