

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

		Financial Year: 2002/2003						2003/04			
		Target	Period	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003		
1	Public Complaints	Number of allegations recorded - BVPI (21)									
		Allegations recorded in month as a % of target (monthly average 2002/03)		< 359	Month	324	324	320	341	283	254
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months		< 82.6%	12 mra	82.6%	81.8%	80.4%	81.2%	80.6%	75.8%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)		< 10.6%	Month	10.6%	14.9%	8.7%	9.1%	7.9%	10.4%
4	Suspension	Total number of officers currently suspended		< 37	Month	37	39	47	47	41	43
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation		< 68	Month	68	69	69	75	79	77
6	Service Confidence	Employee's subject to Service Confidence Procedure		< 12	FYTD	12	12	11	11	12	1
7	Corruption Offences	Number of people charged with corruption offences		< 0	Month	N/A					
8	Quality of Investigation	Number of investigations returned by CPS / PCA for remedial work		< 0	Month	0	0	0	0	0	0
9	Investigative Outcomes Public Complaints	Total allegations finalised		< 433	Month	433	361	417	392	392	288
		Immediate Informal Resolution as % of total allegations finalised		< 13.8%	Month	13.8%	23.0%	16.6%	11.2%	10.2%	11.8%
		Informal Resolution as % of total allegations finalised		< 13.5%	Month	13.5%	9.4%	14.4%	6.1%	5.9%	9.0%
		Dispensations as % of total allegations finalised		< 25.7%	Month	25.7%	25.2%	32.9%	25.3%	27.0%	29.5%
		Withdrawn / Not Proceeded With as % of total allegations finalised		< 16.7%	Month	16.7%	14.1%	10.6%	15.1%	14.8%	12.9%
		Substantiated allegations as % of total allegations finalised		< 3.2%	Month	3.2%	4.2%	2.2%	3.8%	3.3%	4.2%
10	Timeliness (¹ source IOWA 02/05/2003)	Number of live public complaint cases under investigation		< 633	Month	633	605	475	571	538	592
		% of all public complaint cases under investigation currently over 120 days ¹		< 40%	Month	40%	41%	35%	32%	30%	29%
		Number of all public complaint cases under investigation currently over 120 days ¹		< 255	Month	255	249	167	180	159	170
		Number of live internal complaint cases under investigation		< 140	Month	140	157	151	137	116	122
		% of all internal investigation cases under investigation currently over 120 days ¹		< 62%	Month	62%	66%	67%	68%	66%	66%
		Number of all internal investigation cases under investigation currently over 120 days ¹		< 87	Month	87	104	101	93	77	81
11	Timeliness (² source IOTA 01/05/2003)	Average days taken to complete investigations of public complaints ²		< 120 days	Month	282	313	267	213	228	246
		Average days taken to complete internal investigations ²		< 243	Month	243	185	205	343	287	137
		Average days taken to submit dispensation requests to PCA ² (Public)		< 60 days	Month	100	104	94	72	136	90
		Average days taken to complete withdrawn / NPW cases ² (Public)		< 121	Month	121	88	127	107	77	52
		Average days taken to complete informal resolution cases ² (Public)		< 123	Month	123	97	102	103	83	251
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)		< 66	Month	66	66	52	45	45	58
12	Misconduct Decisions	% of misconduct decisions made within 20 working days		>= 85%	Month	100%	89%	100%	92%	79%	97%
		% of misconduct papers collected within 20 (25 from November) working days		>= 85%	Month	100%	67%	100%	75%	75%	83%
13	Misconduct Hearings	Average days from decision to misconduct hearing		< 295	Month	295	246	227	349	88	279
14	CPS Decisions	Average days from report to receipt of decision from CPS		< 65	12 mra	65	64	61	63	64	64
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation		< 38	12 mra	38	36	37	41	43	42
		Average days from report to receipt of decision from PCA re investigation		< 80	12 mra	80	80	83	87	89	89
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target		< 2.58%	Month	2.58%	2.06%	2.63%	3.14%	~	1.93%
		DPS civil staff posts vacant as % of budgeted workforce target		< 15.13%	Month	15.13%	14.76%	10.89%	8.87%	~	8.05%

Abbreviations

AMENDED VERSION

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