

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

		Target	Period	2002/2003				2003/04								
				Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	June 2003	July 2003	August 2003	Sept 2003	Oct 2003	Nov 2003	
1	Public Complaints	Number of allegations recorded - BVPI (21) - (12-month rolling average)	12 mra	391	382	384	381	378	382	375	374	371	362	358	350	
		Allegations recorded in last 12 months as a % of previous 12 months	12 mra	84.6%	84.2%	84.0%	83.9%	83.9%	84.2%	84.6%	85.1%	86%	86.1%	86.7%	87.2%	
2	Case Reduction	Number of Cases recorded (12-month rolling average)	12 mra	251	249	250	250	246	243	239	238	236	233	231	227	
		Cases recorded in last 12 months as % of previous 12 months	12 mra	86%	85%	84%	84%	84%	84%	84%	84%	84%	84%	84%	84%	
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)	12 mra	16%	16%	15%	14%	13%	12%	12%	12%	11%	11%	10%	11%	
4	Suspension	Total number of officers currently <i>Suspended</i>	Month	39	47	47	41	43	45	47	45	48	50	54	~	
5	Restricted Duties	Total number of officers currently on <i>Restricted Duties</i> as a result of investigation	Month	69	69	75	79	77	72	64	64	63	70	75	~	
6	Service Confidence	Police & Civil Staff currently subject to <i>Service Confidence Procedure</i>	Month	12	11	11	12	13	12	15	19	20	22	22	20	
7	Proactive Investigations	Number of current 'live' proactive investigations - DPS IIC only	Month	~	~	~	18	20	24	21	19	13	11	11	10	
8	Quality of Investigation	Number of investigations returned through DCS by CPS / PCA for remedial work	Month	0	0	0	0	0	0	0	0	0	0	0	0	
9	Investigative Outcomes Public Complaints	Total allegations finalised	12 mra	412	411	411	416	411	409	422	423	424	411	402	385	
		Informal Resolutions as % of total allegations finalised (IIR & IR)	12 mra	32%	32%	30%	29%	29%	29%	29%	29%	29%	30%	30%	30%	29%
		Dispensations as % of total allegations finalised	12 mra	29%	29%	29%	28%	27%	27%	27%	26%	26%	27%	28%	28%	
		Withdrawn / Not Proceeded With as % of total allegations finalised	12 mra	16%	15%	15%	15%	14%	14%	14%	14%	13%	13%	13%	13%	
		Substantiated allegations as % of total allegations finalised	12 mra	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%	
		Unsubstantiated allegations as % of total allegations finalised	12 mra	20%	21%	22%	24%	26%	27%	27%	28%	28%	28%	27%	27%	
10	Timeliness (¹ source IOWA)	Number of live public complaint cases under investigation	Month	624	465	572	521	572	626	607	627	592	522	501	476	
		% of all public complaint cases under investigation currently over 120 days ¹	Month	39%	35%	32%	29%	30%	30%	31%	28%	30%	33%	32%	25%	
		Number of all public complaint cases under investigation currently over 120 days ¹	Month	246	162	182	152	171	189	190	178	176	173	158	117	
		Number of live internal complaint cases under investigation	Month	151	150	144	108	123	123	134	147	149	134	120	120	
		% of all internal investigation cases under investigation currently over 120 days ¹	Month	64%	67%	67%	67%	70%	61%	60%	57%	60%	67%	67%	62%	
11	Timeliness (² source IOTA)	Number of all internal investigation cases under investigation currently over 120 days ¹	Month	96	101	96	72	86	75	81	84	89	90	80	74	
		Average days taken to complete investigations of public complaints ²	120 days	Month	313	267	213	228	246	187	263	225	247	213	285	219
		Average days taken to complete internal investigations ²	Month	185	205	343	287	137	151	188	359	241	171	197	191	
		Average days taken to submit dispensation requests to PCA ² (Public)	60 days	Month	104	94	72	136	90	99	89	94	91	94	99	87
		Average days taken to complete withdrawn / NPW cases ² (Public)	Month	88	127	107	77	52	73	140	65	90	122	92	88	
		Average days taken to complete informal resolution cases ² (Public)	Month	97	102	103	83	251	81	96	65	85	137	105	147	
		Average days taken to complete immediate informal resolutions (IIR) ⁴ (Public)	Month	66	52	45	45	58	62	62	70	34	47	60	60	
12	Misconduct Decisions	% of misconduct decisions made within 20 working days	>= 85%	12 mra	95%	95%	95%	93%	93%	92%	91%	90%	90%	88%	86%	0%
		% of misconduct papers served within 25 working days	>= 85%	12 mra	78%	78%	77%	81%	79%	79%	77%	81%	82%	86%	86%	0%
13	Misconduct Hearings	Average days from decision to misconduct hearing	12 mra	228	227	233	214	214	222	213	207	213	212	214	0	
14	CPS Decisions	Average days from report to receipt of decision from CPS	12 mra	59	60	61	62	62	64	65	66	67	68	69	70	
15	PCA Decisions	Average days from report to receipt of decision from PCA re <i>dispensation</i>	28 days	12 mra	39	39	39	39	39	40	40	41	41	42	43	
		Average days from report to receipt of decision from PCA re <i>investigation</i>	12 mra	100	107	113	118	123	127	131	133	135	135	134	131	
16	DPS Staff Vacancies	DPS police <i>officer</i> posts vacant as % of budgeted workforce target	Month	2.1%	2.6%	3.1%	~	1.9%	2.2%	0.6%	-3.3%	-2.0%	-1.7%	-2.0%	0.2%	
		DPS police <i>staff</i> posts vacant as % of budgeted workforce target	Month	14.8%	10.9%	8.9%	~	7.5%	10.4%	12.0%	11.8%	11.2%	12.6%	18.4%	17.5%	
17	Training	Senior Investigating Officer / ACPO Training for DPS Staff - number of staff trained	12 mra													
		Misconduct Investigation (IO) Training for DPS Staff - number of staff trained	12 mra													
		Intelligence Training for DPS Staff - number of staff trained	12 mra													
		Probationer Training held by DPS - number of staff trained	12 mra													

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