

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

				2002/2003					2003/04								
		Target	Period	Feb 2003	Mar 2003	Apr 2003	May 2003	June 2003	July 2003	August 2003	Sept 2003	Oct 2003	Nov 2003	Dec 2003	Jan 2004		
1	Public Complaints	Number of allegations recorded - BVPI (21) - (12-month rolling average)			12 mra	384	382	379	381	375	375	372	366	366	345		
		Allegations recorded in last 12 months as a % of previous 12 months			12 mra	84.0%	84.0%	84.0%	84.3%	84.7%	85.3%	85.8%	86.3%	87%	87.9%	88.6%	89.2%
2	Case Reduction	Number of Cases recorded (12-month rolling average)			12 mra	250	250	246	244	240	238	237	235	234	229	227	
		Cases recorded in last 12 months as % of previous 12 months			12 mra	84%	84%	84%	84%	84%	84%	85%	85%	85%	86%	86%	87%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			12 mra	15%	14%	13%	12%	12%	12%	11%	11%	10%	11%	11%	
4	Suspension	Total number of officers currently <i>Suspended</i>			Month	47	41	43	45	47	45	48	50	54	52	53	~
5	Restricted Duties	Total number of officers currently on <i>Restricted Duties</i> as a result of investigation			Month	75	79	77	72	64	64	63	70	75	76	72	~
6	Service Confidence	Police & Civil Staff currently subject to <i>Service Confidence Procedure</i>			Month	11	12	13	12	15	19	20	22	22	20	20	20
7	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 only			Month	~	18	20	24	21	19	13	11	11	10	10	13
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	411	416	412	411	424	426	427	416	408	400	390	369
		Informal Resolutions as % of total allegations finalised (IIR & IR)			12 mra	30%	29%	29%	29%	29%	29%	30%	30%	30%	31%	31%	31%
		Dispensations as % of total allegations finalised			12 mra	29%	28%	27%	27%	26%	26%	25%	26%	27%	27%	28%	28%
		Withdrawn / Not Proceeded With as % of total allegations finalised			12 mra	15%	15%	14%	14%	14%	14%	13%	13%	13%	13%	13%	13%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	23%	24%	26%	27%	28%	28%	28%	28%	26%	26%	26%	25%
10	Timeliness (¹ source IOWA)	Number of live public complaint cases under investigation			Month	572	521	572	626	607	627	592	522	501	476	518	479
		% of all public complaint cases under investigation currently over 120 days ¹			Month	32%	29%	30%	30%	31%	28%	30%	33%	32%	25%	25%	30%
		Number of all public complaint cases under investigation currently over 120 days ¹			Month	182	152	171	189	190	178	176	173	158	117	132	144
		Number of live internal complaint cases under investigation			Month	144	108	123	123	134	147	149	134	120	120	123	119
		% of all internal investigation cases under investigation currently over 120 days ¹			Month	67%	67%	70%	61%	60%	57%	60%	67%	67%	62%	57%	52%
		Number of all internal investigation cases under investigation currently over 120 days ¹			Month	96	72	86	75	81	84	89	90	80	74	70	62
11	Timeliness (² source IOTA)	Average days taken to complete investigations of public complaints ²		120 days	Month	213	228	246	187	263	225	247	213	285	219	226	205
		Average days taken to complete internal investigations ²			Month	343	287	137	151	188	359	241	171	197	191	209	284
		Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	72	136	90	99	89	94	91	94	99	87	95	91
		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	107	77	52	73	140	65	90	122	92	88	227	128
		Average days taken to complete informal resolution cases ² (Public)			Month	103	83	251	81	96	65	85	137	105	147	186	108
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)			Month	45	45	58	62	62	70	34	47	60	60	54	59
12	Misconduct Decisions	% of misconduct decisions made within 20 <i>working days</i>		>= 85%	12 mra	95%	93%	93%	92%	91%	90%	90%	88%	86%	85%	86%	85%
		% of misconduct papers served within 25 <i>working days</i>		>= 85%	12 mra	77%	81%	79%	79%	77%	81%	82%	86%	86%	86%	85%	85%
13	Misconduct Hearings	Average days from decision to misconduct hearing			12 mra	233	214	214	222	213	207	213	212	214	202	189	170
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	61	62	62	64	65	66	67	68	69	70	73	77
15	PCA Decisions	Average days from report to receipt of decision from PCA re <i>dispensation</i>		28 days	12 mra	39	39	39	40	40	41	41	42	42	43	44	45
		Average days from report to receipt of decision from PCA re <i>investigation</i>			12 mra	112	118	122	127	131	133	135	135	134	131	128	124
16	DPS Staff Vacancies	DPS police <i>officer</i> posts vacant as % of budgeted workforce target			Month	3.1%	~	1.9%	2.2%	0.6%	-3.3%	-2.0%	-1.7%	-2.0%	0.2%	2.7%	2.0%
		DPS police <i>staff</i> posts vacant as % of budgeted workforce target			Month	8.9%	~	7.5%	10.4%	12.0%	11.8%	11.2%	12.6%	18.4%	17.5%	16.9%	16.9%
17	Training	Senior Investigating Officer Training for DPS Staff - number of sessions held			YTD	~	~	0	1	1	2	2	2	2	2	2	2
		Investigating Officer Training for DPS Staff - number of sessions held			YTD	~	~	1	1	4	5	5	5	5	6	6	6
		Probationer Training held by DPS - number of sessions held			YTD	~	~	~	~	~	~	~	10	32	50	66	84

Abbreviations Month = Figures for month shown. YTD = Year to date. 12 mra = 12 Months rolling average. ~ = Figures not available