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# IIC Performance Bulletin

## Monthly Report

### April 2004

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The purpose of this bulletin is to look at IIC performance, focusing on 'Live' Public Complaints, Cases over 120 days and Allegations recorded

The IIC Business Plan for 2003/04 states :  
Objective IIC/1 - "improve timeliness of investigations"

#### Executive Summary

- \* *IIC* continue to exceed the target for **'live' public complaints** under investigation & **'live' internal investigations over 120-days** old.
- \* *IIC* have met the target for the number of **'live' public complaints over 120-days** old this is the first time since the beginning of January.
- \* All *BSUs* continue to meet the expectations in regard to **'live' cases per IO** and the number of **internal investigations over 120-days** old. *SE* are over the target for **'live' public complaints**, by 2 cases. *NW* are over the target for **'live' internal investigations**, by 2 cases.
- \* *SI* have not met the target of **'live' cases per IO** for a number of months, this is due too the same one IO having to many cases (current workload 16 cases).
- \* Performance against the **combined IIR/IR** continues to be poor for the majority of units, there has however been a slight improvement in **combined IIR/IR/W/NPW**. Please note due to these figures being recalculated performance for the previous month may have changed.
- \* Work has been completed into additions to the bulletin, these relating to inclusion of the average days taken to complete an investigation (all results). This can be found in a separate document, there needs to be agreement on what figures will be used in the expectations.

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Sponsor: IIC SMT  
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## DPS IIC Performance Management Framework - Unit Performance against Expectations

Expectation		SW		NW		NE		SE		SI Expectations	SI	
		Feb	Mar	Feb	Mar	Feb	Mar	Feb	Mar		Feb	Mar
<= 40	Live Cases per Investigating Officer	✓ 32,24,26,24	✓ 22,28,36,23	✓ 22,19,22,25	✓ 26,23,19,20	✓ 32,27,15,20	✓ 33,24,14,16	✓ 22,38,19,22	✓ 23,3,33,26,33	<= 10	✗ 3,5,4,5,14	✗ 3,5,3,5,16
< 100	Total Live Public Complaints	✓ 97	✓ 98	✓ 71	✓ 69	✓ 77	✓ 69	✓ 89	✗ 102			
< 20	Total Live Internal Investigations	✓ 12	✓ 15	✓ 19	✗ 22	✓ 20	✓ 20	✓ 15	✓ 15			
	Total Live Cases (SI only)									< 40	✗ 42	✗ 46
< 30	Live Public Complaints over 120 days	✗ 32	✗ 32	✗ 40	✗ 36	✓ 22	✓ 20	✓ 26	✓ 24			
< 10	Internal Investigations over 120 days	✓ 5	✓ 5	✓ 6	✓ 4	✓ 6	✓ 7	✓ 3	✓ 2			
	Total Live Cases over 120 days (SI only)									< 20	✗ 27	✗ 28
= 0	Live Cases over 360 days old	✗ 2	✗ 7	✗ 1	✗ 1	✗ 2	✗ 3	✗ 4	✗ 3	= 0	✗ 12	✗ 10
= 0	Live Cases over 720 days old (SI only)									= 0	✗ 2	✗ 2
< 6	OCU Cases over 30 days	✗ 15	✗ 12	✗ 7	✗ 8	✗ 13	✗ 21	✗ 25	✗ 16			
= 0	OCU Cases over 60 days	✗ 14	✗ 8	✗ 3	✗ 3	✗ 6	✗ 6	✗ 12	✗ 8			
<= 60	Pending cases	✗ 62	✓ 44	✓ 48	✓ 55	✓ 28	✓ 29	✗ 71	✗ 71	<= 10	✓ 9	✗ 14
>= 31%	Combined IIR / IR rate	✗ 24%	✗ 16%	✗ 28%	✗ 25%	✗ 30%	✓ 33%	✓ 35%	✗ 18%			
>= 45%	Combined IIR / IR / W / NPW	✗ 34%	✗ 27%	✗ 44%	✓ 49%	✓ 74%	✓ 49%	✓ 52%	✗ 35%			
<= 80	Average days to submit dispensations to PCA	✗ 93	✗ 109	✗ 127	✗ 119	✗ 113	✓ 79	✗ 91	✗ 97			
<= 120	Average days taken to complete investigations of public complaints	✗ 189	✗ 287	✗ 230	✗ 242	✗ 179	✗ 208	✗ 188	✗ 276			
>= 40	Total cases completed	✗ 27	✓ 57	✗ 32	✓ 48	✓ 46	✓ 51	✗ 35	✓ 46	>= 4	✓ 8	✓ 7

✓ Meeting expectation  
✗ Not meeting expectation

Source for current month

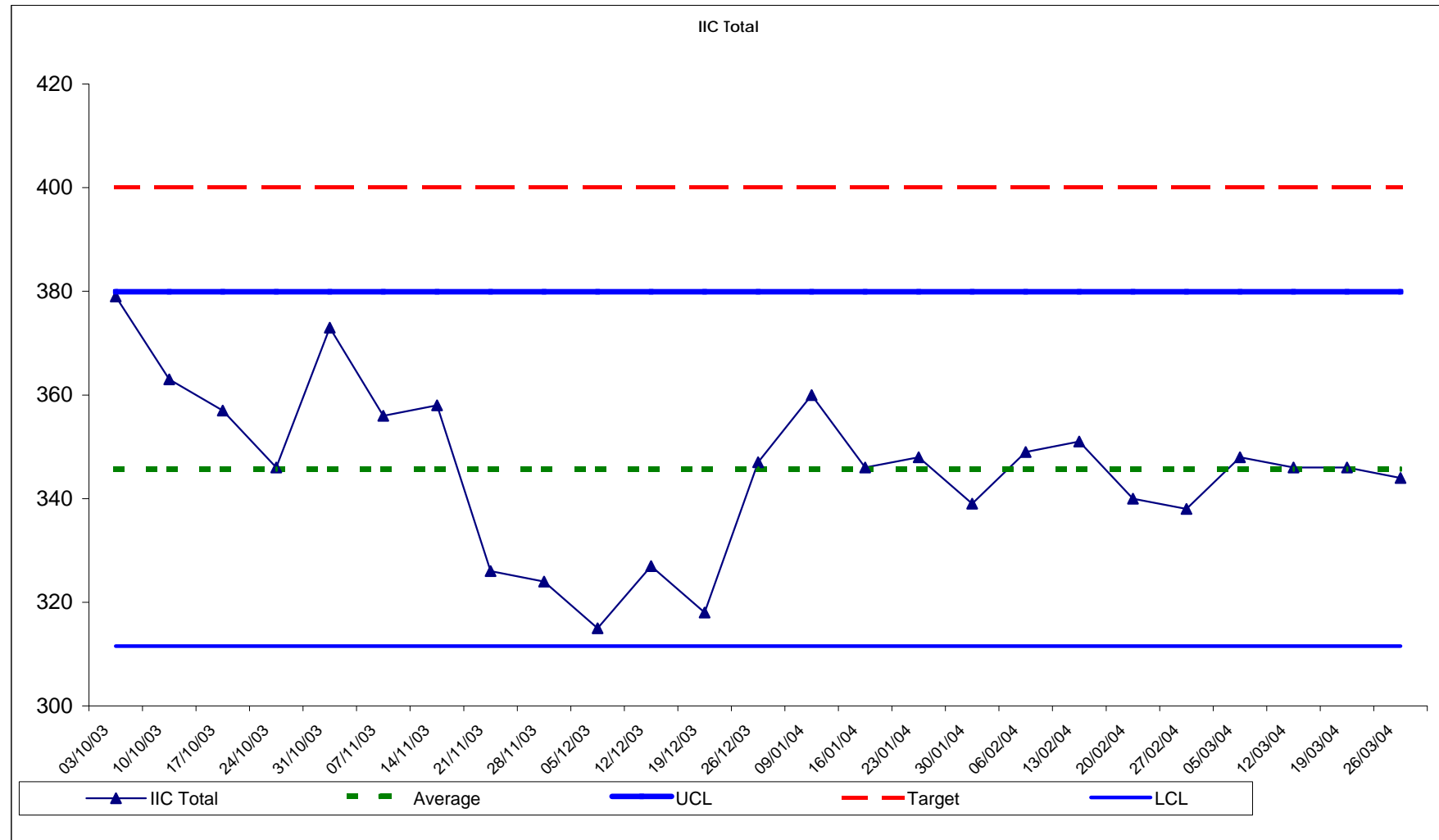
IOWA :

26/03/04

IOTA :

Mar 2004

## Live Public Complaints Under Investigation - Control Chart



The above is a 'control chart'. The blue lines are the upper and lower control limits. The green line is the average. The target is based on the 'expectation of performance'. The average is based on the IIC Total between 03/10/2003 to 27/02/2004 (21 week period). The control limits are based on 2 standard deviations from the average. Data is expected to vary each week, the idea of a control chart is to detect to variation beyond the norm. Variation beyond the norm can be detected if:

**\* Points outside the control limits**

**\* Unusual patterns of points such as:**

*7 successive points above the average*

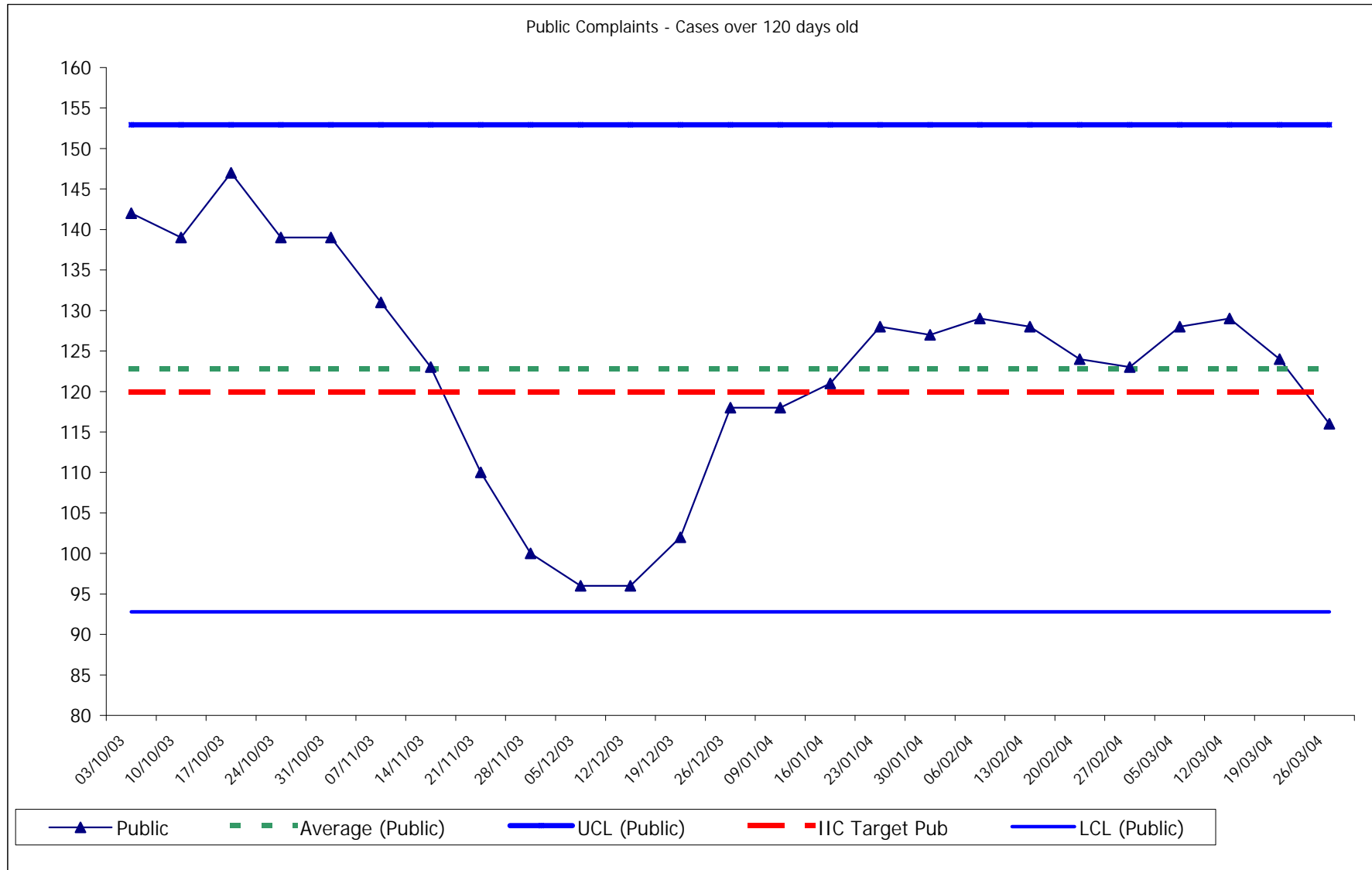
*7 points rising in a line (6 successive rises in points)*

*Too many or too few points, within the middle third of the charts*

*7 successive points below the average*

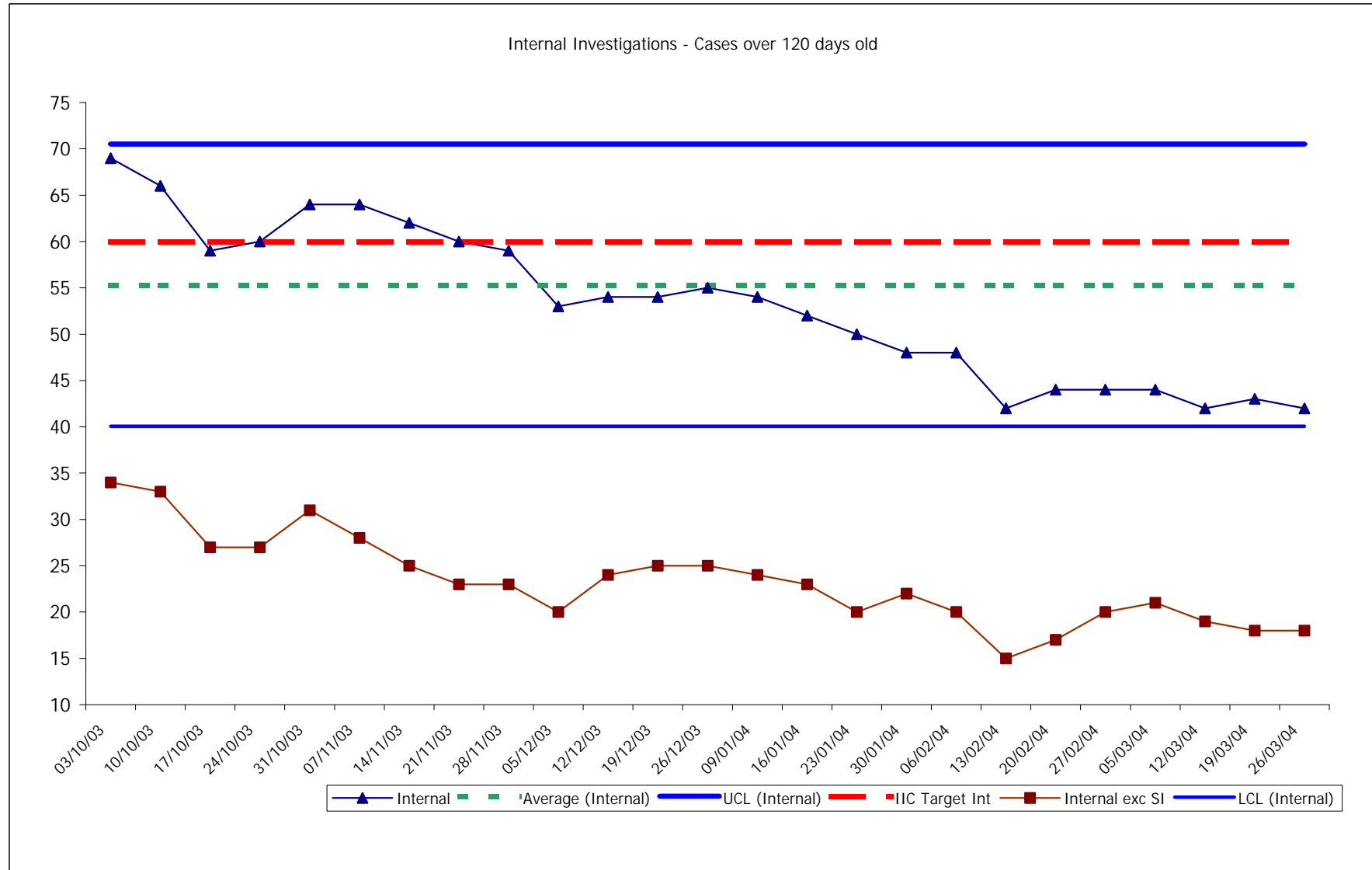
*7 points falling in a line (6 successive falls in points)*

## Cases over 120 days old - Control Charts



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