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# IIC Performance Bulletin

## Monthly Report

### September 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 2004/05 states :  
Objective IIC/1 - "improve timeliness of investigations"

Executive Summary
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- \* The *IIC total* for **'live' public complaints** under investigation started decreased in the last weeks of August by 10 cases (from 399 13/08 to 389 27/09). This decrease is after a 11 week increase.
- \* The *IIC total* for **'live' public complaints over 120-days** started to decrease in August with the exception of the last week where the total rose from 87 to 90, although this is an increase it is the lowest since June.
- \* The *IIC total* for **'live' internal investigations over 120-days** has started to decrease again, over August the number of cases reduced by 8 (from 46 to 38).
- \* Three units have not met the target for live cases per IO, each unit has one IO over the target. (SW 40, SE 46, target less than 40 and SI 11, target less than 10).
- \* *NE and SE* are the first units to have no cases over 360 days old. *SW* and *NW* have only one case over 360.
- \* Although *NW* have not managed to meet the target for live internal there has been a reduction of 8 cases since last month (33 to 25). They have also met 120 day targets for public & internals.
- \* Please note figures from IOTA are based on the pre run, the final version will be run on 01/09/2004, the expectations will be revised with the final figures and re published. Allegations recorded & IIC KPI return have not be updated for August due to waiting for the end of the month.

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Sponsor: IIC SMT  
Date: 31/08/2004  
Version: 1  
Distribution: IIC SMT & Aware Library

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## DPS IIC Performance Management Framework - Unit Performance against Expectations

Expectation		SW		NW		NE		SE		SI Expectation	SI	
		July	July	July	July	July	July	July	July		July	July
<= 40	Live Cases per Investigating Officer	✓ 35, 7, 21, 30, 16	✗ 34, 3, 24, 40, 14	✓ 24, 31, 30, 35	✓ 26, 25, 25, 35	✓ 27, 23, 20, 27	✓ 27, 23, 23, 30	✓ 21, 24, 37, 38	✗ 20, 19, 25, 46	< = 10	✓ 3, 2, 3, 2, 2, 5, 2, 9, 2	✗ 3, 2, 2, 3, 2, 2, 7, 2, 11, 2
< 100	Total Live Public Complaints	✓ 97	✓ 99	✓ 88	✓ 86	✓ 86	✓ 90	✗ 107	✗ 108			
< 20	Total Live Internal Investigations	✓ 14	✓ 17	✗ 33	✗ 25	✓ 14	✓ 14	✓ 17	✓ 15			
	Total Live Cases (SI only)									< 40	✗ 41	✗ 46
< 30	Public Complaints over 120 days	✓ 19	✓ 18	✗ 31	✓ 25	✓ 26	✓ 21	✓ 15	✓ 21			
< 10	Internal Investigations over 120 days	✓ 4	✓ 4	✗ 11	✓ 6	✓ 2	✓ 2	✓ 4	✓ 4			
	Total Live Cases over 120 days (SI only)									< 20	✗ 28	✗ 27
= 0	Live Cases over 360 days old	✗ 1	✗ 1	✗ 1	✗ 1	✗ 1	✓ 0	✗ 1	✓ 0	= 0	✗ 10	✗ 10
< 6	OCU Cases over 30 days	✗ 15	✗ 14	✗ 24	✗ 14	✗ 24	✗ 20	✗ 20	✗ 21			
= 0	OCU Cases over 60 days	✗ 8	✗ 6	✗ 7	✗ 6	✗ 14	✗ 5	✗ 10	✗ 9			
<= 60	Pending cases	✓ 22	✓ 21	✓ 25	✓ 37	✓ 23	✓ 20	✓ 54	✓ 40	<= 10	✗ 11	✗ 11
>= 31%	Combined IIR / IR / L rate	✓ 51%	✓ 42%	✓ 42%	✓ 48%	✓ 44%	✓ 45%	✓ 51%	✗ 29%			
>= 45%	Combined IIR / IR / L / W / NPW	✓ 64%	✓ 54%	✓ 57%	✓ 79%	✓ 74%	✓ 65%	✓ 52%	✗ 40%			
<= 80	Average days to submit dispensations to PCA	✗ 84	✗ 81	✗ 123	✗ 141	✓ 78	✗ 96	✓ 76	✗ 93			
<= 120	Average taken to complete investigations of public complaints (full investigation)	✗ 245	✗ 183	✗ 184	✗ 331	✗ 132	✗ 192	✗ 169	✗ 159			
<= 120	Average taken to complete investigations of public complaints (full investigation 12 mth rolling average)	✗ 223	✗ 216	✗ 198	✗ 206	✗ 181	✗ 182	✗ 239	✗ 227			
<= 120	Average taken to complete full investigation & all other results (IIR/IR/W/D)	✓ 99	✓ 80	✗ 202	✗ 149	✓ 70	✓ 83	✓ 98	✓ 107			
<= 120	Average taken to complete full investigation & all other results (12 mth rolling average)	✓ 114	✓ 114	✗ 128	✗ 130	✓ 91	✓ 92	✓ 106	✓ 106			
>= 40	Total cases completed	✓ 45	✗ 35	✓ 47	✓ 44	✓ 46	✓ 41	✓ 46	✗ 35	>= 4	✗ 3	✓ 7

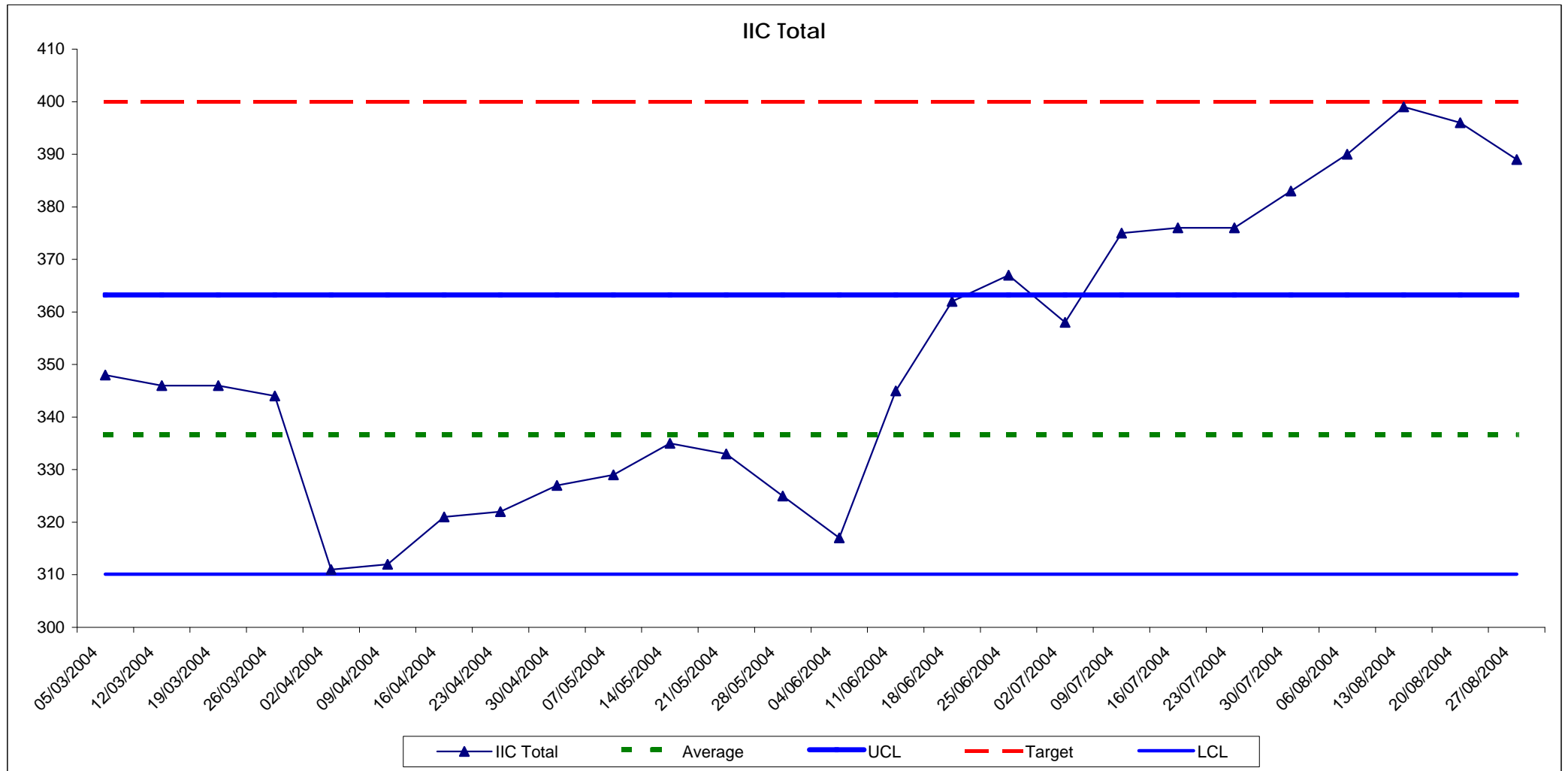
- ✓ Meeting expectation
- ✗ Not meeting expectation

Source for current month

IOWA : 27/08/2004

IOTA : Pre Aug 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 09/01/2004 to 28/05/2004 (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*

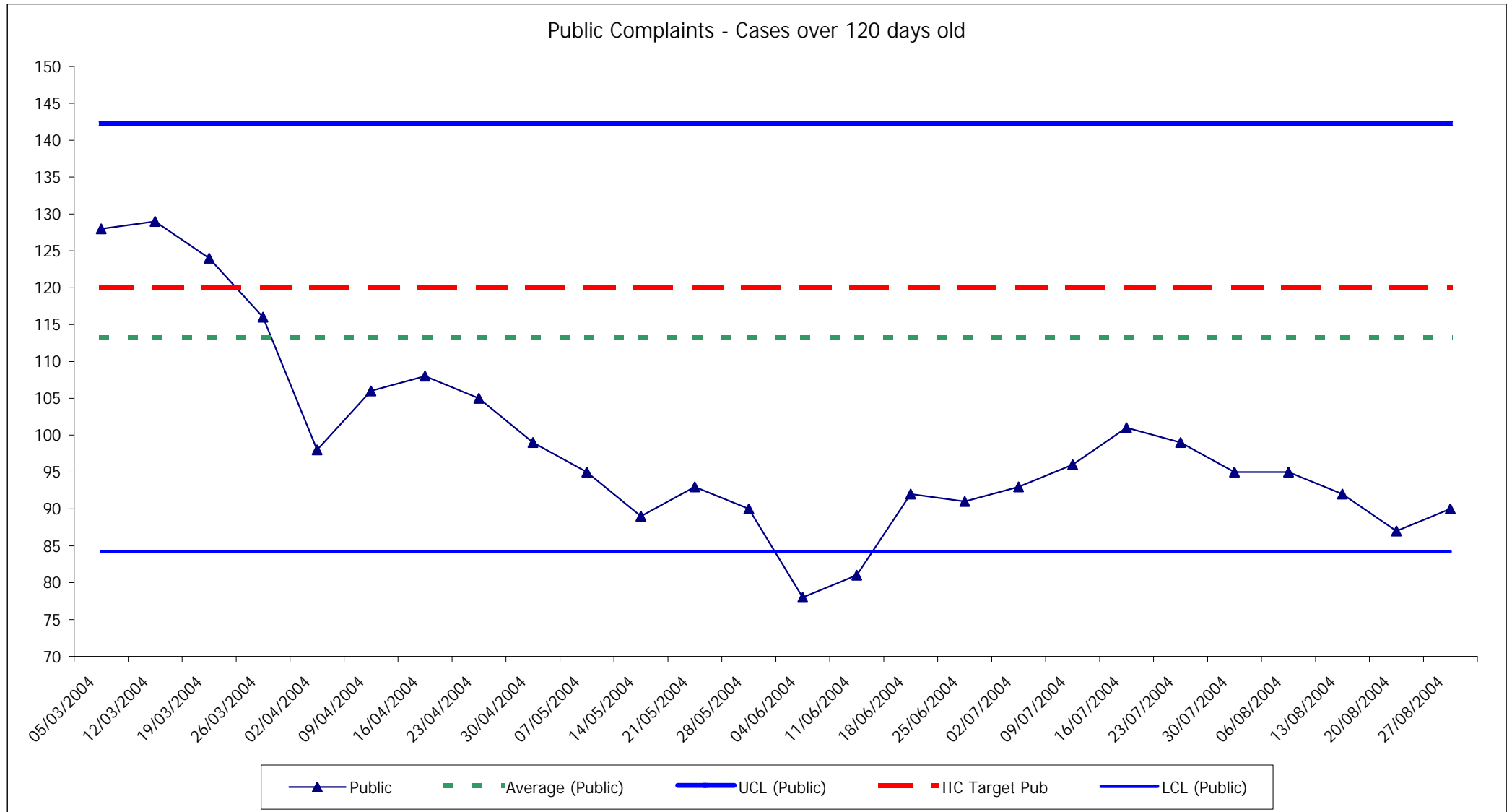
*7 points rising in a line (6 successive rises in points)*

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

*7 successive points below the average*

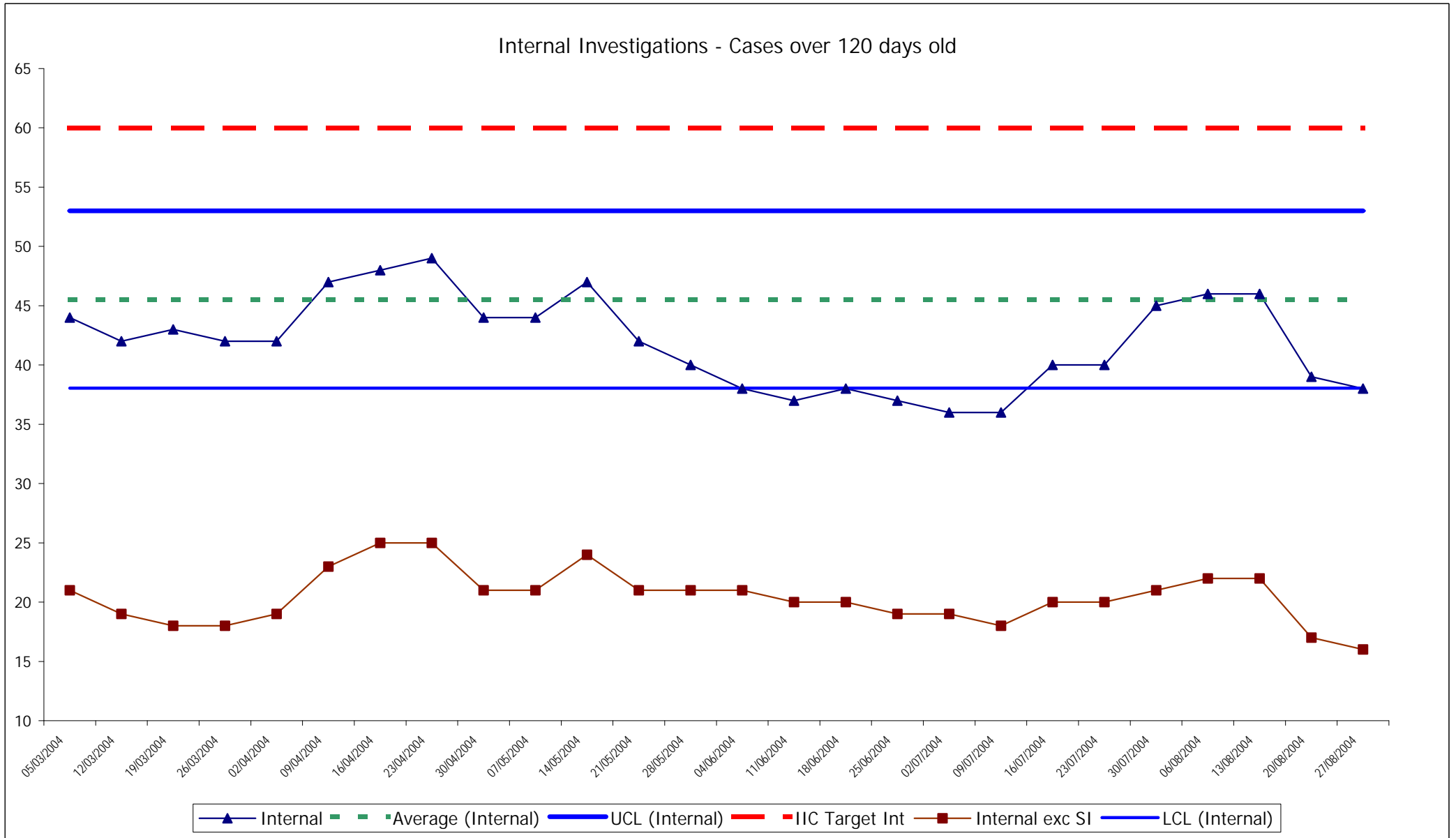
*7 points falling in a line (6 successive falls in points)*

## Cases over 120 days old - Control Charts



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