

Table 1 – Public Complaints - Performance to 31st December 2009

		Target	2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
PUBLIC COMPLAINTS	Live cases	Live cases over 64 days	N/A	94	12%	88	8%	246	17%	320	23%	271	18%			271	17%
	Completing All Cases	Average days to complete	Less than 64 days	51	-	49	-	51	-	56	-	54	-			54	-
	Completing Local Resolution Cases	Average days OCU	Less than 43 days	32	-	38	-	42	-	44	-	41	-			41	-
		Average days DPS	N/A	56	-	62	-	80	-	72	-	67	-			67	-
	Local Resolution Cases Achieved	Percentage OCU	Less than 40%	1845	61%	2319	60%	576	71%	585	65%	458	63%			1619	66%
		Percentage DPS	Greater than 60%	1184	39%	1558	40%	241	29%	320	35%	267	37%			828	34%
	Allegations Recorded	Oppressive Behaviour	N/A	2610	27.3%	3089	25.3%	1103	30.4%	814	25.3%	714	24.9%			2631	27.1%
		Discriminatory Behaviour		636	6.7%	913	7.5%	225	6.2%	211	6.5%	209	7.3%			645	6.6%
		Malpractice		615	6.4%	858	7.0%	263	7.2%	225	7.0%	193	6.7%			681	7.0%
		Failures in Duty		3564	37.3%	4696	38.4%	1331	36.6%	1315	40.8%	1121	39.2%			3767	38.8%
		Incivility		1923	20.1%	2354	19.2%	569	15.7%	556	17.3%	528	18.4%			1653	17.0%
		Traffic Irregularity		71	0.7%	103	0.8%	41	1.1%	51	1.6%	31	1.1%			123	1.3%
		Other		134	1.4%	217	1.8%	101	2.8%	50	1.6%	66	2.3%			217	2.2%
		<i>MPS Total</i>			9553		12230		3633		3222		2862				9717
	Allegation Results	Not Recorded	N/A	529	6.0%	873	7.5%	346	11.4%	242	7.0%	158	5.1%			746	7.8%
		Local Resolution		2889	32.6%	3877	33.2%	817	26.9%	905	26.2%	725	23.4%			2447	25.5%
		Dispensation		1217	13.7%	1302	11.1%	285	9.4%	417	12.1%	285	9.2%			987	10.3%
		Discontinuance		113	1.3%	134	1.1%	45	1.5%	58	1.7%	30	1.0%			133	1.4%
		Withdrawn		1405	15.8%	1376	11.8%	356	11.7%	443	12.8%	337	10.9%			1136	11.9%
		Substantiated		143	1.6%	195	1.7%	38	1.3%	33	1.0%	42	1.4%			113	1.2%
		Unsubstantiated		2569	29.0%	3931	33.6%	1146	37.8%	1357	39.3%	1518	49.0%			4021	42.0%
	<i>MPS Total</i>			8865		11688		3033		3455		3095				9583	
	Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Upheld	N/A	62	48.1%	26	37.7%	12	54.5%	15	41.7%	7	58.3%			34	48.6%
		Non-Recording - Not Upheld		54	41.9%	32	46.4%	8	36.4%	18	50.0%	3	25.0%			29	41.4%
		Non-Recording - Not Valid		13	10.1%	11	15.9%	2	9.1%	3	8.3%	2	16.7%			7	10.0%
		<i>Non-Recording Total</i>		129		69		22		36		12				70	
Local Resolution - Upheld		N/A	21	28.4%	35	42.2%	7	58.3%	10	55.6%	8	40.0%			25	50.0%	
Local Resolution - Not Upheld			40	54.1%	30	36.1%	2	16.7%	6	33.3%	10	50.0%			18	36.0%	
Local Resolution - Not Valid			13	17.6%	18	21.7%	3	25.0%	2	11.1%	2	10.0%			7	14.0%	
<i>Local Resolution Total</i>			74		83		12		18		20				50		
Outcome - Upheld		N/A	101	19.7%	110	22.0%	31	23.5%	37	20.1%	34	16.2%			102	19.4%	
Outcome - Not Upheld			377	73.6%	349	69.8%	82	62.1%	139	75.5%	164	78.1%			385	73.2%	
Outcome - Not Valid			34	6.6%	41	8.2%	19	14.4%	8	4.3%	12	5.7%			39	7.4%	
<i>Outcome Total</i>			512		500		132		184		210				526		
IPCC - Upheld		N/A	184	25.7%	171	26.2%	50	30.1%	62	26.1%	49	20.2%			161	24.9%	
IPCC - Not Upheld		471	65.9%	411	63.0%	92	55.4%	163	68.5%	177	73.1%			432	66.9%		
IPCC - Not Valid		60	8.4%	70	10.7%	24	14.5%	13	5.5%	16	6.6%			53	8.2%		
<i>IPCC Total</i>		715		652		166		238		242				646			

NB Recorded/Finalised Figures include 'Direction and Control' cases and 'not recorded' allegations.

Table 2 – Conduct Matters, Misconduct Decisions and External Partners - Performance to 31st December 2009

CONDUCT MATTERS	Completing All Cases	Average days to complete	Less than 64 days	54	-	50	-	56		56		60				60	-
	Allegations Recorded	Oppressive Behaviour	N/A	225	18.8%	228	18.8%	68	20.9%	76	20.7%	55	16.2%			199	19.3%
		Discriminatory Behaviour		32	2.7%	42	3.5%	6	1.8%	14	3.8%	6	1.8%			26	2.5%
		Malpractice		128	10.7%	91	7.5%	33	10.1%	50	13.6%	41	12.1%			124	12.0%
		Failures in Duty		436	36.4%	465	38.3%	124	38.0%	143	39.0%	124	36.6%			391	37.9%
		Incivility		58	4.8%	83	6.8%	18	5.5%	14	3.8%	20	5.9%			52	5.0%
		Traffic Irregularity		123	10.3%	118	9.7%	24	7.4%	24	6.5%	22	6.5%			70	6.8%
		Other		195	16.3%	186	15.3%	53	16.3%	46	12.5%	71	20.9%			170	16.5%
	<i>MPS Total</i>				1197		1213		326		367		339				1032
	Allegation Results	Not Informed	N/A	38	3.2%	37	3.4%	12	4.0%	6	2.4%	4	1.9%			22	2.9%
Discontinuance		64		5.3%	53	4.8%	15	5.0%	15	6.0%	8	3.8%			38	5.0%	
Substantiated		661		54.9%	620	56.2%	145	48.7%	137	55.2%	102	48.6%			384	50.8%	
Unsubstantiated		442		36.7%	394	35.7%	126	42.3%	90	36.3%	96	45.7%			312	41.3%	
<i>MPS Total</i>				1205		1104		298		248		210				756	
Reaching Misconduct Decisions	Average number of days (12mra)	Year to date <= Previous year	105	-	96	-	90	-	82	-	77	-			-	-	
External Partners	Average Days From Receipt to CPS Decision	Borough Support	Year to date <= Previous year	52	-	85	-	117	-	55	-	76	-			62	-
		Specialist Investigations	Year to date <= Previous year	78	-	109	-	159	-	160	-	147	-			116	-
	Submitting requests to the IPCC	Discontinuance: Average number of days	Less than 60 days	76	-	48	-	61	-	60	-	47	-			42	-
		Dispensation: Average number of days	N/A	52	-	58	-	65	-	55	-	47	-			42	-
	IPCC Referrals (number of cases)	IPCC decision of 'Local Investigation'	N/A	273	-	376	-	117	-	147	-	120	-			384	-
		IPCC decision of 'Managed Investigation'		58	-	56	-	11	-	10	-	10	-			31	-
IPCC decision of 'Supervised Investigation'		58		-	22	-	64	-	10	-	7	-			81	-	
IPCC decision of 'Independent Investigation'		15		-	20	-	15	-	2	-	6	-			23	-	