

Appendix 2

			Target	2006/07		2007/08		2008/09		2009/10		Quarter 1 Apr 10 - Jun 10		Quarter 2 Jul 10 - Sep 10		Quarter 3 Oct 10 - Dec 10		Quarter 4 Jan 11 - Mar 11		2010/11 ETD		
				Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
PUBLIC COMPLAINTS	Live cases	Live cases over 64 days	N/A	224	24%	94	12%	88	8%	222	17%	246	17%							246	17%	
	Completing All Cases	Average days to complete	Less than 64 days	53	-	51	-	49	-	54	-	55	-							55	-	
	Completing Local Resolution Cases	Average days OCU	Less than 43 days		27	-	32	-	38	-	42	-	43	-							49	-
		Average days DPS	N/A		45	-	56	-	62	-	75	-	86	-							86	-
	Local Resolution Cases Achieved	Percentage OCU	Less than 40%		1486	48%	1776	61%	2126	55%	2243	68%	547	71%							830	72%
		Percentage DPS	Greater than 60%		1602	52%	1114	39%	1562	40%	1075	32%	225	29%							326	28%
	Allegations Recorded	Oppressive Behaviour			2537	27.7%	2615	27.3%	3091	25.2%	3480	25.9%	923	23.3%							1484	22.8%
		Discriminatory Behaviour			556	6.1%	639	6.7%	920	7.5%	883	6.6%	259	6.5%							443	6.8%
		Malpractice			552	6.0%	618	6.5%	862	7.0%	906	6.8%	290	7.3%							471	7.2%
		Failures in Duty			3523	38.5%	3569	37.3%	4731	38.5%	5452	40.6%	1758	44.3%							2888	44.3%
		Incivility			1664	18.2%	1925	20.1%	2363	19.2%	2253	16.8%	614	15.5%							1007	15.4%
		Traffic Irregularity			87	0.9%	71	0.7%	103	0.8%	170	1.3%	34	0.9%							57	0.9%
		Other			241	2.6%	134	1.4%	218	1.8%	269	2.0%	89	2.2%							171	2.6%
		MPS Total			9160		9571		12288		13413		3967								6521	
	Allegation Results	Not Recorded			891	10.1%	530	6.0%	813	6.9%	950	6.9%	220	6.0%							406	7.0%
		Local Resolution			3088	35.0%	2890	32.6%	3883	33.1%	3318	24.1%	772	20.9%							1156	19.8%
		Dispensation			762	8.6%	1217	13.7%	1306	11.1%	1327	9.6%	302	8.2%							518	8.9%
		Discontinuance			45	0.5%	113	1.3%	134	1.1%	183	1.3%	35	0.9%							51	0.9%
		Withdrawn			1540	17.5%	1405	15.8%	1379	11.8%	1571	11.4%	351	9.5%							557	9.6%
		Substantiated			142	1.6%	143	1.6%	196	1.7%	191	1.4%	36	1.0%							51	0.9%
		Upheld			0	0.0%	0	0.0%	0	0.0%	2	0.0%	49	1.3%							101	1.7%
		Unsubstantiated			2348	26.6%	2573	29.0%	3952	33.7%	6211	45.1%	1408	38.1%							1789	30.7%
		Not Upheld			0	0.0%	0	0.0%	0	0.0%	4	0.0%	521	14.1%							1203	20.6%
		MPS Total			8816		8871		11731		13757		3694								5832	
	Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Upheld			22	22.9%	62	48.1%	26	37.7%	44	49.4%	6	31.6%							11	30.6%
		Non-Recording - Not Upheld			56	58.3%	54	41.9%	32	46.4%	36	40.4%	9	47.4%							20	55.6%
Non-Recording - Not Valid				18	18.8%	13	10.1%	11	15.9%	9	10.1%	4	21.7%							5	13.9%	
Non-Recording Total				96		129		69		89		19								36		
Local Resolution - Upheld				14	25.0%	21	28.4%	35	42.2%	33	48.5%	11	52.4%							14	46.7%	
Local Resolution - Not Upheld				39	69.6%	40	54.1%	30	36.1%	25	36.8%	6	28.6%							10	33.3%	
Local Resolution - Not Valid				3	5.4%	13	17.6%	18	21.7%	10	14.7%	4	19.0%							6	20.0%	
Local Resolution Total				56		74		83		68		21								30		
Outcome - Upheld				40	11.2%	99	19.4%	109	21.8%	115	16.4%	65	21.5%							111	22.2%	
Outcome - Not Upheld				297	83.2%	377	74.1%	351	70.1%	534	76.3%	222	73.3%							362	72.4%	
Outcome - Not Valid			20	5.6%	33	6.5%	41	8.2%	51	7.3%	16	5.3%							27	5.4%		
Outcome Total			357		509		501		700		303								500			
IPCC - Upheld			76	14.9%	182	25.6%	170	26.0%	192	22.4%	82	23.9%							136	24.0%		
IPCC - Not Upheld			392	77.0%	471	66.2%	413	63.2%	595	69.4%	237	69.1%							392	69.3%		
IPCC - Not Valid			41	8.1%	59	8.3%	70	10.7%	70	8.2%	24	7.0%							38	6.7%		
IPCC Total			509		712		653		857		343								566			
CONDUCT MATTERS	Completing All Cases	Average days to complete	Less than 64 days	59	-	54	-	50	-	59	-	67	-							67	-	
	Allegations Recorded	Oppressive Behaviour			256	21.8%	225	18.8%	227	18.7%	275	19.9%	75	20.0%							126	20.1%
		Discriminatory Behaviour			17	1.5%	32	2.7%	40	3.3%	35	2.5%	4	1.1%							6	1.0%
		Malpractice			127	10.8%	128	10.7%	92	7.6%	155	11.2%	48	12.8%							71	11.3%
		Failures in Duty			400	34.1%	436	36.4%	463	38.2%	527	38.1%	134	35.7%							235	37.4%
		Incivility			59	5.0%	58	4.8%	85	7.0%	72	5.2%	9	2.4%							26	4.1%
		Traffic Irregularity			93	7.9%	123	10.3%	118	9.7%	104	7.5%	30	8.0%							50	8.0%
		Other			220	18.8%	195	16.3%	188	15.5%	217	15.7%	75	20.0%							114	18.2%
		MPS Total			1172		1197		1213		1385		375								628	
	Allegation Results	Not Informed			50	4.2%	37	3.1%	40	3.6%	57	4.8%	12	3.8%							15	2.9%
Discontinuance				47	3.9%	62	5.1%	52	4.7%	52	4.4%	20	6.3%							35	6.8%	
Substantiated				673	56.0%	665	55.1%	627	57.0%	568	48.2%	136	43.2%							207	40.4%	
Unsubstantiated				432	35.9%	443	36.7%	381	34.6%	502	42.6%	147	46.7%							255	49.8%	
MPS Total			1202		1207		1100		1179		315								512			
Reaching Misconduct Decisions	Average number of days (12mra)	Year to date <= Previous year	75	-	105	-	96	-	66	-	53	-							53	-		
External Partners	Average Days From Receipt to CPS Decision	Borough Support	Year to date <= Previous year	33	-	52	-	85	-	111	-	115	-							96	-	
		Specialist Investigations	Year to date <= Previous year	88	-	78	-	109	-	226	-	329	-							82	-	
	Submitting requests to the IPCC	Discontinuance: Average number of days	Less than 60 days	57	-	76	-	48	-	51	-	49	-							31	-	
		Dispensation: Average number of days	N/A		57	-	51	-	58	-	54	-	33	-						28	-	
	IPCC Referrals (number of cases)	IPCC decision of 'Local Investigation'			153	-	274	-	380	-	533	-	140	-							194	-
IPCC decision of 'Managed Investigation'				40	-	58	-	57	-	48	-	12	-							16	-	
IPCC decision of 'Supervised Investigation'				107	-	58	-	22	-	93	-	17	-							20	-	
IPCC decision of 'Independent Investigation'				18	-	15	-	21	-	33	-	2	-							5	-	

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