

Directorate of Professional Standards

Timeliness, Quality & Outcomes - Key Performance Indicators

		Target	Period	Sep 2001	Oct 2001	Nov 2001	Dec 2001	Jan 2002	Feb 2002		
1	Public Complaints	Number of allegations recorded - BVPI (21)									
		Allegations recorded in month as a % of target (monthly average 2000/01)		< 487	Month	85.2%	89.9%	78.4%	67.4%	81.1%	54.0%
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months			12 mra	91.9%	91.3%	88.3%	87.3%	83.7%	78.3%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			Month	11.3%	21.4%	16.8%	20.9%	11.1%	25.5%
4	Suspension	Total number of officers currently suspended			Month	79	70	72	65	58	58
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation			Month	48	~	69	58	66	65
6	Service Confidence	Officers subject to Service Confidence Procedure			FYTD	8	8	8	9	9	9
7	Corruption Offences	Number of people charged with corruption offences			Month	Data subject to validation					
8	Quality of Investigation	Number of investigations returned by CPS / PCA for remedial work			Month	0	0	2	0	2	~
9	Investigative Outcomes Public Complaints	Total allegations finalised			Month	401	509	465	292	391	239
		Immediate Informal Resolution as % of total allegations finalised			Month	20.5%	17.5%	15.7%	14.0%	17.7%	14.2%
		Informal Resolution as % of total allegations finalised			Month	12.7%	17.1%	13.3%	13.4%	9.5%	13.8%
		Dispensations as % of total allegations finalised			Month	20.7%	30.8%	27.5%	27.7%	36.6%	33.5%
		Withdrawn / Not Proceeded With as % of total allegations finalised			Month	19.7%	20.8%	15.3%	21.9%	20.2%	17.6%
		Substantiated allegations as % of total allegations finalised			Month	3.0%	3.0%	4.7%	4.8%	1.8%	5.4%
Unsubstantiated allegations as % of total allegations finalised			Month	23.4%	10.8%	23.4%	18.2%	14.3%	15.5%		
10	Timeliness (¹ source IOWA 11/03/2002)	% of all public complaint cases under investigation currently over 120 days ¹			Month	39%	44%	43%	44%	42%	43%
		Number of all public complaint cases under investigation currently over 120 days ¹			Month	409	440	408	416	368	360
		% of all internal investigation cases under investigation currently over 120 days ¹			Month	58%	59%	61%	58%	62%	64%
		Number of all internal investigation cases under investigation currently over 120 days ¹			Month	114	117	116	106	111	118
11	Timeliness (² source IOTA 08/03/2002)	Average days taken to complete investigations of public complaints ²		120 days	Month	~	~	~	~	295	272
		Average days taken to complete internal investigations ²			Month	~	~	~	~	214	218
		Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	~	~	~	~	116	122
		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	~	~	~	~	84	84
		Average days taken to complete informal resolution cases ² (Public)			Month	~	~	~	~	121	97
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)			Month	~	~	~	~	55	63
12	Misconduct Decisions	% of misconduct decisions made within target		>= 85%	Month	~	~	~	92%	100%	~
		% of misconduct papers dispatched within 30 days		>= 85%	Month	100%	44%	100%	80%	100%	~
13	Misconduct Hearings	Average days from decision to misconduct hearing (1999 Regulations only)			Month	~	201	252	243	239	~
		Booked board rooms as % of target			Month	90%	61%	69%	82%	77%	~
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	52	52	51	51	53	52
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation			12 mra	40	39	38	40	39	38
		Average days from report to receipt of decision from PCA re investigation			12 mra	59	58	57	58	57	56
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target			Month	2.94%	3.74%	-0.53%	1.60%	3.74%	5.61%
		DPS civil staff posts vacant as % of budgeted workforce target			Month	20.13%	22.85%	19.61%	19.03%	22.33%	23.18%

Abbreviations

Month = Figures for month shown. **FYTD** = Financial year to date. **12 mra** = 12 Months rolling average. **~** = Figures not available