

Directorate of Professional Standards

Timeliness, Quality & Outcomes - Key Performance Indicators

		Target	Period	Oct 2001	Nov 2001	Dec 2001	Jan 2002	Feb 2002	Mar 2002		
1	Public Complaints	Number of allegations recorded - BVPI (21)									
		Allegations recorded in month as a % of target (monthly average 2000/01)		< 487	Month	444	381	330	392	284	259
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months			12 mra	91.9%	89.4%	88.9%	86.6%	83.3%	78.9%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			Month	23.4%	16.9%	23.0%	11.3%	23.7%	19.6%
4	Suspension	Total number of officers currently suspended			Month	70	72	65	58	58	57
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation			Month	~	69	58	66	65	65
6	Service Confidence	Officers subject to Service Confidence Procedure			FYTD	8	8	9	9	9	9
7	Corruption Offences	Number of people charged with corruption offences			Month	Data subject to redefinition					
8	Quality of Investigation	Number of investigations returned by CPS / PCA for remedial work			Month	0	2	0	2	~	0
9	Investigative Outcomes Public Complaints	Total allegations finalised			Month	519	479	295	411	328	217
		Immediate Informal Resolution as % of total allegations finalised			Month	18.3%	16.5%	14.2%	19.7%	17.1%	9.7%
		Informal Resolution as % of total allegations finalised			Month	17.5%	14.6%	14.2%	10.2%	16.2%	10.1%
		Dispensations as % of total allegations finalised			Month	30.3%	26.7%	27.5%	34.8%	29.0%	31.8%
		Withdrawn / Not Proceeded With as % of total allegations finalised			Month	20.4%	14.8%	21.4%	19.7%	19.5%	27.2%
		Substantiated allegations as % of total allegations finalised			Month	2.9%	4.6%	4.8%	2.0%	4.3%	4.2%
10	Timeliness (¹ source IOWA 08/04/2002)	% of all public complaint cases under investigation currently over 120 days ¹			Month	44%	43%	44%	42%	43%	44%
		Number of all public complaint cases under investigation currently over 120 days ¹			Month	440	408	416	368	360	369
		% of all internal investigation cases under investigation currently over 120 days ¹			Month	59%	61%	58%	62%	64%	70%
		Number of all internal investigation cases under investigation currently over 120 days ¹			Month	117	116	106	111	118	128
		Average days taken to complete investigations of public complaints ²		120 days	Month	~	~	~	295	272	280
		Average days taken to complete internal investigations ²			Month	~	~	~	214	218	214
11	Timeliness (² source IOTA 08/04/2002)	Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	~	~	~	116	122	115
		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	~	~	~	84	84	60
		Average days taken to complete informal resolution cases ² (Public)			Month	~	~	~	121	97	123
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)			Month	~	~	~	55	63	21
		% of misconduct decisions made within target		>= 85%	Month	~	~	92%	100%	90%	94%
		% of misconduct papers dispatched within 30 days		>= 85%	Month	44%	100%	80%	100%	80%	33%
13	Misconduct Hearings	Average days from decision to misconduct hearing (1999 Regulations only)			Month	201	252	243	239	286	310
		Booked board rooms as % of target			Month	61%	69%	82%	77%	67%	~
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	52	51	51	53	51	53
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation			12 mra	39	38	40	39	39	38
		Average days from report to receipt of decision from PCA re investigation			12 mra	58	57	57	56	56	57
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target			Month	3.74%	-0.53%	1.60%	3.74%	5.61%	5.34%
		DPS civil staff posts vacant as % of budgeted workforce target			Month	22.85%	19.61%	19.03%	22.33%	23.18%	22.98%

Abbreviations

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