

Directorate of Professional Standards

Timeliness, Quality & Outcomes - Key Performance Indicators

		2001 / 02					2002 / 03				
		Target	Period	Nov 2001	Dec 2001	Jan 2002	Feb 2002	Mar 2002	Apr 2002		
1	Public Complaints	Number of allegations recorded - BVPI (21)				388	344	428	330	315	373
		Allegations recorded in month as a % of target (monthly average 2001/02)		< 412	Month	78.4%	67.4%	81.1%	54.0%	53.2%	90.5%
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months			12 mra	90.3%	90.3%	88.5%	85.8%	83.3%	78.9%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			Month	16.8%	20.6%	12.3%	15.6%	20.4%	23.5%
4	Suspension	Total number of officers currently suspended			Month	72	65	58	58	57	57
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation			Month	69	58	66	65	65	64
6	Service Confidence	Officers subject to Service Confidence Procedure			FYTD	8	9	9	9	9	13
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	2	0	2	~	0	0
9	Investigative Outcomes Public Complaints	Total allegations finalised			Month	482	300	428	388	337	306
		Immediate Informal Resolution as % of total allegations finalised			Month	16.8%	15.7%	21.5%	19.1%	15.1%	13.7%
		Informal Resolution as % of total allegations finalised			Month	14.7%	14.3%	10.1%	16.0%	15.1%	9.8%
		Dispensations as % of total allegations finalised			Month	26.6%	26.0%	33.4%	24.7%	30.9%	34.3%
		Withdrawn / Not Proceeded With as % of total allegations finalised			Month	14.7%	21.3%	19.9%	20.4%	22.9%	19.6%
		Substantiated allegations as % of total allegations finalised			Month	4.6%	4.7%	1.9%	3.1%	3.3%	5.2%
Unsubstantiated allegations as % of total allegations finalised			Month	22.6%	18.0%	13.3%	16.8%	12.8%	17.3%		
10	Timeliness (¹ source IOWA 07/05/2002)	% of all public complaint cases under investigation currently over 120 days ¹			Month	43%	44%	42%	43%	44%	42%
		Number of all public complaint cases under investigation currently over 120 days ¹			Month	408	416	368	360	369	353
		% of all internal investigation cases under investigation currently over 120 days ¹			Month	61%	58%	62%	64%	70%	63%
		Number of all internal investigation cases under investigation currently over 120 days ¹			Month	116	106	111	118	128	118
11	Timeliness (² source IOTA 07/05/2002)	Average days taken to complete investigations of public complaints ²		120 days	Month	~	~	295	272	280	313
		Average days taken to complete internal investigations ²			Month	~	~	214	218	214	212
		Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	~	~	116	122	115	110
		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	~	~	84	84	60	81
		Average days taken to complete informal resolution cases ² (Public)			Month	~	~	121	97	123	86
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)			Month	~	~	55	63	21	39
12	Misconduct Decisions	% of misconduct decisions made within 20 working days		>= 85%	Month	~	92%	100%	90%	94%	100%
		% of misconduct papers dispatched within 20 working days		>= 85%	Month	100%	80%	100%	80%	33%	100%
13	Misconduct Hearings	Average days from decision to misconduct hearing (1999 Regulations only)			Month	252	243	239	286	310	280
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	51	51	53	51	53	56
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation			12 mra	38	40	39	39	38	39
		Average days from report to receipt of decision from PCA re investigation			12 mra	57	57	56	56	57	58
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target			Month	-0.53%	1.60%	3.74%	5.61%	5.34%	5.53%
		DPS civil staff posts vacant as % of budgeted workforce target			Month	19.61%	19.03%	22.33%	23.18%	22.98%	23.10%

Abbreviations

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