

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

			2003/04														
			Target	Period	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	
1	Public Complaints	Number of allegations recorded		12 mra	367	365	362	367	372	372	384	390	392	397	401	402	
2		% change from previous rolling 12 months		Month	-4%	-4%	-6%	-3%	-1%	-1%	4%	4%	4%	6%	7%	9%	
3	Conduct Matters (Local & Recordable)	Number of allegations recorded		12 mra	79	79	79	79	77	77	79	78	89	88	88	87	
4		% change from previous rolling 12 months		Month	25%	25%	24%	22%	16%	16%	19%	16%	23%	20%	18%	11%	
5	Investigative Outcomes Public Complaints	Total allegations finalised		12 mra	376	365	350	342	337	336	336	326	338	340	343	336	
6		Local Resolutions as % of total allegations finalised (includes IIR & IR)		12 mra	34%	36%	38%	39%	40%	39%	39%	40%	41%	41%	40%	41%	
7		Dispensations/Discontinuance as % of total allegations finalised		12 mra	28%	28%	28%	29%	29%	30%	29%	28%	27%	26%	25%	24%	
8		Withdrawn / Not Proceeded With as % of total allegations finalised		12 mra	13%	14%	14%	15%	15%	15%	16%	15%	16%	16%	16%	16%	
9		Substantiated allegations as % of total allegations finalised		12 mra	2.9%	2.8%	2.7%	2.4%	2.2%	2.3%	2.4%	2.4%	2.2%	2.6%	2.5%	2.6%	
10		Unsubstantiated allegations as % of total allegations finalised		12 mra	21%	19%	17%	16%	14%	13%	14%	14%	14%	15%	16%	16%	
11	Substantiation Rate	Substantiated allegations as % of allegations fully investigated (public complaints)		12 mra	12%	14%	16%	15%	16%	17%	17%	16%	16%	17%	16%	17%	
12	Timeliness (* source IOWA *)	Number of live public complaint cases under investigation		Month	482	482	492	524	559	537	546	485	476	554	507	509	
13		% of all public complaint cases under investigation currently over 120 days ¹		Month	29%	24%	22%	21%	19%	20%	24%	20%	18%	18%	13%	14%	
14		Number of all public complaint cases under investigation currently over 120 days ¹		Month	138	118	107	112	109	106	130	98	88	97	64	70	
15		Number of live conduct matter cases under investigation		Month	132	132	125	143	140	139	148	131	125	130	114	100	
16		% of all conduct matter cases under investigation currently over 120 days ¹		Month	44%	47%	49%	43%	51%	47%	45%	49%	50%	53%	47%	48%	
17		Number of all internal investigation cases under investigation currently over 120 days ¹		Month	58	62	61	62	71	66	67	64	62	69	54	48	
18	Timeliness (* source IOTA *)	Average days taken to complete investigation of public complaints (full investigation) ²	120 days	Month	258	203	206	190	195	236	169	173	179	184	170	142	
19		Average days taken to complete investigation of public complaints (full investigation 12 mra) ²	120 days	12 mra	230	227	228	222	220	219	215	206	203	199	196	192	
20		Average days taken to complete full investigation & all other results		120 days	Month	128	119	95	106	157	119	70	136	91	170	79	69
21		Average days taken to complete full investigation & all other results (12 mra)		120 days	12 mra	126	124	123	121	126	127	123	124	121	121	118	112
22		Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	101	104	79	94	93	105	87	107	103	89	89	76
23		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	125	110	69	74	91	106	59	137	92	86	78	62
24		Average days taken to complete informal/local resolution cases ² (Public)			Month	97	112	44	109	80	77	72	62	80	45	58	63
25		Average days taken to complete immediate informal resolutions (IIR) ² (Public)			Month	58	64	77	94	324	70	0	200	0	446	0	0
26		Average days taken to complete conduct matter ²		190 days	Month	177	140	145	207	106	367	123	106	104	86	122	90
27		Average days taken to complete conduct matter (12 mra)		190 days	12 mra	212	212	211	213	192	202	198	191	184	173	160	148
28	Misconduct Decisions	% of misconduct decisions made within 20 working days	>= 85%	12 mra	86%	85%	87%	88%	88%	88%	88%	89%	90%	88%	89%	87%	
29		% of misconduct papers served within 25 working days	>= 85%	12 mra	89%	90%	90%	90%	86%	87%	87%	83%	83%	83%	83%	83%	
30	Misconduct Hearings	Average days from decision to misconduct hearing (elapsed days)	120 days	12 mra	176	168	164	157	151	146	143	132	127	127	123	119	
31	CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	131	129	125	127	128	125	126	124	114	110	119	121	
32	IPCC Decisions	Average days from report to receipt of decision from IPCC (inc. PCA) re dispensation/discontinuance	28 days	12 mra	41	39	39	40	40	41	43	44	45	46	48	55	
33		Average days from report to receipt of decision from IPCC (inc. PCA) re investigation		12 mra	87	102	92	94	99	101	109	121	134	142	156	168	
34	Suspension	Total number of officers currently <i>Suspended</i>		Month	56	62	57	48	50	54	52	43	41	33	35	32	
35	Restricted Duties	Total number of officers currently on restricted duties		Month	71	76	66	70	76	70	57	70	79	13	18	22	
36	Removed from Operational Duties	Total number of officers currently removed from operational duties		Month	~	~	~	~	~	~	~	~	~	64	70	65	
37	Service Confidence	Police & Civil Staff currently subject to <i>Service Confidence Procedure</i>		FYTD	0	17	17	18	18	19	17	16	15	15	15	13	
38	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 corruption <u>only</u>		Month	8	8	7	9	9	10	9	9	11	10	11	11	
39	Training	SIO Training - Number of sessions held		To date	2	3	3	3	4	4	6	7	7	7	11	11	
40		IO Training - Number of sessions held		To date	7	7	7	7	10	16	18	20	20	23	23	27	
41		Probationers Training - Number of sessions held		To date	113	125	145	162	182	202	221	236	251	263	273	291	

Abbreviations:

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

* MPS Figures - Includes DPS, OCU and Police Staff