

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

			2004/05												2005/06	
			Target	Period	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005	Apr 2005
1	Public Complaints	Number of allegations recorded		12 mra	362	368	374	374	386	393	396	403	411	419	426	425
2		% change from previous rolling 12 months		Month	-6%	-2%	-1%	0%	4%	5%	5%	7%	10%	13%	14%	14%
3	Conduct Matters (Local & Recordable)	Number of allegations recorded		12 mra	79	79	77	77	79	78	81	80	81	80	80	82
4		% change from previous rolling 12 months		Month	24%	22%	16%	16%	19%	16%	16%	12%	10%	4%	1%	4%
5	Investigative Outcomes	Total allegations finalised		12 mra	350	342	338	338	338	330	340	343	351	353	356	363
6		Local Resolutions as % of total allegations finalised (includes IIR & IR)		12 mra	38%	38%	40%	39%	39%	41%	41%	41%	40%	43%	43%	42%
7		Dispensations/Discontinuance as % of total allegations finalised		12 mra	28%	29%	29%	30%	29%	28%	27%	26%	25%	23%	21%	22%
8		Withdrawn / Not Proceeded With as % of total allegations finalised		12 mra	14%	15%	15%	15%	16%	15%	16%	16%	17%	16%	17%	17%
9		Substantiated allegations as % of total allegations finalised		12 mra	2.7%	2.4%	2.2%	2.3%	2.4%	2.3%	2.2%	2.6%	2.5%	2.5%	2.4%	2.3%
10		Unsubstantiated allegations as % of total allegations finalised		12 mra	17%	16%	14%	13%	14%	14%	14%	15%	16%	16%	16%	16%
11	Substantiation Rate	Substantiated allegations as % of allegations fully investigated (public complaints)		12 mra	16%	15%	16%	17%	17%	17%	16%	18%	17%	17%	16%	15%
12	Timeliness (* source IOWA *)	Number of live public complaint cases under investigation		Month	492	524	559	537	546	485	476	554	507	509	532	568
13		% of all public complaint cases under investigation currently over 120 days ¹		Month	22%	21%	19%	20%	24%	20%	18%	18%	13%	14%	13%	14%
14		Number of all public complaint cases under investigation currently over 120 days ¹		Month	107	112	109	106	130	98	88	97	64	70	70	78
15		Number of live conduct matter cases under investigation		Month	125	143	140	139	148	131	125	130	114	100	113	134
16		% of all conduct matter cases under investigation currently over 120 days ¹		Month	49%	43%	51%	47%	45%	49%	50%	53%	47%	48%	46%	38%
17		Number of all internal investigation cases under investigation currently over 120 days ¹		Month	61	62	71	66	67	64	62	69	54	48	52	51
18	Timeliness (* source IOTA *)	Average days taken to complete investigation of public complaints (full investigation) ²	120 days	Month	206	190	195	236	169	173	179	184	170	142	119	128
19		Average days taken to complete investigation of public complaints (full investigation 12 mra) ²	12 mra	120 days	228	222	220	219	215	206	203	199	196	192	181	174
20		Average days taken to complete full investigation & all other results	120 days	Month	95	106	157	119	70	136	91	170	79	69	59	63
21		Average days taken to complete full investigation & all other results (12 mra)	120 days	12 mra	123	121	126	127	123	124	121	121	118	112	106	102
22		Average days taken to submit dispensation requests to PCA ² (Public)	60 days	Month	79	94	93	105	87	107	103	89	89	76	69	36
23		Average days taken to complete withdrawn / NPW cases ² (Public)	Month	Month	69	74	91	106	59	137	92	86	78	62	49	54
24		Average days taken to complete informal/local resolution cases ² (Public)	Month	Month	44	109	80	77	72	62	80	45	58	63	58	81
25		Average days taken to complete immediate informal resolutions (IIR) ² (Public)	Month	Month	77	94	324	70	0	200	0	446	0	0	0	0
26		Average days taken to complete conduct matter ²	190 days	Month	145	207	106	367	123	106	104	86	122	90	80	75
27		Average days taken to complete conduct matter (12 mra)	190 days	12 mra	211	213	192	202	198	191	184	173	160	148	140	134
28	Misconduct Decisions	% of misconduct decisions made within 20 working days	>= 85%	12 mra	87%	88%	88%	88%	88%	89%	90%	88%	89%	87%	88%	87%
29		% of misconduct papers served within 25 working days	>= 85%	12 mra	90%	90%	86%	87%	87%	83%	83%	83%	83%	83%	83%	81%
30	Misconduct Hearings	Average days from decision to misconduct hearing (elapsed days)	120 days	12 mra	164	157	151	146	143	132	127	127	123	119	110	100
31	CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	125	127	128	125	126	124	115	112	121	122	125	131
32	PCA Decisions (including legacy cases dealt with by IPCC)	Average days from report to receipt of decision re dispensation	28 days	12 mra	39	47	53	63	75	72	89	118	114	111	108	141
33		Average days from report to receipt of decision re investigation	12 mra	Month	90	92	99	104	117	132	151	174	201	221	242	304
34	IPCC Decisions	Average days from report to receipt of decision from IPCC re dispensation	28 days	MRA	0	39	36	35	37	39	40	41	44	47	52	57
35		Average days from report to receipt of decision from IPCC re discontinuance	MRA	Month	0	0	0	63	63	63	63	63	63	63	64	104
36		Average days from report to receipt of decision from IPCC re Local Resolution	MRA	Month	0	0	0	0	0	0	0	0	0	131	110	110
37		Average days from report to receipt of decision from IPCC re investigation	MRA	Month	0	39	68	84	94	108	119	125	130	131	139	146
38	Suspension	Total number of officers currently <i>Suspended</i>		Month	57	48	50	54	52	43	41	33	35	32	31	35
39	Restricted Duties	Total number of officers currently on restricted duties		Month	66	70	76	70	57	70	79	13	18	22	21	18
40	Removed from Operational Duties	Total number of officers currently removed from operational duties		Month	~	~	~	~	~	~	~	64	70	65	81	72
41	Service Confidence	Police & Civil Staff currently subject to <i>Service Confidence Procedure</i>		YTD	17	18	18	19	17	16	15	15	15	13	12	15
42	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 corruption <u>only</u>		Month	7	9	9	10	9	9	11	10	11	11	11	9
43	Training	SIO Training - Number of sessions held		To date	3	3	4	4	6	7	7	7	11	11	14	14
44		IO Training - Number of sessions held		To date	7	7	10	16	18	20	20	23	23	27	30	31
45		Probationers Training - Number of sessions held		To date	145	162	182	202	221	236	251	263	273	291	306	326

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