

# Directorate of Professional Standards

## Performance Indicators - Timeliness, Quality & Outcomes

		Financial Year: 2002/2003									
		Target	Period	May 2002	June 2002	July 2002	Aug 2002	Sept 2002	Oct 2002		
1	Public Complaints	Number of allegations recorded - BVPI (21)			Month	373	422	365	333	317	262
		Allegations recorded in month as a % of target (monthly average 2001/02)		< 412	Month	90.5%	102.4%	88.6%	80.8%	76.9%	63.6%
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months			12 mra	86.3%	84.8%	83.1%	81.0%	80.0%	73.5%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			Month	24.3%	17.4%	18.9%	16.4%	8.9%	12.8%
4	Suspension	Total number of officers currently suspended			Month	49	48	43	47	38	39
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation			Month	60	57	60	52	64	63
6	Service Confidence	Employees subject to Service Confidence Procedure			FYTD	13	13	13	13	13	12
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	0	0	0	0	0
9	Investigative Outcomes Public Complaints	Total allegations finalised			Month	425	281	374	308	384	343
		Immediate Informal Resolution as % of total allegations finalised			Month	20.0%	18.9%	17.4%	19.2%	14.6%	11.4%
		Informal Resolution as % of total allegations finalised			Month	11.5%	14.2%	14.4%	14.0%	13.3%	7.3%
		Dispensations as % of total allegations finalised			Month	35.3%	36.7%	30.7%	33.1%	22.4%	30.0%
		Withdrawn / Not Proceeded With as % of total allegations finalised			Month	15.8%	13.9%	13.4%	14.0%	20.6%	12.2%
		Substantiated allegations as % of total allegations finalised			Month	4.2%	2.8%	4.5%	3.2%	2.6%	5.0%
10	Timeliness ( <sup>1</sup> source IOWA 11/11/2002)	Number of live public complaint cases under investigation			Month	808	832	821	791	766	732
		% of all public complaint cases under investigation currently over 120 days <sup>1</sup>			Month	40%	39%	41%	45%	43%	45%
		Number of all public complaint cases under investigation currently over 120 days <sup>1</sup>			Month	325	326	338	352	329	328
		Number of live internal complaint cases under investigation			Month	182	196	200	198	196	174
		% of all internal investigation cases under investigation currently over 120 days <sup>1</sup>			Month	59%	56%	58%	59%	59%	61%
		Number of all internal investigation cases under investigation currently over 120 days <sup>1</sup>			Month	108	109	117	117	115	106
11	Timeliness ( <sup>2</sup> source IOTA 11/11/2002)	Average days taken to complete investigations of public complaints <sup>2</sup>		120 days	Month	339	292	343	325	300	296
		Average days taken to complete internal investigations <sup>2</sup>			Month	361	240	291	220	263	294
		Average days taken to submit dispensation requests to PCA <sup>2</sup> (Public)		60 days	Month	98	103	106	127	102	127
		Average days taken to complete withdrawn / NPW cases <sup>2</sup> (Public)			Month	75	53	78	146	112	89
		Average days taken to complete informal resolution cases <sup>2</sup> (Public)			Month	85	100	63	111	81	131
		Average days taken to complete immediate informal resolutions (IIR) <sup>2</sup> (Public)			Month	55	37	42	34	39	75
12	Misconduct Decisions	% of misconduct decisions made within 20 working days		>= 85%	Month	85%	90%	92%	100%	100%	94%
13	Misconduct Hearings	% of misconduct papers dispatched within 20 working days		>= 85%	Month	100%	100%	50%	50%	50%	100%
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	55	57	60	63	63	64
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation			12 mra	40	40	40	40	39	38
		Average days from report to receipt of decision from PCA re investigation			12 mra	59	59	63	66	69	73
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target			Month	5.00%	5.53%	~	6.16%	5.00%	2.11%
		DPS civil staff posts vacant as % of budgeted workforce target			Month	18.86%	20.67%	~	18.01%	17.19%	17.07%

Abbreviations

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