

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

		Financial Year: 2002/2003									
		Target	Period	Sept 2002	Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003		
1	Public Complaints	Number of allegations recorded - BVPI (21)			Month	390	371	314	301	294	272
		Allegations recorded in month as a % of target (monthly average 2001/02)		< 412	Month	94.7%	90.0%	76.2%	73.1%	71.4%	66.0%
2	Case Reduction	Cases recorded in last 12 months as % of previous 12 months			12 mra	82.6%	81.6%	80.8%	79.1%	76.3%	73.8%
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)			Month	8.6%	10.1%	10.3%	12.6%	10.7%	12.4%
4	Suspension	Total number of officers currently suspended			Month	38	39	37	39	47	46
5	Restricted Duties	Total number of officers currently on restricted duties as a result of investigation			Month	64	63	68	69	69	75
6	Service Confidence	Employee's subject to Service Confidence Procedure			FYTD	13	13	12	12	11	11
7	Corruption Offences	Number of people charged with corruption offences			Month	N/A					
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	457	517	429	350	372	315
		Immediate Informal Resolution as % of total allegations finalised			Month	16.0%	14.9%	13.5%	22.9%	16.7%	5.4%
		Informal Resolution as % of total allegations finalised			Month	14.7%	11.6%	13.3%	9.1%	11.3%	4.4%
		Dispensations as % of total allegations finalised			Month	22.8%	25.2%	26.6%	26.0%	35.5%	27.9%
		Withdrawn / Not Proceeded With as % of total allegations finalised			Month	17.5%	12.0%	16.3%	14.0%	11.6%	15.9%
		Substantiated allegations as % of total allegations finalised			Month	2.4%	3.7%	3.0%	3.7%	2.4%	4.8%
		Unsubstantiated allegations as % of total allegations finalised			Month	26.7%	32.7%	27.3%	24.3%	22.6%	41.6%
10	Timeliness (¹ source IOWA 07/03/2003)	Number of live public complaint cases under investigation			Month	766	732	633	605	475	571
		% of all public complaint cases under investigation currently over 120 days ¹			Month	43%	45%	40%	41%	35%	32%
		Number of all public complaint cases under investigation currently over 120 days ¹			Month	329	328	255	249	167	180
		Number of live internal complaint cases under investigation			Month	196	174	140	157	151	137
		% of all internal investigation cases under investigation currently over 120 days ¹			Month	59%	61%	62%	66%	67%	68%
		Number of all internal investigation cases under investigation currently over 120 days ¹			Month	115	106	87	104	101	93
11	Timeliness (² source IOTA 03/03/2003)	Average days taken to complete investigations of public complaints ²		120 days	Month	300	296	282	313	267	213
		Average days taken to complete internal investigations ²			Month	263	294	243	185	205	343
		Average days taken to submit dispensation requests to PCA ² (Public)		60 days	Month	102	127	100	104	94	72
		Average days taken to complete withdrawn / NPW cases ² (Public)			Month	112	89	121	88	127	107
		Average days taken to complete informal resolution cases ² (Public)			Month	81	131	123	97	102	103
		Average days taken to complete immediate informal resolutions (IIR) ⁴ (Public)			Month	39	75	66	66	52	45
12	Misconduct Decisions	% of misconduct decisions made within 20 working days		>= 85%	Month	100%	94%	100%	89%	100%	92%
		% of misconduct papers collected within 20 (25 from November) working days		>= 85%	Month	50%	100%	100%	67%	100%	75%
13	Misconduct Hearings	Average days from decision to misconduct hearing			Month	155	170	295	246	227	349
14	CPS Decisions	Average days from report to receipt of decision from CPS			12 mra	63	64	66	64	62	63
15	PCA Decisions	Average days from report to receipt of decision from PCA re dispensation			12 mra	39	38	38	37	37	41
		Average days from report to receipt of decision from PCA re investigation			12 mra	70	74	80	80	82	86
16	DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target			Month	5.00%	2.11%	2.58%	2.06%	2.63%	3.14%
		DPS civil staff posts vacant as % of budgeted workforce target			Month	17.19%	17.07%	15.13%	14.76%	10.89%	8.87%

Abbreviations

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