

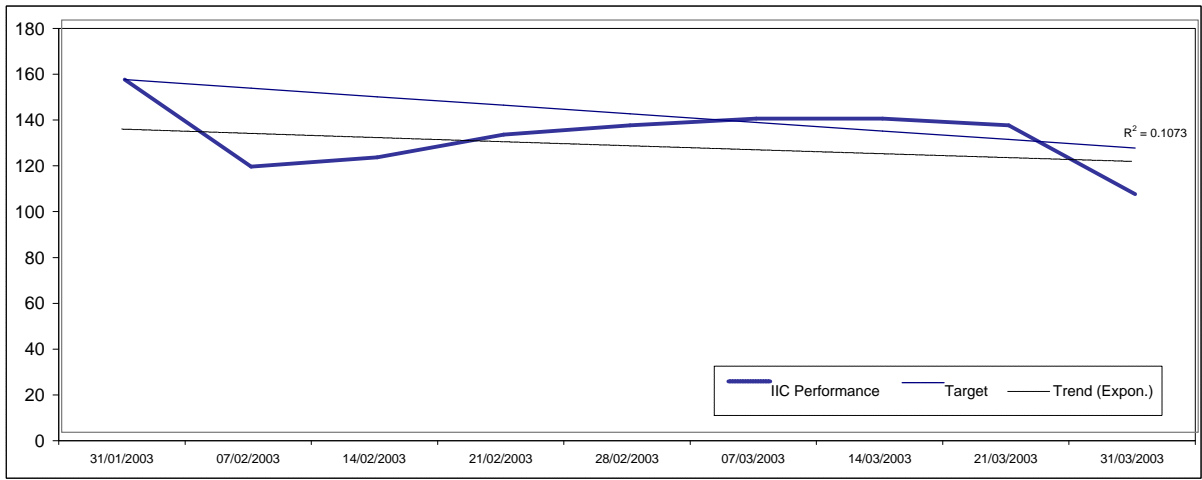
Directorate of Professional Standards

Public Complaints - further reducing the backlog of cases over 120-days old

IIC Unit	31/01/2003	07/02/2003	14/02/2003	21/02/2003	28/02/2003	07/03/2003	14/03/2003	21/03/2003	31/03/2003
SW	35	27	30	35	37	38	37	37	26
SW Target	35	34	33	32	32	31	30	29	28
SE	61	42	44	46	50	54	51	50	38
SE Target	61	60	58	57	55	54	52	51	49
NE	30	26	23	25	26	24	26	23	19
NE Target	30	29	29	28	27	26	26	25	24
NW	17	9	11	12	10	11	13	13	11
NW Target	17	17	16	16	16	15	15	14	14
SI	11	12	12	12	11	10	10	11	10
SI Target	11	11	11	10	10	10	10	9	9
IIC	154	116	120	130	134	137	137	134	104
IIC Target	154	150	147	143	139	135	132	128	124

Key:

Red	Cases > previous week
Orange	Cases = previous week
Green	Cases < previous week



Internal Investigations - further reducing the backlog of cases over 120-days old

IIC Unit	31/01/2003	07/02/2003	14/02/2003	21/02/2003	28/02/2003	07/03/2003	14/03/2003	21/03/2003	31/03/2003
SW - Live Internal cases	21	20	18	20	18	18	17	13	13
SW Target	21	21	20	20	19	19	18	18	17
SE - Live Internal cases	19	22	22	20	20	17	19	13	8
SE Target	19	19	18	18	17	17	16	16	15
NE - Live Internal cases	13	15	16	18	21	15	14	14	11
NE Target	13	13	12	12	12	11	11	10	10
NW - Live Internal cases	27	27	24	25	24	26	27	23	19
NW Target	27	26	26	25	25	24	23	23	22
SI - Cases over 120 days	35	42	42	39	41	41	37	35	31
SI Target	35	34	33	32	32	31	30	29	28
IIC	115	126	122	122	124	117	114	98	82
IIC Target	115	112	109	106	104	101	98	95	92

Key:

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