

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

| | | Target | Period | 2002/2003 | | | | | | | 2003/04 | | | | | |
|----|--------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|-------|
| | | | | Aug 2002 | Sept 2002 | Oct 2002 | Nov 2002 | Dec 2002 | Jan 2003 | Feb 2003 | Mar 2003 | Apr 2003 | May 2003 | June 2003 | July 2003 | |
| 1 | Public Complaints | Number of allegations recorded - BVPI (21) - (12-month rolling average) | | 12 mra | 407 | 404 | 397 | 391 | 390 | 381 | 382 | 378 | 374 | 373 | 362 | 352 |
| | | Allegations recorded in last 12 months as a % of previous 12 months | | 12 mra | 87.6% | 86.7% | 85.7% | 85.0% | 84.6% | 84.2% | 83.9% | 83.8% | 83.8% | 84% | 84.0% | 84.1% |
| 2 | Case Reduction | Cases recorded in last 12 months as % of previous 12 months | | 12 mra | 89% | 88% | 87% | 86% | 85% | 85% | 84% | 84% | 83% | 83% | 83% | 82% |
| 3 | Substantiation | Substantiated allegations as % of allegations fully investigated - BVPI (22) | | 12 mra | 19% | 18% | 17% | 17% | 16% | 16% | 15% | 14% | 13% | 12% | 12% | 12% |
| 4 | Suspension | Total number of officers currently <i>Suspended</i> | | Month | 47 | 38 | 39 | 37 | 39 | 47 | 47 | 41 | 43 | 45 | 47 | 45 |
| 5 | Restricted Duties | Total number of officers currently on <i>Restricted Duties</i> as a result of investigation | | Month | 52 | 64 | 63 | 68 | 69 | 69 | 75 | 79 | 77 | 72 | 64 | 64 |
| 6 | Service Confidence | Police & Civil Staff currently subject to <i>Service Confidence Procedure</i> | | Month | 13 | 13 | 13 | 12 | 12 | 11 | 11 | 12 | 13 | 12 | 15 | 19 |
| 7 | Proactive Investigations | Number of current 'live' proactive investigations - Level 1 & 2 <u>only</u> | | Month | ~ | ~ | ~ | ~ | ~ | ~ | ~ | 18 | 20 | 24 | 21 | 19 |
| 8 | Quality of Investigation | Number of investigations returned through DCS by CPS / PCA for remedial work | | Month | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 9 | Investigative Outcomes | Total allegations finalised | | 12 mra | 406 | 411 | 411 | 407 | 412 | 411 | 410 | 415 | 410 | 406 | 415 | 406 |
| | | Informal Resolutions as % of total allegations finalised (IIR & IR) | | 12 mra | 33% | 33% | 32% | 32% | 32% | 32% | 30% | 29% | 29% | 29% | 28% | 28% |
| | | Dispensations as % of total allegations finalised | | 12 mra | 29% | 29% | 29% | 29% | 29% | 29% | 29% | 28% | 28% | 27% | 27% | 27% |
| | | Withdrawn / Not Proceeded With as % of total allegations finalised | | 12 mra | 18% | 18% | 17% | 17% | 16% | 16% | 15% | 15% | 14% | 14% | 14% | 14% |
| | | Substantiated allegations as % of total allegations finalised | | 12 mra | 4% | 4% | 4% | 3% | 3% | 3% | 3% | 4% | 3% | 3% | 3% | 4% |
| | | Unsubstantiated allegations as % of total allegations finalised | | 12 mra | 17% | 17% | 19% | 19% | 20% | 21% | 22% | 24% | 26% | 27% | 28% | 28% |
| 10 | Timeliness (¹ source IOWA) | Number of live public complaint cases under investigation | | Month | 803 | 792 | 753 | 662 | 624 | 465 | 572 | 521 | 572 | 626 | 607 | 627 |
| | | % of all public complaint cases under investigation currently over 120 days ¹ | | Month | 43% | 44% | 44% | 41% | 39% | 35% | 32% | 29% | 30% | 30% | 31% | 28% |
| | | Number of all public complaint cases under investigation currently over 120 days ¹ | | Month | 343 | 347 | 328 | 274 | 246 | 162 | 182 | 152 | 171 | 189 | 190 | 178 |
| | | Number of live internal complaint cases under investigation | | Month | 196 | 201 | 183 | 148 | 151 | 150 | 144 | 108 | 123 | 123 | 134 | 147 |
| | | % of all internal investigation cases under investigation currently over 120 days ¹ | | Month | 63% | 59% | 58% | 62% | 64% | 67% | 67% | 67% | 70% | 61% | 60% | 57% |
| | | Number of all internal investigation cases under investigation currently over 120 days ¹ | | Month | 123 | 121 | 107 | 92 | 96 | 101 | 96 | 72 | 86 | 75 | 81 | 84 |
| 11 | Timeliness (² source IOTA) | Average days taken to complete investigations of public complaints ² | >= 120 days | Month | 325 | 300 | 296 | 282 | 313 | 267 | 213 | 228 | 246 | 187 | 263 | 225 |
| | | Average days taken to complete internal investigations ² | | Month | 220 | 263 | 294 | 243 | 185 | 205 | 343 | 287 | 137 | 151 | 188 | 359 |
| | | Average days taken to submit dispensation requests to PCA ² (Public) | >= 60 days | Month | 127 | 102 | 127 | 100 | 104 | 94 | 72 | 136 | 90 | 99 | 89 | 94 |
| | | Average days taken to complete withdrawn / NPW cases ² (Public) | | Month | 146 | 112 | 89 | 121 | 88 | 127 | 107 | 77 | 52 | 73 | 140 | 65 |
| | | Average days taken to complete informal resolution cases ² (Public) | | Month | 111 | 81 | 131 | 123 | 97 | 102 | 103 | 83 | 251 | 81 | 96 | 65 |
| | | Average days taken to complete immediate informal resolutions (IIR) ² (Public) | | Month | 34 | 39 | 75 | 66 | 66 | 52 | 45 | 45 | 58 | 62 | 62 | 70 |
| 12 | Misconduct Decisions | % of misconduct decisions made within 20 <i>working days</i> | >= 85% | 12 mra | ~ | ~ | ~ | 95% | 95% | 95% | 95% | 93% | 93% | 92% | 91% | 90% |
| | | % of misconduct papers served within 25 <i>working days</i> | >= 85% | 12 mra | ~ | 74% | 79% | 79% | 78% | 78% | 77% | 81% | 79% | 79% | 77% | 81% |
| 13 | Misconduct Hearings | Average days from decision to misconduct hearing | | 12 mra | ~ | 227 | 225 | 228 | 228 | 227 | 233 | 214 | 214 | 222 | 213 | 207 |
| 14 | CPS Decisions | Average days from report to receipt of decision from CPS | | 12 mra | 55 | 56 | 57 | 58 | 59 | 60 | 61 | 62 | 62 | 64 | 65 | 66 |
| 15 | PCA Decisions | Average days from report to receipt of decision from PCA re <i>dispensation</i> | >= 28 days | 12 mra | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 39 | 40 | 40 | 41 |
| | | Average days from report to receipt of decision from PCA re <i>investigation</i> | | 12 mra | 82 | 85 | 90 | 95 | 100 | 107 | 113 | 118 | 123 | 127 | 131 | 133 |
| 16 | DPS Staff Vacancies | DPS police officer posts vacant as % of budgeted workforce target | | Month | 6.2% | 5.0% | 2.1% | 2.6% | 2.1% | 2.6% | 3.1% | ~ | 1.9% | 2.2% | 0.6% | -3.3% |
| | | DPS civil staff posts vacant as % of budgeted workforce target | | Month | 18.0% | 17.2% | 17.1% | 15.1% | 14.8% | 10.9% | 8.9% | ~ | 7.5% | 10.4% | 12.0% | 11.8% |

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