

Directorate of Professional Standards

Performance Indicators - Timeliness, Quality & Outcomes

		Target	Period	2002/2003						2003/04							
				Oct 2002	Nov 2002	Dec 2002	Jan 2003	Feb 2003	Mar 2003	Apr 2003	May 2003	June 2003	July 2003	August 2003	Sept 2003		
1	Public Complaints	Number of allegations recorded - BVPI (21) - (12-month rolling average)		12 mra	397	391	390	382	383	379	376	378	369	366	359	343	
		Allegations recorded in last 12 months as a % of previous 12 months		12 mra	85.7%	85.0%	84.6%	84.2%	83.9%	83.8%	83.8%	84.0%	84%	84.7%	85.0%	85.1%	
2	Case Reduction	Number of Cases recorded (12-month rolling average)		12 mra	253	247	245	237	236	234	231	228	222	219	208	192	
		Cases recorded in last 12 months as % of previous 12 months		12 mra	87%	86%	85%	85%	84%	84%	84%	84%	83%	83%	83%	82%	
3	Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)		12 mra	17%	17%	16%	16%	15%	14%	13%	12%	12%	12%	11%	10%	
4	Suspension	Total number of officers currently <i>Suspended</i>		Month	39	37	39	47	47	41	43	45	47	45	49		
5	Restricted Duties	Total number of officers currently on <i>Restricted Duties</i> as a result of investigation		Month	63	68	69	69	75	79	77	72	64	64	62		
6	Service Confidence	Police & Civil Staff currently subject to <i>Service Confidence Procedure</i>		Month	13	12	12	11	11	12	13	12	15	19	20	22	
7	Proactive Investigations	Number of current 'live' proactive investigations - Level 1 & 2 <i>only</i>		Month	~	~	~	~	~	18	20	24	21	19	13	11	
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 Public Complaints	Total allegations finalised		12 mra	411	407	413	412	411	416	411	408	419	414	408	391	
		Informal Resolutions as % of total allegations finalised (IIR & IR)		12 mra	32%	32%	32%	32%	30%	29%	29%	29%	29%	28%	28%	28%	
		Dispensations as % of total allegations finalised		12 mra	29%	29%	29%	29%	29%	28%	28%	27%	27%	27%	27%	27%	
		Withdrawn / Not Proceeded With as % of total allegations finalised		12 mra	17%	17%	16%	15%	15%	15%	14%	14%	14%	14%	14%	13%	
		Substantiated allegations as % of total allegations finalised		12 mra	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	3%	3%
		Unsubstantiated allegations as % of total allegations finalised		12 mra	19%	19%	20%	21%	22%	24%	26%	27%	28%	28%	29%	29%	
10	Timeliness (¹ source IOWA)	Number of live public complaint cases under investigation		Month	753	662	624	465	572	521	572	626	607	627	592	522	
		% of all public complaint cases under investigation currently over 120 days ¹		Month	44%	41%	39%	35%	32%	29%	30%	30%	31%	28%	30%	33%	
		Number of all public complaint cases under investigation currently over 120 days ¹		Month	328	274	246	162	182	152	171	189	190	178	176	173	
		Number of live internal complaint cases under investigation		Month	183	148	151	150	144	108	123	123	134	147	149	134	
		% of all internal investigation cases under investigation currently over 120 days ¹		Month	58%	62%	64%	67%	67%	67%	70%	61%	60%	57%	60%	67%	
		Number of all internal investigation cases under investigation currently over 120 days ¹		Month	107	92	96	101	96	72	86	75	81	84	89	90	
11	Timeliness (² source IOTA)	Average days taken to complete investigations of public complaints ²	>= 120 days	Month	296	282	313	267	213	228	246	187	263	225	247	213	
		Average days taken to complete internal investigations ²	>= 120 days	Month	294	243	185	205	343	287	137	151	188	359	241	171	
		Average days taken to submit dispensation requests to PCA ² (Public)	>= 60 days	Month	127	100	104	94	72	136	90	99	89	94	91	94	
		Average days taken to complete withdrawn / NPW cases ² (Public)	>= 60 days	Month	89	121	88	127	107	77	52	73	140	65	90	122	
		Average days taken to complete informal resolution cases ² (Public)	>= 60 days	Month	131	123	97	102	103	83	251	81	96	65	85	137	
		Average days taken to complete immediate informal resolutions (IIR) ² (Public)	>= 60 days	Month	75	66	66	52	45	45	58	62	62	70	34	47	
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%	90%	88%	
		% of misconduct papers served within 25 <i>working days</i>	>= 85%	12 mra	79%	79%	78%	78%	77%	81%	79%	79%	77%	81%	82%	86%	
13	Misconduct Hearings	Average days from decision to misconduct hearing		12 mra	225	228	228	227	233	214	214	222	213	207	213	212	
14	CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	57	58	59	60	61	62	62	64	65	66	67	68	
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	40	40	41	41	42	
		Average days from report to receipt of decision from PCA re <i>investigation</i>	>= 28 days	12 mra	90	95	100	107	113	118	123	127	131	133	135	135	
16	DPS Staff Vacancies	DPS police <i>officer</i> posts vacant as % of budgeted workforce target		Month	2.1%	2.6%	2.1%	2.6%	3.1%	~	1.9%	2.2%	0.6%	-3.3%	-2.0%	-1.7%	
		DPS police <i>staff</i> posts vacant as % of budgeted workforce target		Month	17.1%	15.1%	14.8%	10.9%	8.9%	~	7.5%	10.4%	12.0%	11.8%	11.2%	12.6%	

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