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# IIC Performance Bulletin

## Monthly Report

### November 2003

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The purpose of this bulletin is to look at IIC performance, focusing on 'Live' Public Complaints, Cases over 120 days and Allegations recorded

The IIC Business Plan for 2003/04 states :  
Objective IIC/1 - "improve timeliness of investigations"

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#### Executive Summary

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- \* **All units** have meet the targets for **live public complaints & internals** cases for this month.
  - \* **All units** have meet the targets for live **internals over 120 days** for the last two months. Only North units have meet the target for **public complaints over 120 days**.
  - \* No units have meet targets set in relation to OCU cases or cases over 360 days old.
  - \* The IIC total for **live public complaints** has meet the target of 400 cases since 26/09/2003 (10 weeks).
  - \* The IIC total for **public complaints over 120 days** has meet the target of 120 cases for the last two weeks of November.
  - \* The IIC total for **internals over 120 days** has meet the target of 60 cases for the last two weeks of November.
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## DPS IIC Performance Management Framework - Unit Performance against Expectations

Expectation		SW		NW		NE		SE		SI Expectations	SI	
		Oct	Nov	Oct	Nov	Oct	Nov	Oct	Nov		Oct	Nov
<	40	Live Cases per Investigating Officer	✓ 23,23,34,32	✓ 32,17,26,30	✓ 20,21,28,23	✓ 19,23,20,20	✓ 20,32,23,28	✓ 16,27,19,29	✓ 31,26,22,33	✓ 20,16,27,21	<= 10	✗ 3,6,13,5,5,3
<	100	Total Live Public Complaints	✗ 101	✓ 94	✓ 74	✓ 66	✓ 85	✓ 77	✗ 101	✓ 75		
<	20	Total Live Internal Investigations	✓ 14	✓ 14	✓ 16	✓ 17	✓ 17	✓ 15	✓ 16	✓ 13		
		Total Live Cases (SI only)									< 40	✗ 55    ✗ 58
<	30	Live Public Complaints over 120 days	✗ 37	✗ 32	✓ 28	✓ 24	✓ 22	✓ 13	✗ 41	✓ 20		
<	10	Internal Investigations over 120 days	✓ 7	✓ 6	✓ 9	✓ 9	✓ 6	✓ 4	✓ 9	✓ 6		
		Total Live Cases over 120 days (SI only)									< 20	✗ 44    ✗ 47
=	0	Live Cases over 360 days old	✗ 5	✗ 3	✗ 3	✗ 1	✗ 2	✗ 1	✗ 5	✗ 3	= 0	✗ 27    ✗ 24
=	0	Live Cases over 720 days old									= 0	✗ 15    ✗ 15
<	6	OCU Cases over 30 days	✗ 14	✗ 17	✗ 18	✗ 18	✗ 7	✗ 18	✗ 19	✗ 20		
=	0	OCU Cases over 60 days	✗ 13	✗ 10	✗ 12	✗ 8	✗ 2	✗ 2	✗ 10	✗ 8		
<=	60	Pending cases	✗ 124	✗ 109	✗ 70	✗ 64	✓ 56	✗ 64	✗ 99	✗ 88	<= 10	✓ 10    ✓ 8
>=	31%	Combined IIR / IR rate	✗ 19%	✗ 27%	✗ 22%	✗ 16%	✗ 27%	✓ 36%	✗ 21%	✗ 20%		
>=	45%	Combined IIR / IR / W / NPW	✗ 30%	✗ 31%	✗ 40%	✗ 41%	✓ 47%	✓ 55%	✓ 50%	✗ 37%		
<=	80	Average days to submit dispensations to PCA	✗ 102	✓ 64	✗ 105	✗ 139	✓ 77	✓ 63	✗ 88	✗ 93		
<=	120	Average days taken to complete investigations of public complaints	✗ 237	✗ 216	✗ 306	✗ 254	✗ 238	✗ 165	✗ 360	✗ 236		
>=	40	Total cases where investigation completed	✓ 41	✗ 39	✓ 62	✓ 50	✗ 39	✓ 55	✓ 42	✓ 49	>= 4	✗ 3    ✓ 4

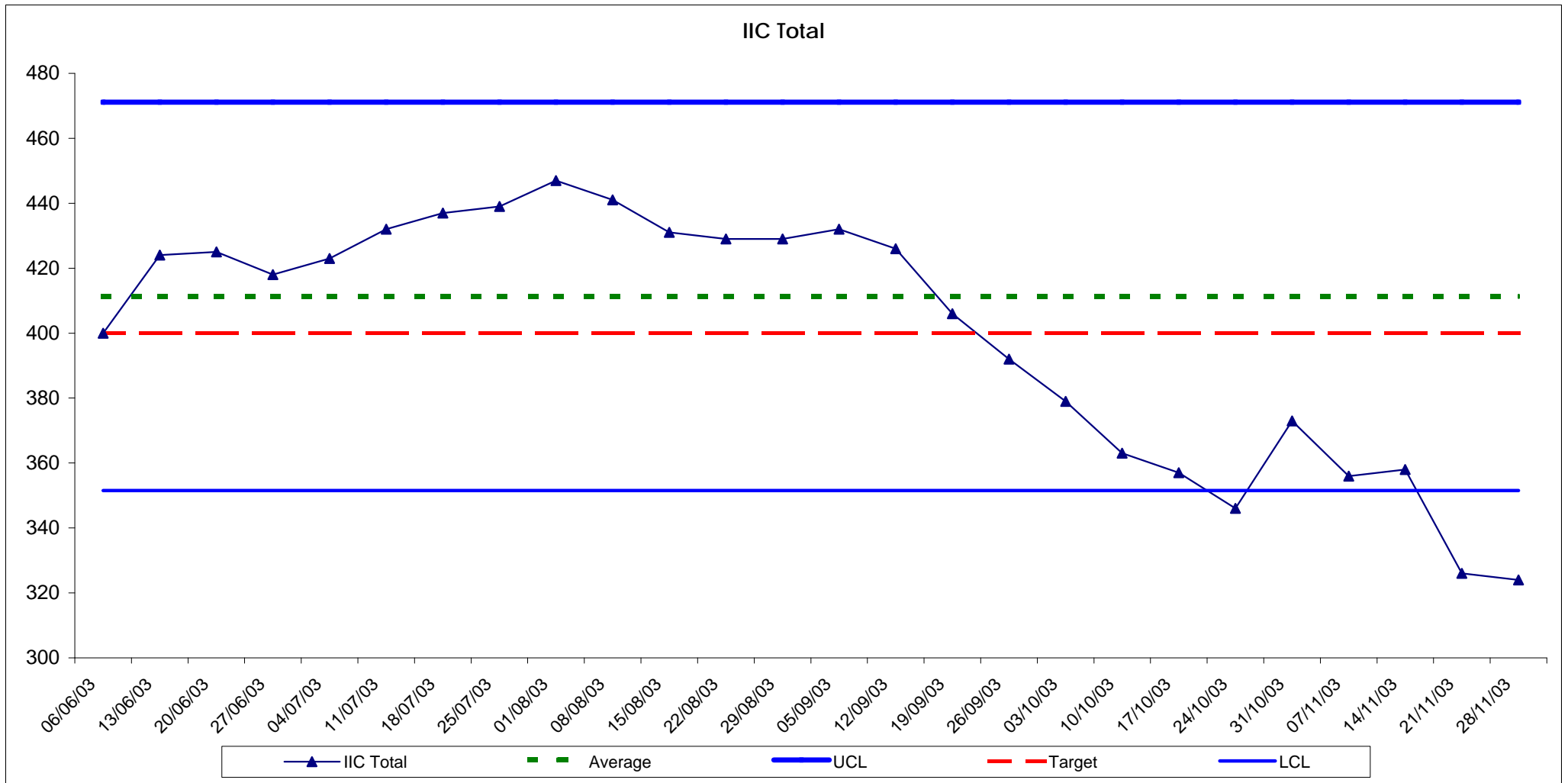
- ✓ Meeting expectation
- ✗ Not meeting expectation

Source for current month

IOWA : 28/11/2003

IOTA : 01/11/2003 -30/11/2003

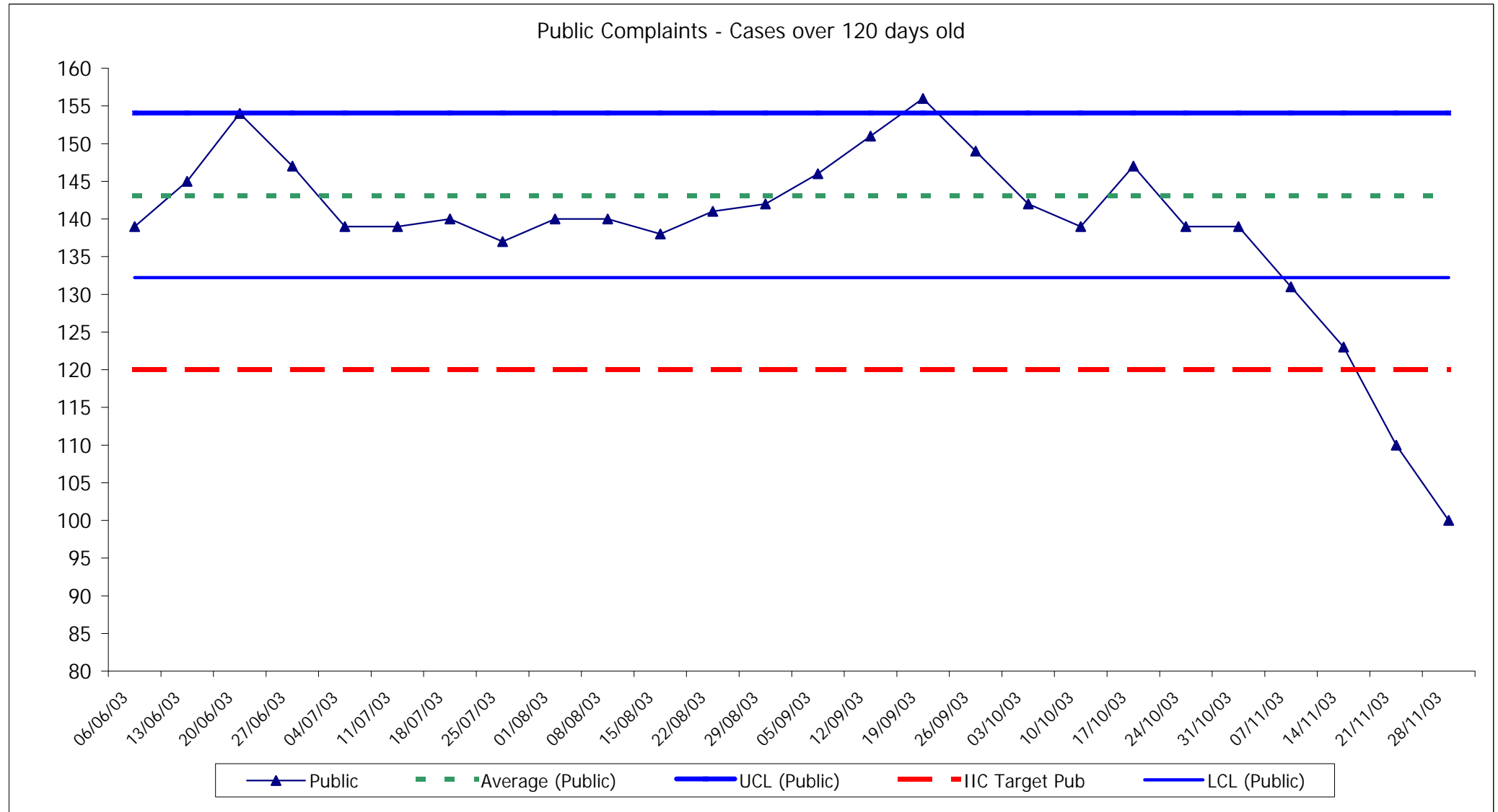
## Live Public Complaints Under Investigation - Control Chart



The above is a 'control chart'. The blue lines are the upper and lower control limits. The green line is the average. The target is based on the 'expectation of performance'. The average is based on the IIC Total between 06/06/2003 to 31/10/2003 (23 week period). The control limits are based on 2 standard deviations from the average. Data is expected to vary each week, the idea of a control chart is to detect to variation beyond the norm. Variation beyond the norm can be detected if:

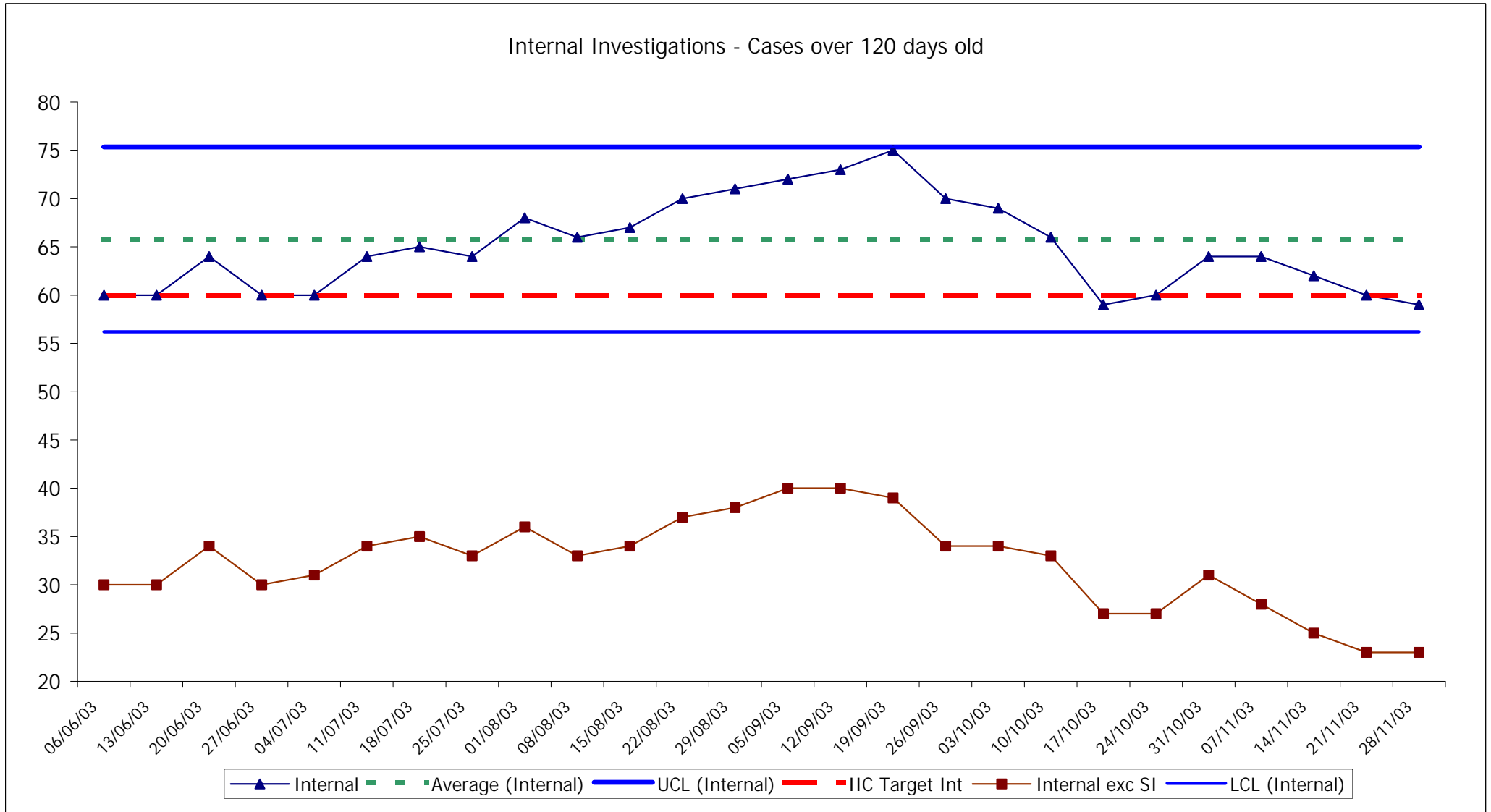
- \* **Points outside the control limits**
- \* **Unusual patterns of points such as:**
  - 7 successive points above the average*
  - 7 successive points below the average*
  - 7 points rising in a line (6 successive rises in points)*
  - Too many or too few points, within the middle third of the charts*
  - 7 points falling in a line (6 successive falls in points)*

Cases over 120 days old - Control Charts



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