IIC Performance Bulletin
Monthly Report
February 2004

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"

Executive Summary

* All *Borough Support Units* (BSU) have meet the targets for **'live' public complaints** & **internals** cases for the last three months. *Specialist Investigations (SI)* are moving in the right direction too and have reduced their cases in this category by 21% from 58 in Nov 03 to 46 in Jan 04.

* All BSU's have meet the targets for **'live' internals over 120 days old.** Only two *BSU'*s have done the same for **public complaints**. SI are moving in the right direction and have reduced their cases in this category by 34% from 47 in Nov 03 to 31 in Jan 04.

* The IIC total for **'live' public complaints** has been below target for 18 weeks. The increase reported at the end of December has reversed taking it back below the lower control limit. There are currently 339 cases.

* IIC *BSU's* are very close to having no **'live' cases** over one year old. *SI* are making substantial reductions in this area too, -32% between Dec 03 and Jan 04.

* There is still much work to be done in reducing the **number of cases at OCU** that are over the 30 day target. Improvements are however noted in the North BSU's.

* Generally speaking there is still room for improvement in the **completion of cases** within the prescribed expectations. It is hoped that the 'preview' copy of IOTA will assist units in maximising the recording of completed cases on CDS. The intention is still to convert these figures to 12-month rolling averages to smooth out monthly variation.

Prepared by :
IIC Performance Analysis Unit

DPS IIC Performance Management Framework - Unit Performance against Expectations

| Expectation		SW Dec	SW Jan	NW Dec	NW Jan	NE Dec	NE Jan	SE Dec	SE Jan	SI Expectations	SI Dec	SI Jan
<= 40	Live Cases per Investigating Officer	✓ 32,20,17,32	✔ 30,20,30,22	✓ 22,26,26,26	✔ 21,9,23,25,22	✓ 18,28,28,26	✔ 19,3,26,24,29	✓ 16,22,33,25	✔ 19,21,28,23	<= 10	✗ 4,6,13,5,5,3,3	✗ 5,5,4,3,5,12
< 100	Total Live Public Complaints	✓ 94	✔ 96	✓ 79	✔ 79	✓ 86	✔ 80	✓ 80	✔ 78			
< 20	Total Live Internal Investigations	✓ 9	✔ 9	✓ 20	✔ 17	✓ 14	✔ 20	✓ 17	✔ 15			
	Total Live Cases (SI only)									< 40	✗ 53	✗ 46
< 30	Live Public Complaints over 120 days	✓ 29	✗ 31	✗ 37	✗ 37	✓ 21	✔ 27	✓ 24	✔ 27			
< 10	Internal Investigations over 120 days	✓ 3	✔ 2	✓ 8	✔ 7	✓ 7	✔ 9	✓ 7	✔ 4			
	Total Live Cases over 120 days (SI only)									< 20	✗ 37	✗ 31
= 0	Live Cases over 360 days old	✗ 2	✗ 2	✗ 3	✗ 1	✗ 1	✗ 2	✗ 4	✗ 3	= 0	✗ 22	✗ 15
= 0	Live Cases over 720 days old (SI only)									= 0	✗ 11	✗ 4
< 6	OCU Cases over 30 days	✗ 28	✗ 28	✗ 24	✗ 11	✗ 34	✗ 15	✗ 24	✗ 27			
= 0	OCU Cases over 60 days	✗ 15	✗ 17	✗ 14	✗ 7	✗ 18	✗ 11	✗ 10	✗ 12			
<= 60	Pending cases	✗ 121	✗ 116	✗ 61	✔ 53	✓ 46	✔ 25	✗ 84	✗ 77	<= 10	✓ 8	✗ 16
>= 31%	Combined IIR / IR rate	✓ 37%	✗ 15%	✗ 28%	✗ 27%	✓ 46%	✔ 55%	✓ 40%	✗ 14%			
>= 45%	Combined IIR / IR / W / NPW	✓ 53%	✗ 27%	✓ 45%	✗ 41%	✓ 56%	✔ 73%	✓ 65%	✗ 31%			
<= 80	Average days to submit dispensations to PCA	✗ 101	✗ 107	✗ 92	✗ 82	✓ 80	✗ 83	✗ 114	✗ 85			
<= 120	Average days taken to complete investigations of public complaints	✗ 203	✗ 221	-	✗ 188	✗ 221	✗ 152	✗ 181	✗ 282			
>= 40	Total cases completed	✓ 41	✗ 27	✗ 38	✗ 32	✗ 34	✔ 42	✗ 28	✗ 32	>= 4	✓ 9	✔ 9

✓ Meeting expectation
✗ Not meeting expectation
- Not available

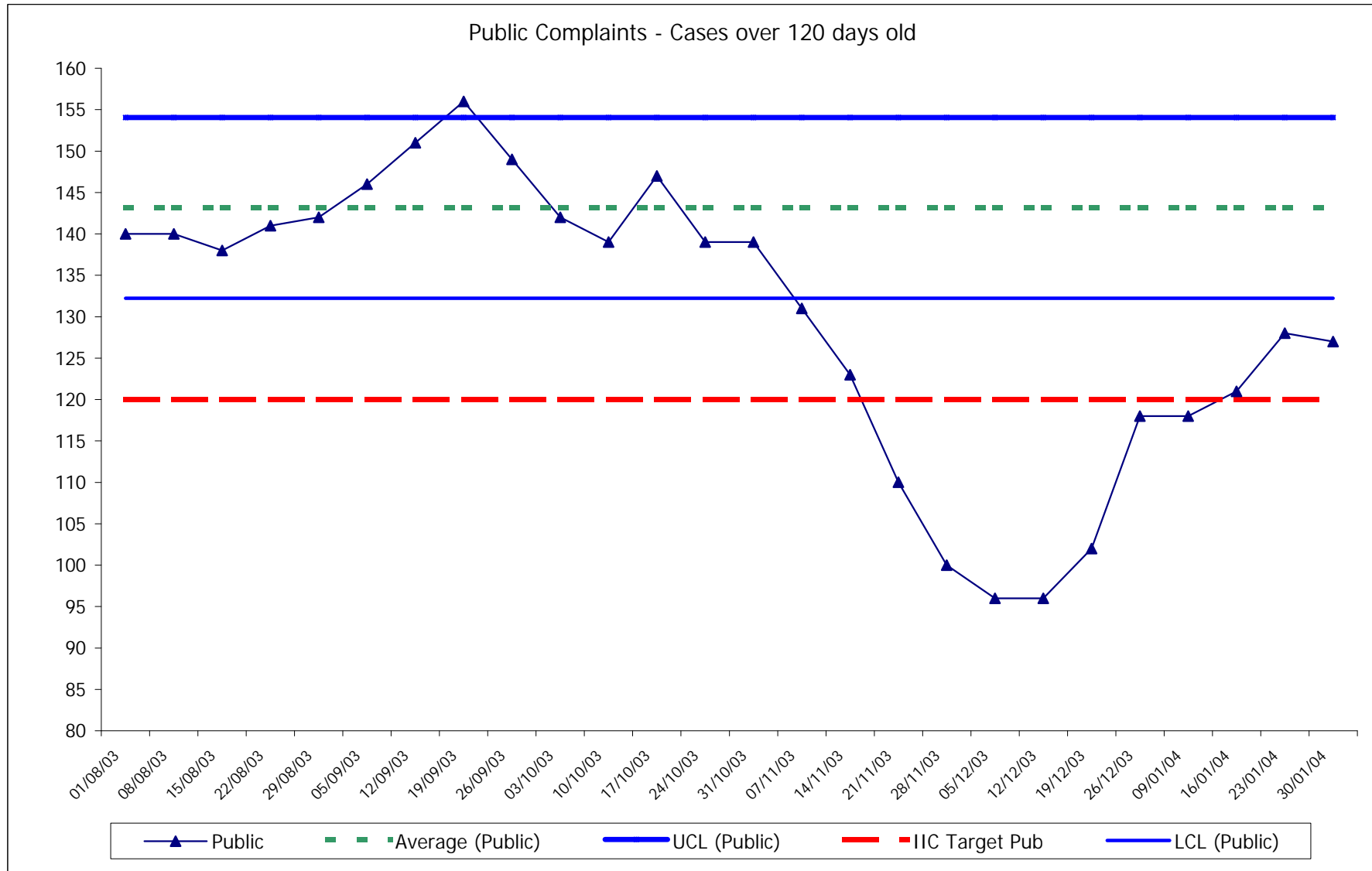Source for current month **IOWA :** 30/01/04 **IOTA :** Jan 2004

Live Public Complaints Under Investigation - Control Chart
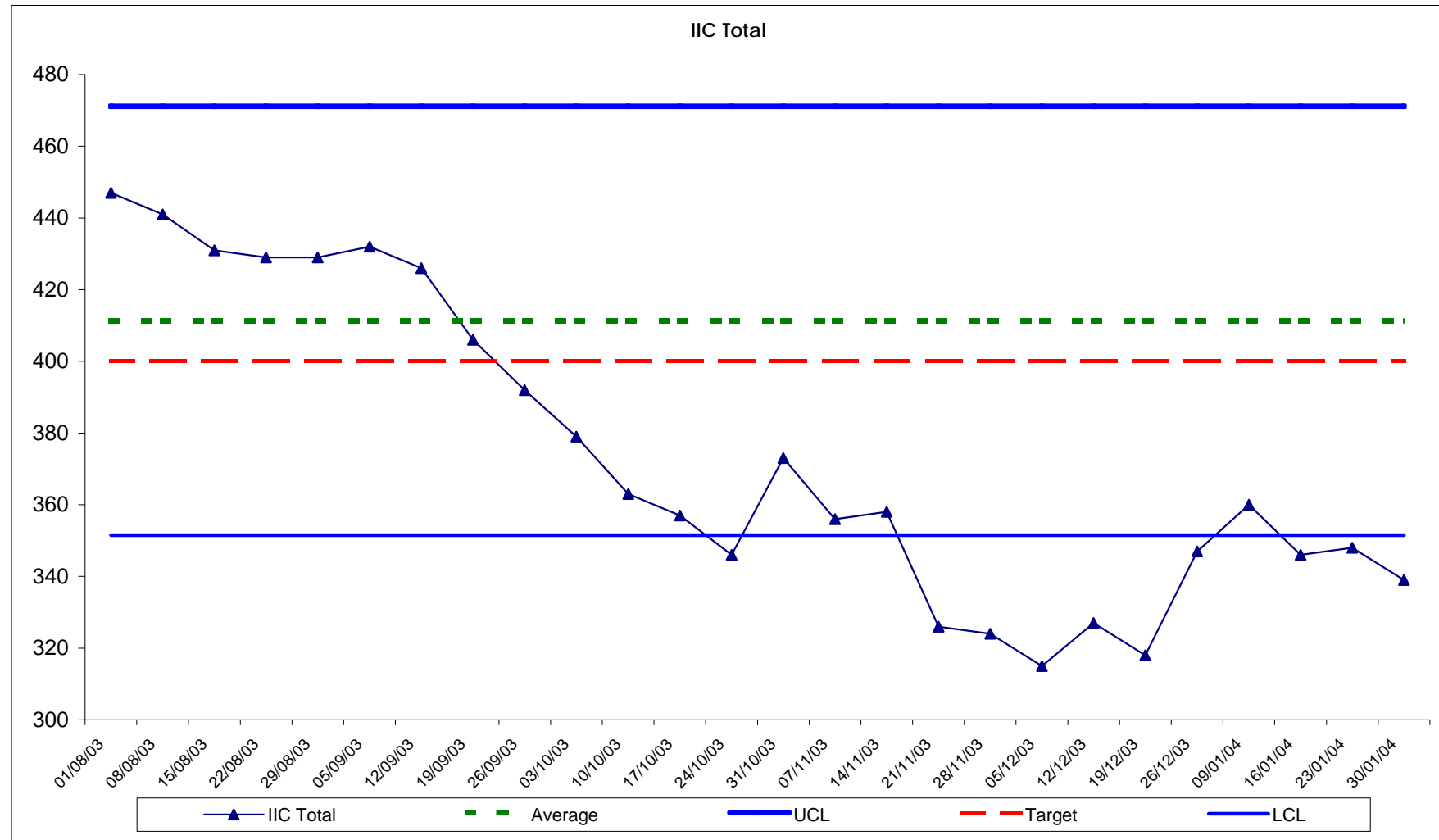
IIC Total

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:
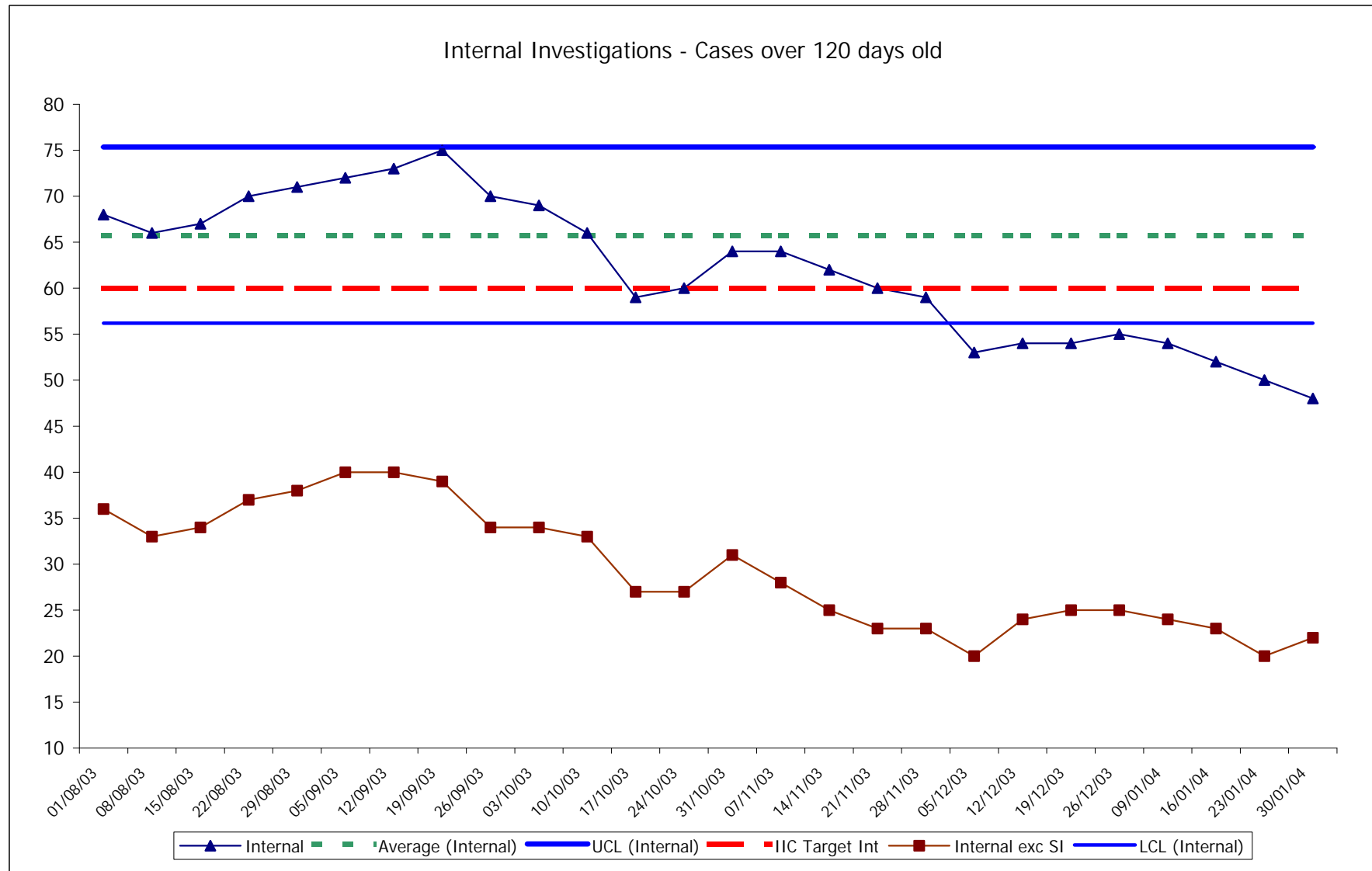
* Points outside the control limits

* Unusual patterns of points such as: Too many or too few points, within the middle third of the charts

 7 successive points above the average   *7 successive points below the average*

7 points rising in a line (6 successive rises in points)   *7 points falling in a line (6 successive falls in points)*

Cases over 120 days old - Control Charts

Public Complaints - Cases over 120 days old

Legend: Public, Average (Public), UCL (Public), IIC Target Pub, LCL (Public)

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

Cases over 120 days old - Control Charts

Internal Investigations - Cases over 120 days old

Legend: Internal | Average (Internal) | UCL (Internal) | IIC Target Int | Internal exc SI | LCL (Internal)

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