



IIC Performance Bulletin

Monthly Report

November 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 2004/05 states :
Objective IIC/1 - "improve timeliness of investigations"

Executive Summary

- * The *IIC total* for **'live' public complaints** under investigation had reduced by 16 cases over October (from 376 01/10/04 to 360 29/10/04). This is the lowest since June 2004.
- * The *IIC total* for **'live' public complaints over 120-days** has reduced by 11 cases over October from 91 to 80. This again is the lowest since June 2004.
- * The *IIC total* for **'live' internal investigations over 120-days** has varied by weekly, for the month overall there was a reduction of one case (from 37 01/10/2004 to 36 29/10/2004).
- * *SI* remain over target for live cases per IO, there is two IO's over the target. (IO's with 11 & 13 cases, target less than 10).
- * *All BSU units* have met the target for **'live' cases** and **cases over 120 days**, both **public complaints** and **internal investigations**.
- * For a second month *no units* have met the target for **combined LR Rate** or **combined LR/W/NPW**.
- * *All units* have met the target for **OCU cases over 30 days**, however none met the target for **cases over 60 days**.
- * *SE* and *NW* have not managed to achieve the target for completed cases. *SE* were 9 cases off target (31) and *NW* were 7 (33).

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DPS IIC Performance Management Framework - Unit Performance against Expectations

Expectation	SW		NW		NE		SE		SI Expectation	SI	
	Sept	Oct	Sept	Oct	Sept	Oct	Sept	Oct		Sept	Oct
<= 40 Live Cases per Investigating Officer	✓ 36, 4, 17, 30, 17	✓ 29, 16, 30, 3, 30	✓ 29, 28, 20, 35	✓ 31, 4, 21, 19, 34	✓ 29, 34, 27, 29	✓ 25, 27, 20, 24	✗ 22, 19, 36, 46	✓ 13, 19, 34, 31	< = 10	✗ 3, 2, 2, 2, 2, 2, 2, 2, 7, 8, 11	✗ 2, 2, 2, 3, 3, 2, 3, 8, 2, 11, 13
< 100 Total Live Public Complaints	✓ 82	✓ 97	✓ 85	✓ 90	✓ 99	✓ 83	✗ 112	✓ 85			
< 20 Total Live Internal Investigations	✗ 23	✓ 13	✗ 28	✓ 19	✓ 20	✓ 15	✓ 12	✓ 13			
Total Live Cases (SI only)									< 40	✗ 43	✗ 45
< 30 Public Complaints over 120 days	✓ 22	✓ 17	✓ 28	✓ 28	✓ 24	✓ 19	✓ 23	✓ 12			
< 10 Internal Investigations over 120 days	✓ 3	✓ 1	✓ 8	✓ 6	✓ 6	✓ 5	✓ 3	✓ 4			
Total Live Cases over 120 days (SI only)									< 20	✗ 22	✗ 24
= 0 Live Cases over 360 days old	✗ 1	✓ 0	✗ 1	✗ 1	✓ 0	✓ 0	✓ 0	✓ 0	= 0	✗ 8	✗ 10
< 20 OCU Cases over 30 days	✓ 18	✓ 9	✓ 12	✓ 11	✓ 20	✓ 14	✓ 17	✓ 16			
<= 2 OCU Cases over 60 days	✗ 10	✗ 3	✗ 5	✗ 4	✗ 6	✗ 8	✗ 11	✗ 6			
<= 60 Pending cases	✓ 29	✓ 36	✓ 29	✓ 33	✓ 16	✓ 13	✓ 32	✓ 53	<= 10	✗ 11	✗ 13
>= 50% Combined LR rate (inc IIR & IR)	✗ 44%	✗ 46%	✗ 33%	✗ 30%	✗ 45%	✗ 29%	✗ 33%	✗ 29%			
>= 65% Combined LR (IIR/IR) / W / NPW	✗ 55%	✗ 61%	✗ 49%	✗ 43%	✓ 65%	✗ 62%	✗ 46%	✗ 49%			
<= 80 Average days to submit dispensations/ discontinuances to IPCC (inc PCA)	✗ 84	✗ 154	✗ 128	✗ 92	✗ 81	✓ 70	✓ 77	✗ 99			
<= 120 Average taken to complete investigations of public complaints (full investigation)	✗ 196	✗ 233	✗ 208	✗ 222	✗ 131	✓ 101	✗ 154	✗ 192			
<= 120 Average taken to complete investigations of public complaints (full investigation 12 mth rolling average)	✗ 214	✗ 214	✗ 207	✗ 200	✗ 182	✗ 170	✗ 210	✗ 196			
<= 120 Average taken to complete full investigation & all other results (IIR/IR/W/D)	✓ 79	✗ 135	✗ 140	✓ 100	✓ 65	✓ 70	✓ 71	✓ 99			
<= 120 Average taken to complete full investigation & all other results (12 mth rolling average)	✓ 113	✓ 116	✗ 132	✗ 129	✓ 92	✓ 90	✓ 97	✓ 94			
>= 40 Total cases completed	✓ 42	✓ 51	✗ 37	✗ 33	✓ 61	✓ 45	✓ 41	✗ 31	>= 4	✗ 3	✓ 8

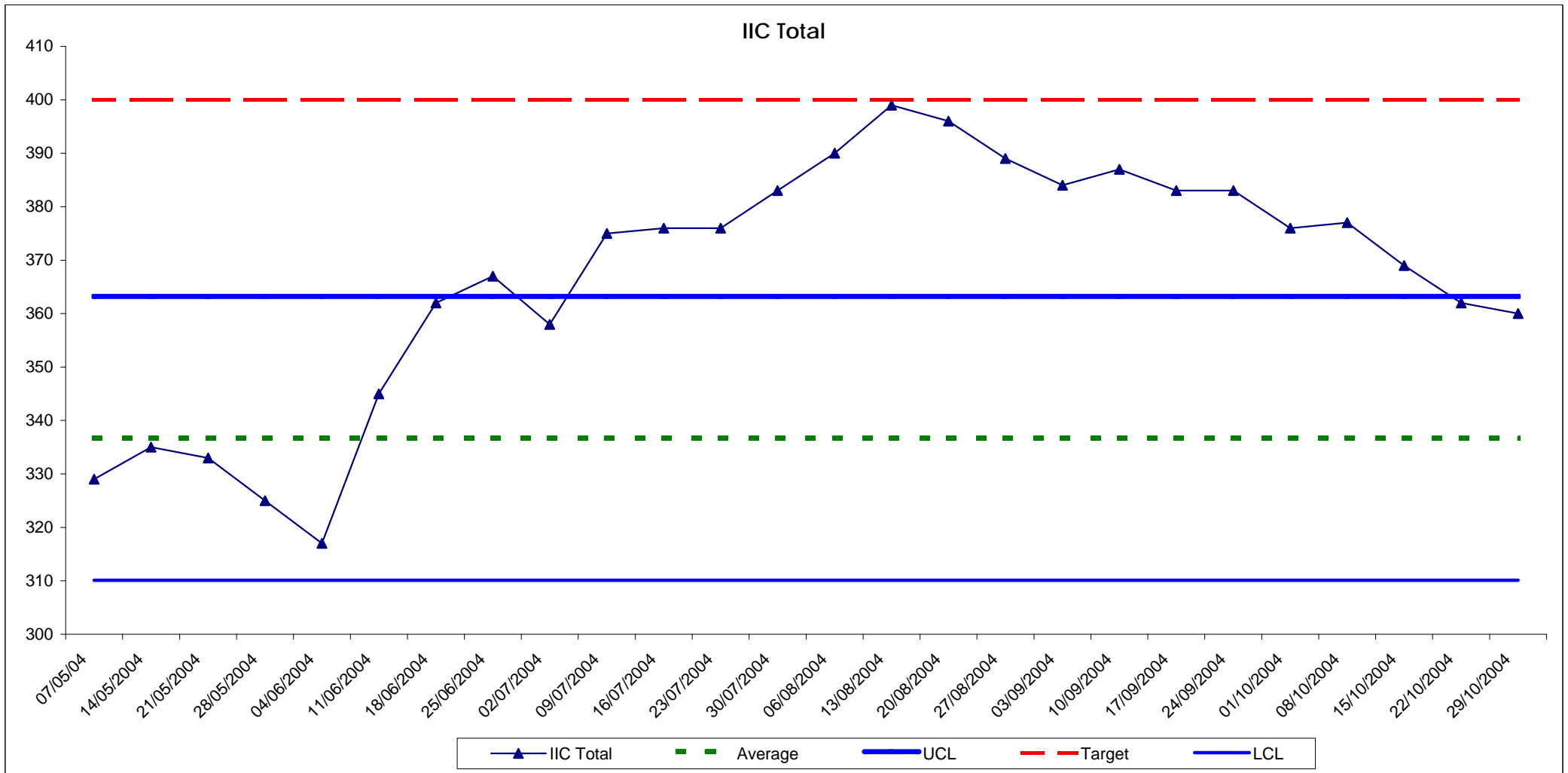
✓ Meeting expectation
✗ Not meeting expectation

Source for current month

IOWA : 29/10/2004

IOTA : Oct 2004

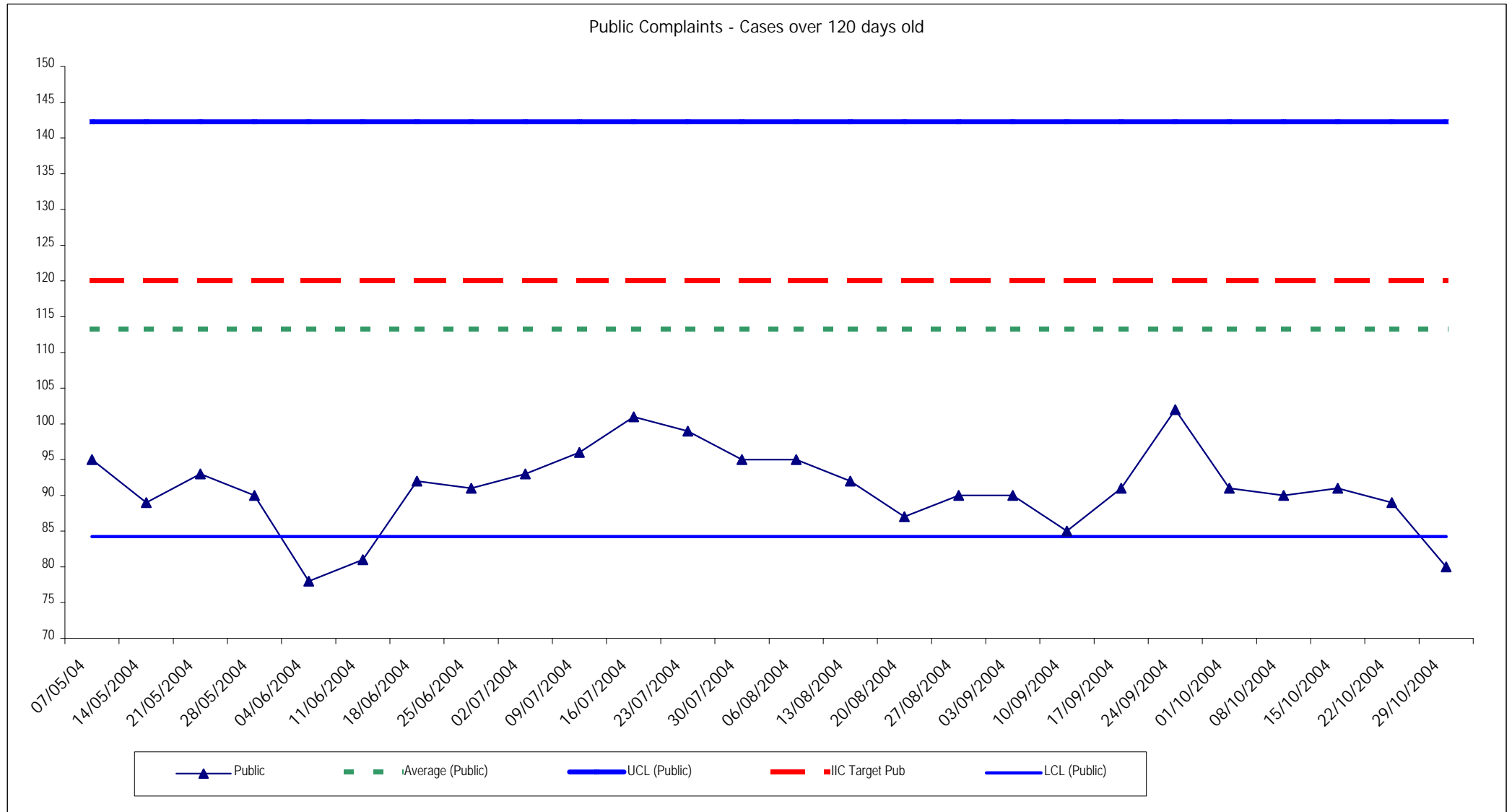
Live Public Complaints Under Investigation - Control Chart



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 09/01/2004 to 28/05/2004 (21 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:

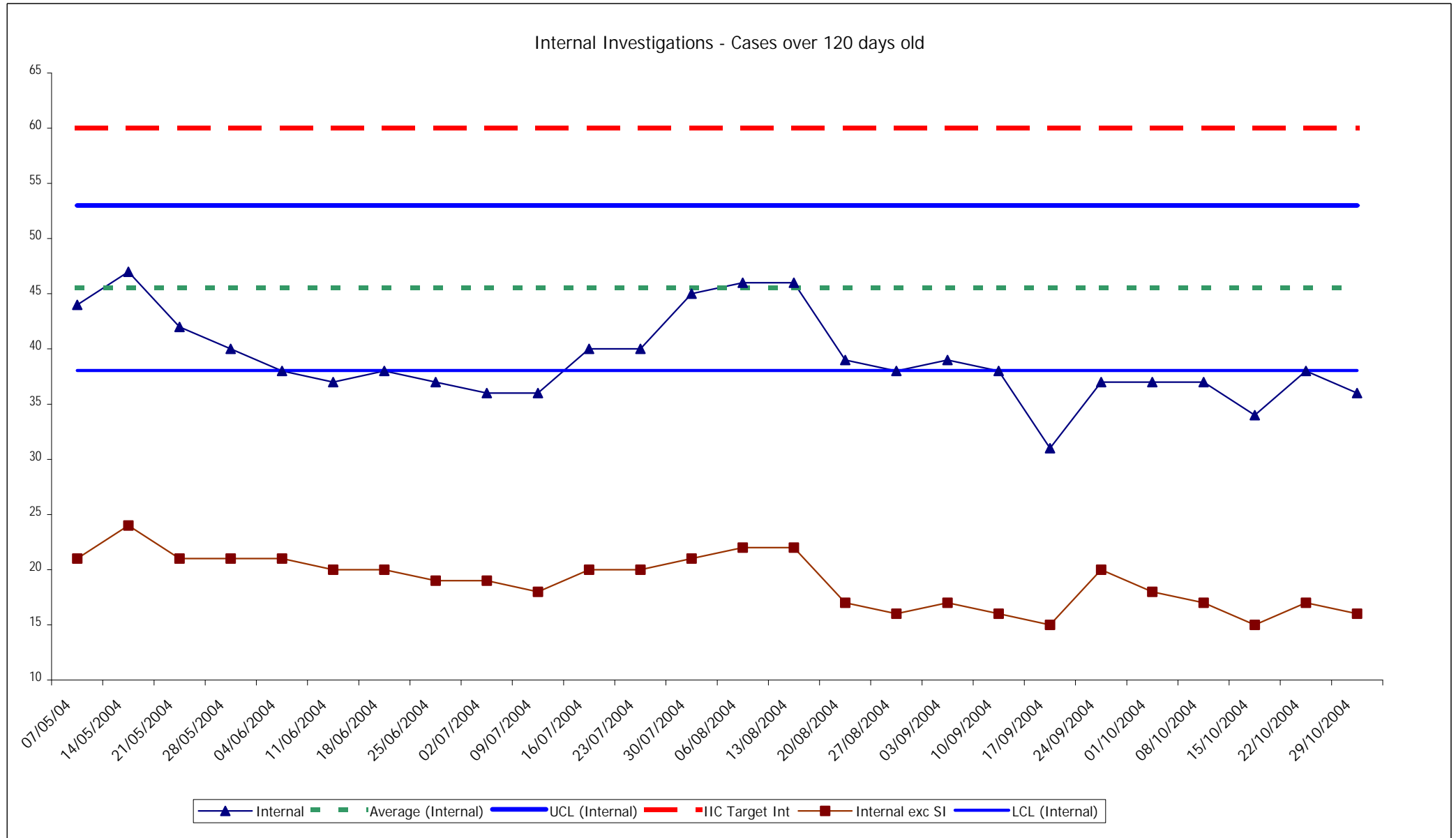
- * **Points outside the control limits**
- * **Unusual patterns of points such as:**
 - 7 successive points above the average
 - 7 successive points below the average
 - 7 points rising in a line (6 successive rises in points)
 - 7 points falling in a line (6 successive falls in points)

Cases over 120 days old - Control Charts



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Cases over 120 days old - Control Charts

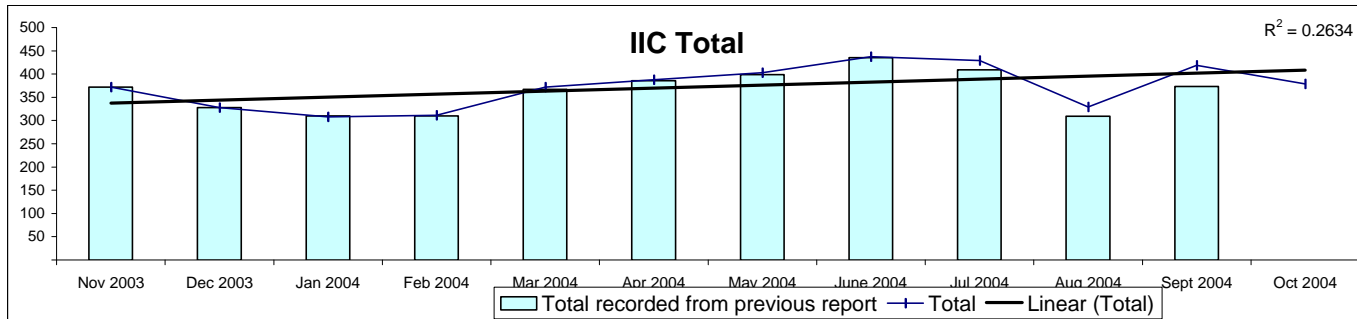


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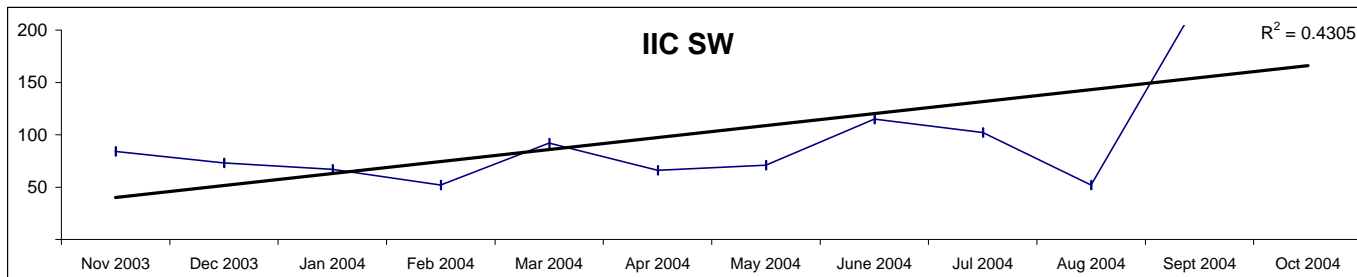
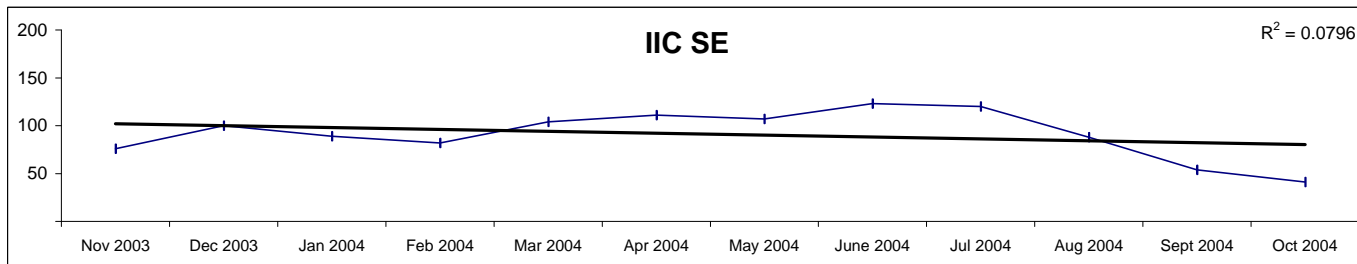
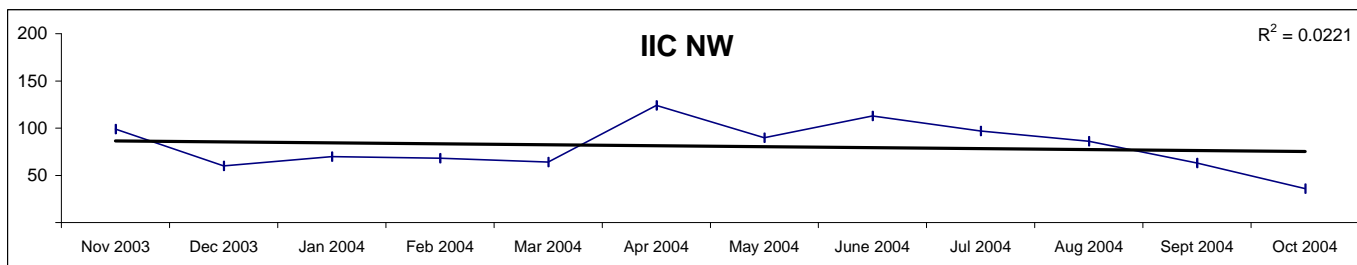
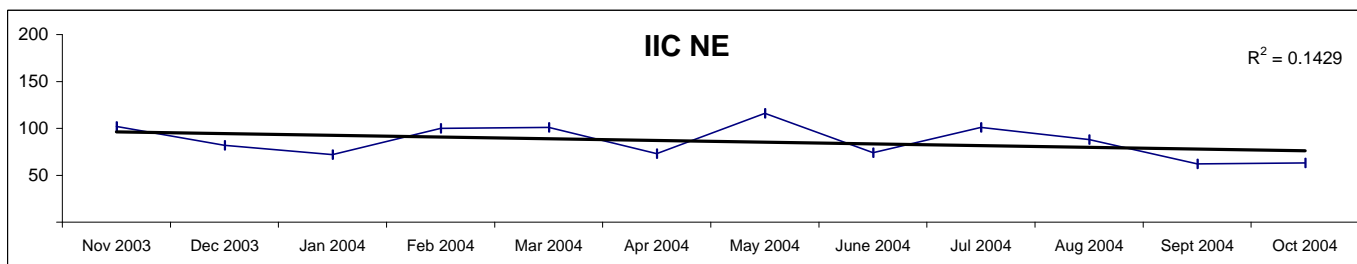
Allegations Recorded - Recorded in the period

Allegations recorded	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	June 2004	Jul 2004	Aug 2004	Sept 2004	Oct 2004	Total
	NECU	102	82	72	100	101	73	116	74	101	88	62	63
NWCU	99	60	70	68	64	124	90	113	97	86	63	36	970
SECU	76	100	89	82	104	111	107	123	120	88	54	41	1095
SWCU	84	73	67	52	92	66	71	115	102	52	230	233	1237
Other	11	13	10	9	11	14	19	12	9	15	10	6	139
Total	372	328	308	311	372	388	403	437	429	329	419	379	4475

Total recorded from previous report	372	328	310	310	367	386	399	435	409	309	373	~
% change from previous report	0.0%	0.0%	-0.6%	0.3%	1.4%	0.5%	1.0%	0.5%	4.9%	6.5%	12.3%	~



There is a 0.02% reduction from the previous 12 months (Nov 2002-Oct 2003). From 4474 allegation recorded to 4475.



Due to allegations which are IIR/Withdrawn/Not Proceed With not being received promptly from all boroughs the figures from the current report are compared to the previous showing the percentage change between them. All Borough Support Units have undertaken to improve matters in this area in the partnership with their respective BOCU's.

Source = BVPI 21 - Allegations Recorded