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# IIC Performance Bulletin

## Monthly Report

### January 2005

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

Executive Summary
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- \* Please note IOWA run on the **04/01/2005** has been used for performance at the end of December 2004. The increase shown in all areas for December may partly due to annual leave.
- \* The *IIC total* for **'live' public complaints** under investigation has increase the last two weeks of December by 18 cases. On the 17/12/2004 there was 307 cases, currently there are **325** cases. This is still 75 cases below the target of 400.
- \* The *IIC total* for **'live' public complaints over 120-days continues** to vary on a week to week basis. The current number of cases is **73**.
- \* The *IIC total* for **'live' internal investigations over 120-days** has started to increase over December. At the end of November there were 28 cases this has increased by 11 to **39**.
- \* This month all units have met the target on the majority of expectations or are very close in doing so.
- \* *The majority of BSU units* have met the target for **cases over 120 days**, both **public complaints** and **internal investigations**.
- \* *NE* have the highest **'Total Live Matters'** for December, 107 matters.
- \* There is a **3%** increase in allegations recorded from the previous 12 months (Jan 2003-Dec 2003). From 4511 allegations recorded to 4635.

Prepared by :  
IIC Performance Analysis Unit

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Amy Howells  
Management Information Analyst  
65778

## DPS IIC Performance Management Framework - Unit Performance against Expectations

Expectation	SW		NW		NE		SE		SI Expectation	SI	
	Nov	Dec	Nov	Dec	Nov	Dec	Nov	Dec		Nov	Dec
<= 40 Live Cases per Investigating Officer	✓ 23, 19, 21, 26	✓ 3, 16, 19, 27, 3, 26	✓ 18, 15, 18, 33	✓ 21, 29, 19, 28	✓ 25, 26, 24, 23	✓ 16, 3, 30, 20, 29	✓ 10, 30, 31, 18	✓ 14, 22, 26, 31	<= 10	✓ 2,2,2,2,3,3,2, 2,2,8,2,7	✓ 2,2,3,2,2,4,3, 9,2,5
< 100 Total Live Public Complaints	✓ 77	✓ 81	✓ 74	✓ 80	✓ 80	✓ 73	✓ 79	✓ 87			
< 20 Total Live Internal Investigations	✓ 13	✓ 14	✓ 12	✓ 19	✗ 21	✗ 25	✓ 10	✓ 7			
Total Live Matters	45	44	80	81	79	107	35	56			
Total Live Cases (SI only)									< 40	✗ 46	✗ 45
< 30 Public Complaints over 120 days	✓ 8	✓ 15	✓ 22	✓ 25	✓ 19	✓ 21	✓ 13	✓ 8			
< 10 Internal Investigations over 120 days	✓ 0	✓ 3	✓ 3	✓ 4	✓ 5	✓ 6	✓ 3	✓ 2			
Total Live Cases over 120 days (SI only)									< 20	✗ 21	✗ 28
= 0 Live Cases over 360 days old	✓ 0	✗ 1	✗ 2	✓ 0	✓ 0	✓ 0	✓ 0	✓ 0	= 0	✗ 9	✗ 10
< 20 OCU Cases over 30 days	✓ 8	✗ 26	✓ 12	✗ 21	✓ 16	✗ 30	✗ 21	✗ 30			
<= 2 OCU Cases over 60 days	✓ 1	✗ 6	✗ 3	✗ 9	✗ 4	✗ 14	✗ 4	✗ 12			
<= 60 Pending cases	✓ 25	✓ 21	✓ 40	✓ 30	✓ 12	✓ 16	✓ 56	✓ 49	<= 10	✗ 13	✗ 15
>= 50% Combined LR rate (inc IIR & IR)	✗ 47%	✗ 38%	✗ 39%	✓ 53%	✗ 42%	✗ 29%	✗ 30%	✗ 25%			
>= 65% Combined LR (IIR/IR) / W / NPW	✗ 52%	✗ 47%	✗ 57%	✓ 74%	✓ 66%	✗ 64%	✗ 47%	✗ 29%			
<= 80 Average days to submit dispensations/ discontinuances to IPCC (inc PCA)	✗ 136	✗ 119	✗ 119	✗ 130	✓ 79	✓ 59	✗ 98	✓ 61			
<= 120 Average taken to complete investigations of public complaints (full investigation)	✗ 190	✗ 134	✗ 172	✗ 286	✗ 172	✗ 193	✗ 166	✗ 150			
<= 120 Average taken to complete investigations of public complaints (full investigation 12 mth rolling average)	✗ 212	✗ 206	✗ 193	✗ 217	✗ 171	✗ 168	✗ 190	✗ 187			
<= 120 Average taken to complete full investigation & all other results (IIR/IR/W/D)	✓ 106	✓ 104	✓ 107	✗ 135	✓ 79	✓ 92	✓ 84	✗ 132			
<= 120 Average taken to complete full investigation & all other results (12 mth rolling average)	✓ 112	✓ 112	✗ 126	✗ 129	✓ 88	✓ 83	✓ 92	✓ 95			
>= 40 Total cases completed	✓ 94	✗ 38	✓ 97	✓ 47	✓ 61	✗ 28	✓ 56	✗ 35	>= 4	✓ 11	✓ 8

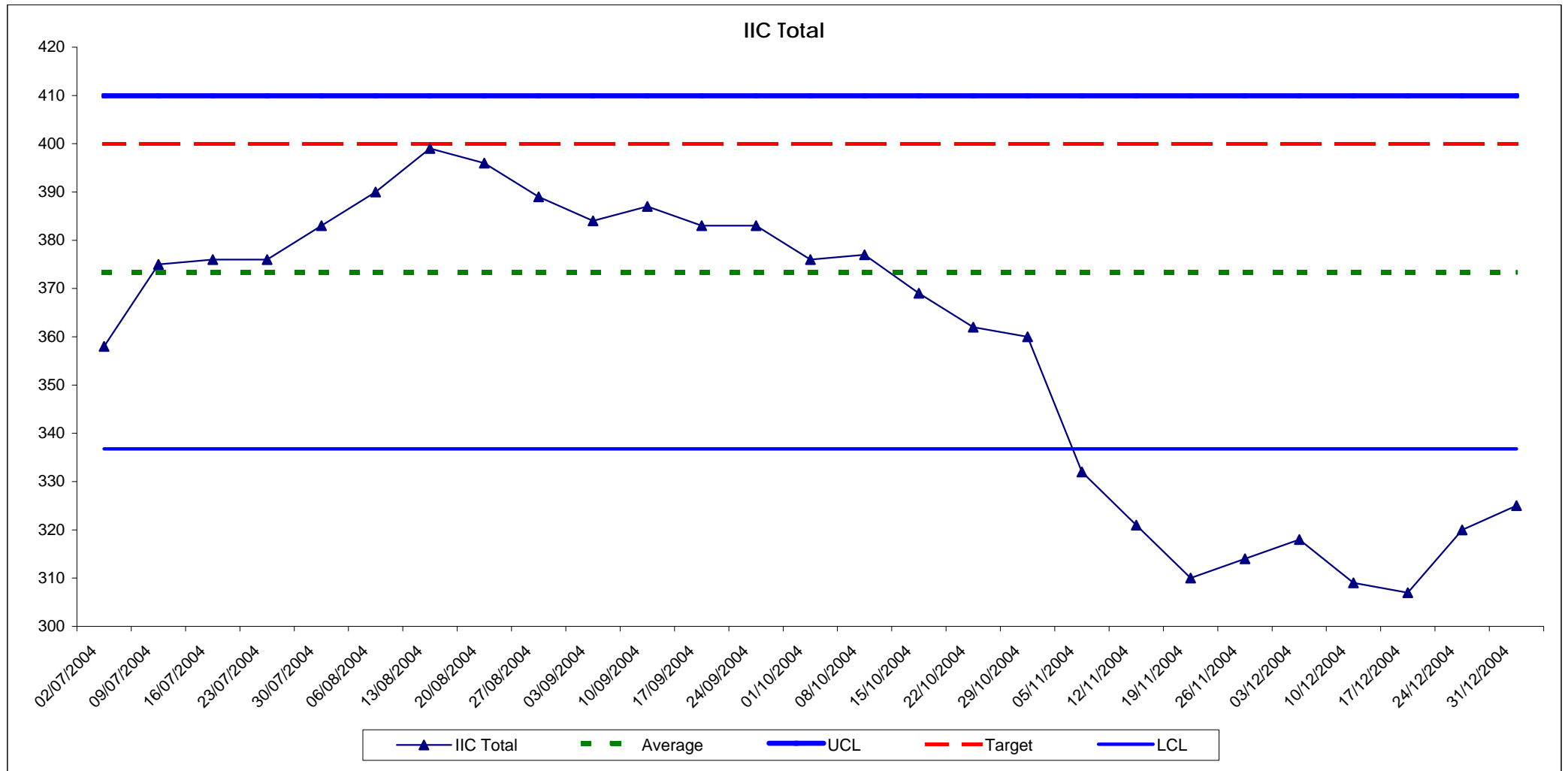
- ✓ Meeting expectation
- ✗ Not meeting expectation

Source for current month

IOWA : 04/01/2005

IOTA : Dec 04

## 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 04/06/2004 to 29/10/2004 (22 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*

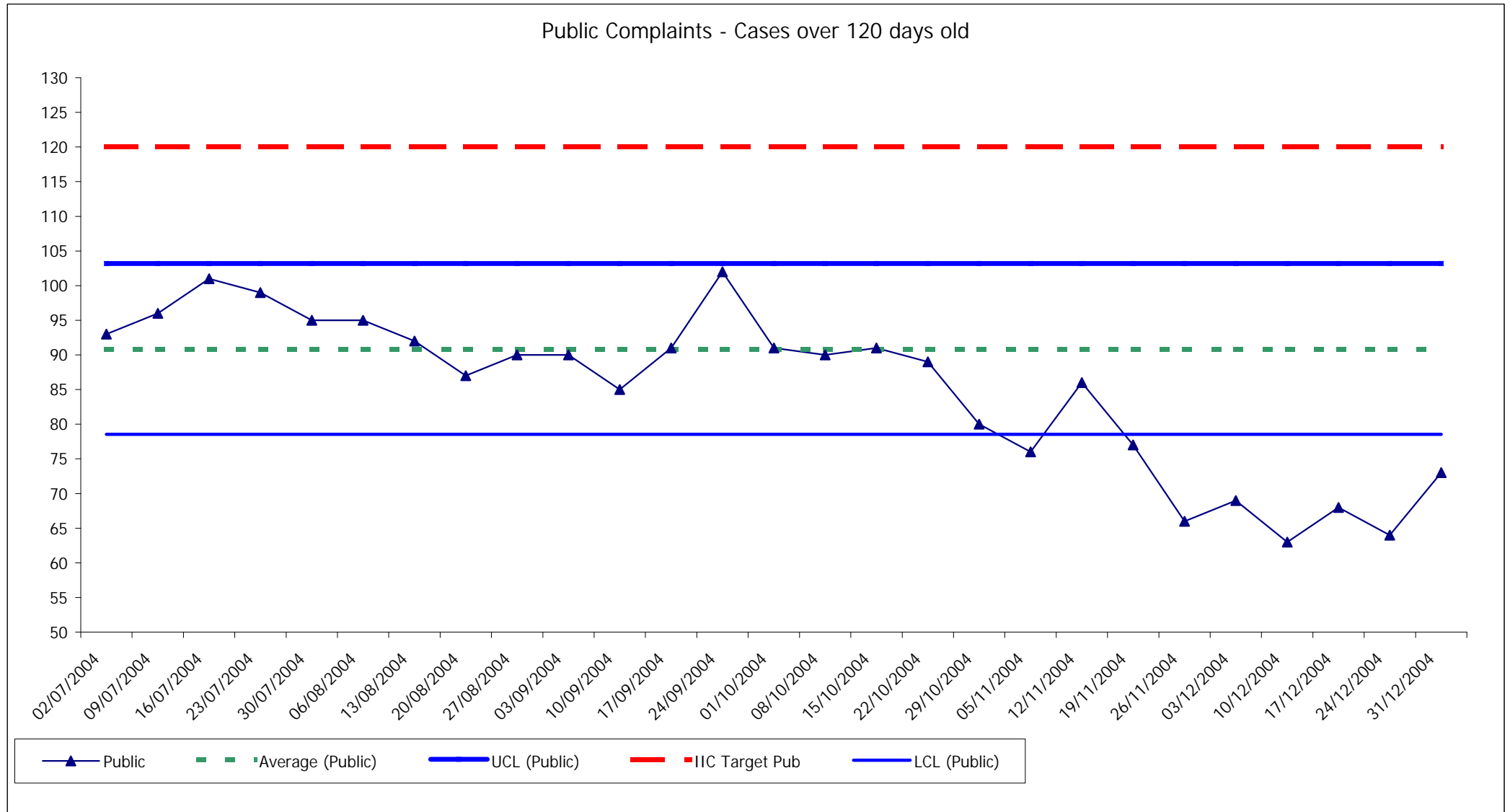
*7 points rising in a line (6 successive rises in points)*

*Too many or too few points, within the middle third of the charts*

*7 successive points below the average*

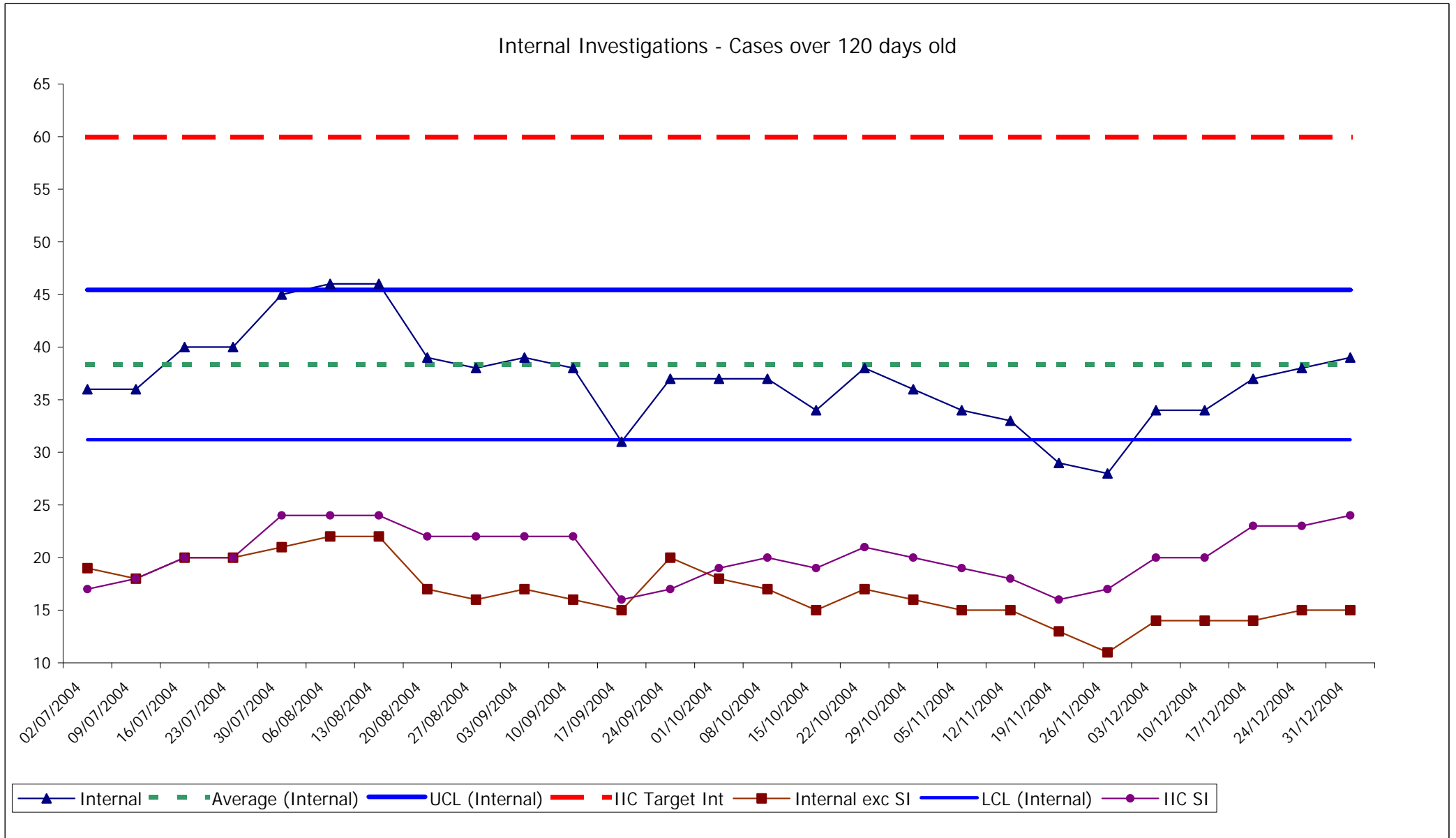
*7 points falling in a line (6 successive falls in points)*

## Cases over 120 days old - Control Charts



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 04/06/2004 to 29/10/2004 (22 week period). The control limits are based on 2 standard deviations from the average

## Cases over 120 days old - Control Charts

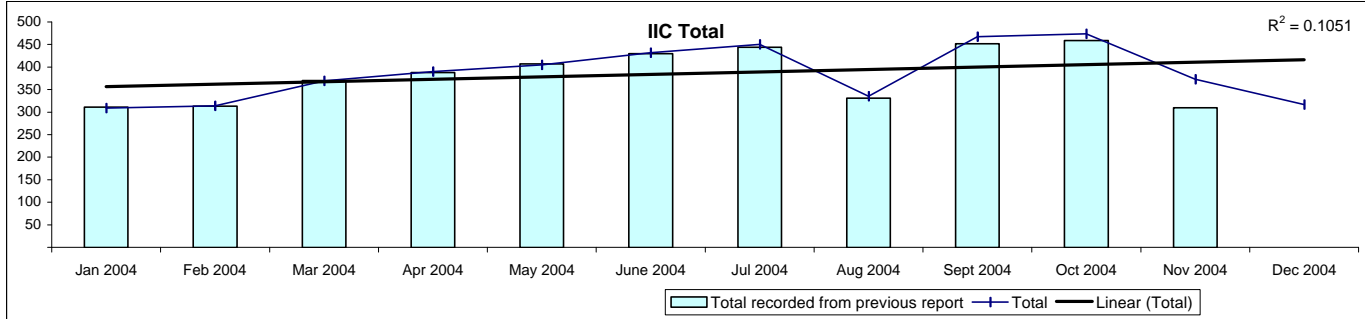


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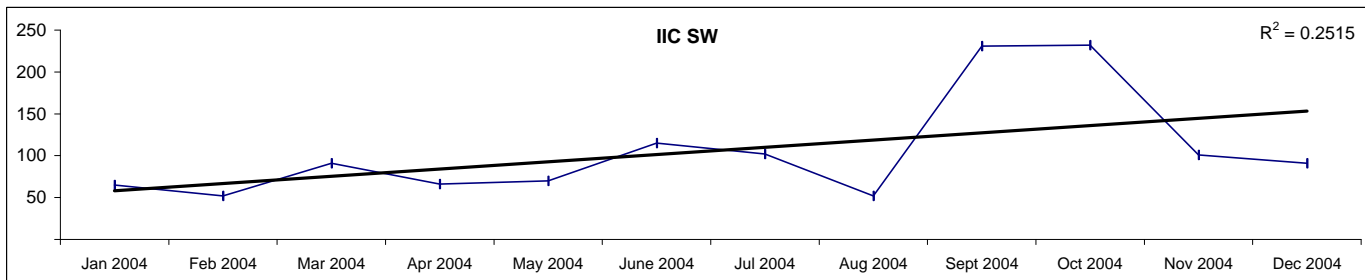
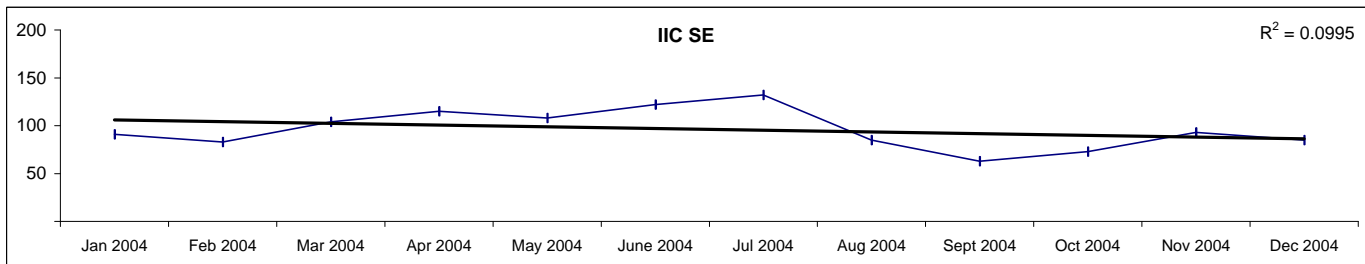
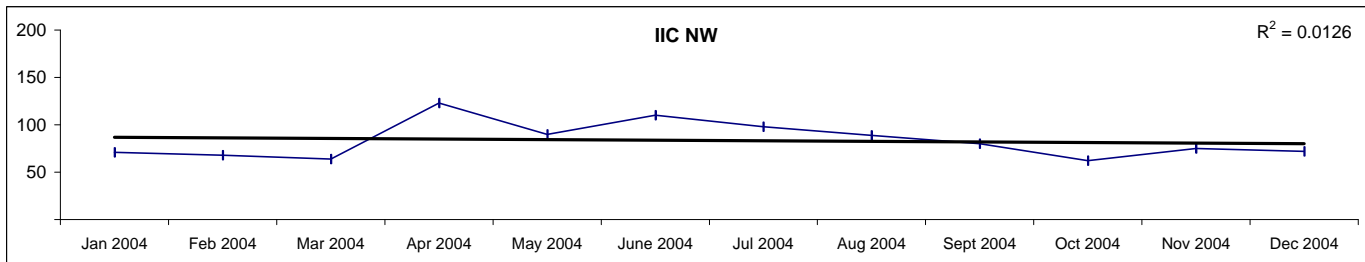
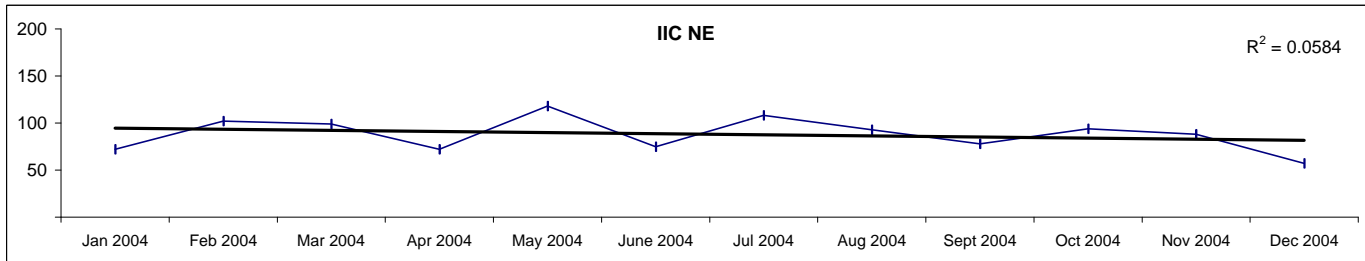
Allegations Recorded - Recorded in the period

Allegations recorded	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	June 2004	Jul 2004	Aug 2004	Sept 2004	Oct 2004	Nov 2004	Dec 2004	Total
	NECU	72	102	99	72	118	75	108	93	78	94	88	57
NWCU	71	68	64	123	90	110	98	89	80	62	75	72	1002
SECU	91	83	104	115	108	122	132	85	63	73	93	85	1154
SWCU	65	52	91	66	70	115	102	52	231	232	101	91	1268
Other	10	9	11	14	19	10	10	16	15	13	16	12	155
<b>Total</b>	<b>309</b>	<b>314</b>	<b>369</b>	<b>390</b>	<b>405</b>	<b>432</b>	<b>450</b>	<b>335</b>	<b>467</b>	<b>474</b>	<b>373</b>	<b>317</b>	<b>4635</b>

Total recorded from previous report	311	313	370	388	407	430	444	331	452	459	310	~
% change from previous report	-0.6%	0.3%	-0.3%	0.5%	-0.5%	0.5%	1.4%	1.2%	3.3%	3.3%	20.3%	~



There is a 3% increase from the previous 12 months (Jan 2003-Dec 2003). From 4511 allegation recorded to 4635.



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