

Table 1 – Public Complaints Performance to 31 December 2008

		Target	2006/07		2007/08		Quarter 1 Apr 08 - Jun 08		Quarter 2 Jul 08 - Sep 08		Quarter 3 Oct 08 - Dec 08		Quarter 4 Jan 09 - Mar 09		FYTD	
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
				Average days to complete	Less than 70 days	53		50		49		49		44		-
Live cases over 90 days	Percentage MPS	N/A	-		-			10%		9%			-			-
Completing Local Resolution Cases	Average days DPS	N/A	45		56		59		60		59		-		59	
	Average days OCU	Less than 45 days	27		33		37		34		36		-		36	
Local Resolution Cases Achieved	Percentage DPS	Less than 40%		45%		33%		33%		37%		32%	-			34%
	Percentage OCU	Greater than 60%		55%		67%		67%		63%		68%	-			66%
Allegations Recorded	Oppressive Behaviour		2524	27.6%	2587	27.3%	691	24.9%	764	26.0%	717	25.6%	-		2172	25.5%
	Discriminatory Behaviour		555	6.1%	633	6.7%	185	6.7%	210	7.2%	240	8.6%	-		635	7.5%
	Malpractice		547	6.0%	604	6.4%	151	5.4%	163	5.6%	228	8.2%	-		542	6.4%
	Failures in Duty	N/A	3520	38.5%	3523	37.2%	1043	37.6%	1169	39.8%	1016	36.3%	-		3228	37.9%
	Incivility		1663	18.2%	1917	20.3%	624	22.5%	563	19.2%	521	18.6%	-		1708	20.1%
	Traffic Irregularity		87	1.0%	70	0.7%	31	1.1%	28	1.0%	20	0.7%	-		79	0.9%
	Other		240	2.6%	130	1.4%	51	1.8%	37	1.3%	54	1.9%	-		142	1.7%
	MPS Total			9136		9464		2776		2934		2796		-		8506
Allegation Results	Local Resolution		3088	35.1%	2885	32.6%	908	34.8%	1045	35.9%	861	33.1%	-		2814	34.6%
	Dispensation		762	8.6%	1217	13.8%	347	13.3%	327	11.2%	366	14.1%	-		1040	12.8%
	Discontinuance		45	0.5%	113	1.3%	6	0.2%	23	0.8%	46	1.8%	-		75	0.9%
	Withdrawn	N/A	1540	17.5%	1405	15.9%	344	13.2%	347	11.9%	313	12.0%	-		1004	12.4%
	Unsubstantiated		2342	26.6%	2552	28.9%	769	29.5%	948	32.5%	763	29.3%	-		2480	30.5%
	Substantiated		142	1.6%	141	1.6%	38	1.5%	39	1.3%	28	1.1%	-		105	1.3%
	Not Recorded		891	10.1%	530	6.0%	196	7.5%	185	6.3%	226	8.7%	-		607	7.5%
MPS Total			8810		8843		2608		2914		2603		-		8125	
Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Not Upheld	N/A	57	58.8%	54	42.2%	5	41.7%	6	50.0%	12	48.0%	-		23	46.9%
	Non-Recording - Upheld		22	22.7%	61	47.7%	4	33.3%	3	25.0%	8	32.0%	-		15	30.6%
	Non-Recording - Not Valid		18	18.6%	13	10.2%	3	25.0%	3	25.0%	5	20.0%	-		11	22.4%
	Non-Recording Total		97		128		12		12		25		-		49	
	Local Resolution - Not Upheld		38	69.1%	40	54.8%	7	36.8%	5	50.0%	10	43.5%	-		22	42.3%
	Local Resolution - Upheld	N/A	14	25.5%	20	27.4%	11	57.9%	5	50.0%	8	34.8%	-		24	46.2%
	Local Resolution - Not Valid		3	5.5%	13	17.8%	1	5.3%	0	0.0%	5	21.7%	-		6	11.5%
	Local Resolution Total		55		73		19		10		23		-		52	
	Outcome - Not Upheld		297	83.2%	376	73.3%	87	68.0%	57	58.8%	105	70.0%	-		249	66.4%
	Outcome - Upheld	N/A	40	11.2%	103	20.1%	32	25.0%	32	33.0%	27	18.0%	-		91	24.3%
	Outcome - Not Valid		20	5.6%	34	6.6%	9	7.0%	8	8.2%	18	12.0%	-		35	9.3%
	Outcome Total		357		513		128		97		150		-		375	
IPCC - Not Upheld		392	77.0%	470	65.8%	99	62.3%	68	57.1%	127	64.1%	-		294	61.8%	
IPCC - Upheld	N/A	76	14.9%	184	25.8%	47	29.6%	40	33.6%	43	21.7%	-		130	27.3%	
IPCC - Not Valid		41	8.1%	60	8.4%	13	8.2%	11	9.2%	28	14.1%	-		52	10.9%	
IPCC Total		509		714		159		119		198		-		476		

Table 2 – Conduct Matters Performance to 31 December 2008

		Target	2006/07		2007/08		Quarter 1		Quarter 2		Quarter 3		Quarter 4		FYTD		
			Apr 08 - Jun 08		Jul 08 - Sep 08		Oct 08 - Dec 08		Jan 09 - Mar 09		Number		%				
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%			
CONDUCT MATTERS	Average days to complete	Less than 70 days	59		55		55		43		49		-				
	Allegations Recorded	Oppressive Behaviour	N/A	285	21.5%	239	18.0%	57	16.7%	60	22.6%	53	17.5%	-		170	18.7%
		Discriminatory Behaviour		17	1.3%	33	2.5%	8	2.3%	4	1.5%	11	3.6%	-		23	2.5%
		Malpractice		178	13.4%	178	13.4%	40	11.7%	20	7.5%	23	7.6%	-		83	9.1%
		Failures in Duty		470	35.4%	498	37.6%	159	46.5%	97	36.6%	103	34.1%	-		359	39.5%
		Incivility		67	5.0%	60	4.5%	13	3.8%	19	7.2%	29	9.6%	-		61	6.7%
		Traffic Irregularity		84	6.3%	65	4.9%	35	10.2%	30	11.3%	27	8.9%	-		92	10.1%
		Other		227	17.1%	198	14.9%	30	8.8%	35	13.2%	56	18.5%	-		121	13.3%
	MPS Total		1328		1326		342		265		302		-		909		
	Allegation Results	Not Informed	N/A	49	4.1%	37	3.1%	11	3.8%	11	4.7%	4	2.0%	-		26	3.6%
		Discontinuance		48	4.0%	62	5.2%	10	3.4%	11	4.7%	19	9.5%	-		40	5.5%
		Unsubstantiated		432	36.0%	435	36.5%	151	51.7%	144	61.0%	108	53.7%	-		403	55.3%
Substantiated		671		55.9%	658	55.2%	120	41.1%	70	29.7%	70	34.8%	-		260	35.7%	
MPS Total		1200		1192		292		236		201		-		729			
External Partners	Reaching Misconduct Decisions	Average number of days	Year to date <= Previous year	75		105		101		118		106		-		107	
	Average Days From Receipt to CPS	Borough Support	Year to date <= Previous year	32		48		84		69		113		-		83	
		Specialist Investigations	Year to date <= Previous year	98		133		237		19		176		-		144	
	Submitting requests to the IPCC	Discontinuance: Average number of days	Less than 60 days	70		75		38		61		43		-		45	
		Dispensation: Average number of days	N/A	56		51		47		79		48		-		57	
	IPCC Referrals	IPCC decision of 'Local Investigation'	N/A	154		269		95		93		65		-		253	
		IPCC decision of 'Managed Investigation'		40		57		19		10		11		-		40	
IPCC decision of 'Supervised Investigation'		107			57		10		1		6		-		17		
IPCC decision of 'Independent Investigation'		18			15		6		4		4		-		14		