

**"Taylor" Benefits Monitoring  
December 2008 - March 2009**

Aim	Indicator	Target (if applicable)	2007	2008	2009				YTD	Trend
					Jan - Mar	Apr - June	July - Sept	Oct - Dec		
1	Increase in the use of UPP (in the context of a reduction in Misconduct Procedures)	Number of UPP cases	↑	11	11	7			7	↔
2	Reduction in the number of Gross Misconduct cases brought before a Misconduct Hearing	Number of officers brought before a <i>hearing</i>	↓	73	49	1			1	↓
3	Increase in 'dismissal' outcomes for cases brought before a Misconduct Hearing	Proportion of officers <i>dismissed</i> as a result of a <i>hearing</i> **	↑	22%	22%	100%			100%	↑
4	Redistribution of workload from DPS BSU to B/OCUs.	Increase in the proportion of Conduct Matter cases dealt with by BOCU ***	↑	32%	32%	37%			37%	↑
		Decrease in the proportion of Conduct Matter cases dealt with by DPS	↓	68%	68%	62%			62%	↓
		Increase in the proportion of Public Complaints resulted as Local Resolution	≥ 50%	32%	35%	34%			34%	↔
		Proportion of Public Complaints dealt with by BOCU for Local Resolution (Desktop)	≥ 60%	57%	58%	59%			59%	↔
		Proportion of Public Complaints dealt with by DPS for Local Resolution (Management)	≤ 40%	43%	42%	41%			41%	↔
5	Compliance with procedural timescales. (Conduct Matter cases only).	Assessments	working days	Average number of days to make an <i>initial assessment</i>	N/A			4	4	
		Average number of days to make a <i>reassessment</i>		N/A			13	13		
		Average number of days to make a <i>final assessment</i>		N/A			23	23		
		Meetings		Average number of days from papers served to <i>meeting</i> held	20			9	9	
		Average number of days from notice received to <i>appeal</i> date		5			8	8		
		Hearings		Average number of days from papers supplied to <i>hearing</i> held	30			22	22	
		Average number of days from notice received to <i>appeal</i> date		5			-	#DIV/0!		
6	Consistency of decision making/outcomes amongst B/OCUs.	Data contained in the 'Taylor Monitoring Report - Decision Making, Timeliness and Outcomes'.								

**Notes:**

\* For the purposes of monitoring the benefits of Taylor, the data has been arranged into calendar years rather than adhering to the start date of 01/12/2008 with the consequence of the year running Dec - Nov as would otherwise be the case.

\*\* pre-Taylor data includes '*required to resign*' in addition to '*dismissed*'

\*\*\* pre-Taylor data determined by Written Warnings (old style) counted as BOCU Conduct Matters