

Table 1 – Public Complaints - Performance to 30 September 2009

		Target	2006/07		2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
PUBLIC COMPLAINTS	Live cases	Live cases over 64 days	N/A														320	17%	
	Completing All Cases	Average days to complete	224	24%	94	12%	88	8%	246	17%	320	23%							
	Completing Local Resolution Cases	Average days to complete	Less than 64 days	53	-	51	-	49	-	50	-	56	-					56	-
		Average days OCU	Less than 43 days	27	-	32	-	38	-	42	-	44	-					44	-
	Local Resolution Cases Achieved	Average days DPS	N/A	45	-	56	-	62	-	77	-	71	-					71	-
		Percentage OCU	Less than 40%	1481	48%	1768	61%	2309	60%	572	69%	501	63%					1073	66%
		Percentage DPS	Greater than 60%	1607	52%	1121	39%	1569	40%	257	31%	293	37%					550	34%
	Allegations Recorded	Oppressive Behaviour	N/A	2531	27.7%	2608	27.3%	3066	25.2%	1020	29.0%	796	25.6%					1816	27.4%
		Discriminatory Behaviour		556	6.1%	636	6.7%	908	7.5%	223	6.3%	217	7.0%					440	6.6%
		Malpractice		552	6.0%	615	6.4%	838	6.9%	262	7.5%	224	7.2%					486	7.3%
		Failures in Duty		3515	38.4%	3562	37.3%	4668	38.4%	1308	37.2%	1228	39.5%					2536	38.3%
		Incivility		1664	18.2%	1925	20.2%	2348	19.3%	556	15.8%	535	17.2%					1091	16.5%
		Traffic Irregularity		87	1.0%	71	0.7%	104	0.9%	41	1.2%	50	1.6%					91	1.4%
		Other		241	2.6%	133	1.4%	217	1.8%	102	2.9%	55	1.8%					157	2.4%
		<i>MPS Total</i>			9146		9550		12149		3512		3105						6617
	Allegation Results	Not Recorded	N/A	891	10.1%	529	6.0%	868	7.5%	305	10.3%	195	6.4%					500	8.3%
		Local Resolution		3088	35.0%	2889	32.6%	3878	33.3%	829	27.9%	794	26.2%					1623	27.1%
		Dispensation		762	8.6%	1217	13.7%	1294	11.1%	280	9.4%	391	12.9%					671	11.2%
		Discontinuance		45	0.5%	113	1.3%	134	1.2%	45	1.5%	51	1.7%					96	1.6%
		Withdrawn		1540	17.5%	1405	15.9%	1378	11.8%	356	12.0%	408	13.5%					764	12.7%
Substantiated			142	1.6%	143	1.6%	190	1.6%	37	1.2%	25	0.8%					62	1.0%	
Unsubstantiated			2345	26.6%	2567	29.0%	3901	33.5%	1120	37.7%	1161	38.4%					2281	38.0%	
<i>MPS Total</i>				8813		8863		11643		2972		3025						5997	
Number of Appeals Made to IPCC by Type and Outcome	Non-Recording - Upheld	N/A	22	22.9%	62	48.1%	26	37.7%	11	52.4%	15	41.7%					26	45.6%	
	Non-Recording - Not Upheld		56	58.3%	54	41.9%	32	46.4%	8	38.1%	18	50.0%					26	45.6%	
	Non-Recording - Not Valid		18	18.8%	13	10.1%	11	15.9%	2	9.5%	3	8.3%					5	8.8%	
	<i>Non-Recording Total</i>			96		129		69		21		36					57		
	Local Resolution - Upheld	N/A	14	25.5%	21	28.4%	35	42.2%	7	58.3%	9	52.9%					16	55.2%	
	Local Resolution - Not Upheld		38	69.1%	40	54.1%	30	36.1%	2	16.7%	6	35.3%					8	27.6%	
	Local Resolution - Not Valid		3	5.5%	13	17.6%	18	21.7%	3	25.0%	2	11.8%					5	17.2%	
	<i>Local Resolution Total</i>			55		74		83		12		17					29		
	Outcome - Upheld	N/A	40	11.2%	101	19.7%	114	22.6%	34	25.2%	37	20.2%					71	22.3%	
	Outcome - Not Upheld		297	83.2%	377	73.6%	350	69.3%	82	60.7%	138	75.4%					220	69.2%	
Outcome - Not Valid		20	5.6%	34	6.6%	41	8.1%	19	14.1%	8	4.4%					27	8.5%		
<i>Outcome Total</i>			357		512		505		135		183						318		
IPCC - Upheld	N/A	76	15.0%	184	25.7%	175	26.6%	52	31.0%	61	25.8%					113	28.0%		
IPCC - Not Upheld		391	77.0%	471	65.9%	412	62.7%	92	54.8%	162	68.6%					254	62.9%		
IPCC - Not Valid		41	8.1%	60	8.4%	70	10.7%	24	14.3%	13	5.5%					37	9.2%		
<i>IPCC Total</i>			508		715		657		168		236						404		

**Table 2 – Conduct Matters, Misconduct Decisions and External Partners - Performance to 30<sup>th</sup> September 2009**

		Target	2006/07		2007/08		2008/09		Quarter 1 Apr 09 - Jun 09		Quarter 2 Jul 09 - Sep 09		Quarter 3 Oct 09 - Dec 09		Quarter 4 Jan 10 - Mar 10		2009/10 FTD		
			Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
<b>CONDUCT MATTERS</b>	Completing All Cases	Average days to complete	Less than 64 days		59	-	54	-	50	-	56		55				55	-	
	Allegations Recorded	Oppressive Behaviour	N/A	257	21.9%	225	18.8%	228	18.8%	67	20.9%	75	21.6%					142	21.3%
		Discriminatory Behaviour		17	1.5%	32	2.7%	42	3.5%	6	1.9%	10	2.9%					16	2.4%
		Malpractice		127	10.8%	128	10.7%	89	7.3%	32	10.0%	44	12.6%					76	11.4%
		Failures in Duty		399	34.1%	436	36.4%	463	38.2%	124	38.8%	135	38.8%					259	38.8%
		Incivility		58	5.0%	58	4.8%	81	6.7%	16	5.0%	15	4.3%					31	4.6%
		Traffic Irregularity		93	7.9%	123	10.3%	118	9.7%	24	7.5%	22	6.3%					46	6.9%
		Other		220	18.8%	195	16.3%	191	15.8%	51	15.9%	47	13.5%					98	14.7%
	<i>MPS Total</i>			1171		1197		1212		320		348						668	
	Allegation Results	Not Informed	N/A	50	4.2%	38	3.2%	36	3.3%	12	4.2%	6	2.9%					18	3.7%
Discontinuance			47	3.9%	64	5.3%	53	4.8%	14	4.9%	12	5.8%					26	5.3%	
Substantiated			672	56.0%	661	54.9%	620	56.3%	139	48.9%	118	57.0%					257	52.3%	
Unsubstantiated			432	36.0%	442	36.7%	392	35.6%	119	41.9%	71	34.3%					190	38.7%	
<i>MPS Total</i>			1201		1205		1101		284		207						491		
Reaching Misconduct Decisions	Average number of days (12mra)	Year to date <= Previous year	75	-	105	-	96	-	90	-	82	-					-	-	
<b>External Partners</b>	Average Days From Receipt to CPS Decision	Borough Support	Year to date <= Previous year	29	-	52	-	85	-	117	-	64	-				45	-	
		Specialist Investigations	Year to date <= Previous year	88	-	78	-	109	-	159	-	160	-				80	-	
	Submitting requests to the IPCC	Discontinuance: Average number of days	Less than 60 days	57	-	76	-	48	-	61	-	62	-				31	-	
		Dispensation: Average number of days	N/A	57	-	52	-	58	-	65	-	56	-				30	-	
	IPCC Referrals (number of cases)	IPCC decision of 'Local Investigation'	N/A	154	-	273	-	374	-	115	-	144	-				259	-	
	Recorded/Finalised Figures	IPCC decision of 'Managed Investigation'	IPCC decision of 'Managed Investigation' cases and 'not recorded' allegations.	29	-	58	-	56	-	11	-	10	-				21	-	
		IPCC decision of 'Supervised Investigation'		107	-	58	-	22	-	64	-	9	-				73	-	
IPCC decision of 'Independent Investigation'			18	-	15	-	20	-	15	-	2	-				17	-		