

"Taylor" Benefits Monitoring December 2008 - December 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	2	1	3	13	↑	
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	5	5	12	↓	
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%	0%	40%	80%	58%	↑	
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%	36%	34%	39%	36%	↑	
		Decrease in the proportion of Conduct Matter cases dealt with by DPS	↓	68%	68%	62%	62%	66%	60%	63%	↓	
		Increase in the proportion of Public Complaints resulted as Local Resolution	>= 50%	32%	35%	31%	27%	26%	23%	27%	↓	
		Proportion of Public Complaints dealt with by BOCU for Local Resolution (Desktop)	>= 60%	57%	58%	65%	71%	65%	63%	66%	↑	
		Proportion of Public Complaints dealt with by DPS for Local Resolution (Management)	<= 40%	43%	42%	35%	29%	35%	37%	34%	↓	
5	Compliance with procedural timescales. (Conduct Matter cases only)	Assessments	Average number of days to make an <i>initial assessment</i>	N/A		4	5	7	10	6	↑	
			Average number of days to make a <i>reassessment</i>	N/A		15	23	33	33	26	↑	
			Average number of days to make a <i>final assessment</i>	N/A		17	39	58	65	27	↑	
		Meetings	Average number of days from papers served to <i>meeting</i> held	20	working days		13	12	20	17	15	↓
			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	31	25	19	24	↓
			Average number of days from notice received to <i>appeal</i> date	5			~	~	~	~	~	no appeals to date
6	Consistency of decision making/outcomes amongst B/OCUs.	Data contained in the "Taylor Monitoring Report - Decision Making, Timeliness and Outcomes"										
7	Stakeholder Feedback	TBD										

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