

Directorate of Professional Standards

Timeliness, Quality & Outcomes - Key Performance Indicators

		Target	Period	Jul 2001	Aug 2001	Sep 2001	Oct 2001	Nov 2001	Dec 2001
Public Complaints	Number of allegations recorded - BVPI (21)		Month	460	404	400	418	346	260
	Allegations recorded in month as a % of target (monthly average 2000/01)	< 487	Month	94.5%	83.0%	82.1%	85.8%	71.0%	53.4%
Case Reduction	Cases recorded in last 12 months as % of previous 12 months		12 mra	90.9%	90.3%	90.5%	90.7%	89.2%	84.6%
Substantiation	Substantiated allegations as % of allegations fully investigated - BVPI (22)		Month	7.9%	14.3%	10.9%	21.4%	16.2%	20.3%
Suspension	Total number of officers currently suspended		Month	81	79	79	70	72	65
Restricted Duties	Total number of officers currently on restricted duties as a result of investigation		Month	49	48	48	~	69	58
Service Confidence	Officers subject to Service Confidence Procedure		FYTD	5	6	8	8	8	9
Corruption Offences	Number of people charged with corruption offences		Month	Data subject to validation					
Quality of Investigation	Number of investigations returned by CPS / PCA for remedial work		Month	1	3	0	0	2	0
Investigative Outcomes Public Complaints	Total allegations finalised		Month	452	443	396	487	423	220
	Immediate Informal Resolution as % of total allegations finalised		Month	20.6%	18.7%	20.2%	15.8%	13.7%	7.3%
	Informal Resolution as % of total allegations finalised		Month	12.2%	9.3%	12.4%	15.8%	9.5%	10.5%
	Dispensations as % of total allegations finalised		Month	29.7%	26.2%	21.0%	32.2%	30.0%	31.8%
	Withdrawn / Not Proceeded With as % of total allegations finalised		Month	12.4%	12.6%	20.0%	21.8%	16.1%	21.4%
	Substantiated allegations as % of total allegations finalised		Month	2.0%	4.7%	2.8%	3.1%	5.0%	5.9%
	Unsubstantiated allegations as % of total allegations finalised		Month	23.2%	28.4%	23.7%	11.3%	25.8%	23.2%
Timeliness (¹ source IOWA 14/01/2002)	% of all public complaint cases under investigation currently over 120 days ¹		Month	36%	39%	39%	44%	43%	44%
	Number of all public complaint cases under investigation currently over 120 days ¹		Month	372	411	409	440	408	416
	% of all internal investigation cases under investigation currently over 120 days ¹		Month	62%	61%	58%	59%	61%	58%
	Number of all internal investigation cases under investigation currently over 120 days ¹		Month	130	120	114	117	116	106
	Average days taken to complete investigations of public complaints		12 mra	Available for PSPM in April					
	Average days taken to complete internal investigations		12 mra	Available for PSPM in April					
	Average days taken to submit dispensation requests to PCA		12 mra	Available for PSPM in April					
	Average days taken to complete informal resolution / withdrawn / NPW cases		12 mra	Available for PSPM in April					
	Average days taken to complete immediate informal resolutions (IIR)		12 mra	Available for PSPM in April					
Misconduct Decisions	% of misconduct decisions made within target	>= 85%	Month	~	~	~	~	100%	92%
	% of misconduct papers dispatched within 30 days	>= 85%	Month	50%	83%	100%	44%	100%	80%
Misconduct Hearings	Average days from decision to misconduct hearing (1999 Regulations only)		Month	~	~	~	201	252	243
	Booked board rooms as % of target		Month	55%	100%	90%	61%	69%	82%
CPS Decisions	Average days from report to receipt of decision from CPS		12 mra	50	50	52	51	51	51
PCA Decisions	Average days from report to receipt of decision from PCA re dispensation		12 mra	38	38	40	39	38	40
	Average days from report to receipt of decision from PCA re investigation		12 mra	59	58	59	58	57	58
DPS Staff Vacancies	DPS police officer posts vacant as % of budgeted workforce target		Month	4.01%	4.81%	2.94%	3.74%	-0.53%	1.60%
	DPS civil staff posts vacant as % of budgeted workforce target		Month	26.03%	23.22%	20.13%	17.78%	19.61%	19.03%

Abbreviations

Month = Figures for month shown. FYTD = Financial year to date. 12 mra = 12 Months rolling average. ~ = Figures not available

Directorate of Professional Standards

Diversity Information

			1999/2000	2000/2001	Rolling 12 Months			
MPS Workforce Figures <small>Figures as at end F/Y or end of November for current F/Y</small>	Number of officers		26,001		25,430		26,240	
	Officers Ethnicity	% White	24,985	96.1%	24,375	95.9%	25,081	95.6%
		% Black	452	1.7%	458	1.8%	463	1.8%
		% Asian	217	0.8%	236	0.9%	286	1.1%
		% Other	346	1.3%	360	1.4%	410	1.6%
	Officers Gender	% Male	21,975	84.5%	21,426	84.3%	22,071	84.1%
% Female		4,026	15.5%	4,005	15.7%	4,169	15.9%	
Public Complaints (Recorded) Complainants	Number of complainants		4,390		3,766		3,326	
	Complainants Ethnicity	% White	2,193	56.8%	1,836	55.3%	1,513	52.8%
		% Black	1,061	27.5%	952	28.6%	882	30.8%
		% Asian	399	10.3%	326	9.8%	294	10.3%
		% Other	210	5.4%	209	6.3%	179	6.2%
	Complainants Gender	% Male	3,087	70.5%	2,577	68.6%	2,302	69.4%
% Female		1,294	29.5%	1,178	31.4%	1,017	30.6%	
Public Complaints (Recorded) Officers	Number of officers		8,120		6,753		5,285	
	Officers Ethnicity	% White	7,765	95.8%	6,410	95.1%	5,034	95.3%
		% Black	169	2.1%	150	2.2%	117	2.2%
		% Asian	95	1.2%	113	1.7%	79	1.5%
		% Other	77	0.9%	69	1.0%	51	1.0%
	Officers Gender	% Male	7,200	88.7%	6,032	89.4%	4,722	89.3%
% Female		917	11.3%	718	10.6%	563	10.7%	
Stop & Search Only (Recorded)	Number of complainants		288		277		171	
	Complainants Ethnicity	% White	116	43.9%	109	41.8%	59	36.0%
		% Black	108	40.9%	127	48.7%	80	48.8%
		% Asian	26	9.8%	16	6.1%	16	9.8%
		% Other	14	5.3%	9	3.4%	9	5.5%
	Complainants Gender	% Male	259	89.9%	217	78.3%	143	83.6%
% Female		29	10.1%	60	21.7%	28	16.4%	
Racial Discriminatory Behaviour Allegations Only (Recorded)	Number of complainants		390		311		237	
	Complainants Ethnicity	% White	47	13.7%	44	15.5%	25	11.7%
		% Black	187	54.5%	158	55.8%	124	58.2%
		% Asian	73	21.3%	56	19.8%	47	22.1%
		% Other	36	10.5%	25	8.8%	17	8.0%
	Complainants Gender	% Male	299	77.1%	238	77.0%	191	80.9%
% Female		89	22.9%	71	23.0%	45	19.1%	
Internal Investigations (Recorded) Officers	Number of Officers		652		631		549	
	Officers Ethnicity	% White	610	93.6%	589	93.3%	509	92.9%
		% Black	23	3.5%	25	4.0%	21	3.8%
		% Asian	17	2.6%	11	1.7%	11	2.0%
		% Other	2	0.3%	6	1.0%	7	1.3%
	Officers Gender	% Male	593	91.0%	576	91.3%	499	90.9%
% Female		59	9.0%	55	8.7%	50	9.1%	
Suspended Officers	Number of Officers		74		76		33	
	Officers Ethnicity	% White	70	94.6%	69	90.8%	27	81.8%
		% Black	2	2.7%	4	5.3%	3	9.1%
		% Asian	2	2.7%	3	4.0%	3	9.1%
		% Other	0	0.0%	0	0.0%	0	0.0%
	Officers Gender	% Male	69	93.2%	73	96.1%	32	97.0%
% Female		5	6.8%	3	4.0%	1	3.0%	
Written Warnings	Number of Officers		78		120		170	
	Officers Ethnicity	% White	70	95.9%	114	95.0%	159	93.5%
		% Black	3	4.1%	3	2.5%	6	3.5%
		% Asian	0	0.0%	3	2.5%	3	1.8%
		% Other	0	0.0%	0	0.0%	2	1.2%
	Officers Gender	% Male	70	95.9%	106	88.3%	149	87.6%
% Female		3	4.1%	14	11.7%	21	12.4%	

Directorate of Professional Standards

Diversity Information

		1999/2000		2000/2001		Rolling 12 Months		
Informal Discipline as result of Investigation (Excluding Written Warnings)	Number of Officers		126		98		114	
	Public Complaint Ethnicity	% White	<i>116</i>	92.1%	<i>95</i>	96.9%	<i>107</i>	93.9%
		% Black	<i>6</i>	4.8%	<i>3</i>	3.1%	<i>5</i>	4.4%
		% Asian	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Other	<i>4</i>	3.2%	<i>0</i>	0.0%	<i>2</i>	1.8%
	Public Complaint Gender	% Male	<i>110</i>	87.3%	<i>83</i>	84.7%	<i>97</i>	85.1%
		% Female	<i>16</i>	12.7%	<i>15</i>	15.3%	<i>17</i>	14.9%
	Number of Officers		140		98		71	
	Internal Investigations Ethnicity	% White	<i>126</i>	90.0%	<i>92</i>	93.9%	<i>61</i>	85.9%
		% Black	<i>8</i>	5.7%	<i>6</i>	6.1%	<i>7</i>	9.9%
		% Asian	<i>5</i>	3.6%	<i>0</i>	0.0%	<i>3</i>	4.2%
		% Other	<i>1</i>	0.7%	<i>0</i>	0.0%	<i>0</i>	0.0%
Internal Investigations Gender	% Male	<i>130</i>	92.9%	<i>82</i>	83.7%	<i>66</i>	93.0%	
	% Female	<i>10</i>	7.1%	<i>16</i>	16.3%	<i>5</i>	7.0%	
Misconduct / Discipline Hearings	Number of Officers		34		40		39	
	Public Complaint Ethnicity	% White	<i>33</i>	97.1%	<i>39</i>	97.5%	<i>36</i>	92.3%
		% Black	<i>1</i>	2.9%	<i>1</i>	2.5%	<i>2</i>	5.1%
		% Asian	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>1</i>	2.6%
		% Other	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
	Public Complaint Gender	% Male	<i>34</i>	100.0%	<i>36</i>	90.0%	<i>34</i>	87.2%
		% Female	<i>0</i>	0.0%	<i>4</i>	10.0%	<i>5</i>	12.8%
	Number of Officers		77		84		88	
	Internal Investigations Ethnicity	% White	<i>74</i>	96.1%	<i>78</i>	92.9%	<i>82</i>	93.2%
		% Black	<i>0</i>	0.0%	<i>5</i>	6.0%	<i>6</i>	6.8%
		% Asian	<i>3</i>	3.9%	<i>1</i>	1.2%	<i>0</i>	0.0%
		% Other	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
Internal Investigations Gender	% Male	<i>73</i>	94.8%	<i>81</i>	96.4%	<i>82</i>	93.2%	
	% Female	<i>4</i>	5.2%	<i>3</i>	3.6%	<i>6</i>	6.8%	
"Dismissals sanction only" as result of Misconduct/Discipline Hearing	Number of Officers		4		0		0	
	Public Complaint Ethnicity	% White	<i>4</i>	100.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Black	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Asian	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Other	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
	Public Complaint Gender	% Male	<i>4</i>	100.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Female	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
	Number of Officers		15		10		7	
	Internal Investigations Ethnicity	% White	<i>12</i>	80.0%	<i>9</i>	90.0%	<i>6</i>	85.7%
		% Black	<i>1</i>	6.7%	<i>1</i>	10.0%	<i>1</i>	14.3%
		% Asian	<i>2</i>	13.3%	<i>0</i>	0.0%	<i>0</i>	0.0%
		% Other	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>0</i>	0.0%
Internal Investigations Gender	% Male	<i>15</i>	100.0%	<i>10</i>	100.0%	<i>5</i>	71.4%	
	% Female	<i>0</i>	0.0%	<i>0</i>	0.0%	<i>2</i>	28.6%	
Grievances	Number of grievances				136		138	
	Officers Ethnicity	% White	Under development		<i>118</i>	86.8%	<i>120</i>	87.0%
		% Black			<i>6</i>	4.4%	<i>6</i>	4.3%
		% Asian			<i>5</i>	3.7%	<i>6</i>	4.3%
		% Other			<i>7</i>	5.1%	<i>6</i>	4.3%
	Officers Gender	% Male	<i>83</i>	61.0%	<i>94</i>	68.1%		
% Female		<i>53</i>	39.0%	<i>44</i>	31.9%			
Employment Tribunals	Number of new ET's		94		104		112	
	Officers Ethnicity	% White	<i>58</i>	61.7%	<i>65</i>	62.5%	<i>67</i>	59.8%
		% Black	<i>17</i>	18.1%	<i>16</i>	15.4%	<i>18</i>	16.1%
		% Asian	<i>7</i>	7.4%	<i>13</i>	9.6%	<i>14</i>	12.5%
		% Other	<i>12</i>	12.8%	<i>10</i>	12.5%	<i>13</i>	11.6%
	Officers Gender	% Male	<i>40</i>	42.6%	<i>47</i>	45.2%	<i>52</i>	46.4%
		% Female	<i>54</i>	57.4%	<i>57</i>	54.8%	<i>60</i>	53.6%

Sources : Complaints & Discipline System and DPS 7

Will include information on Civil Actions (Claimants) and Accident Claims in due course

N.B. Percentages are calculated on the number of known Officers/Complainants gender/ethnicity, shown in *Italics*

IOTA - IO Throughput Analysis for DPS for 1 Feb - 28 Feb 2002

	MPS Total	DPS BS Total	DPS CE	DPS NW	DPS NE	DPS SE	DPS SW	OCU Total	DPS Other Units	DPS IIG	DPS ACS
TOTAL CASES COMPLETED											
With investigation (<i>Sent to Cdr, CPS or PCA</i>)											
Without full investigation (<i>IIR/W/NPW/IIR/Disp</i>)											
STAFF - Total staff on team (<i>not incl IOs</i>)											
Team or role											
PUBLIC COMPLAINT CASES											
Immediately Informally Resolved											
Average days taken											
Withdrawn / NPW / Result not on CDS											
Average days taken											
Informally Resolved											
Average days taken											
Dispensations Requested											
Average days to submission to PCA											
No within 60 days											
Investigations Finished											
No. within 120 days											
No. in 121-240 days											
No. in 241-360 days											
No. over 360 days											
Average days to submit to Cdr / CPS / PCA											
% within 120 days											
% within 240 days											
INTERNAL INVESTIGATION CASES											
Investigations Finished											
No. within 120 days											
No. in 121-240 days											
No. in 241-360 days											
No. over 360 days											
Average days to submit to Cdr / CPS / PCA											
% within 120 days											
% within 240 days											