

INDEPENDENT POLICE INVESTIGATIVE
DIRECTORATE



Technical Indicator Description

For

Annual Performance Plan 2019/2020

INTRODUCTION

The Independent Police Investigative Directorate presents the technical indicator description document. The technical indicator description is one of the key requirements from the National Treasury, as provided for in the Framework for Strategic Planning and Annual Performance Plan. Each and every performance indicator will have a Technical Indicator Description, known as the TID.

A Technical Indicator Descriptor seeks to achieve the following:

- Identify the title of the strategic outcome oriented goal, objective or programme performance indicator
- Provide a brief explanation of what the indicator is, with enough detail to give a general understanding of the indicator
- Explain what the indicator is intended to show and why it is important
- Describe where the information comes from and how it is collected
- Describe clearly and specifically how the indicator is calculated
- Identify any limitation with the indicator data, including factors that might be beyond the department's control
- Identify whether the indicator is measuring inputs, activities, outputs, outcomes or impact, or some other dimension of performance such as efficiency, economy or equity
- Identify whether the reported performance is cumulative, or non-cumulative
- Identify if an indicator is reported quarterly, annually or at longer time intervals
- Identify whether the indicator is new, has significantly changed, or continues without change from the previous year
- Identify whether actual performance that is higher or lower than targeted performance is desirable
- Identify who is responsible for managing and reporting the indicator

In addition to the information above, the purpose of these definitions is to assist the Department in improving the reporting processes. It further ensures that the users of performance information identify with the terms and standards used thus eliminating misconceptions of the information reported. Furthermore, the TID forms as the basis for audit of predetermined objectives. The TID document must be read together with the submitted Departmental Strategic Plan and the 2019/20 Annual Performance Plan.

The Department has four programmes through which its objectives are achieved, namely:

- Programme 1: Administration
- Programme 2: Investigation and Information Management
- Programme 3: Legal and Investigation Advisory Services
- Programme 4: Compliance Monitoring and Stakeholder Management

Programme 1: Administration

Strategic Indicators

Indicator title	Number of strategic training areas undertaken as per IPID's Training Plan
Short definition	This is the number of areas IPID employees will be trained on to enable a capable workforce, including the investigators. The training plan will list the areas in which employees will be trained on.
Purpose/importance	To build skills and development capacity in order to enhance effective service delivery
Source/collection of data	Approved Training Plan, Attendance Register
Method of calculation	Simple count of training areas provided
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Director: Human Resource Management and Development Services

Programme Performance Indicators

Indicator title	Percentage vacancy rate per year
Short definition	This is the level which the Department aims to maintain its vacancy rate
Purpose/importance	To maintain Department's vacancy rate which will ensure that service delivery is not disrupted by lack of personnel
Source/collection of data	Vacancy Reports based on PERSAL
Method of calculation	$(\text{total number of funded vacant posts} / \text{total number of approved funded posts}) \times 100$
Data limitations	Unavailability of PERSAL
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Targeted performance
Indicator responsibility	Director: Human Resource Management and Development Services

Indicator title	Percentage implementation of annual Internal Audit Plan per year
Short definition	This is the implementation of planned audit activities as contained in the approved three-year Annual Internal Audit Plan. The audit report will be deemed finalised when management comments are received, considered and report finalised.
Purpose/importance	This is to ensure that the Department improves on its compliance and performance through a strong internal control environment
Source/collection of data	Approved Annual Internal Audit Plan and signed Internal Audit Reports
Method of calculation	$(\text{total number of audit activities implemented} / \text{total number of planned audit activities in the Audit Plan}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Targeted performance
Indicator responsibility	Director: Internal Audit

Indicator title	Percentage implementation of risk mitigation strategies per year
Short definition	These are the risk mitigation strategies that will be implemented to mitigate the identified strategic risks in a financial year
Purpose/importance	To reduce residual risk levels of risks facing the Department
Source/collection of data	Approved Strategic Risk Register, quarterly Strategic Risk Report
Method of calculation	$(\text{total number of risk mitigation strategies that are implemented} / \text{total number of identified risk mitigation strategies}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Director: Corporate Governance

Indicator title	Number of evaluations conducted per year
Short definition	These are evaluations that will be conducted in line with the approved departmental three-year Evaluation Plan. These evaluations will provide management with information on critical matters that directly or indirectly affect performance of the Department and service delivery
Purpose/importance	To strengthen management decision making tools on Department's performance
Source/collection of data	Approved Evaluation Plan, Evaluation Report
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Targeted performance
Indicator responsibility	Director: Strategy and Performance Monitoring

Indicator title	Obtain positive audit outcomes
Short definition	This is the plan by the Department to improve its audit outcomes with a view to eventually obtaining clean audit
Purpose/importance	This is to ensure that the Department improves its audit outcomes through strengthening internal controls and addressing root cause of previous issues raised by AGSA
Source/collection of data	AGSA Report
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Targeted performance
Indicator responsibility	Chief Financial Officer

Indicator title	Percentage implementation of ICT Infrastructure Plan
Short definition	This is the implementation of projects contained in the ICT three-year Implementation
Purpose/importance	This is to ensure effective and efficient ICT systems that supports the achievement of IPID business objectives
Source/collection of data	ICT three-year Implementation Plan, Quarterly Progress Reports
Method of calculation	(total number of projects implemented per financial year/ total number of planned projects in the ICT Infrastructure Plan per financial year) x 100
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	Yes
Desired performance	Targeted performance
Indicator responsibility	Director: Information Communication Technology

Programme 2: Investigation and Information Management

Strategic Indicators

Indicator title	Number of investigators trained on specialised services as per the Training Plan per year
Short definition	This is the number of investigators trained to enable a capable workforce for effective implementation of the mandate. The departmental Training Plan will list the specialised training areas in which the intended number of investigators will be trained on per financial year. In instances where an investigator attends more than one training intervention, that investigator will only be counted once.
Purpose/importance	To build skills and development capacity in order to enhance the investigative capacity of investigators
Source/collection of data	Approved Training Plan, Attendance Registers
Method of calculation	Simple count of investigators trained
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Target performance
Indicator responsibility (1)	Chief Director: Investigation and Information Management
Indicator responsibility (2)	Director: Human Resource Management and Development Services

Indicator title	Percentage of decision ready cases completed from total cases received
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation on both active and backlog cases.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations against those registered in the financial year and backlog cases.
Source/collection of data	Case Flow Management System-generated Report, Case Files/dockets
Method of calculation	$(\text{total number of all decision ready investigations completed} / \text{total active workload}) \times 100$
Data limitations	Inaccurate data on case file, reports, registers, case flow management system and
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Programme Performance Indicators

Indicator title	Percentage of cases allocated within 72 hours of receipt of written notification per year
Short definition	This is the percentage of cases which have been registered and allocated within 72 hours of receipt (excluding weekends and public holidays). Performance for cases received on the last day of the last month in the quarter under review but finalised in the following month falling under the next quarter will be accounted and reported for in the next quarter provided that the finalisation is within the stipulated timeframes.
Purpose/importance	To measure the efficiency of the case management system to ensure that investigations
Source/collection of data	Case Flow Management System-generated Report, Form1
Method of calculation	$(\text{number of cases registered and allocated within 72 hours} / \text{total number of cases received in the year under review}) \times 100$.
Data limitations	Inaccurate data on case file & case flow management system, unavailability of
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of statistical reports generated as per Section 9 (n) of IPID Act per year
Short definition	These are statistical reports generated on the number and type of cases investigated, recommendations made and outcomes thereof, approved by the Chief Director: Investigation and Information Management and submitted to the Minister for tabling.
Purpose/importance	To comply with legislation and prescripts and to provide comprehensive reports regarding the investigations undertaken
Source/collection of data	Proof of submission of bi-annual report and annual Report to Minister
Method of calculation	Simple count of reports
Data limitations	Unavailability of departmental network, inaccuracy of data
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	As per targeted performance.
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of death in police custody that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations on death in custody
Source/collection of data	System generated report, case docket, case flow management system
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers and case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of deaths as a result of police action that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations on death as a result of police action
Source/collection of data	System-general reports, case docket, case flow management system
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system and database
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of discharge of an official firearm by a police officer that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations on discharge of official firearm
Source/collection of data	Case flow management system-generated report, case docket
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of rape by police officer that are decision ready per
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of rape while in police custody that are decision
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID finalise decision ready investigations
Source/collection of data	Case docket, Case Flow Management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of torture that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of rape while in police custody that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID finalise decision ready investigations
Source/collection of data	Case docket, Case Flow Management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of torture that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case file, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case file, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of assault that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of corruption that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of other criminal and misconduct matters referred to in section 28 (1)(h) of the IPID Act that are decision ready per year
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of investigations of offences referred to in section 33 of the IPID Act that are decision ready
Short definition	This is the number of investigations where an investigator has conducted quality investigations and obtained all necessary evidence to either refer the case to the NPA for decision, or make a recommendation to the SAPS/ MPS, or make a Policy related recommendation or a General Recommendation.
Purpose/importance	To measure the extent to which the IPID completes decision ready investigations
Source/collection of data	Case docket, case flow management system-generated report
Method of calculation	Simple count of current financial year cases that are decision ready per year
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of approved systemic corruption investigations that are decision ready per year
Short definition	This relates to the number of approved systemic corruption cases from current and previous financial years that are decision ready in the year under review.
Purpose/importance	The finalisation of systemic corruption cases will enable IPID to implement Section. 28 (2) of IPID Act. For cases to be decision ready, the Department needs to take into consideration a lot of contingencies such the complexity of the case. As a result the indicator and target may not necessarily be achieved in a particular year because of these contingencies
Source/collection of data	Case docket or Case flow management system-generated report
Method of calculation	Simple count of systemic corruption cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance.
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Number of all backlog decision ready cases completed per year
Short definition	These are cases that were carried over from the previous financial years and completed in the current financial year, excluding cases of systemic corruption
Purpose/importance	To measure the extent to which the IPID reduces its backlog cases
Source/collection of data	Case flow management system-generated report and case docket
Method of calculation	Simple count of backlog cases that are decision ready
Data limitations	Inaccurate data on case docket, reports, registers, case flow management system
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Reduction of backlog cases
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Percentage of dockets referred to the National Prosecution Authority within 30 days of being signed off per year
Short definition	This is the percentage of dockets referred to the NPA within 30 days of being signed off. Performance for dockets signed off in the quarter under review but received by the NPA in the next quarter will be accounted and reported for in the next quarter (period in which the docket was received by the NPA).
Purpose/importance	To assess whether all criminal recommendation reports are submitted within 30 days of completion of investigations
Source/collection of data	Recommendation Reports, Recommendation Register, acknowledgement receipt by NPA either by an NPA stamp or sign-off by a designated NPA officials
Method of calculation	(number of recommendation reports submitted within 30 days/total number of recommendation reports submitted to NPA) x 100
Data limitations	Inaccurate reporting, unavailability of departmental network
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	All criminal recommendation reports must be generated within 30 days of completion of investigations
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Percentage of disciplinary recommendation reports referred to South African Police Service and Municipal Police Services within 30 days of being signed off per year
Short definition	This is the Percentage of disciplinary recommendation reports referred to SAPS / MPS within 30 days of recommendation report being signed off. Performance for disciplinary recommendation reports signed off in the quarter under review but received by SAPS/MPS in the next quarter will be accounted and reported for in the next quarter (period in which the recommendation report was received by SAPS/MPS).
Purpose/importance	To assess whether all disciplinary recommendation reports are generated within 30 days of sign off
Source/collection of data	Recommendation Report, Recommendations Register and Acknowledgement of receipt by SAPS/MPS either by a SAPS stamp or sign-off by a designated SAPS officials
Method of calculation	(number of recommendation reports submitted within 30 days/total number of recommendation reports submitted to SAPS/MPS) x 100.
Data limitations	Inaccurate reporting, unavailability of departmental network
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly

New indicator	No
Desired performance	All disciplinary recommendation reports must be submitted within 30 days of completion of
Indicator responsibility	Chief Director: Investigation & Information Management

Programme 3: Legal and Investigation Advisory Services

Strategic Indicators

Indicator title	Percentage of written legal advice provided to investigators before and after
Short definition	This is the percentage of written legal opinions; advice and guidance regarding investigations that were provided to investigators before and after investigations have been concluded.
Purpose/importance	To ensure that legal opinions, advice and guidance are provided to investigators on time
Source/collection of data	Register/Email, Documented Files
Method of calculation	(The number of written legal opinions, advice and guidance provided to the investigators within 2 days of request/ the total number of received requests) x 100
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Programme Performance Indicators

Indicator title	Percentage of legal advice provided to the department on litigation matters within 12 working days of receipt of the action or application per year
Short definition	This is the percentage of legal opinions, advice and guidance regarding investigations that were provided to the Department within 12 working days. Performance for legal opinion/advice/ guidance requests received in the quarter under review whose finalisation due date (12 days) is in the next quarter will be accounted and reported for in the next quarter.
Purpose/importance	To ensure that legal opinions, advice and guidance are provided to the Department on time
Source/collection of data	Register/Email, Documented Files
Method of calculation	(The number of legal opinions, advice and guidance provided to the Department within 12 days of request/ the total number of received requests) x 100
Data limitations	No data limitation

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Percentage of written legal advice provided to the Department within 30 working days of request per year
Short definition	This is the percentage of legal advice and guidance provided to the Department within 30 working days. Performance for legal advice/guidance requests received in the quarter under review whose finalisation due date (30 working days) is in the next quarter will be accounted and reported for in the next quarter.
Purpose/importance	To ensure that IPID adheres to legal prescripts and that the Department is legally relevant
Source/collection of data	Document Registers, Documented Files
Method of calculation	$(\text{number of legal advices provided within 30 working days of request} / \text{total number of requests received}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Percentage of contracts/service level agreements finalised within 30 working days of request per year
Short definition	This is the percentage of new contracts and Service Level Agreements (SLA) that were drafted, negotiated and executed within 30 working days after receipt of the request; including Addendums to existing contracts. Performance for contracts/SLAs requests received in the quarter under review whose finalisation due date (30 working days) is in the next quarter will be accounted and reported for in the next quarter.
Purpose/importance	To ensure that departmental contracts and SLAs are finalised timeously and managed efficiently to enhance service delivery.
Source/collection of data	Document Registers and Documented Files
Method of calculation	$(\text{number of contracts and SLAs finalised} / \text{total number of requests received}) \times 100$
Data limitations	No data limitation

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Percentage of oral legal advice provided to investigators within 24 hours of request per year
Short definition	This is the percentage of oral legal opinions/advice and guidance regarding investigations that were provided to investigators within 24 hours of request; and confirmed in writing within 3 working days. The request is received orally from the requester.
Purpose/importance	To enhance the quality of investigations
Source/collection of data	Email or Documented File
Method of calculation	$(\text{The number of oral legal opinions, advice and guidance provided to the investigators within 24 hours of request} / \text{the total number of received requests}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Percentage of written legal advice provided to investigators within 2 working days of request per year
Short definition	This is the percentage of legal advice and guidance provided to the investigators within 2 working days. Performance for legal advice/guidance requests received in the quarter under review whose finalisation due date (2 working days) is in the next quarter will be accounted and reported for in the next quarter.
Purpose/importance	To ensure that IPID adheres to legal prescripts and that the Department is legally relevant
Source/collection of data	Document Registers, Documented Files
Method of calculation	$(\text{number of legal advices provided within 30 working days of request} / \text{total number of requests received}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative

Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Percentage of PAIA requests finalised within 30 days
Short definition	This is the percentage of requests for access to information in terms of the Promotion of Access to Information Act (PAIA) processed and finalized within 30 calendar days of request or as per the extension granted in line with the provisions of the Act. Performance for PAIA requests received in the quarter under review whose finalisation due date (30 days) is in the next quarter will be accounted and reported for in the next quarter.
Purpose/importance	To ensure that requests for access to information are processed timeously as prescribed by the Promotion of Access to Information Act.
Source/collection of data	Register/Email, Documented Files, proof of request for extension (where applicable)
Method of calculation	(The number of requests for access to information processed and finalized within 30 days / the total number of received PAIA requests) x 100
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Indicator title	Number of workshops conducted with investigators on practice notes produced per year
Short definition	This is a number of workshops conducted with investigators on practice notes produced per year
Purpose/importance	To enhance the quality of investigations and to ensure that investigators have insight on practice notes produced
Source/collection of data	Attendance Register
Method of calculation	The actual number of workshops conducted/ the number of workshops targeted
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually

New indicator	Yes
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Legal and Investigation Advisory Services

Programme 4: Compliance Monitoring & Stakeholder Management

Strategic Indicators

Indicator title	Percentage implementation of the Integrated Communication and Stakeholder Engagement Strategy
Short definition	Implementation of the communication and stakeholder engagement action plans planned for a particular financial year.
Purpose/importance	To measure the extent to which the IPID has implemented its Integrated Communication and Stakeholder Engagement Strategy to improve awareness and positive public perception about IPID
Source/collection of data	Signed Implementation Reports
Method of calculation	$(\text{number of actions implemented} / \text{the total number of actions planned for that financial year}) \times 100$
Data limitations	No specific limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility (1)	Chief Director: Compliance Monitoring & Stakeholder Management
Indicator responsibility (2)	Provincial Heads

Programme Performance Indicators

Indicator title	Number of community outreach events conducted per year
Short definition	This is the number of events conducted to increase public awareness on the provisions of the IPID Act, the Department's functions and the utilisation of its services. These may include public engagements, information sessions, pamphleteering and marketing campaigns, including radio and TV interviews.
Purpose/importance	This serves to inform the public about IPID's mandate to build the image of the Department with the aim of creating a demand for our services.
Source/collection of data	Signed Feedback Reports
Method of calculation	Simple count of reports
Data limitations	None

Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility (1)	Chief Director: Compliance Monitoring & Stakeholder Management
Indicator responsibility (2)	Provincial Heads

Indicator title	Number of formal engagements held with key stakeholders per year
Short definition	This is the number of meetings held with stakeholders that have an interest in the work of IPID or whose work impacts on the mandate of IPID at both National and Provincial level
Purpose/importance	To address matters of common interest in line with IPID's mandate
Source/collection of data	Signed Report and Attendance Register
Method of calculation	Simple count of reports
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Compliance Monitoring & Stakeholder Management
Indicator responsibility	Provincial Heads

Indicator title	Number of disciplinary recommendations referred to SAPS and MPS that are analysed per year
Short definition	These are disciplinary recommendations referred to SAPS and MPS during the current financial year that are then analysed to determine the quality thereof
Purpose/importance	Identify gaps in the Recommendation report to improve the quality of these reports
Source/collection of data	SAPS and MPS Master Register
Method of calculation	Simple count of comments/findings captured on the register
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	As per targeted performance

Indicator responsibility	Chief Director: Compliance Monitoring & Stakeholder Management
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Indicator title	Number of criminal referrals forwarded to the NPA that are analysed per year
Short definition	These are criminal referrals that were forwarded to the NPA in the current financial year that are then analysed to determine the quality thereof
Purpose/importance	Identify gaps in the criminal referrals to improve the quality
Source/collection of data	NPA Master Register
Method of calculation	Simple count of comments/findings captured on the register
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Compliance Monitoring & Stakeholder Management

Indicator title	Percentage of responses from SAPS and MPS that are analysed per year
Short definition	These are responses or feedback received from the SAPS and MPS on the outcome of negative recommendations submitted to SAPS and MPS. The responses are assessed and a decision is made on whether to agree or disagree with the outcome. These are responses on negative recommendations that were submitted during the current financial year and previous financial years and response or feedback is received in the current financial year. The comments on whether to agree or disagree with the outcome are captured on the register for each response.
Purpose/importance	This serves to assess the consistency/appropriateness of the responses/feedback received from the SAPS and MPS
Source/collection of data	SAPS and MPS Response or Feedback Register and Response or Feedback from SAPS/MPS
Method of calculation	$(\text{Number of response or feedback analysed} / \text{total number of response or feedback received from the SAPS and MPS}) \times 100$
Data limitations	None receipt of feedback from SAPS and MPS
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	As per targeted performance
Indicator responsibility (1)	Chief Director: Compliance Monitoring & Stakeholder Management
Indicator responsibility (2)	Provincial Heads

Indicator title	Percentage of responses from the NPA that are analysed per year
Short definition	These are responses or feedback received from the NPA on whether to prosecute or not to prosecute. The responses are assessed and a decision is made on whether to agree or disagree with the response. These are responses on criminal referrals that were submitted during the current and previous financial years and responses received in the current financial year. The comments on whether to agree or disagree with the outcome are captured on the register for each response
Purpose/importance	This serves to assess the appropriateness of the responses or feedback received from the NPA
Source/collection of data	NPA Response or Feedback Register and Response or Feedback from NPA
Method of calculation	$(\text{Number of responses or feedback analysed} / \text{the total number of responses or feedback received from the NPA}) \times 100$
Data limitations	None
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Compliance Monitoring & Stakeholder Management
Indicator responsibility	Provincial Heads

Indicator title	Number of case docket inspections conducted per year
Short definition	This is the number of case docket inspections conducted at provincial offices and NSIT in terms of quality investigation and compliance with the SOP and Regulations of the IPID Act by means of sampling
Purpose/importance	To measure the extent to which the IPID do quality control on its investigated cases and to ensure investigators comply with the prescribed SOP and Regulation of the IPID Act
Source/collection of data	Inspection Report signed by Chief Director: Compliance Monitoring and Stakeholder Management and Inspection Tool
Method of calculation	Simple count of Inspection Reports
Data limitations	Inaccurate data on case docket, reports, registers and case flow management system
Type of indicator	Output
Calculation type	Non - Cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Compliance Monitoring and Stakeholder Management