

INDEPENDENT POLICE INVESTIGATIVE DIRECTORATE



Technical Indicator Description

**Annual Performance Plan
2018/19**

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 2018/19 Annual Performance Plan.

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

- Programme 1 : Administration
- Programme 2: Investigation and Information Management
- Programme 3: 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 the 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	Chief Director: Corporate Services

Programme Performance Indicators

Indicator title	Percentage vacancy rate per year
Short definition	This is the level which the Directorate 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	$(\text{number of funded vacant posts} / \text{total number of approved funded posts}) \times 100$
Data limitations	Unavailability of PERSAL
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Targeted performance
Indicator responsibility	Chief Director: Corporate Services

Indicator title	Percentage implementation of annual Internal Audit Plan
Short definition	This is the implementation of planned audits as contained in the approved Annual Internal Audit Plan
Purpose/importance	This is to ensure that the Directorate improves on its compliance and performance through a strong internal control environment
Source/collection of data	Approved Annual Internal Audit Plan and Internal Audit Reports
Method of calculation	$(\text{Number of audit activities implemented} / \text{number of planned audit activities in the Audit Plan}) * 100$
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
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, Strategic Risk Report
Method of calculation	$(\text{total number of risk mitigation strategies that are implemented} / \text{total number of identified risk mitigation strategies}) * 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	Yes
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 3 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
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	Director: Strategy and Performance Monitoring

Indicator title	Percentage of written legal opinions provided to the Department within 30 working days of request
Short definition	This is the percentage of legal opinions/advice and guidance provided to the Directorate within 30 working days. Performance for legal opinion/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 Directorate is legally relevant
Source/collection of data	Document Registers, Documented Files
Method of calculation	$(\text{number of legal opinion provided within 30 working days of request} / \text{total number of requests received}) \times 100$
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 Services

Indicator title	Percentage of contracts/service level agreements finalised within 30 working days of request
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 Services

Programme 2: Investigation and Information Management

Strategic Indicators

Indicator title	Number of investigators trained on specialised services as per the Training Plan
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 areas in which the intended number of investigators will be trained on.
Purpose/importance	To build skills and development capacity in order to enhance the investigative capacity of investigators
Source/collection of data	Training Plan and 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: Programme 2 (Provincial Heads to provide inputs to the Training Plan)
Indicator responsibility (2)	Chief Director: Programme 1 (Accountability for implementation)

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 received in the financial year.
Source/collection of data	Case Flow Management System-generated Report, Case Files/dockets
Method of calculation	$(\text{number of all decision ready investigations completed} / \text{total workload}) \times 100$
Data limitations	Inaccurate data on case file, reports, registers, case flow management system and database
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

Indicator title	Percentage of legal advice provided to investigators from total request received
Short definition	This is the percentage of oral and written legal opinions/advice and guidance provided to investigators during and after investigations, and provided orally within 24hours or written within 48 hours of request
Purpose/importance	To enhance the quality of investigations
Source/collection of data	Document Register, Documented files
Method of calculation	(Number of legal advice(opinion) provided / total number of requests received) x 100
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Improvements and increase in the provision of legal advice to investigators
Indicator responsibility	Chief Director: Legal Services

Programme Performance Indicators

Indicator title	Percentage of cases allocated within 72 hours of receipt of written notification
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 are initiated on time.
Source/collection of data	Case Flow Management System-generated Report, Case Files
Method of calculation	(number of cases registered and allocated within 72 hours / total number of cases received in the year under review) x 100.
Data limitations	Inaccurate data on case file & case flow management system, unavailability of departmental network
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
Short definition	These are statistical reports on the number and type of cases investigated, recommendations made and outcomes thereof that are tabled in Parliament
Purpose/importance	To comply with legislation and prescripts and to provide comprehensive reports regarding the investigations undertaken
Source/collection of data	Proof of tabling in Parliament, Bi-annual report year and Annual Report
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
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 file, case flow management system
Method of calculation	Simple count of current financial year cases that are decision ready
Data limitations	Inaccurate data on case file, 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
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 file, case flow management system
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 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
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 file
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 rape by police officer 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 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 rape while in police custody 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 finalise 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 torture 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 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
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 corruption 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 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 other criminal and misconduct matters referred to in section 28 (1)(h) and 33(3) 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 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 approved systemic corruption investigations that are decision ready
Short definition	This relates to the number of approved systemic corruption cases that are decision ready from current and previous financial years.
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 Directorate 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 file 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 file, reports, registers, case flow management system and database
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
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
Method of calculation	Simple count of backlog 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	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 NPA within 30 days of being signed off
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	$(\text{number of recommendation reports submitted within 30 days} / \text{total number of recommendation reports submitted to NPA}) \times 100$
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
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	$(\text{number of recommendation reports submitted within 30 days} / \text{total number of recommendation reports submitted to SAPS/MPS}) \times 100$.
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 investigations
Indicator responsibility	Chief Director: Investigation & Information Management

Indicator title	Percentage of oral legal advice provided to investigators within 24 hours of request
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/Documented Files
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 Services

Indicator title	Percentage of written legal advice provided to investigators within 2 working days of request
Short definition	This is the percentage of written legal opinions, advice and guidance regarding investigations that were provided to investigators within 2 working days of request. Performance for written legal opinion/advice/guidance requests received in the quarter under review whose finalisation due date (2 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 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 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 working 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 working 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 working 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 Services

Programme 3: 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	(number of actions implemented divided by the total number of actions planned for that financial year) x 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	Chief Director: Compliance Monitoring & Stakeholder Management and 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 Directorate's functions and the utilisation of its services. These may include public engagements, information sessions, pamphleteering and marketing campaigns, including radio interviews.
Purpose/importance	This serves to inform the public about IPID's mandate to build the image of the Directorate 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	Chief Director: Compliance Monitoring & Stakeholder Management and 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 signed by all attendees
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 and Provincial Heads

Indicator title	Number of disciplinary recommendations referred to SAPS and MPS that are analysed
Short definition	This is the number of disciplinary recommendations referred to SAPS and MPS that are 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	Recommendation Reports forwarded to SAPS and MPS, completed Quality Assurance Tool and Quality Assurance Quarterly Reports
Method of calculation	Simple count of Recommendation reports with Quality Assurance Tools and Quarterly Reports
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 and Provincial Heads

Indicator title	Number of criminal referrals forwarded to the NPA that are analysed
Short definition	This is the number of criminal referrals forwarded to the NPA that are analysed to determine the quality thereof
Purpose/importance	Identify gaps in the criminal referrals to improve the quality
Source/collection of data	Referrals forwarded to NPA, completed Quality Assurance Tool and Quality Assurance Quarterly Reports
Method of calculation	Simple count of referrals forwarded to NPA with the Quality Assurance Tool and Quarterly Reports
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 and Provincial Heads

Indicator title	Percentage of responses from SAPS and MPS that are analysed
Short definition	This is the percentage of response reports from the total number received from SAPS and MPS that are analysed
Purpose/importance	This serves to assess the consistency/appropriateness of the responses/feedback received from the SAPS and MPS
Source/collection of data	Responses received from SAPS and MPS
Method of calculation	Number of response / feedback reports analysed divided by the total number of response /feedback reports received from the SAPS and MPS multiplied by 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	Chief Director: Compliance Monitoring & Stakeholder Management and Provincial Heads

Indicator title	Percentage of responses from the NPA that are analysed
Short definition	These are response/feedback reports from the total number received from the NPA that are analysed
Purpose/importance	This serves to assess the appropriateness of the responses /feedback received from the NPA
Source/collection of data	Responses received from NPA
Method of calculation	Number of responses /feedback reports analysed divided by the total number of responses received from the NPA multiplied by 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 and Provincial Heads