

# **Technical Indicator Description**

## **2017 – 2018**

### **Annual Performance Plan**

Independent Police Investigative Directorate (IPID)

## 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 and Training reports with course name submitted by Human Resource Management
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	Yes
Desired performance	Improvements in performance in the identified areas of the Training Plan.
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 monitor the performance of the IPID in keeping the vacancy rate below the targeted 10%
Source/collection of data	Vacancy reports based on Persal
Method of calculation	$\text{Vacancy rate} = (\text{number of vacant posts} / \text{total number of approved funded posts}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	The vacancy rate to be maintained below 10%
Indicator responsibility	Chief Director: Corporate Services

Indicator title	Percentage implementation of Annual Internal Audit Plan
Short definition	This is the implementation of planned activities 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	(Number of audit activities implemented in the Audit Plan/ number of planned audit activities in the Audit Plan) x 100
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	The Directorate should have a strong internal control environment
Indicator responsibility	Director: Internal Audit

Indicator title	Number of reports on risk maturity level produced
Short definition	These are the reports produced on a quarterly basis on the implementation and the extent of integration of risk management in IPID
Purpose/importance	To ensure that the Directorate matures in addressing identified risks by instituting mitigation plans that will lead to the achievement of strategic objectives and targets
Source/collection of data	Approved Risk Model and Risk Management Quarterly Reports
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Outcome
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Improvements in risk maturity profile of the Directorate
Indicator responsibility	Director: Corporate Governance

## Technical Indicator Description

Indicator title	Number of performance reports on implementation of APP submitted to National Treasury and DPME within stipulated timeframes
Short definition	These reports will reflect the status of IPID's organisational performance as per the implementation of the APP submitted to National Treasury and DPME within stipulated timeframe in the DPME Quarterly Reporting Guidelines
Purpose/importance	To keep track of the Directorate's performance for decision-making purposes
Source/collection of data	Quarterly Performance Reports
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	Yes
Desired performance	Submission compliance and improvement of departmental performance
Indicator responsibility	Director: Strategy and Performance Monitoring

## 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. The 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 Training reports with training areas
Method of calculation	Simple count of employees (investigators) trained
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Improvements in performance in the identified areas of the Training Plan.
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 percentage 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 against those received in the financial year.
Source/collection of data	Case Flow Management System-generated Report, Case Files
Method of calculation	$(\text{Number of decision ready investigations completed} / \text{total number of cases received in the year under review}) \times 100$
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

## Programme Performance Indicators

Indicator title	Percentage of cases registered and 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)
Purpose/importance	To measure the efficiency of the case management system to ensure that investigations are initiated on time. 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.
Source/collection of data	Case Flow Management System-generated Report, Case Files
Method of calculation	(The 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	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 statistical reports on investigations generated
Short definition	These are statistical reports submitted on the number and type of cases investigated, recommendations made and outcomes thereof, submitted to the Minister and Parliament
Purpose/importance	To comply with legislation and prescripts and to provide comprehensive reports regarding the investigations undertaken
Source/collection of data	Quarterly, Mid-year and Annual Statistical Reports or Case flow management System-generated report
Method of calculation	Simple count of reports generated
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	Percentage of investigations of death in police custody that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
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	Percentage of investigations of deaths as a result of police action that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
Data limitations	Inaccurate data on case file, reports, registers, case flow management system and database
Type of indicator	Output
Calculation type	Cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	Higher than targeted performance
Indicator responsibility	Chief Director: Investigation & Information Management

## Technical Indicator Description

Indicator title	Percentage of investigations of discharge of an official firearm by a police officer that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
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	Percentage of investigations of rape by police officer that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
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	Percentage of investigations of rape while in police custody that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
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	Percentage of investigations of torture that are decision ready
Short definition	This is the percentage 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	$(\text{Number of active cases that are decision ready} / \text{total number of cases received in the year under review}) \times 100$
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

## Technical Indicator Description

Indicator title	Percentage of investigations of assault that are decision ready
Short definition	This is the percentage 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	Number of active cases that are decision ready / total number of cases received in the year under review x 100
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	Percentage of investigations of corruption that are decision ready
Short definition	This is the percentage 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	(Number of active cases that are decision ready / total number of cases received in the year under review) x 100
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	Percentage of investigations of other criminal and misconduct matters referred to in section 28 (1)(h) and 35 (1)(b) of the IPID Act that are decision ready
Short definition	This is the percentage 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	(Number of active cases that are decision ready / total number of cases received in the year under review) x 100
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 investigations that are decision ready
Short definition	This relates to the number of approved systemic corruption cases that are decision ready within 12 months after registration.
Purpose/importance	The finalisation of systemic corruption cases will enable IPID to implement Sec. 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 cases
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

## Technical Indicator Description

Indicator title	Percentage of all backlog decision ready cases completed (excluding cases of systemic corruption)
Short definition	These are cases that were carried over from the previous financial years and completed in the current financial year
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	(Total number of cases from previous financial year that are decision ready/total number of cases brought forward into the year under review) x 100
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	(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/or Municipal Police Services within 30 days of recommendation report 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	(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 investigations
Indicator responsibility	Chief Director: Investigation & Information Management

## PROGRAMME 3: LEGAL SERVICES

### Strategic Indicator

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
Purpose/importance	To enhance the quality of investigations
Source/collection of data	Legal Advice 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 Indicator

Indicator title	Percentage of written legal opinions provided to the Department within 21 working days of request
Short definition	This is the percentage of legal opinions/advice and guidance provided to the Directorate within the prescribed timeframes. Performance for legal opinion/advice/guidance requests received in the quarter under review whose finalisation due date (21 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	Legal Advice Registers and 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	As per targeted performance
Indicator responsibility	Chief Director: Legal Services

Indicator title	Percentage of contracts finalised within 30 working days of request
Short definition	This is the percentage of contracts and Service Level Agreements (SLA) that were drafted, negotiated and executed within 30 working days after receipt of the request. 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	Contract Registers and Documented Files
Method of calculation	Number of contracts and SLAs finalised / 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	As per targeted performance
Indicator responsibility	Chief Director: Legal Services

Indicator title	Percentage of civil and labour litigation matters processed
Short definition	This relates to the percentage of civil and labour litigation matters attended to
Purpose/importance	To avoid and or minimise adverse findings against the Directorate
Source/collection of data	Legal Advice Registers and Documented Files
Method of calculation	Number of civil & labour litigation matters processed / 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	As per targeted performance
Indicator responsibility	Chief Director: Legal Services

## Technical Indicator Description

Indicator title	Percentage of arbitration dispute matters attended to within regulated timeframes
Short definition	This relates to the percentage of arbitration dispute matters attended to
Purpose/importance	To avoid and or minimise adverse findings against the Directorate
Source/collection of data	Legal Advice Registers and Documented Files
Method of calculation	Number of arbitration, civil & labour litigation matters processed / 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	As per targeted performance
Indicator responsibility	Chief Director: Legal Services

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 days.
Purpose/importance	To enhance the quality of investigations
Source/collection of data	Legal Advice Register, Documented Files
Method of calculation	(The number of oral legal opinions, advice and guidance provided to the investigators within 24 hours 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 written legal advice provided to investigators within 48 hours
Short definition	This is the percentage of written legal opinions, advice and guidance regarding investigations that were provided to investigators within 48 hours of request. Performance for written legal opinion/ advice/guidance requests received in the quarter under review whose finalisation due date (48 hours) 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	Legal Advice register, Documented Files
Method of calculation	(The number of written legal opinions, advice and guidance provided to the investigators within 48 hours 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	PAIA Register, Documented Files, Letter 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 4: COMPLIANCE MONITORING & STAKEHOLDER MANAGEMENT

### Strategic Indicators

Indicator title	Percentage implementation of the Integrated Communication and Stakeholder Engagement Strategy
Short definition	This relates to the strategy dealing with communication and stakeholder engagement of the department, including the implementation of the action plan for both communications and stakeholder engagements. Implementation will be in relation to:  Approved strategy Implementation of strategic activities in relation to: identified communication and stakeholder engagement activities
Purpose/importance	This serves to inform the public about IPID's mandate, to build the image of the Directorate and to partner with stakeholders in order to enhance understanding of IPID's mandate.
Source/collection of data	Approved Strategy, Implementation Reports
Method of calculation	$(\text{Number of implemented communication and stakeholder engagement activities} / \text{total number of planned communication and stakeholder engagement activities}) \times 100$
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-Cumulative
Reporting cycle	Annually
New indicator	No
Desired performance	Greater awareness and positive public perception about IPID
Indicator responsibility	Chief Director: Compliance Monitoring & Stakeholder Management

### 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
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	Feedback reports submitted by provincial offices and head office
Method of calculation	Simple count of reports
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-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

<b>Indicator title</b>	<b>Number of formal engagements at National level held with key stakeholders</b>
Short definition	This is the number of formal engagements with key stakeholders, including but not limited to SAPS, MPS, NPA, Parliament and Civilian Secretariat for Police, and other relevant Government and Civil Society Organisations
Purpose/importance	To address matters of common interest in line with Outcome 3 of the MTSF (NDP)
Source/collection of data	A signed-off Stakeholder Engagement Report or Minutes and Attendance Register signed by all attendees
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-cumulative
Reporting cycle	Quarterly
New indicator	No
Desired performance	As per targeted performance
Indicator responsibility	Chief Director: Compliance Monitoring and Stakeholder Management

<b>Indicator title</b>	<b>Number of formal engagements conducted at Provincial level held with key stakeholders</b>
Short definition	This is the number of formal engagements held by Provinces with key stakeholders, including but not limited to the SAPS, MPS, NPA, Parliament and Civilian Secretariat for Police, and other relevant Government and Civil Society Organisations
Purpose/importance	To address matters of common interest in line with Outcome 3 of the MTSF (NDP)
Source/collection of data	A signed-off Stakeholder Engagement Report or Minutes and Attendance Register signed by all attendees
Method of calculation	Simple count
Data limitations	No data limitation
Type of indicator	Output
Calculation type	Non-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