

Your Reference:
Our Reference: PJ/1002065

Mr D Merccer
By e-mail to:
request-30282-f6fd17a9@whatdotheyknow.com

24 May 2010

IPCC Contact:
Philip Johnston
Tel: 020 7166 3000
phil.johnston@ipcc.gsi.gov.uk

Dear Mr Merccer,

YOUR REQUEST FOR INFORMATION

I am sorry about the delay in replying to your e-mail of 6th March 2010 in which you ask for information about IPCC statistical data.

You state that the answers to your questions should not deal with just the information used to compile the IPCC annual statistical reports but each and every field available, used and capable of being used in a report.

The IPCC is currently upgrading the xml schema which it uses to collect data from police forces. Forces have just upgraded their systems in line with the revised IPCC Statutory Guidance (available on the IPCC web site) and so it is necessary to upgrade the IPCC schema so that it works with the new police systems. It is anticipated that the new schema will be in place later this year.

The IPCC uses its own Case Tracking and Management System (CTMS) to record case data about the cases that it handles itself and the Hyperion ('Brio Query') Performance Suite Release 8.3 as the reporting software. New systems for the recording and reporting of case related information are currently being developed with the Commission's new IT partner, Steria.

The Commission's responses to each of your questions are as follows:

1. A full list of all data fields that the IPCC can provide reports upon whether internally or externally, in relation to complaints received and handled.

As explained above the IPCC uses an xml schema to collect data from force IT systems. The current schema specification can be viewed by following this link

http://www.ipcc.gov.uk/policedatarequirementv1.8/policedatarequirement_schema.xsd

As this information is already published by the IPCC, it is reasonably accessible to you without recourse to the FOIA and by virtue of the exemption under section 21 of the Act, the IPCC is under no obligation to communicate it to you in response to your request.

As to the Commission's own data fields used for management reporting purposes, I attach a table showing the key 'tasks' which are automatically generated by system in response to casework updates and used to measure performance.

2. A screen shot of the IPCC current complaints handling software.

The IPCC Operations Manual, which will be published on the IPCC web site in November 2010, includes a chapter on CTMS and this includes screen shots from the system. The IPCC is not obliged to communicate this information to you because it is reasonable in all the circumstances to withhold it in reference to the exemption for information intended for future publication (section 22(1)), and because the public interest in maintaining the exemption outweighs the public interest in disclosure taking into account the weak public interest in avoiding any delay and the relative importance of disclosing these screen shots in the context of the manual.

3. A full list of all data fields that the IPCC can provide MI (Management Information) upon i.e. complaint types, source, service standards etc.

The attached table entitled "Performance reporting definitions – key CTMS tasks" sets out the system tasks used for management reporting purposes.

4. A list of all fields that appear in the software but are not used i.e. those which could be used for MI but are not because they are not populated.

Casework staff are expected to enter data in all fields used for management information, provided that relevant data exists in the individual case. If required data is found to be missing from a report the casework manager is asked to complete the record.

5. Screen shots of the MI facility.

A screen shot of the 'dashboard' used to generate reports from the Hyperion performance suite is included with this decision.

6. A copy of the software operating manual as far as it relates to the fields and MI.

As explained above, the IPCC Operations Manual to be published later this year includes a section on the internal case tracking system.

The IPCC is not obliged to communicate this information to you because it is reasonable in all the circumstances to withhold it in reference to the exemption for information intended for future publication (section 22(1)), and because the public interest in maintaining the exemption outweighs the public interest in disclosure, taking into account the weak public interest in avoiding any delay and the value of disclosing these screen shots in the manual, in which context they will be more meaningful than in isolation. There is no other relevant information.

The IPCC does not hold an operating manual for the Hyperion performance suite.

If you are not satisfied with this response you may request an independent internal review by our FOI appeals officer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please contact:

Freedom of Information Act Complaints
IPCC
90 High Holborn
London
WC1V 6BH

E mails should be clearly marked 'Complaint against FOI decision' and sent to: foi@ipcc.gsi.gov.uk.

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however, I should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the public authority's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely

Philip Johnston
Independent Police Complaints Commission