

## Performance Reporting Definitions Key CTMS tasks

Process	Started Task	Started Date	Completed Task	Completed Date	Duration
<b>Referrals</b>	A referral is counted once the "Record Factors" task has been completed.	Date referral received by the IPCC (within "Enter referral details" task).	MOI notification task. Mail merge: Notify force and interested parties that the investigation will be [MOI]	Date the MOI Notification task is completed (minus any time taken to request & receive further information)	Start date – completed date (subtracts time taken to request & receive further information)
<b>Independent Investigations and Managed</b>	An investigation is counted when both the 'Mail merge: Notify force and interested parties that the investigation will be [MOI]' task <b>and</b> 'Find/Create investigation' task are completed.	When the 'Mail merge: Notify force and interested parties that the investigation will be [MOI].' Task has been completed.	Does the Commission approve the final report?' task.	Date the commissioner approved the final report.	Date the referral was received – the date that the commissioner approved the final report (pause functions are not subtracted from overall duration time)
<b>Supervised Investigations</b>	An investigation is counted when both the 'Mail merge: Notify force and interested parties that the investigation will be [MOI]' task <b>and</b> 'Find/Create investigation' task are completed.	When the 'Mail merge: Notify force and interested parties that the investigation will be [MOI]' task has been completed.	Mail merge: Notifications of conclusion of supervision.  NOT CURRENTLY USED IN SCORECARD REPORTING	Date the ' Mail merge: Notifications of conclusion of supervision' task is completed.  NOT CURRENTLY USED IN SCORECARD REPORTING	Start date – completed date  NOT CURRENTLY USED IN SCORECARD REPORTING

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<b>Appeals Communicated to Force</b>	An appeal is counted when the "Record Case Details – Record Appeal (Edit)" task is completed.	Date the appeal received by the IPCC (within "Record Case Details – Record Appeal (Edit)" task).	'Record notification to Appropriate Authority' task.	The date that the notification to the appropriate authority has been given	Started date – completed date
<b>Appeals (INV, NR, LR)</b>	An appeal is counted when the "Record Case Details – Record Appeal (Edit)" task is completed.	Date the appeal received by the IPCC (within "Record Case Details – Record Appeal (Edit)" task).	'Mail merge: Send notifications that the appeal is not valid' task <b>OR</b> 'Send Decision on Appeal Outcome' task <b>OR</b> 'Mail merge: Send notifications that appeal is out of time' task <b>OR</b> 'Mail merge: Send decision on appeal' task.	Date that the 'Mail merge: Send notifications that the appeal is not valid' task <b>OR</b> 'Send Decision on Appeal Outcome' task <b>OR</b> 'Mail merge: Send notifications that appeal is out of time' task <b>OR</b> 'Mail merge: Send decision on appeal' task was completed	Started date – completed date

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<b>Dispensations</b>	A dispensation is counted when the "Record Incident Details" task is completed.	Date the request for dispensation received (within "Record incident details" task).	'Mail merge: Notify appropriate authority that the application will not be considered' task <b>OR</b> 'Mail merge: Send notifications of decision' task.	Date the 'Mail merge: Notify appropriate authority that the application will not be considered' task <b>OR</b> 'Mail merge: Send notifications of decision' task is completed.	Start date – completed date
<b>Discontinuance</b>	A discontinuance is counted when the "Record Incident Details" task is completed.	Date the request for discontinuance received (within "Record incident details" task).	'Mail merge: Notify appropriate authority that the application will not be considered' task <b>OR</b> 'Mail merge: Send notifications of decision' task.	Date the 'Mail merge: Notify appropriate authority that the application will not be considered' task <b>OR</b> 'Mail merge: Send notifications of decision' task is completed.	Start date – completed date