

Appendix:

Service Delivery Statement performance, 2010–11 to 2014–15

Table A. Service Area: Crime Fighting and Prevention

Service standards (SDS)	2010–11	2011–12	2012–13	2013–14	2014–15
Percentage of targeted criminal entities which are disrupted as a result of CCC crime investigations	96	95	100	100	100
Net value of criminal proceeds restrained (\$'000)	14 116	20 858	17 091	13 799	18 316
Net value of assets forfeited (\$'000)	9 325	7 007	16 983	7 654	8 375
Percentage of coercive hearings that add value to major crime investigations	n/a	93	100	100	100
Expenses to deliver the Crime Fighting and Prevention service	\$16.4m	\$17.6m	\$16.4m	\$21.5m	\$25.7m

Table B. Service Area: Public Sector Integrity

Service standards (SDS)	2010–11	2011–12	2012–13	2013–14	2014–15
Percentage of recommendations to agencies accepted ¹	n/a	96	95	98	96
Percentage of investigated matters finalised within 12 months	60	79	78	77	91
Expenses to deliver the Public Sector Integrity service	\$27.6m	\$29.6m	\$27.7m	\$25.2m	\$24.4m

1. In 2010–11, the CMC began measuring the percentage of recommendations to agencies not accepted, with a non-acceptance figure of 12 per cent being achieved. This service standard was reworded in 2011–12 to measure, instead, recommendations accepted.

Table C. Service Area: Witness Protection

Service standards (SDS)	2010–11	2011–12	2012–13	2013–14	2014–15
Median time (hours) to conduct initial witness protection assessment ¹	n/a	n/a	n/a	18	23
Expenses to deliver the Witness Protection service	\$5.9m	\$6.3m	\$5.9m	\$4.9m	\$4.6m

1. Before 2013–14, this service standard was worded as “Percentage of eligible persons offered interim protection within two days”.