

## IOPC Performance Framework Dashboard 2022/23 – Quarter 2

### Strategic Objective 1 - Awareness and confidence: People know about the complaints system and are confident to use it

2021/22	Performance indicator	2022/23 target	2022/23 YTD actual
55% All	Increase awareness of the IOPC by 10% (as measured by our public perceptions tracker)	65%	62% ↑

### Strategic Objective 2 - Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account

2021/22	Performance indicator	2022/23 target	Q2 2022/23 actual	2022/23 YTD actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	97% ↑	93% ↑
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	36% ↓	39% ↓
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	88% ↑	87% ↑
29WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30WD (average)	32WD ↓	31WD ↓
80WD	Complete reviews within an average of 154* working days from receipt of background papers	Q2 154WD (average)	103WD ↓	99WD ↓

\*Reviews completion target is a quarterly target Q1 = 134, Q2 = 154, Q3 = 164, Q4 = 150

### Strategic Objective 3 - Leading improvement: Our evidence and influence improves policing

2021/22	Performance indicator	2022/23 target	Q2 2022/23 actual	2022/23 YTD actual
91%	Ensure 80% of our para.28(a) learning recommendations are accepted by police forces	80%	50% ↓	69% ↓
63.5%	Increase the mean percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve policing practice	66.5%	-	NYA
42%	Increase the mean percentage of non-policing stakeholders who think we are effective at sharing learning to improve policing practice	45.5%	-	NYA

### Strategic Objective 4 - High performing organisation: An organisation that delivers high performance

2021/22	Performance indicator	2022/23 target	Q2 2022/23 actual	2022/23 YTD actual
67%	Achieve a staff engagement score of 69% (as measured by or annual staff survey)	69%	-	78% ↑
90.5%	Ensure that 80% of our investigators achieve accreditation within 24 months	80%	-	90.5% ↓

17.2%	Improve the proportion of our people, including managers and leaders, from a Black, Asian and minority ethnic background towards representation with demographics of urban areas (as measured by census 2021 data)	17.2%	16.9% ↓	17.0% ↓
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Achieving or exceeding target	Within 15% of target	More than 15% behind target	<b>Direction of travel against previous Month</b>
			↑ Increasing → Unchanged ↓ Decreasing