

## IOPC Performance Framework Dashboard 2022/23 – August 2023

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%	<b>62%</b>

Strategic Objective 2 - Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account				
2021/22	Performance indicator	2022/23 target	August month actual	2022/23 YTD actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	<b>96%</b> ↓	<b>92%</b> ➡
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	<b>35%</b> ↓	<b>41%</b> ↓
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	<b>86%</b> ↓	<b>86%</b> ↓
29WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30WD (average)	<b>31WD</b> ↓	<b>30WD</b> ➡
80WD	Complete reviews within an average of 154*working days from receipt of background papers	Q2 154WD (average)	<b>107WD</b> ↓	<b>97WD</b>

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

\*\*No RAG rating for the year to date reviews result due to target being variable quarterly.

Strategic Objective 3 - Leading improvement: Our evidence and influence improves policing				
2021/22	Performance indicator	2022/23 target	Q1 2022/23 actual	2022/23 YTD actual
91%	Ensure 80% of our para.28(a) learning recommendations are accepted by police forces	80%	<b>89%</b>	<b>89%</b>
63.5%	Improve percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve policing practice	66.5%	-	<b>NYA</b>
42%	Improve percentage of non-policing stakeholders who think we are effective at sharing learning to improve policing practice	45.5%	-	<b>NYA</b>

Strategic Objective 4 - High performing organisation: An organisation that delivers high performance				
2021/22	Performance indicator	2022/23 target	Q1 2022/23 actual	2022/23 YTD actual
67%	Achieve a staff engagement score of 69% (as measured by or annual staff survey)	69%	-	<b>78%</b>
90.5%	Our investigators who have been in post for at least 24 months who are accredited	80%	<b>91.2%</b>	<b>91.2%</b>
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%	<b>17.1%</b>	<b>17.1%</b>

Achieving or exceeding target	Within 15% of target	More than 15% behind target	<p><b>Direction of travel against previous Month</b></p> <p>↑ Increasing → Unchanged ↓ Decreasing</p>
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