

# IOPC Performance Framework Dashboard 2021/22 – December 2021

Priority 1: To work with others to improve the police complaints system				
2020/21	Performance indicator	2021/22 Target	Dec month actual	2021/22 YTD actual
91%	Independent investigations, excluding major investigations, completed within 12 months	85%	89% ↑	90% →
63%	Independent investigations, excluding major investigations, completed within 9 months	66%	54% ↓	61% ↓
38%	Independent investigations, excluding major investigations, completed within 6 months	35%	21% ↑	33% ↓
82%	Mode of investigation decisions on referrals within 3 working days (WD)	80%	89% ↑	79% ↑
New	Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers	30WD (average)	28WD ↑	27WD →
New	Reviews within an average of 50 working days (WD) from receipt of background papers	50WD (average)	85WD ↓	69WD ↓
Supporting measure				
31%	The proportion of reviews we uphold when members of the public are unhappy with how police forces have handled their complaint		41% ↑	33% ↑

## Priority 2: To improve policing by identifying and sharing learning from our work

Data for these outcomes is collected either quarterly or annually and is therefore unavailable for this report

## Priority 3: To improve confidence in police accountability

Data for these outcomes is collected either quarterly or annually and is therefore unavailable for this report

## Priority 4: To be an efficient and effective organisation

2020/21	Performance indicator	2021/22 target	Dec month actual	2021/22 YTD actual
90%	Our investigators who have been in post for at least 24 months who are accredited	80%	n/a	90% ↑
7.02%	Staff turnover	8-10%	14.92% ↓	13.16% ↑
1.45%	Staff sickness absence	<2.9%	1.1% ↑	1.37% ↑
Supporting measure				
14.8%	The proportion of applicants from a BAME background who are shortlisted for interview			16.7% (Q3 YTD)
16.0%	The proportion of our people, including managers and leaders, from a BAME background			17.18% (Q3 YTD)

### Direction of travel

Achieving target

Within 15% of target

More than 15% below target

↑ Performance is improving

↓ Performance is declining

→ Performance remains unchanged