

## IOPC Performance Framework Dashboard 2021/22 – February 2022

Priority 1: To work with others to improve the police complaints system				
2020/21	Performance indicator	2021/22 Target	February month actual	2021/22 YTD actual
91%	Independent investigations, excluding major investigations, completed within 12 months	85%	96% ↑	90% →
63%	Independent investigations, excluding major investigations, completed within 9 months	66%	68% ↑	62% →
38%	Independent investigations, excluding major investigations, completed within 6 months	35%	36% ↓	34% →
82%	Mode of investigation decisions on referrals within 3 working days (WD)	80%	91% ↑	81% ↑
New	Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers	30WD (average)	30WD ↑	29WD →
New	Reviews within an average of 50 working days (WD) from receipt of background papers	50WD (average)	105WD ↓	76WD ↓
Supporting measure				
31%	The proportion of reviews we uphold when members of the public are unhappy with how police forces have handled their complaint		36% ↑	33% →

Priority 2: To improve policing by identifying and sharing learning from our work				
<i>Data for these outcomes is collected either quarterly or annually and is therefore unavailable for this report</i>				

Priority 3: To improve confidence in police accountability				
<i>Data for these outcomes is collected either quarterly or annually and is therefore unavailable for this report</i>				

Priority 4: To be an efficient and effective organisation				
2020/21	Performance indicator	2021/22 Target	February 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	91.0% ↑
7.02%	Staff turnover	8-10%	16.2% ↑	12.80% ↑
1.45%	Staff sickness absence	<2.9%	1.2% ↑	1.43% ↓
Supporting measure				
14.8%	The proportion of applicants from a BAME background who are shortlisted for interview			18.2% (Q3 YTD)

16.0%	The proportion of our people, including managers and leaders, from a BAME background	<b>16.3%</b> <b>(Q3 YTD)</b>
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