

IOPC Performance Framework Dashboard 2022/23

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%	
57% BAME	Monitor awareness of the IOPC (as measured by our public perceptions tracker)		59%	
49% women & girls			59%	
40% young people			42%	
Supporting measure				
37% young people	Monitor the proportion of people from Black, Asian or minority ethnic background, young people and women who are confident that the police deal with complaints fairly		40%	
33% BAME			44%	
40% women & girls			35%	

Strategic Objective 2 - Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account				
2021/22	Performance indicator	2022/23 target	June month actual	2022/23 YTD actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	88% →	88% ↓
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	38% ↓	41% ↓
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	81% ↓	86% ↓
29WD	Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers	30WD (average)	22WD ↑	30WD ↑
80WD	Ensure the average time taken to complete a review is 134/154/164/150 working days (Q1-4 respectively) from receipt of background papers	Q1 134WD (average)	104WD ↓	N/A
Supporting measure				
33%	% of reviews upheld by IOPC			32% ↓

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%	89%	89%

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%	N/A	NYA
90.5%	Ensure that 80% of our investigators achieve accreditation within 24 months	80%	91.2%	91.2%
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%	17.1%	17.1%