

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% | NYA | |
| 57% BAME | Monitor awareness of the IOPC (as measured by our public perceptions tracker) | | NYA | |
| 49% women & girls | | | NYA | |
| 40% young people | | | NYA | |
| 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 | | NYA | |
| 33% BAME | | | NYA | |
| 40% women & girls | | | NYA | |

| Strategic Objective 2 - Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account | | | | |
|---|--|--------------------|------------------|--------------------|
| 2021/22 | Performance indicator | 2022/23 target | May month actual | 2022/23 YTD actual |
| 90% | Complete 85% of investigations within 12 months (excluding major investigations) | 85% | 88% ↓ | 89% ↓ |
| 35% | Complete 33% of investigations within 6 months (excluding major investigations) | 33% | 42% ↓ | 42% ↓ |
| 82% | Decide on the mode of investigation for 80% of cases referred to us within 3 working days | 80% | 86% ↓ | 88% ↓ |
| 29WD | Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers | 30WD (average) | 31WD ↑ | 34WD ↑ |
| 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) | 79WD ↑ | N/A |
| Supporting measure | | | | |
| 33% | % of reviews upheld by IOPC | | | 34% ↓ |

| 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% | NYA | NYA |

| 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% | NYA | NYA |
| 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% | NYA | NYA |