

Annex 2 – IOPC Performance Framework Dashboard 2020/21 July 2020

| 2019/20 | Performance indicator | 2020/21 target | 2020/21 month actual | 2020/21 YTD actual | |
|--|---|----------------------|---------------------------------|----------------------------|----------------------------|
| Priority: To work with others to improve the police complaints system | | | | | |
| 82% | Mode of investigation decisions within 3 days | 80% | 82% ↓ | 84% ↓ | |
| 83% | Independent investigations, excluding major investigations, completed within 12 months | 85% | 100% ↑ | 91% ↑ | |
| 63% | Investigation and local resolution appeals decided within 35 working days | 65% | 48% ↓ | 70% ↓ | |
| 58% | Non-recording, discontinuance and disapplication appeals decided within 25 working days | 80% | 53% ↑ | 43% ↑ | |
| New | Reviews completed within 35 working days | 65% | 56% → | 57% ↓ | |
| New | Death or serious injury cases reviewed within 30 working days of receipt of background papers | 75% | 62% ↓ | 83% ↓ | |
| Supporting measures | | | | | |
| 36% | The proportion of appeals or reviews we uphold when members of the public are unhappy with how police forces have handled their complaint | | 33% ↓ | 33% → | |
| Priority 4: To be an efficient and effective organisation | | | | | |
| 82% | Our investigators who are accredited | 80% | 79% ↓ | 79% ↓ | |
| 5.77% | Staff turnover | 8-10% | 6.28% → | 5.02% ↓ | |
| 2.80% | Staff sickness absence | <2.9% | 1.71% ↓ | 2.00% ↓ | |
| | | | Direction of travel | | |
| Achieving target | | Within 15% of target | More than 15% below target | ↑ Performance is improving | ↓ Performance is declining |
| | | | → Performance remains unchanged | | |