

Annex 1 – IOPC Performance Framework 2022/23

> Strategic Objective 1

Awareness and confidence: People know about the complaints system and are confident to use it					
2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Q3 Actual	Q2 Actual
55%	Increase awareness of the IOPC by 10% points	65%	N/A	52%↓	62%

> Strategic Objective 2

Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account					
2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Jan Actual	Dec Actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	91%→	89%↓	96%
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	39%↓	29%↓	46%
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	85%→	90%↑	88%
29WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30WD	34WD→	40WD↓	34WD
80WD	Complete reviews within an average of 150* working days from receipt of background papers	Q4 150WD	112WD↓	137WD↓	113WD

*Reviews completion target is a quarterly target Q1 = 134, Q2 = 154, Q3 = 164, Q4 = 150

> Strategic Objective 3

Leading improvement: Our evidence and influence improves policing					
2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Q3 Actual	Q2 Actual
91%	Ensure 80% of our para.28(a) learning recommendations are accepted by police forces	80%	68.7%	N/A	50%
64%	Increase the percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve policing practice	67%	N/A (annual)	N/A	N/A
42%	Increase the percentage of non-policing stakeholders who think we are effective at sharing learning to improve policing practice	46%	N/A (annual)	N/A	N/A

> Strategic Objective 4

Performance: An organisation that delivers high performance					
2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Q3 Actual	Q2 Actual
67%	Achieve a staff engagement score of 69%	69%	NYA	N/A	N/A
91%	Ensure that 80% of our investigators, who have been in post for at least 24 months, achieve accreditation	80%	91% (Q2 YTD)	NYA	91%
17%	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	18%	17% (Q3 YTD)	17%	17%

Achieving or exceeding target	Within 15% of target	More than 15% behind target	Direction of travel against previous Month
			↑ Increasing → Unchanged ↓ Decreasing