

IOPC Performance Framework Dashboard 2023/24 – April 2023

> Strategic Objective 1

Awareness and confidence: People know about the complaints system and are confident to use it					
2022/23 Actual	Key Performance Indicators	2023/24 Target	2023/24 YTD Actual	Q1 Actual	2022/23 Q4 Actual
62%	Increase awareness of the IOPC to 65%	65%	NYA	NYA	66%

> Strategic Objective 2

Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account					
2022/23 Actual	Key Performance Indicators	2023/24 Target	2023/24 YTD Actual	April Actual	March Actual
89%	Complete 85% of core investigations within 12 months	85%	97%	97%↑	76%
38%	Complete 33% of core investigations within 6 months	33%	45%	45%↑	27%
3WD	Decide on the mode of investigation for cases referred to us within an average of 5 working days	5WD	5WD	5WD↓	4WD
36WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30WD	33WD	33WD↑	42WD
119WD	Ensure the average time taken to complete a review is 150, 135, 125, 115 working days (Q1-4 respectively) from receipt of background papers	Q1 150WD	129WD	129WD↑	142WD

*Reviews completion target is a quarterly target Q1 = 150, Q2 = 135, Q3 = 125, Q4 = 115

> Strategic Objective 3

Leading improvement: Our evidence and influence improves policing					
2022/23 Actual	Key Performance Indicators	2023/24 Target	2023/24 YTD Actual	Q1 Actual	2022/23 Q4 Actual
92%	Achieve 80% of our para.28(a) learning recommendations that are accepted by police forces	80%	NYA	NYA	100%
66%	Increase the percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve policing practice	67%	NYA	NYA	N/A
37%	Increase the percentage of non-policing stakeholders who think we are effective at sharing learning to improve policing practice	46%	NYA	NYA	N/A

> Strategic Objective 4

Performance: An organisation that delivers high performance					
2022/23 Actual	Key Performance Indicators	2023/24 Target	2023/24 YTD Actual	Q1 Actual	Q4 Actual
N/A	Maintain a staff engagement score of 67%	67%	NYA	N/A	N/A
NEW	Ensure at least 64% of employees think it is safe to challenge the way things are done in the IOPC	64%	NYA	NYA	N/A
NEW	Ensure at least 50% of employees feel that change is well managed in the IOPC	50%	NYA	NYA	N/A
NEW	Ensure at least 67% of employees believe that our leadership is in line with our values	67%	NYA	NYA	N/A
NEW	Ensure at least 93% of employees believe they have the skills needed to do their job effectively	93%	NYA	NYA	N/A
92.5%	Ensure that at least 80% of our investigators, who have been in post for at least 24 months, achieve accreditation	80%	NYA	NYA	92.5%
16.7%	Improve the proportion of our people, including managers and leaders, from a Black, Asian and minority ethnic backgrounds towards representation with demographics of urban areas	18%	NYA	NYA	16.7%
NEW	Achieve budget for the 23/24 FY	NYA	NYA	N/A	N/A

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