

## IOPC Performance Framework Dashboard 2021/22 – March 2022

Priority 1: To work with others to improve the police complaints system				
2020/21	Performance indicator	2021/22 Target	March month actual	2021/22 YTD actual
91%	Independent investigations, excluding major investigations, completed within 12 months	85%	88% ↓	90% →
63%	Independent investigations, excluding major investigations, completed within 9 months	66%	59% ↓	62% →
38%	Independent investigations, excluding major investigations, completed within 6 months	35%	44% ↑	35% ↑
82%	Mode of investigation decisions on referrals within 3 working days (WD)	80%	91% →	82% →
New	Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers	30WD (average)	35WD ↓	29WD →
New	Reviews within an average of 50 working days (WD) from receipt of background papers	50WD (average)	95WD ↓	78WD ↓
Supporting measure				
31%	The proportion of reviews we uphold when members of the public are unhappy with how police forces have handled their complaint		34% ↓	33% →

Priority 2: To improve policing by identifying and sharing learning from our work			
2020/21	Performance indicator	2021/22 Target	2021/22 YTD actual
NA	% of stakeholders who agree that our Learning the Lessons magazine is a helpful tool to drive change in policy and practice	95%	72% ↓
91%	% of learning recommendations we make that are accepted by police forces (OLRT)		91% ↓
39%	% of stakeholders who think that the IOPC is effective in raising standards in police forces: Policing		61% ↑
62%	% of stakeholders who think that the IOPC is effective in raising standards in police forces: Accountability		62% →
39%	% of stakeholders who think that the IOPC is effective in raising standards in police forces: Non-Policing		49% ↑
51%	% of stakeholders that think the IOPC is effective at ensuring the police learn from complaints: Policing		61% ↑
58%	% of stakeholders that think the IOPC is effective at ensuring the police learn from complaints: Accountability		67% ↑
42%	% of stakeholders that think the IOPC is effective at ensuring the police learn from complaints: Non-Policing		50% ↑

**Priority 3: To improve confidence in police accountability**

2020/21	Performance indicator	2021/22 YTD actual
37%	% of young people (24 years and under) who are confident that the police deal with complaints fairly	37% ↓
53%	% of the public from a BAME background who are aware of the IOPC	57% →
NA	% of complaints received from members of the public from a BAME background	NYA
NA	% of complaints received from young people (24 years and under)	NYA
38%	% of stakeholders who think the IOPC is improving the public's confidence in the police complaints system: Accountability	56% ↑

**Priority 4: To be an efficient and effective organisation**

2020/21	Performance indicator	2021/22 Target	March month actual	2021/22 YTD actual
90%	Our investigators who have been in post for at least 24 months who are accredited	80%	90.5% ↓	90.5% ↓
7.02%	Staff turnover	8-10%	20.0% ↑	13.4% ↑
1.45%	Staff sickness absence	<2.9%	1.3% ↑	1.4% ↓

**Supporting measure**

14.8%	The proportion of applicants from a BAME background who are shortlisted for interview	17.2% (Q4 YTD)
16.0%	The proportion of our people, including managers and leaders, from a BAME background	18.8% (Q4 YTD)

Achieving target			Within 15% of target			More than 15% below target			Direction of travel		
									↑ Performance is improving		
									↓ Performance is declining		
									→ Performance remains unchanged		