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%	**62%**
57% BAME	Monitor awareness of the IOPC (as measured by our public perceptions tracker)		**59%**
49% women & girls			**59%**
40% young people			**42%**
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		**40%**
33% BAME			**44%**
40% women & girls			**35%**

Strategic Objective 2 - Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account

2021/22	Performance indicator	2022/23 target	July month actual	2022/23 YTD actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	**100% ↑**	**89% ↑**
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	**42% ↑**	**40% ↑**
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	**89% ↑**	**86% →**
29WD	Locally investigated death or serious injury cases within an average of 30 working days (WD) from receipt of background papers	30WD (average)	**28WD ↓**	**30WD →**
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	Q2 154WD (average)	**96WD ↑**	**N/A**
Supporting measure				
33%	% of reviews upheld by IOPC			**36% ↑**

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%	**89%**	**89%**

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%	91.2%	91.2%
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%	17.1%	17.1%