IOPC Independent Office for Police Conduct

IOPC Performance Framework 2023/24 – March 2024

> 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 Year To Date Actual**	**2023/24 Q4 Actual**	**2023/24 Q3 Actual**
62%	Increase awareness of the IOPC to 65%	**65%**	67%	68%	N/A*

*Interim results – Oct. Full results – Apr
N/A – Not Applicable

External Supporting Measures				
2022/23 Actual	**Supporting Measure**	**2023/24 Year To Date Actual**	**2023/24 Q4 Actual**	**2023/24 Q3 Actual**
34%	Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them	36%	36%	*N/A
34%	Monitor the percentage of respondents from a Black, Asian or minority ethnic background who are confident that the police deal with complaints fairly	37%	42%	*N/A
34%	Monitor the percentage of respondents from young people who are confident that the police deal with complaints fairly	36%	42%	*N/A
31%	Monitor the percentage of respondents from women who are confident that the police deal with complaints fairly	32%	32%	*N/A
14%	Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background	13%	13%	13%
8%	Monitor the percentage of police complaints made by young people	8%	8%	8%
41%	Monitor the percentage of police complaints made by women	41%	40%	40%

* Interim results – Oct. Full results – Apr
N/A – Not Applicable

> 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 Year To Date Actual**	**2023/34 March Actual**	**2023/34 February Actual**
89%	Complete 85% of core investigations within 12 months	**85%**	83%↓	72%↓	**86%**
38%	Complete 33% of core investigations within 6 months	**33%**	34%↓	19%↓	21%
3 WD	Decide on the mode of investigation for cases referred to us within an average of 5 working days	**5 WD**	6.57↓	4.01↑	3.75
36 WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	**30 WD**	42↓	38↑	35
119 WD	Make sure the average time taken to complete a review is 150, 135, 125, 115 working days (Q1-4 respectively) from receipt of background papers	***115 WD**	119	104↓	110

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

External Supporting Measures				
2022/23 Actual	**Supporting Measure**	**2023/24 Year To Date Actual**	**2023/34 March Actual**	**2023/34 February Actual**
60%	Monitor the percentage of 'Directed/Managed' investigations that are completed within 12 months	26%	N/A	50%
55%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	58%	52%	46%
N/A	Monitor Independent Investigation compliance with agreed quality measures regarding single point of contact and feedback	33%	39% (Q4)	39% (Q3)
N/A	Monitor Independent Investigation compliance with agreed quality measure in relation to terms of reference	22%	34% (Q4)	26% (Q3)
514 WD	Monitor the average time to complete Super Complaints	527 WD	N/A	N/A
40%	Monitor the percentage of reviews upheld by IOPC	32%	34%↑	29%
21%	Monitor the percentage of reviews upheld by Local Policing Bodies	22%	25% (Q4)	21% (Q3)
64 WD	Monitor the average number of working days Local Policing Bodies take to complete Reviews	50	48 (Q4)	47 (Q3)

132 WD	Monitor the average number of working days forces take to finalise complaint cases under schedule 3	140	145 (Q4)	142 (Q3)
18 WD	Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3	20	20 (Q4)	23 (Q3)

WD – working days

> Strategic Objective 3

Leading Improvements: Our evidence and influence improves policing					
2022/23 Actual	**Key Performance Indicators**	**2023/24 Target**	**2023/24 Year To Date Actual**	**2023/24 Q4 Actual**	**2023/24 Q3 Actual**
92%	Achieve 80% of our para.28(a) learning recommendations that are accepted by recipients	**80%**	94%	100%	100%
66%	Increase the percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve police practice to 67%	**67%**	NYA	NYA	N/A
37%	Increase the percentage of non-policing stakeholders who think we are effective at sharing learning to improve police practice to 46%	**46%**	NYA	NYA	N/A

NYA – Data not yet available.

External Supporting Measures				
2022/23 Actual	**Supporting Measure**	**2023/24 Year To Date Actual**	**2023/24 Q4 Actual**	**2023/24 Q3 Actual**
64%	Monitor the percentage of respondents who think the IOPC is independent of the police	70%	72%	*N/A
33%	Monitor the percentage of respondents who believe the IOPC is effective in improving public confidence in policing	NYA	NYA	N/A
64%	Monitor the percentage of respondents who believe the IOPC will help improve policing by identifying ways the police can learn from the IOPC's work	51%	51%	*N/A

* Interim results – Oct. Full results – Apr

NYA – Data not yet available.

> Strategic Objective 4

	Leading Improvements: Our evidence and influence improves policing				
2022/23 Actual	**Key Performance Indicators**	**2023/24 Target**	**2023/24 Year To Date Actual**	**2023/24 Q4 Actual**	**2023/24 Q3 Actual**
67%	Maintain a staff engagement score of 67%	**67%**	N/A	N/A	N/A
83%	Make sure at least 64% of employees think it is safe to challenge the way things are done in the IOPC	**64%**	N/A	N/A	N/A
50%	Make sure at least 50% of employees feel that change is well managed in the IOPC	**50%**	N/A	N/A	N/A
93%	Make sure 93% of employees believe they have the skills needed to do their job effectively	**93%**	N/A	N/A	N/A
16.7%	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		16.6%	16.6%	16.2%
92.5%	Make sure at least 80% of our investigators, who have been in post for at least 24 months, achieve accreditation	**80%**	94.4%	94.4%	92.2%
0.0%	Achieve budget for the 23/24 Financial Year	**0.0%**	0.0%	0.0%	-0.6%

NYA – Data not yet available

N/A – Not Applicable

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