

## IOPC Performance Framework Dashboard 2020/21 December 2020

Priority 1: To work with others to improve the police complaints system				
2019/20	Performance indicator	2020/21 target	Dec month actual	2020/21 YTD actual
82%	Mode of investigation decisions within 3 days	80%	86% ↑	81% ↑
83%	Independent investigations, excluding major investigations, completed within 12 months	85%	92% ↑	90% →
63%	Investigation and local resolution appeals decided within 35 working days	65%*	57%	59%
58%	Non-recording, discontinuance and disapplication appeals decided within 25 working days	80%*	64%	39%
New	Reviews completed within 35 working days	65%	60% ↑	49% ↑
New	Death or serious injury cases reviewed within 30 working days of receipt of background papers	75%	84% ↑	80% →
Supporting Measure				
36%	The proportion of appeals or reviews we uphold when members of the public are unhappy with how police forces have handled their complaint		29% ↑	32%

\*This category was replaced in legislation by reviews in the reporting year, although targeted last year volumes received are diminishing

Priority 3 : To improve confidence in police accountability			
2019/20	Performance indicator	2020/21 target	Dec 2020 Wave 4.1
52%	Young people who are confident that the police deal with complaints fairly	> 41%	38% ↓
48%	Members of the public from a BME background who are aware of the IOPC	> 32%	51% ↑

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

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Priority 4: To be an efficient and effective organisation				
2019/20	Performance indicator	2020/21 target	Dec month actual	2020/21 YTD actual
82%	Our investigators who achieve accreditation within 24 months	80%	86% ↑	86% ↑
5.77%	Staff turnover	8-10%	5.04% ↓	6.27% ↓
2.80%	Staff sickness absence	<2.9%	0.52% ↑	1.42% ↑
Supporting measures				
16.28%	The proportion of our people, including managers and leaders, from a BME background			16.07%
15%	The proportion of applicants from a BME background who are shortlisted for interview			NYA