

IOPC Performance Framework Dashboard 2022/23 – November 2022

Awareness and confidence: People know about the complaints system and are confident to use it

2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual
55%	Increase awareness of the IOPC by 10% points	65%	62%↑

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

2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Nov Actual	Oct Actual
90%	Complete 85% of investigations within 12 months (excluding major investigations)	85%	90% ↓	76% ↓	92%
35%	Complete 33% of investigations within 6 months (excluding major investigations)	33%	40% ↓	28% ↓	65%
82%	Decide on the mode of investigation for 80% of cases referred to us within 3 working days	80%	84% ↓	78% ↑	76%
29WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30WD	33WD ↓	39WD ↓	36WD
80WD	Complete reviews within an average of 164* working days from receipt of background papers	Q3 164WD	**107WD	134WD ↓	119WD

*Reviews completion target is a quarterly target Q1 = 134, Q2 = 154, Q3 = 164, Q4 = 150

**No RAG rating for the year to date reviews result due to target being variable quarterly.

Leading improvement: Our evidence and influence improves policing

2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Q2 2022/23 Actual	Q1 2022/23 Actual
91%	Ensure 80% of our para.28(a) learning recommendations are accepted by police forces	80%	69%	50% ↓	89%
64%	Increase the percentage of policing and accountability stakeholders who think we are effective at sharing learning to improve policing practice	67%	NYA	NA	NA
42%	Increase the percentage of non-policing stakeholders who think we are effective at sharing learning to improve policing practice	46%	NYA	NA	NA

Performance: An organisation that delivers high performance

2021/22 Actual	Key Performance Indicators	2022/23 Target	2022/23 YTD Actual	Q2 2022/23 Actual	Q1 2022/23 Actual
67%	Achieve a staff engagement score of 69%	69%	NYA	NA	NA
91%	Ensure that 80% of our investigators, who have been in post for at least 24 months, achieve accreditation	80%	91%	NA	NA
17%	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	18%	17%	17% →	17%

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