

## IOPC Performance Framework 2023/24 - July

### > 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 Q2	2022/23 Q1
62%	Increase awareness of the IOPC to 65%	<b>65%</b>	NYA	NYA	N/A

\*Interim results – Oct. Full results – Apr  
 NYA – Data not yet available  
 N/A – Not applicable

#### External Supporting Measures

2022/23 Actual	Supporting Measure	2023/24 Year To Date Actual	2023/24 Q2	2022/23 Q1
34%	Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them	NYA	NYA	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	NYA	NYA	N/A
34%	Monitor the percentage of respondents from young people who are confident that the police deal with complaints fairly	NYA	NYA	N/A
31%	Monitor the percentage of respondents from women who are confident that the police deal with complaints fairly	NYA	NYA	N/A
14%	Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background	14%	NYA	14%
8%	Monitor the percentage of police complaints made by young people	8%	NYA	8%
41%	Monitor the percentage of police complaints made by women	41%	NYA	41%

\* Interim results – Oct. Full results – Apr  
 NYA – Data not yet available  
 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	2023/24 July Actual	2023/24 June Actual
89%	Complete 85% of core investigations within 12 months	85%	86%	70%	100%
38%	Complete 33% of core investigations within 6 months	33%	39%	35%	42%
3 WD	Decide on the mode of investigation for cases referred to us within an average of 5 working days	5 WD	8WD	10WD	9WD
36 WD	Review locally investigated DSI cases within an average of 30 working days from receipt of background papers	30 WD	34WD	38WD	31WD
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	*135 WD	129WD	123WD	127WD

\*Reviews completion target is a quarterly target Q1 = 150, Q2 = 135, Q3 = 125, Q4 = 115  
 WD – working days.  
 NYA – Data not yet available

### External Supporting Measures

2022/23 Actual	Supporting Measure	2023/24 Year To Date Actual	2023/24 July Actual	2023/24 June Actual
60%	Monitor the percentage of 'Directed/Managed' investigations that are completed within 12 months	50%	N/A	0%
55%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	57%	60%	53%
N/A	Monitor Independent Investigation compliance with agreed quality measures regarding single point of contact and feedback	17%	NYA	17% (Q1)
N/A	Monitor Independent Investigation compliance with agreed quality measure in relation to terms of reference	10%	NYA	10% (Q1)
514 WD	Monitor the average time to complete Super Complaints	NYA	N/A	N/A
40%	Monitor the percentage of reviews upheld by IOPC	36%	32%	38%

21%	Monitor the percentage of reviews upheld by Local Policing Bodies	19%	NYA	19% (Q1)
64 WD	Monitor the average number of working days Local Policing Bodies take to complete Reviews	56WD	NYA	56WD (Q1)
132 WD	Monitor the average number of working days forces take to finalise complaint cases under schedule 3	137WD	NYA	137WD (Q1)
18 WD	Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3	18WD	NYA	18WD (Q1)

WD – working days.  
 NYA – Data not yet available  
 N/A – Not applicable

### > 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 Q2	2022/23 Q1
92%	Achieve 80% of our para.28(a) learning recommendations that are accepted by recipients	80%	89%	NYA	89%
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  
 N/A – Not applicable

External Supporting Measures				
2022/23 Actual	Supporting Measure	2023/24 Year To Date Actual	2023/24 Q2	2022/23 Q1
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	NYA	NYA	N/A
64%	Monitor the percentage of respondents who think the IOPC is independent of the police	NYA	N/A	N/A
32%	Monitor the percentage of respondents who believe the IOPC is effective in improving public confidence in policing	NYA	N/A	N/A

\* Interim results – Oct. Full results – Apr

NYA – Data not yet available

N/A – Not applicable

## > 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 Q2	2022/23 Q1
67%	Maintain a staff engagement score of 67%	<b>67%</b>	35%	NYA	35%
83%	Make sure at least 64% of employees think it is safe to challenge the way things are done in the IOPC	<b>64%</b>	83%	NYA	83%
50%	Make sure at least 50% of employees feel that change is well managed in the IOPC	<b>50%</b>	50%	NYA	50%
93%	Make sure 93% of employees believe they have the skills needed to do their job effectively	<b>93%</b>	NYA	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	<b>N/A</b>	15.8%	NYA	15.8%
92.5%	Make sure at least 80% of our investigators, who have been in post for at least 24 months, achieve accreditation	<b>80%</b>	93.6%	NYA	93.6%
0.0%	Achieve budget for the 23/24 Financial Year	<b>0.0%</b>	-3.6%	NYA	-3.6%

NYA – Data not yet available

N/A – Not applicable

