

IOPC Performance Framework 2023/24 - February

> 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 Q3 Actual | 2023/24 Q2 Actual |
|----------------|---------------------------------------|----------------|-----------------------------|-------------------|-------------------|
| 62% | Increase awareness of the IOPC to 65% | 65% | 65% | *N/A | 65% |

*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 Q3 Actual | 2023/24 Q2 Actual |
|----------------|---|-----------------------------|-------------------|-------------------|
| 34% | Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them | 36% | *N/A | 36% |
| 34% | Monitor the percentage of respondents from a Black, Asian or minority ethnic background who are confident that the police deal with complaints fairly | 32% | *N/A | 32% |
| 34% | Monitor the percentage of respondents from young people who are confident that the police deal with complaints fairly | 29% | *N/A | 29% |
| 31% | Monitor the percentage of respondents from women who are confident that the police deal with complaints fairly | 32% | *N/A | 32% |
| 14% | Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background | 13% | 13% | 14% |
| 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 February Actual | 2023/34 January Actual |
|----------------|--|----------------|-----------------------------|-------------------------|------------------------|
| 89% | Complete 85% of core investigations within 12 months | 85% | 84% → | 86% ↑ | 81% |
| 38% | Complete 33% of core investigations within 6 months | 33% | 36% ↓ | 21% ↓ | 31% |
| 3 WD | Decide on the mode of investigation for cases referred to us within an average of 5 working days | 5 WD | 6.79 ↓ | 3.75 ↑ | 3.28 |
| 36 WD | Review locally investigated DSI cases within an average of 30 working days from receipt of background papers | 30 WD | 43 ↓ | 35 ↓ | 40 |
| 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 | 120 ↓ | 110 ↓ | 111 |

*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 February Actual | 2023/34 January Actual |
|----------------|---|-----------------------------|-------------------------|------------------------|
| 60% | Monitor the percentage of 'Directed/Managed' investigations that are completed within 12 months | 26% | 50% | 100% |
| 55% | Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report | 58% | 46% | 59% |
| N/A | Monitor Independent Investigation compliance with agreed quality measures regarding single point of contact and feedback | 32% | 39% (Q3) | 44% (Q2) |
| N/A | Monitor Independent Investigation compliance with agreed quality measure in relation to terms of reference | 18% | 26% (Q3) | 20% (Q2) |
| 514 WD | Monitor the average time to complete Super Complaints | NYA** | N/A** | N/A** |
| 40% | Monitor the percentage of reviews upheld by IOPC | 32% | 29% | 28% |
| 21% | Monitor the percentage of reviews upheld by Local Policing Bodies | 20% | 21% (Q3) | 22% (Q2) |
| 64 WD | Monitor the average number of working days Local Policing Bodies take to complete Reviews | 50 | 47 (Q3) | 48 (Q2) |

| | | | | |
|--------|--|-----|-------------|-------------|
| 132 WD | Monitor the average number of working days forces take to finalise complaint cases under schedule 3 | 139 | 142 (Q3) | 139 (Q2) |
| 18 WD | Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3 | 20 | 23 (Q3) | 19 (Q2) |

**Reported annually, due in April
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 Q3 Actual | 2023/24 Q2 Actual |
|----------------|--|----------------|-----------------------------|-------------------|-------------------|
| 92% | Achieve 80% of our para.28(a) learning recommendations that are accepted by recipients | 80% | 91% | 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 | n/a | 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 | n/a | n/a |

**Reported annually, due in April
NYA – Data not yet available.

External Supporting Measures

| 2022/23 Actual | Supporting Measure | 2023/24 Year To Date Actual | 2023/24 Q3 Actual | 2023/24 Q2 Actual |
|----------------|---|-----------------------------|-------------------|-------------------|
| 64% | Monitor the percentage of respondents who think the IOPC is independent of the police | 70% | *NYA | 70% |
| 33% | Monitor the percentage of respondents who believe the IOPC is effective in improving public confidence in policing | **NYA | n/a | 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% | *NYA | 51% |

* Interim results – Oct. Full results – Apr

**Reported annually, due in April
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 Q3 Actual | 2023/24 Q2 Actual |
| 67% | Maintain a staff engagement score of 67% | 67% | NYA** | 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% | NYA** | n/a | n/a |
| 50% | Make sure at least 50% of employees feel that change is well managed in the IOPC | 50% | NYA** | n/a | n/a |
| 93% | Make sure 93% of employees believe they have the skills needed to do their job effectively | 93% | 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 | | N/A | 16.2% | 16.1% |
| 92.5% | Make sure at least 80% of our investigators, who have been in post for at least 24 months, achieve accreditation | 80% | N/A | 92.2% | 93.1% |
| 0.0% | Achieve budget for the 23/24 Financial Year | 0.0% | -0.4% | -0.6% | -5.7% |

**Reported annually, due in April

NYA – Data not yet available

N/A – Not Applicable

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