

## IOPC Performance Framework 2023/24 - September

### > 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 Actual | 2023/24 Q1 Actual |
|----------------|---------------------------------------|----------------|-----------------------------|-------------------|-------------------|
| 62%            | Increase awareness of the IOPC to 65% | <b>65%</b>     | 65%                         | 65%               | N/A*              |

\*Interim results – Oct. Full results – Apr  
NA – Not applicable

#### External Supporting Measures

| 2022/23 Actual | Supporting Measure  | 2023/24 Year To Date Actual | 2023/24 Q2 Actual | 2023/24 Q1 Actual |
|----------------|---|-----------------------------|-------------------|-------------------|
| 34%            | Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them                                 | NYA                         | 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 | NYA                         | 32%               | N/A               |
| 34%            | Monitor the percentage of respondents from young people who are confident that the police deal with complaints fairly                                 | NYA                         | 29%               | N/A               |
| 31%            | Monitor the percentage of respondents from women who are confident that the police deal with complaints fairly  | NYA                         | 32%               | N/A               |
| 14%            | Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background  | 14%                         | 14%               | 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%               | 41%               |

NYA – Data not yet available  
NA – 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 September Actual | 2023/24 August Actual |
|---------------------|--|----------------|-----------------------------|--------------------------|-----------------------|
| 89%                 | Complete 85% of core investigations within 12 months   | 85%            | 85%                         | 90%                      | 77%                   |
| 38%                 | Complete 33% of core investigations within 6 months  | 33%            | 42%                         | 50%                      | 45%                   |
| 3 working days (WD) | Decide on the mode of investigation for cases referred to us within an average of 5 working days   | 5 WD           | 9 WD                        | 9.46 WD                  | 10.85 WD              |
| 36 WD               | Review locally investigated DSI cases within an average of 30 working days from receipt of background papers                                   | 30 WD          | 41 WD                       | 52 WD                    | 53 WD                 |
| 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        | 126 WD                      | 111 WD                   | 124 WD                |

\*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 | 2023/24 September Actual | 2023/24 August Actual |
|-----------------------|---|-----------------------------|--------------------------|-----------------------|
| 60%                   | Monitor the percentage of 'Directed/Managed' investigations that are completed within 12 months   | 80%                         | 100%                     | 50%                   |
| 55%                   | Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report | 58%                         | 43%                      | 71%                   |
| N/A                   | Monitor Independent Investigation compliance with agreed quality measures regarding single point of contact and feedback                | 29%                         | 44% (Q2)                 | 17% (Q1)              |
| N/A                   | Monitor Independent Investigation compliance with agreed quality measure in relation to terms of reference                              | 14%                         | 20% (Q2)                 | 10% (Q1)              |
| 514 working days (WD) | Monitor the average time to complete Super Complaints   | NYA                         | N/A                      | N/A                   |
| 40%                   | Monitor the percentage of reviews upheld by IOPC  | 36%                         | 35%                      | 35%                   |

|        |  |        |            |            |
|--------|--|--------|------------|------------|
| 21%    | Monitor the percentage of reviews upheld by Local Policing Bodies  | 20%    | 22% (Q2)   | 19% (Q1)   |
| 64 WD  | Monitor the average number of working days Local Policing Bodies take to complete Reviews                | 52 WD  | 49WD (Q2)  | 56WD (Q1)  |
| 132 WD | Monitor the average number of working days forces take to finalise complaint cases under schedule 3      | 137 WD | 139WD (Q2) | 136WD (Q1) |
| 18 WD  | Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3 | 18 WD  | 18WD (Q2)  | 18WD (Q1)  |

WD – working days  
 NYA – Data not yet available  
 NA – 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 Actual | 2023/24 Q1 Actual |
| 92%  | Achieve 80% of our para.28(a) learning recommendations that are accepted by recipients   | 80%            | 91%                         | 100%              | 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                         | 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               |

NYA – Data not yet available.  
 NA – Not applicable

| External Supporting Measures |   |                             |                   |                   |
|------------------------------|---|-----------------------------|-------------------|-------------------|
| 2022/23 Actual               | Supporting Measure  | 2023/24 Year To Date Actual | 2023/24 Q2 Actual | 2023/24 Q1 Actual |
| 64%                          | Monitor the percentage of respondents who think the IOPC is independent of the police   | 70%                         | 70%               | N/A*              |
| 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%                         | 51%               | N/A*              |

\* Interim results – Oct. Full results – Apr

NYA – Data not yet available.  
 NA – 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 Actual | 2023/24 Q1 Actual |
| 67%  | Maintain a staff engagement score of 67%   | <b>67%</b>     | NYA                         | NYA               | N/A               |
| 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>     | NYA                         | NYA               | N/A               |
| 50%  | Make sure at least 50% of employees feel that change is well managed in the IOPC   | <b>50%</b>     | NYA                         | NYA               | N/A               |
| 93%  | Make sure 93% of employees believe they have the skills needed to do their job effectively   | <b>93%</b>     | NYA                         | NYA               | 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                         | 16.1%             | 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>     | N/A                         | 93.1%             | 93.6%             |
| 0.0%   | Achieve budget for the 23/24 Financial Year  | <b>0.0%</b>    | -6.2%                       | -5.7%             | -3.6%             |

NYA – Data not yet available  
 N/A – Not applicable

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