

IOPC Performance Framework Dashboard 2020/21 January 2021

Priority 1: To work with others to improve the police complaints system				
2019/20	Performance indicator	2020/21 target	Jan 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%	100% ↑	91% ↑
63%	Investigation and local resolution appeals decided within 35 working days	65%*	61%	59%
58%	Non-recording, discontinuance and disapplication appeals decided within 25 working days	80%*	64%	39%
New	Reviews completed within 35 working days	65%	43% ↓	48% ↓
New	Death or serious injury cases reviewed within 30 working days of receipt of background papers	75%	61% ↓	78% ↓
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		32% ↑	32%

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

2019/20	Performance indicator	Wave 4.1 (July 20)
52%	Young people who are confident that the police deal with complaints fairly	39% ↑
48%	Members of the public from a BME background who are aware of the IOPC	48% ↓

Achieving target			Within 15% of target			More than 15% below target			Direction of travel		
									↑ 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	Jan month actual	2020/21 YTD actual
82%	Our investigators who achieve accreditation within 24m	80%	84% ↓	84% ↓
5.77%	Staff turnover	8-10%	12.70% ↑	6.90% ↑
2.80%	Staff sickness absence	<2.9%	1.41% ↑	1.50% ↑
Supporting measures				
16.28%	The proportion of our people, including managers and leaders, from a BME background			16.07% at Q3
15%	The proportion of applicants from a BME background who are shortlisted for interview			NYA