

## IOPC Performance Framework Dashboard 2020/21 February 2021

Priority 1: To work with others to improve the police complaints system				
2019/20	Performance indicator	2020/21 target	Feb month actual	2020/21 YTD actual
82%	Mode of investigation decisions within 3 days	80%	90% ↑	82% ↑
83%	Independent investigations, excluding major investigations, completed within 12 months	85%	95% ↓	91% →
63%	Investigation and local resolution appeals decided within 35 working days	65%*	50%	58%
58%	Non-recording, discontinuance and disapplication appeals decided within 25 working days	80%*	35%	37%
New	Reviews completed within 35 working days	65%	39% ↓	47% ↓
New	Death or serious injury cases reviewed within 30 working days of receipt of background papers	75%	78% ↑	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		30% ↓	32%

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

Priority 3: To improve confidence in police accountability		
2019/20	Performance indicator	Wave 4.2 (Nov 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% →

Priority 4: To be an efficient and effective organisation				
2019/20	Performance indicator	2020/21 target	Feb month actual	2020/21 YTD actual
82%	Our investigators who achieve accreditation within 24m	80%		85% ↑
5.8%	Staff turnover	8-10%	7.6% ↓	7% ↑
2.8%	Staff sickness absence	<2.9%	1.8% ↑	1.5% ↑
Supporting measures				
16%	The proportion of our people, including managers and leaders, from a BME background			16% Q3
15%	The proportion of applicants from a BME background who are shortlisted for interview			9% Q3

Achieving target			Within 15% of target			More than 15% below target			Direction of travel		
									↑ Performance is improving		
									↓ Performance is declining		
									→ Performance remains unchanged		