

IOPC Performance Framework Dashboard 2020/21

March 2021

Priority 1: To work with others to improve the police complaints system				
2019/20	Performance indicator	2020/21 target	Mar 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%	88% ↓	91% →
63%	Investigation and local resolution appeals decided within 35 working days	65%*	48%	58%
58%	Non-recording, discontinuance and disapplication appeals decided within 25 working days	80%*	35%	37%
New	Reviews completed within 35 working days	65%	36% ↓	45% ↓
New	Death or serious injury cases reviewed within 30 working days of receipt of background papers	75%	68% ↓	77% ↓
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		34% ↑	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 4.3* (Mar 21)
52%	Young people who are confident that the police deal with complaints fairly	36% ↓
48%	Members of the public from a BME background who are aware of the IOPC	57% ↑

*data from individual waves should be considered with caution, this is not aggregated data. The full aggregated financial year percentages for these measures should be available in May 2021.

Direction of travel			
Achieving target	Within 15% of target	More than 15% below target	↑ 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	Mar month actual	2020/21 YTD actual
82%	Our investigators who have been in post at least 24m who are accredited	80% ¹		90% ↑
5.8%	Staff turnover	8-10%	7.6% →	7.0% →
2.8%	Staff sickness absence	<2.9%	1.0% ↑	1.5% →
Supporting measures				
16%	The proportion of our people, including managers and leaders, from a BME background			16.0% Q4
15%	The proportion of applicants from a BME background who are shortlisted for interview			9.1% Q3

¹ The counting rule for this measure means we only get year to date percentages and not individual month percentages.