

## IOPC Performance Framework 2024/25 – August 2024

### > Strategic Objective 1

#### Awareness and Confidence: People know about the complaints system and are confident to use it

2023/24 Actual	Key Performance Indicators	2024/25 Target	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
10 WD	Make sure the average time to resolve complaints made against the IOPC is within 20 working days.	<b>20 WD</b>	25	31	18

#### External Supporting Measures

2023/24 Actual	External Supporting Measures	2024/25 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual	
13%	Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background, young people and women	14% (Q1)	14%	14% (Q1)	13% (Q4)	Black, Asian or minority ethnic background
8%		8% (Q1)	8%	8% (Q1)	8% (Q4)	Young People
41%		40% (Q1)	40%	40% (Q1)	40% (Q4)	Women

### > Strategic Objective 2

#### Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account

2023/24 Actual	Key Performance Indicators	2024/25 Target	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
83%	Complete 85% of core investigations within 12 months	<b>85%</b>	81%	74%	81%
35%	Complete 33% of core investigations within 6 months	<b>33%</b>	41%	37%	46%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	<b>5WD</b>	7.9	7.6	8.24
42 WD	Review locally investigated DSI cases within an average of 45, 40, 35, 30 working days (Q1-4 respectively) from receipt of background papers	<b>40WD</b>	38.4	48.5	32.8
119 WD	Make sure the average time taken to complete a review is 100, 90, 80, 70 working days (Q1-4 respectively) from receipt of background papers	<b>90WD</b>	125	119	121

WD – working days

External Supporting Measures					
2023/24 Actual	Supporting Measure	2024/25 YTD Actual	Current Period Actual	Previous Period Actual	
43	Monitor the number of 'Directed/Managed' investigations started and completed	21	5	5	Started
44		14	3	2	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	305*	158*	267	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	67%	80%	65%	
28%	Monitor the percentage of reviews upheld by IOPC	31.3%	27.4%	30.3%	

\*Due to some issues with decoupling cases, some cases are returning no duration. This will impact average durations

## > Strategic Objective 4

Leading Improvements: Our evidence and influence improves policing					
2023/24 Actual	Key Performance Indicators	2024/25 Target	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
NEW	Aim to achieve an average sickness absence rate of 8 days or less, per employee	<b>8 days</b>	7.95	6.04	8.99
NEW	Strive to achieve a voluntary staff turnover rate of 15% of less	<b>15%</b>	14.21%	17.28%	6.28%
0.0%	Achieve budget for the 2024/25 financial year	<b>0.0%</b>	3.8%	0.8%	2.3%

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