

IOPC Performance Framework 2024/25 – September 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
67%	Increase awareness of the IOPC to 68%	68%	69%	69% (Sept)	68% (Mar)
39%	Aim to achieve at least 40% of respondents who are confident that the IOPC does a good job	40%	40%	40% (Sept)	40% (Mar)
10 WD	Make sure the average time to resolve complaints made against the IOPC is within 20 working days.	20 WD	24 WD	10 WD	31 WD

WD – working days

External Supporting Measures

2023/24 Actual	External Supporting Measures	2024/25 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual	
70%	Monitor the percentage of respondents who think the IOPC is independent of the police	70%	N/A	70% (Sept)	72% (Mar)	
37%	Monitor the percentage of respondents from a Black, Asian or minority ethnic background, young people and women who are confident that the police deal with complaints fairly	40%	N/A	40% (Sept)	42% (Mar)	Black, Asian or minority ethnic background
36%		33%	N/A	33% (Sept)	42% (Mar)	Young People
32%		38%	N/A	38% (Sept)	32% (Mar)	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	85%	79%	75%	74%
35%	Complete 33% of core investigations within 6 months	33%	38%	29%	37%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	5WD	7.9	7.7	7.6
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	40WD	40.4	45.5	48.5
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	90WD	125	128	119
94.4%	Aim to ensure that at least 90% of our investigators, who have been in post for at least 24 months, achieve Pearson accreditation	90%	91.4%	88.9% (Q2)	94.0% (Q1)

98%	Strive to ensure that 95% of staff have completed their mandatory training by the deadline date	95%	94%	92% (Q2)	91% (Q1)
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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	28	7	5	Started
44		18	4	3	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	284	289	105	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	66%	70%	76%	
36%	Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them	40%	40% (Sept)	36% (Mar)	
28%	Monitor the percentage of reviews upheld by IOPC	28.9%	30.6%	27.4%	

> Strategic Objective 3

External Supporting Measures				
2023/24 Actual	Supporting Measure	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
51%	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.	47%	47% (Sept)	51% (Mar)

> 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
16.6%	Aim to achieve a 20% representation of Black, Asian or minority ethnic background staff, so that our workforce is more representative of the	20%	16.62%	16.62% (Q2)	15.94% (Q1)
NEW	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 days	7.3	5.39	6.04
NEW	Strive to achieve a voluntary staff turnover rate of 15% of less	15%	15.26%	17.97%	17.28%
0.0%	Achieve budget for the 2024/25 financial year	0.0%	3.1%	1.9%	0.8%

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