

IOPC Performance Framework 2024/25 – November 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.	20 WD	22 WD	12 WD	11 WD

External Supporting Measures

2023/24 Actual	Supporting Measure	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
13%	Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background	14%*	14% (Q2)	14% (Q1)
8%	Monitor the percentage of police complaints made by young people	8%*	8% (Q2)	8% (Q1)
41%	Monitor the percentage of police complaints made by women	41%*	41% (Q2)	40% (Q1)

*These figures include data from April to September only.

> 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%	78%	67%	76%
35%	Complete 33% of core investigations within 6 months	33%	36%	25%	29%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	5WD	8.06	7.88	6.83
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	35WD	42.3	50.5	45
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	80WD	123	116	123

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	54	12	14	Started
44		43	2	23	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	360	374	418	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	62%	44%	60%	
28%	Monitor the percentage of reviews upheld by IOPC	31.0%	29.7%	31.7%	
22%	Monitor the percentage of reviews upheld by Local Policing Bodies	20%*	22% (Q2)	18% (Q1)	
50 WD	Monitor the average number of working days Local Policing Bodies take to complete Reviews	49*	49 (Q2)	49 (Q1)	
140 WD	Monitor the average number of working days forces take to finalise complaint cases under schedule 3	140*	139 (Q2)	141 (Q1)	
20 WD	Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3	22*	22 (Q2)	22 (Q1)	

*These figures include data from April to September only.

> 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
	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 days	6.81	5.86	5.90
	Strive to achieve a voluntary staff turnover rate of 15% of less	15%	12.35%	10.02%	12.57%
0.0%	Achieve budget for the 2024/25 financial year	0.0%	3.2%	2.3%	1.1%

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