

IOPC Performance Framework 2024/25 – January 2025

> 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	21 WD	17 WD	12 WD

> 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%	77%	70%	68%
35%	Complete 33% of core investigations within 6 months	33%	34%	20%	21%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	5WD	8.47	12.42	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	20WD	42.7	39.5	53.2
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	70WD	127	150	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	65	8	8	Started
44		81	22	16	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	407	415	497	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	57%	29%	45%	
28%	Monitor the percentage of reviews upheld by IOPC	31.0%	29.2%	34.5%	

> 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%	17.63%	17.63% (Q3)	16.61% (Q2)
	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 days	6.31	5.48	4.66
	Strive to achieve a voluntary staff turnover rate of 15% of less	15%	11.58%	1.13%	3.71%
0.0%	Achieve budget for the 2024/25 financial year	0.0%	4.2%	3.8%	3.6%

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