

IOPC Performance Framework 2025/26 – March 2026

> Strategic Objective 1

Awareness and Confidence: People know about the complaints system and are confident to use it						
2024/25 Actual	Key Performance Indicators	2025/26 Target	2025/26 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual
13 WD	Resolve complaints made against the IOPC within an average of 20 working days, counted from the day after receipt of complaint	20 WD	18 WD	18 WD	15 WD	7 WD
26,978	Increase our website monthly users by 5% from 24/25 baseline	28,327	27,028	27,028	24,097	25,073

> Strategic Objective 2

Accountability: The complaints system delivers evidence based, fair outcomes which hold police to account						
2024/25 Actual	Key Performance Indicators	2025/26 Target	2025/26 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual
71.7%	Complete 70% of core independent investigations in 12 months (rolling 12 months)	70%	72.5%	72.5%	82.1%	63.6%
31.3%	Complete 30% of core independent investigations in 6 months (rolling 12 months)	30%	31.6%	31.6%	33.3%	31.8%
133.29 WD	Complete IOPC review of police complaints process within an average of 50 working days (rolling 12 months)	50 WD	96.3 WD	96.3 WD	62.4 WD	67.4 WD
8.58 WD	Complete decision on mode of investigation for all referred cases within an average of 5 working days (rolling 12 months)	5 WD	4.3 WD	4.3 WD	1.9 WD	6.1 WD
94%	Strive for 95% of staff to complete their mandatory training by the deadline date	95%	93.8%	N/A	77.9% (Q4)	86.0% (Q3)
87%	Aim for at least 90% of our investigators, who have been in post for at least 24 months, to achieve a nationally recognised accreditation	90%	88.6%	N/A	88.6% (Q4)	83.5% (Q3)

> Strategic Objective 3

Leading Improvements: Our evidence and influence improves policing						
2024/25 Actual	Key Performance Indicators	2025/26 Target	2025/26 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual
91%	Maintain over 90% of respondents who say Learning the Lessons provides useful knowledge to supplement information received from training, briefings, or practical experience	90%	95%	N/A	95% (March)	76% (May)

> Strategic Objective 4

Leading Improvements: Our evidence and influence improves policing						
2024/25 Actual	Key Performance Indicators	2025/26 Target	2025/26 YTD Actual	12M Rolling	Current Period Actual	Previous Period Actual
18.9%	Strive to increase representation of people with an ethnic minority background in our overall workforce, (across all grades of the IOPC), to be reflective of the UK population.	19%	19.00%	N/A	19.00%	18.93%
	Strive to increase representation of disabled people in our overall workforce, (across all grades of the IOPC), to be reflective of the UK population.	11%	12.18%	N/A	12.18%	12.14%
6.12	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 Days	6.33	N/A	0.63	0.58
10.71%	Ensure that the employee turnover rate does not exceed 15% on a rolling 12-month basis	15%	11.74%	N/A	0.63%	1.33%

Achieving or exceeding target	Within 15% of target	More than 15% behind target
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