

IOPC Performance Framework 2026/27 – August 2026

> A brilliant service for users, partners, stakeholders and communities

2025/26 Actual	Key Performance Indicators	2026/27 Target	2026/27 Actual	Current Period Actual	Previous Period Actual
72.5%	Complete 75% of core independent investigations within 12-months	75%	73.8%	77.3%	63.6%
31.6%	Complete 30% of core independent investigations within 6-months	30%	29.6%	27.3%	13.6%
96.3 WD	Complete IOPC reviews of police complaints so the service user receives our response within 60 working days at the end of March 2027	60 WD		50.5 WD	48.4 WD
4.3 WD	Complete decision on mode of investigation for all referred cases within an average of 5 working days	5 WD	3.4 WD	2.2 WD	3.1 WD

> Systems and processes that work for our service users and us

2025/26 Actual	Key Performance Indicators	2026/27 Target	2026/27 Actual	Current Period Actual	Previous Period Actual
18 WD	Resolve standard service complaints made against the IOPC within an average of 20 working days following day of receipt	20 WD	11 WD	11 WD	9 WD

> People who are engaged, enabled and empowered

2025/26 Actual	Key Performance Indicators	2026/27 Target	2026/27 Actual	Current Period Actual	Previous Period Actual
18.9%	Increase representation of people with an ethnic minority background in our workforce to 16% in line with the UK population	16%	18.2%	18.2%	18.3%
72.5%	Increase the self-disclosure of disability by employees	73%	73.1%	73.1%	72.7%
8	Achieve an average sickness absence rate of 8 days or less, per employee	8	8	8	8

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