IOPC Performance Framework 2024/25 – October 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**	23 WD	11 WD	10 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%**	79%	76%	75%
35%	Complete 33% of core investigations within 6 months	**33%**	37%	29%	29%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	**5WD**	7.72	6.83	7.66
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**	41.2	45	45.5
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	**80WD**	124	123	128

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	44	16	7	Started
44		41	23	4	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	359	418	289	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	65%	60%	70%	
28%	Monitor the percentage of reviews upheld by IOPC	31.1%	31.7%	30.6%	

> 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**
NEW	Aim to achieve an average sickness absence rate of 8 days or less, per employee	**8 days**	6.97	5.90	5.39
NEW	Strive to achieve a voluntary staff turnover rate of 15% of less	**15%**	12.69%	12.57%	17.97%
0.0%	Achieve budget for the 2024/25 financial year	**0.0%**	3%	1.1%	1.9%

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