

IOPC Performance Framework 2024/25 – March 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
67%	Increase awareness of the IOPC to 68%	68%	68%	68% (March)	68% (December)
39%	Aim to achieve at least 40% of respondents who are confident that the IOPC does a good job	40%	40%	41% (March)	39% (December)
10 WD	Make sure the average time to resolve complaints made against the IOPC is within 20 working days.	20 WD	13 WD	12 WD	12 WD

External Supporting Measures				
2023/24 Actual	Supporting Measure	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
70%	Monitor the percentage of respondents who think the IOPC is independent of the police.	70%	72% (March)	69% (December)
37%	Monitor the percentage of respondents from a Black, Asian or minority ethnic background who are confident that the police deal with complaints fairly	39%	43% (march)	36% (December)
36%	Monitor the percentage of respondents from young people who are confident that the police deal with complaints fairly	36%	42% (March)	32% (December)
32%	Monitor the percentage of respondents from women who are confident that the police deal with complaints fairly	38%	40% (March)	36% (December)
13%	Monitor the percentage of police complaints made by people from a Black, Asian or minority ethnic background	14% (Q3*)	14% (Q3*)	14% (Q2)
8%	Monitor the percentage of police complaints made by young people	9% (Q3*)	9% (Q3*)	8% (Q2)
41%	Monitor the percentage of police complaints made by women	41% (Q3*)	41% (Q3*)	41% (Q2)

*Data does not include West Mercia and is for period April to December as Q4 figures currently being collected from forces

> 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%	71.7%	34.5%	80.0%
35%	Complete 33% of core investigations within 6 months	33%	31.3%	13.8%	26.7%

6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	5WD	8.58	6.61	14.2
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	30WD	43.22	47.37	44.30
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	133.29	161.99	151.5
94.4%	Aim to ensure that at least 90% of our investigators, who have been in post for at least 24 months, achieve Pearson accreditation	90%	87%	79.1%	87.2%
98%	Strive to ensure that 95% of staff have completed their mandatory training by the deadline date	95%	94%	95%	97%

*Reviews completion target is a quarterly target Q1 = 100, Q2 = 90, Q3 = 80, Q4 = 70
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	70	3	3	Started
44		84	2	1	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	406	659	199	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	58%	58%	75%	
36%	Monitor the percentage of respondents who are confident that the police deal fairly with complaints made against them	41%	41% (March)	41% (December)	
28%	Monitor the percentage of reviews upheld by IOPC	30%	24%	27%	
22%	Monitor the percentage of reviews upheld by Local Policing Bodies	21%*	28% (Q3)	22% (Q2)	
50 WD	Monitor the average number of working days Local Policing Bodies take to complete Reviews	48*	46 (A3)	49 (Q2)	
140 WD	Monitor the average number of working days forces take to finalise complaint cases under schedule 3	142*	145 (Q3)	139 (Q2)	
20 WD	Monitor the average number of working days forces take to finalise complaint cases outside of schedule 3	22*	23 (Q3)	22 (Q2)	

*These YTD figures are up to the end of Q3 only.

> Strategic Objective 3

External Supporting Measures				
2023/24 Actual	Supporting Measure	2024/25 YTD Actual	Current Period Actual	Previous Period Actual
51%	Monitor the percentage of respondents who believe the IOPC will help improve policing by identifying ways the police can learn from the IOPC's work.	49%	51% (March)	49% (December)

> 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%	18.75%	18.75% (Q4)	17.63% (Q3)
NEW	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 days	6.12	5.76	6.14
NEW	Strive to achieve a voluntary staff turnover rate of 15% of less	15%	10.71%	0.50%	0.60%
0.0%	Achieve budget for the 2024/25 financial year	0.0%	4.6%	4.6%	4.0%

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