

IOPC Performance Framework 2025/26 - December

> 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	21 WD	19 WD	22 WD	14 WD
26,978	Increase our website monthly users by 5% from 24/25 baseline	28,327	27,361	26,713	26,725	26,373

> 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	70%	71.7%	68.3%	69.0%	89.5%
31.3%	Complete 30% of core independent investigations in 6 months	30%	30.7%	27.0%	37.9%	36.8%
133.29 WD	Complete IOPC review of police complaints process within an average of 50 working days	50 WD	106.0 WD	116.3 WD	68.5 WD	90.7 WD
8.58 WD	Complete decision on mode of investigation for all referred cases within an average of 5 working days	5 WD	4.5 WD	6.1 WD	2.4 WD	4.7 WD
NEW	Operational staff meet 90% compliance rate with our quality indicators for all investigations and reviews	90%	91.3%	N/A	86.0% (Q3)	83.4% (Q2)
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%	83.5%	N/A	83.5% (Q3)	83.0% (Q2)

> 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%	19.58%	N/A	19.58%	19.62%
	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%	10.11%	N/A	10.11%	12.07%
6.12	Aim to achieve an average sickness absence rate of 8 days or less, per employee	8 Days	4.42	N/A	0.67	0.57
10.71%	Ensure that the employee turnover rate does not exceed 15% on a rolling 12-month basis	15%	8.77%	N/A	0.91%	0.50%

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