

## IOPC Performance Framework 2024/25 – February 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
10 WD	Make sure the average time to resolve complaints made against the IOPC is within 20 working days.	20 WD	20 WD	12 WD	17 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%	76.7%	78.6%	70%
35%	Complete 33% of core investigations within 6 months	33%	33.8%	28.6%	20%
6.57 WD	Decide on the mode of investigation for all cases referred to us within an average of 5 working days	5WD	8.8	14.2	12.5
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	42.87	44.3	39.5
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	70WD	129.54	151.5	149.9

\*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	68	3	8	Started
44		82	1	22	Completed
480 WD	Monitor the average number of working days to completed 'Directed/Managed' investigations	399	199	415	
58%	Monitor the percentage of core investigations where the recommended outcome procedure is concluded within 12 months of our final report	58%	75%	29%	
28%	Monitor the percentage of reviews upheld by IOPC	30.8%	26.9%	29.2%	

## > 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	6.18	6.14	5.48
NEW	Strive to achieve a voluntary staff turnover rate of 15% or less	15%	11.16%	0.61%	1.13%
0.0%	Achieve budget for the 2024/25 financial year	0.0%	4.9%	4.0%	3.8%

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