

IOPC Performance Framework 2025/26 – May 2025

> 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 | 20.5 WD | 15 WD | 16 WD | 25 WD |
| 26,978 | Increase our website monthly users by 5% from 24/25 baseline | 28,327 | 28,299 | 27,330 | 27,147 | 29,423 |

> 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 (rolling 12 months) | 70% | 69.6% | 68.6% | 44.4% | 85.7% |
| 31.3% | Complete 30% of core independent investigations in 6 months (rolling 12 months) | 30% | 30.4% | 27.4% | 22.2% | 35.7% |
| 133.29 WD | Complete IOPC review of police complaints process within an average of 50 working days (rolling 12 months) | 50 WD | 146.73 WD | 136.1 WD | 139.02 WD | 154.67 WD |
| 8.58 WD | Complete decision on mode of investigation for all referred cases within an average of 5 working days (rolling 12 months) | 5 WD | 5.13 WD | 8.3 WD | 4.58 WD | 5.82 WD |

> 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 |
| 6.12 | Aim to achieve an average sickness absence rate of 8 days or less, per employee | 8 Days | 0.47 | 6.70 | 0.42 | 0.49 |
| 10.71% | Ensure that the employee turnover rate does not exceed 15% on a rolling 12-month basis | 15% | 0.75% | 7.45% | 0.2% | 0.91% |

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