

Mel Palmer

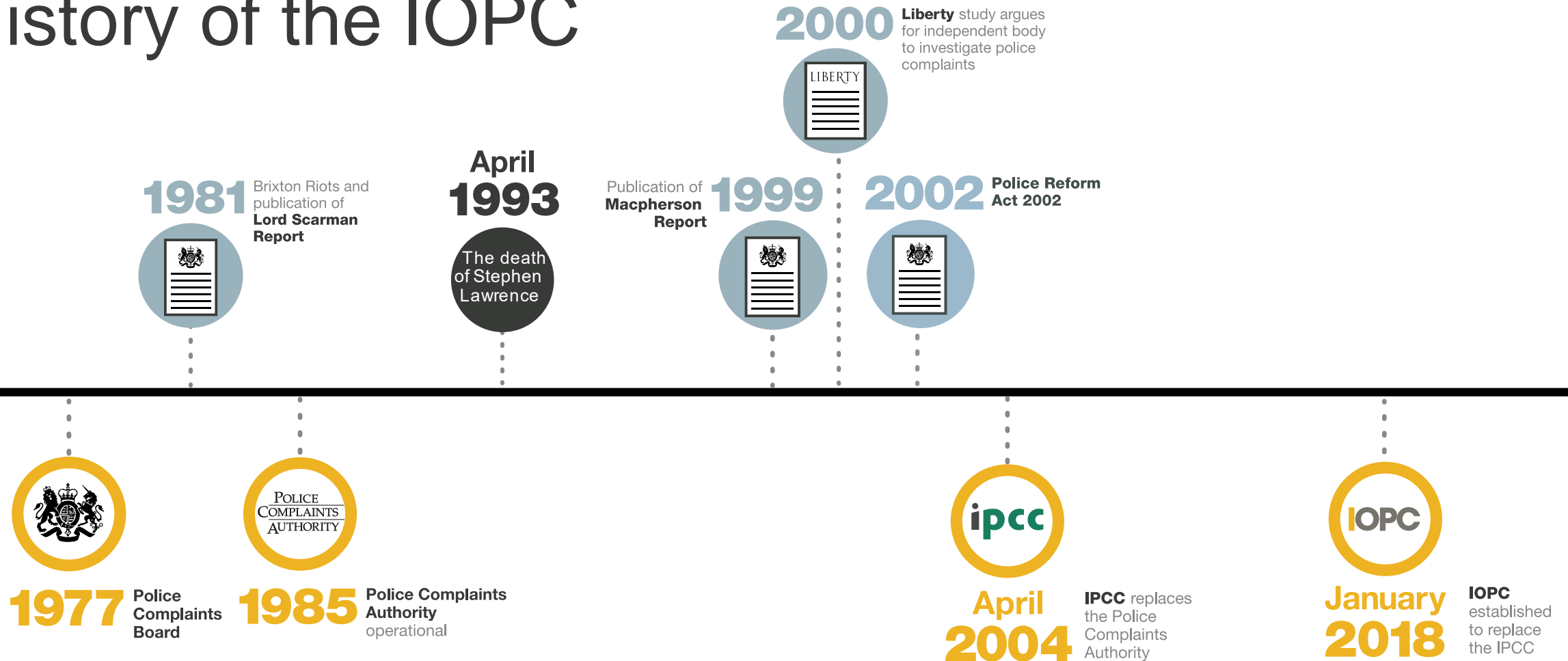
Regional Director, South East.

Independent Office for Police Conduct

CUSTOMER
SERVICE
EXCELLENCE®



History of the IOPC



Who are we and what do we do?

- We are independent of the police, government and interest groups.
- We investigate the most serious and sensitive incidents and allegations involving the police in England and Wales.
- Over time, our remit covering police forces has been extended



INDEPENDENCE

IOPC Values

We work in the context of our agreed values which inform the way we do things at the IOPC.

Our values reflect how we will work together to deliver our mission to improve public confidence in policing by ensuring the police are accountable for their actions and lessons are learnt.



Seeking truth.



Being inclusive



Empowering people



Being tenacious



Making a difference

How we assess referrals

What is a referral?

DSI

Conduct

Complaint

Mandatory referral criteria:

- Death or serious injury
- Serious assault, occasioning actual bodily harm
- Serious sexual offences
- Serious corruption
- Behaviour which may lead to a misconduct or criminal sanction which is aggravated by discrimination
- A relevant offence

Other referrals:

- Voluntary
- Call in
- Power of initiative

Modes of Investigation (MOI)

There are 4 possible MOI decisions:

- **Return to Force** – we do not feel an investigation is required
- **Local Investigation** – we feel that an investigation is required and it is suitable to be completed by the force PSD
- **Directed Investigation** – will take place under our direction and control, but will use police resources to conduct and complete the investigation
- **Independent Investigation** – The IOPC conduct the investigation

Factors which influence our MOI decisions include:

Core work
indicators

Seriousness of
matter referred

Authorised
Professional
Practice

HMICFRS force-
specific
concerns

Public / media
interest
and concerns

Thematic case
selection

Core Work Indicators

Public confidence

All the other considerations feed into public confidence. Where there is already evidence that the public are aware of an issue and damage to public confidence is being caused, or the potential damage to confidence is particularly severe, this should be given greater weight.

Life altering impact caused to a member of the public

Vulnerability of member of the public

Serious corruption

Seniority of officer

Discrimination

Other considerations: In addition to the indicators, decision makers are mindful of our responsibilities under the ECHR in respect of Articles 2 and 3* when assessing referred matters. They are also mindful of the College of Policing 'Guidance on outcomes in police misconduct proceedings' when assessing allegations of potential misconduct.

How we investigate

IOPC independent investigations

Terms of reference

- **Gathering and analysing evidence**
- **Engagement and liaison**

IOPC independent investigations

- **Final reports / Outcomes**
- **Learning**
- **Timelines**
- **Live Investigations**





IOPC Investigations



MAKE A DIFFERENCE

Contact us

Telephone switchboard

0300 020 0096 (press 2 at prompt)

We welcome telephone calls in Welsh.

Rydym yn croesawu galwadau ffôn yn y Gymraeg.

Lines are open 9am to 5pm,
Monday to Friday.

For our joint protection and training
purposes calls may be recorded.

Email

For recruitment related enquiries please
contact

campaigns@policeconduct.gov.uk

