

Get to know us



What do we do at the Independent Office for Police Conduct (IOPC)?

- 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 to include:
 - police and crime commissioners and their deputies
 - the London Mayor's Office for Policing and Crime, and his deputy
 - certain specialist police forces (including the British Transport Police, the Ministry of Defence Police and the Civil Nuclear Constabulary)
 - Her Majesty's Revenue and Customs (HMRC)
 - staff who carry out certain border and immigration functions who now work within the UK Border Force and the Home Office
 - the National Crime Agency (NCA)
 - officers carrying out certain functions at the Gangmasters and Labour Abuse Authority (GLAA)



Introduction

With this pack we aim to give you an idea of what to expect from the IOPC as an employer.

We are proud of our History and our Values and remain committed to the people who make the IOPC what it is.

In this pack we will share information about:

- IOPC Values
- IOPC History
- Our work towards Equality, Diversity and Inclusion (EDI)
- IOPC Staff Networks
- Our commitment to accommodating your needs
- Our commitment to being an Equal Opportunities employer
- IOPC geographical locations



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/Chwilio am wirionedd

We feel privileged to be the custodians of the police complaints system. We value the trust of the public and police and commit to being just and fair in uncovering the truth. We recognise that a just outcome relies on being unbiased and transparent in getting to the truth of what happened.



Being inclusive/Bod yn gynhwysol

We have an inclusive culture. We are fair and impartial in our treatment of all individuals. We work across boundaries, both internal and external, collaborating and building strong relationships.



Empowering people/Galluogi pobl

We believe everyone should be a leader and play a part in shaping the direction of the organisation. We provide a supportive and challenging environment where people can thrive and reach their potential. We trust our people to do the right things. We encourage calculated risk taking and evidence-based decision making. Where genuine mistakes are made, we will support people and identify opportunities for learning and improvement. We ensure that people can make complaints without experiencing unfair treatment.



Being tenacious/Bod yn afaelgar

Our work requires us to be bold, resilient and committed to making a difference to the public. We take our duties as public servants to heart and our dedication is reflected in our work. We meet the challenges with perseverance to attain individual and organisational goals.



Making a difference/Gwneud gwahaniaeth

The value of our work is not defined solely by volume, but by the impact our work has on policing and public confidence. We define quality by how well our work meets the service user needs. We will focus our efforts on areas that will make a difference to our communities.

History of the IOPC

1981 Brixton Riots and publication of **Lord Scarman Report**



April 1993

The death of Stephen Lawrence



Publication of **Macpherson Report**

1999



2000 **Liberty** study argues for independent body to investigate police complaints



2002 **Police Reform Act 2002**



1977 **Police Complaints Board**



1985 **Police Complaints Authority** operational



April 2004 **IPCC** replaces the Police Complaints Authority



January 2018 **IOPC** established to replace the IPCC

Our History

Following Stephen Lawrence's murder and the publication of the Sir William Macpherson report, the IPCC was formed. On 8 January 2018 we were renamed the IOPC. We were created to oversee the police complaints system in England and Wales, setting the standards by which the police should handle complaints.

Our Desire

We are seeking to 'turn the page', embed our values, and underpin our work with ED&I to forge a new path to ensure we achieve this. To make this a reality it is important that we attract innovative and socially aware people to join us. The IOPC is an equalities employer, signatory to Stonewall and the Race at Work Charter.

Our Remit

We investigate the most serious matters, including deaths following police contact and make our decisions entirely independently of the police and the government. The IOPC is a public service and as such aims to ensure that everyone receives an equal service.

Our Team

We celebrate and acknowledge the benefits of being 'different' and recognise that having a diverse workforce is essential to providing a service that is fit for purpose. We particularly welcome applications from minority, marginalised and diverse groups, and we in turn promise a fair and unbiased recruitment process.

A message from Sofia Higgins

At the IOPC, we are on a journey to develop our insight and perspectives that will support the organisation's core outcomes, and invite you to join us in this rich and varied world of police oversight. Here, there are opportunities to both challenge and learn, and to contribute to improving the police complaints system in England and Wales.

As an independent organisation, we seek to uphold the rights of the public and investigate the most serious matters in order to influence change. We recognise that diversity plays an important role in our ability to understand and deal with the public in an equitable way, and we strive to ensure that our workforce is reflective of this rich diversity.

We are a public service that aims to ensure everyone receives an equal service and to continue making this a reality, we need innovative and socially aware people to join us.

As colleagues, we will provide you with challenge, support and learning, and look forward to receiving that challenge, support and learning back.

Sofia Higgins
Equalities Delivery Manager



Equality, Diversity & Inclusivity (ED&I)

As the policing oversight body we set the standard for others to follow by looking at our work, culture and ethos both internally and externally. We ask ourselves who we are and what are our organisational objectives.

Our objective is to promote and ensure equality and equity in policing. We are leaders in ED&I because we see it as intrinsic to what we do; challenging and working critically to produce innovative thought and working processes where necessary.

Our work includes *'turning the ship around'* on thought processes about ED&I, from being something that we consider as part of our work, to being something that **is** our work - supporting us to produce excellence.

We do not compromise or deviate on excellence as an output. It is our belief that making ED&I the underpinning theme running through our processes enhances our excellence.

E

Moving the organisation forward in all aspects of equality to produce better outcomes

D

Increasing diversity of thought to produce excellence

I

Developing an inclusive environment to make us an employer of choice

Equality, Diversity & Inclusivity (ED&I)

We've been awarded the Silver Employer Award in Stonewall's Workplace Equality Index for 2022. This is a great achievement and recognition of our efforts to become an LGBT+ employer.

Our Pride staff network were a key part of completing the submission to Stonewall, along with our Equalities Team and other colleagues.

It is due to the continued commitment, passion and hard work of our colleagues that we are taking strides to be a truly inclusive workplace.

Stonewall
DIVERSITY
CHAMPION

Stonewall
HYRWYDDWR AMRYWIAETH
DIVERSITY CHAMPION
CYMRU

What should I expect from working at the IOPC?

Hybrid Working:

At the IOPC we operate a Hybrid model based on business need. You will be expected to put into practice a blend of remote, face-to-face and onsite working. Every role requires a need for both onsite and face to face working. The location will depend on where the task is best completed and in some instances the benefits derived from completing the task in that way.

Currently, the IOPC operate a business need model which means hybrid working looks different depending on the team you are in. We are consulting with our consultative bodies about proposed changes to our hybrid working policy which will require all staff to work 20% of their contractual hours at their office base, another office or site for business reasons from 1st September. This will increase to 40% from April next year.



What should I expect from working at the IOPC?

‘Conversation Coffees’

The Knowledge and Information Management (KIM) team supports the sharing of knowledge in the IOPC, so to ensure staff are communicating effectively within a hybrid workplace, there is an initiative to replace those ad-hoc chats you would usually be part of in an office environment. As a new starter you will be invited to an informal 20 minute virtual chat between you and another new starter at the IOPC. All you need to do is accept the invitation, grab a drink and get talking!

Allyship Programme

Being an ally means being willing to act with and for others in the pursuit of creating equality for all. At the IOPC we have a new allyship programme which is coordinated by our Equality, Diversity and Inclusion (EDI) team and will provide learning opportunities for staff to develop themselves as allies.

STREAM:

Stress and Trauma Resilience Employee Assistance Model STREAM is a programme designed specifically for the IOPC, to support the challenges faced by our staff in the delivery of our public service. Colleagues have been trained by a psychological services organisation called March on Stress, to provide peer support for all staff during times of heightened stress, low resilience, or exposure to trauma.



What should I expect from working at the IOPC?

Employee Assistance Programme (EAP)

PAM Assist is a free and confidential support service, available 24/7 and 365 days of the year. You don't need to get anyone's approval to phone, and all you need to tell them is that you work for the IOPC.

Mentoring and Coaching

We have several colleagues in IOPC who have been trained to offer you support in your career through one-to-one coaching or mentoring relationships.

Apprentice Programmes

The IOPC can offer all staff who are eligible and in appropriate roles, a chance to learn while they work on our apprenticeship programmes.

Learning at Work

L@W delivers IOPC specific training ranging from dynamic, bite-size learning, to more in-depth sessions. You will also have the opportunity to discuss and ask questions in the same way you would if you were in-person.

Staff Council

The Staff Council meets every three months and aims to provide staff members with the chance to contribute to the continuous improvement of the organisation and its working environment through their regional staff representative. Meetings of the Staff Council offer a two-way exchange between staff and management.

BEING INCLUSIVE

Your Needs

The IOPC is a diverse and inclusive workplace and we want to help you demonstrate your full potential whatever type of assessment is used.

If you require any reasonable adjustments to our recruitment process please let Human Resources know.

Email: HumanResources@policeconduct.gov.uk



BEING INCLUSIVE

Recent studies have also shown that organisations with diverse teams have better financial returns, are better at innovation and better in their ability to change.

Our staff networks are run by staff for staff. Each group is supported by a director and will meet regularly, either via video conference or in person.

The networks focus on each of the protected characteristics: age; disability (including mental health); gender reassignment; marriage and civil partnership; pregnancy and maternity; race religion and belief; sex; sexual orientation; and Welsh.

The networks are involved across all aspects of IOPC business, including:

Helping remove barriers faced by staff; informing and educating; advising on internal policy; producing ideas and practical solutions; raising awareness of equality and diversity issues; and providing support and 'safe spaces' for discussion.

If you have a passion for, or identify with, any of the protected characteristics, this is a fantastic opportunity to meet new people and work with other colleagues who share the same interests.

IOPC ▶ **STAFF NETWORK**

IOPC ▶ **AGE**
STAFF NETWORK

IOPC ▶ **ENABLE**
STAFF NETWORK

IOPC ▶ **WELSH/CYMRAEG**
STAFF NETWORK

IOPC ▶ **PRIDE
LGBTQ+**
STAFF NETWORK

IOPC ▶ **SEX &
FAMILY**
STAFF NETWORK

IOPC ▶ **RACE, RELIGION
& BELIEF**
STAFF NETWORK



Our Offices

Hillsborough

Address

Renaissance House
1220 Centre Park Square
Lakeside Drive
Warrington WA1 1RU

Midlands Region

Regional Director

Derrick Campbell

Address

Building 9, Ground Floor, 19
Ridgeway
Quinton Business Park
Quinton, Birmingham B32 1AL

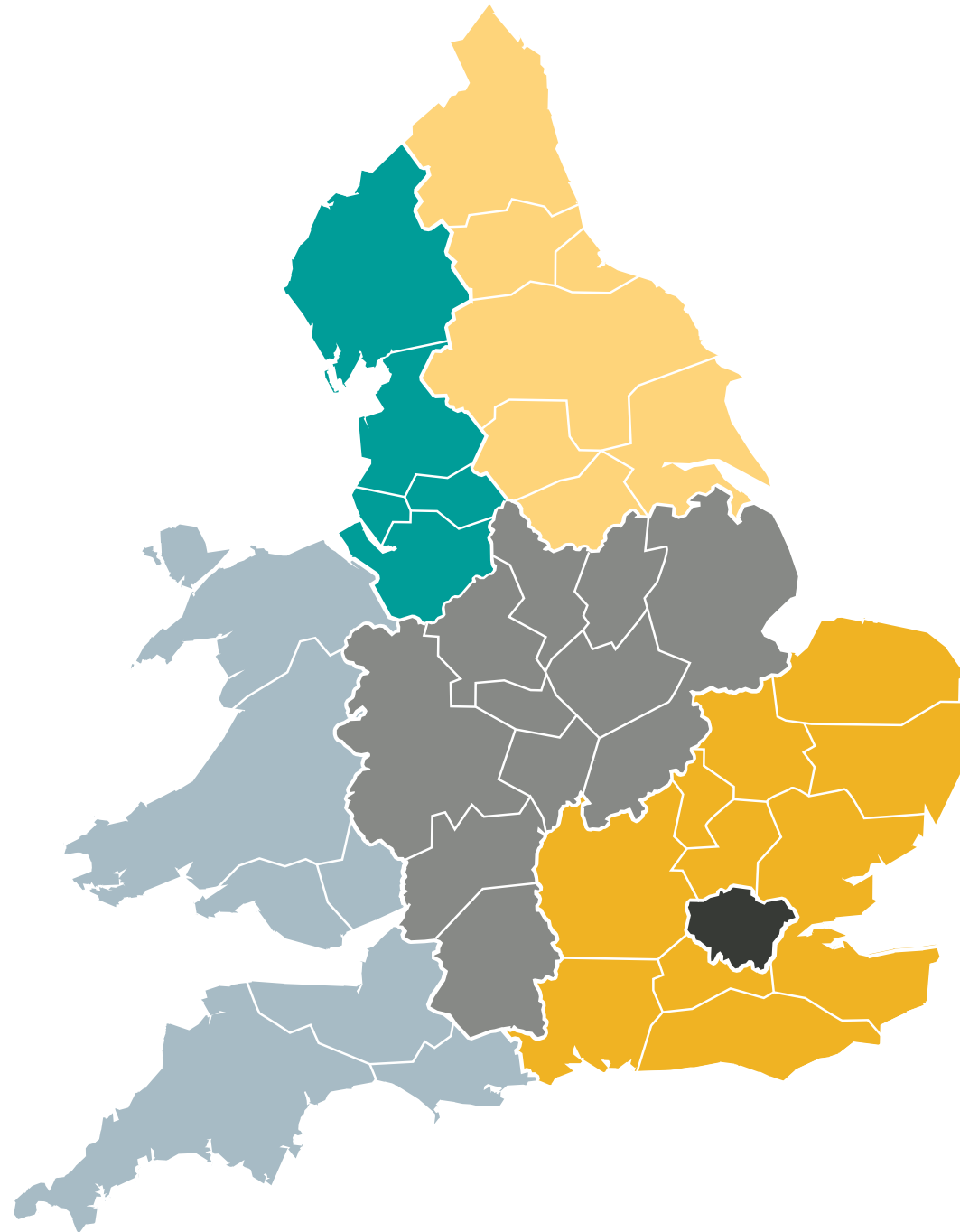
Wales and South West Region

Regional Director

David Ford

Address

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Park
Wern Fawr Lane
St Mellons, Cardiff CF3 5EA



North West Region

Regional Director

Cath Bates

Address

1st floor, Oaklands House
34 Washway Road
Sale M33 6FS

North East Region

Regional Director

Emily Barry

Address

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Woolpacks Yard
Wakefield WF1 2SG

South East Region

Regional Director

Mel Palmer

Address

Southern House
Wellesley Grove
Croydon CR0 1XG

London Region

Regional Director

Charmaine Arboutin

Address

10 South Colonnade
Canary Wharf
London E14 4PU

WANT TO KNOW MORE?

Visit our IOPC Careers Page at:

<https://policeconduct.gov.uk/careers-iopc>

[Independent Office for Police Conduct Jobs - VERCIDA](#)

[IOPC have won the Stonewall Silver Employer Award - VERCIDA](#)

[The power of inclusive workplaces | Stonewall](#)



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

