

How we used your feedback to shape our Strategic Plan

Your feedback

Learning

- More robust system for recommendations, including using other levers to enforce our recommendations and improve police practice.
- Not just identify change, but act on it – ensure learning has been implemented.
- Jointly work with key national stakeholders to take forward learning.

Thematic areas

- Be proactive and undertake thematic reviews.
- Ensure cases are being referred through our oversight role.
- Discrimination should be viewed in its widest form, and should not solely focus on the most high-profile cases.
- Embed the consideration of the differing needs of adults and children within each of the thematic areas.

Engagement

- Proactive, direct engagement with hard-to-reach groups before something goes wrong.
- Consider how best to engage with young people effectively.
- Make more information about the IOPC available, including the outcomes of our work.

Independence

- Make sure we are independent in our outcomes rather than just processes.

Quality

- The IOPC must ensure that those investigating the most serious and sensitive cases are trained appropriately.

What we will do

Learning

- One of our key priorities will be a commitment to learning so that we identify and share learning from our work to improve policing. We will work closely with colleagues across the policing environment to improve our approach to learning recommendations and work with them to drive positive change within policing. We will publish a report that demonstrates the impact we have made in delivering our mission.

Thematic areas

- We want our work to be focused on thematic issues that are of concern to both the public and the police. We will work with stakeholders on an annual basis to agree the thematic areas where our investigations can add most value.
- We will also continue through our oversight work to ensure that matters are referred to us consistently, and that we improve quality and consistency for the majority of complainants whose complaints are dealt with by the police.

Engagement

- We will improve the way we communicate and engage with diverse stakeholders to enable them to influence the focus of our work, express areas of concern and provide them with accessible information about our work. This will include working with our Youth Panel to understand how to better engage with young people.
- We will use our regional presence to engage proactively with communities across England and Wales, and ensure that their views are fed into our work.
- We will encourage our staff to volunteer with their local communities to help us better understand local concerns.

Independence

- Everything we do will demonstrate our independence; this means we will make impartial, fair and evidence-based decisions in our work.

Quality

- We will continue to provide our staff with continuous learning and development.
- We will develop further our subject matter networks so that our operational staff have access to the latest specialist expertise.