

QUALITY COMMITTEE TERMS OF REFERENCE

1. Introduction

- 1.1 In exercise of its powers under Schedule 2 to the Police Reform Act 2002 (as amended by Schedule 9 of the Policing and Crime Act 2017), the IOPC Unitary Board has established a Quality Committee as a committee of the Unitary Board to provide oversight, advice and assurance in relation to Quality across the breadth of the IOPC's work.
- 1.2 The committee will carry out its responsibilities in accordance with the IOPC's values, mission, strategies and policies.

2. Purpose

- 2.1 The Quality Committee provides independent and constructive challenge and identifies opportunities for enhancement to help the IOPC put quality at the heart of everything it does, to oversee operational work and decision-making being done to the highest standards and to build a culture that supports high quality work.
- 2.2 The Quality Committee is central to the IOPC being a trusted body to oversee the Police Complaints System.

3. Responsibilities

- 3.1 The purpose of the committee is:
 - to advise and assure the Unitary Board and the Accounting Officer on matters relating to the provision of a good quality service.
 - To provide strategic focus, scrutiny and assurance on quality measures including processes, recommendations and actions relating to both front line delivery and strategy and corporate services.
 - To contribute to the continuing development of organisation wide quality action plans and ensure evaluation of progress against these at key milestones is undertaken.
 - To have oversight of, advise on and support the development of the National Audit Office approach to quality management and any resulting action plan(s) or framework.
 - To ensure sufficient oversight of feedback from service users and stakeholders, which should include evidence that feedback influences approach to quality assurance wherever appropriate.
 - To ensure that learning from our work is used to drive improvements in the delivery and quality of the IOPC's services

4. Membership

- 4.1 The committee shall comprise five members and include three NED and two Exec members of Unitary Board.

- 4.2 Members of the committee shall be appointed by the Unitary Board on the nomination of the Board Chair.
- 4.3 Members of the committee shall be provided with appropriate and timely training
- 4.4 Members of the committee are:
- Rommel Moseley (Committee Chair)
 - Catherine Jervis
 - Bill Matthews
 - Miranda Biddle
 - Kathie Cashell
- 4.5 The committee may:
- Co-opt additional members for a specified period based on the committee Chair's assessment of the need to provide specialist skills, knowledge and experience. The committee Chair shall make recommendations to the Unitary Board.
 - Ask any official of the organisation to attend all or part of any meeting to assist it with its discussions on any particular matter.
 - Ask any or all of those who normally attend meetings (but who are not members) to withdraw to facilitate open and frank discussion of particular matters.
- 4.6 The committee shall consider the options to include service user representation and/or input within its first year.

5. Meetings and Attendance

- 5.1 The committee shall meet at least three times a year at appropriate intervals and otherwise as required.
- 5.2 The committee Chair may convene additional meetings as deemed necessary or as requested by the Director General and/or the Unitary Board to discuss particular issues.
- 5.3 Meetings of the committee will alternate between being held virtually or in London, unless the committee determine otherwise.
- 5.4 Outside of the formal meeting programme, the committee Chair, and to a lesser extent the other committee members, will maintain a dialogue with key individuals, involved in the organisation's quality assurance.
- 5.5 Only members of the committee are entitled to attend committee meetings. Other agreed regular meeting attendees are:
- Quality and Service Improvement Manager
 - Head of Quality, Standards and Oversight
 - Quality and Service Improvement Officer (Governance)
 - Governance Secretary
- 5.6 The committee may request the attendance of other IOPC officials as necessary to assist with its discussions on any particular matter. "Attendance" includes participation by telephone, video conference or

similar. The committee may also agree to staff observers attending meetings.

6. Notice of Committee Meetings

- 6.1 Unless otherwise agreed by the committee, notice of each meeting confirming the venue, time and date together with a meeting agenda and papers shall be forwarded to each committee member no later than five working days before the date of the meeting. All documents shall be sent to the committee members in electronic form unless exceptionally agreed otherwise with the committee Chair.

7. Agenda and Minutes of Meetings

- 7.1 The agenda for the meeting of the committee shall be agreed by the committee Chair in consultation with the Lead Director and Quality and Service Improvement Manager.
- 7.2 Necessary papers will be circulated to the committee no later than five working days in advance of the meeting.
- 7.3 The Governance Secretary shall minute the proceedings and decisions of all meetings of the committee, including recording the names of those present and in attendance.
- 7.4 Draft minutes of meeting shall be prepared within five working days. It shall be subject to comment by the Lead Director and approval of the committee chair before circulation to all members of the committee/Unitary Board, unless it would be inappropriate to do so in the opinion of the chair.
- 7.5 Minutes of the committee meeting will be approved (and signed by the committee chair) at the next committee meeting.

8. Quorum

- 8.1 The quorum necessary for the transaction of business shall be three committee members.
- 8.2 In the event that there is no quorum within 15 minutes of the scheduled start time, the meeting may be adjourned.
- 8.3 The Chair may ask any or all of those who normally attend, but who are not members of the committee, to withdraw to facilitate open and frank discussions of particular matters should this be deemed appropriate.

9. Reporting Responsibilities

- 9.1 Committee minutes will be presented to the Unitary Board and the committee Chair shall report orally at the Unitary Board meeting on its proceedings after each meeting on all matters within its duties and responsibilities.

- 9.2 The committee shall evaluate its effectiveness to assess the impact it is having and to make changes if required. An annual report of effectiveness will be provided to the Unitary Board.
- 9.3 The committee shall make whatever recommendations to the Unitary Board it deems appropriate on any area within its remit where action or improvement is needed.

This ToR should be read in conjunction with the IOPC Standing Orders and be reviewed at least annually.