

FOI Disclosures March 2023

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This month we have responded to questions relating to the following topics:

- [IOPC Contact Centre and use of AI](#)
- [IOPC telephony and cloud storage](#)
- [Complaints about Safer Schools Police Officers](#)
- [Senior Project Managers](#)
- [Pursuit related deaths data](#)
- [Staffordshire Police referrals](#)

If you require a full copy of any of the embedded attachments, please contact Requestinfo@policeconduct.gov.uk quoting the reference number from the relevant response.

<u>Ref</u> <u>5024007</u> Back to top	<u>IOPC Contact Centre and use of AI</u>
<u>Request</u>	<i>You asked for information relating to our contact centre, and our use of AI and automation</i>
<u>Response</u>	<p>1. Contact Centre –</p> <p><i>a. Do you have a customer/ citizen facing contact centre? If not please skip these questions.</i></p> <p>We have a contact centre, however while we have direct contact with service users via phone/email/post we do not offer an in-person service</p> <p><i>b. Do you employ and manage your own agents, or do you outsource to a third party? If you outsource who to?</i></p> <p>We do employ and manage our own Advisors</p> <p><i>c. How many contact centre agents do you have?</i></p> <p>We currently have a team of 12 Advisors and 2 Managers</p> <p><i>d. Do agents work from home? Or just your offices?</i></p> <p>We operate under the Hybrid Policy in the IOPC, with the team currently attending the office once a week</p> <p><i>e. Please confirm the manufacturer of your contact centre system(s) that are currently in place?</i></p> <p>We use a combination of Webex software supplied through WebEx Clients and Teams softphones</p> <p><i>f. When is your contract renewal date?</i></p> <p>The primary WebEx contract expires in April 2025.</p>

	<p>In relation to the following questions:</p> <p><i>1g. Who maintains your contact centre system(s)?</i></p> <p><i>2. CRM</i></p> <p><i>a. Do you use a CRM in the contact centre? What platform is used?</i></p> <p><i>b. Do you use the same CRM for the rest of the organisation? What platform is used?</i></p> <p><i>c. Do you use a knowledge base / knowledge management platform? What platform is used?</i></p> <p><i>3. AI & Automation</i></p> <p><i>a. Does your organisation have a customer or citizen facing chatbot? If so, who provides this chatbot technology?</i></p> <p><i>b. Does your organisation utilise RPA technology? If so which RPA technology provider do you use?</i></p> <p>We have decided that responding to these questions could be used by a threat actor for reconnaissance to launch phishing and/or exploit a vulnerability. As such we are refusing to respond to them by virtue of an exemption at section 31(1)(a) of the FOIA. We have decided that the public interest in maintaining the exemption outweighs the public interest in disclosure.</p>
<p>Ref 5024009 Back to top</p>	<p><u>IOPC telephony and cloud storage</u></p>
<p><u>Request</u></p>	<p><i>You asked for information relating to our telephony, Microsoft license and cloud storage.</i></p>
<p><u>Response</u></p>	<p>We have decided that responding to some of these questions could be used by a threat actor for reconnaissance to launch phishing and/or exploit a vulnerability. As such we are refusing to respond to some of your questions by virtue of an exemption at section 31(1)(a) of the FOIA. We have decided that the public interest in maintaining the exemption outweighs the public interest in disclosure.</p> <p><i>1. Telephony and UC/ Collaboration</i></p> <p><i>a. Please confirm the manufacturer of your telephony system(s) that are currently in place</i></p> <p>This is exempt from disclosure under section 31(1)(a) of the FOIA.</p> <p><i>b. When is your contract renewal date?</i></p> <p>October 2025 and April 2025</p> <p><i>c. Who maintains your telephony system(s)?</i></p> <p>This is exempt from disclosure under section 31(1)(a) of the FOIA.</p> <p><i>d. Do you use Unified Communications or Collaboration tools, if so which ones?</i></p> <p>This is exempt from disclosure under section 31(1)(a) of the FOIA.</p>

	<p>2. Microsoft</p> <p>a) What Microsoft 365 licence do you have across the business e.g. E3, E5</p> <p>b) Which partner looks after your Microsoft tenant?</p> <p>c) Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which?</p> <p>3. Storage</p> <p>a. Does your organisation use on-premise or cloud storage or both?</p> <p>b. Please confirm the on-premise hardware manufacturer</p> <p>We consider that responses to these questions are exempt from disclosure under section 31(1)(a) of the FOIA.</p> <p>c. Please confirm your cloud storage provider</p> <p>Microsoft Azure with some solutions utilising Amazon AWS</p> <p>d. What is your annual spend on cloud storage?</p> <p>Circa £12 thousand per annum</p> <p>e. How do you back up your data and with who e.g. Backup as a Service</p> <p>This is exempt from disclosure under section 31(1)(a) of the FOIA. Please see below for the specific reasons for refusal.</p>
<p>Ref 5024026 Back to top</p>	<p><u>Complaints about Safer Schools Police Officers</u></p>
<p><u>Request</u></p>	<p>1. The total number of complaints you have received about the conduct of Safer Schools Police Officers (or personnel bearing other titles that may cover police staff who spend some of their time on a school site) for each of the following years: 2020, 2021 and 2022.</p> <p>2. A breakdown of the above complaints by:</p> <p>a. A category or description of the complaint</p> <p>b. Age of the person involved in the incident</p> <p>c. Gender of the person involved in the incident</p> <p>d. Ethnicity of the person involved in the incident</p> <p>e. Whether the complaint was upheld</p> <p>f. What action was taken if the complaint was upheld</p>
<p><u>Response</u></p>	<p>You appear to have made your request on the understanding that the IOPC holds detailed information about all recorded complaints.</p> <p>Members of the public submit their complaints to the Professional Standards Department of the relevant force in the first instance and any that are received by the IOPC are forwarded to the force to be assessed and recorded. We record only minimal information about these 'direct' complaints. The police force or local policing body decides whether the complaint should be recorded under Schedule 3 to the Police Reform Act 2002, or if it can be resolved outside of Schedule 3.</p>

	<p>Most of these complaints are dealt with by the police themselves, or by the local policing body.</p> <p>Police forces provide us with statistical data about the complaints they record and we publish this data in the form of our annual complaint statistics. The data we receive does not include information about the roles or duties of the officers who are the subjects of a complaint. This means we do not hold information from which we could identify the total number of complaints made against any particular group of police officers, as only the relevant police force would hold this information.</p> <p>You would be advised to approach the individual police forces for this information. Contact details can be found using the following link: https://www.police.uk/forces/</p>
<p><u>Ref</u> <u>5024025</u> Back to top</p>	<p><u>Senior Project Managers</u></p>
<p><u>Request</u></p>	<p>1) <i>The date the ICO started to employ Senior Project Managers?</i></p> <p>2) <i>The date the ICO finished employing Senior Project Managers if that has happened?</i></p> <p>3) <i>A copy of the job description and person specification for each of the last ten years, when the IOPC post of Senior Project Manager has existed?</i></p> <p>4) <i>How many Senior Project Managers has the IOPC employed in England in each of the last 5 years?</i></p> <p>5) <i>How many Senior Project Managers exist in each Police Constabulary in England for the last 5 years?</i></p> <p>6) <i>Are Senior Project Managers working in Police Constabularies in England always fully employed by the IOPC and receive their pay from the IOPC?</i></p> <p>7) <i>Do Police Constabularies pay anything towards having Senior Project Managers in their area, if so how much and also do they have any managerial responsibility for these Senior Project Managers?</i></p>
<p><u>Response</u></p>	<p>1) 1st April 2013</p> <p>2) Not applicable. Senior Project Managers are currently employed</p> <p>3) Please see attached</p>

JOB DESCRIPTION: Senior Project Manager (Corporate)

TITLE: Senior Project Manager (Corporate)
REPORTS TO: Business Planning and Projects Manager
GRADE: 13 ?
SALARY: E43685 + E4080 London Weighting (if London based)
LOCATION: Any IPCC office. The role will require travel to other IPCC sites.

Permanent

ORGANISATIONAL CONTEXT

The Independent Police Complaints Commission exists to maintain and improve public confidence in the police complaints system.

The IPCC has the power to initiate, carry out and oversee investigations. It is also responsible for monitoring the way complaints are handled by local police forces.

Senior Project Managers within the IPCC can expect to work in a progressive and dynamic organisation with declared and strong core values. The work will be fulfilling and offer considerable opportunities for personal growth and satisfaction.

PURPOSE

The IPCC delivers a number of projects across the organisation contributing to delivery of the organisation's Business Plan.

The Senior Project Manager will work closely with other Project Managers in the Business Planning and Projects Team, and other teams, to provide project leadership and control in partnership with business leads across the organisation. Projects will be varied and the postholder will provide project management expertise to deliver projects including appropriate task and people management, planning, reporting, documentation and advice and guidance on project management to others.

4

MAIN DUTIES AND RESPONSIBILITIES

- Deliver corporate projects including managing staff, resources and tasks to agreed timescales; developing and maintaining project documentation and plans, identifying and managing risks and issues, problem solving, reporting progress, supporting the SRO in ensuring delivery, and supporting others in ensuring dependencies and consequences of project changes are managed
- Provide advice, guidance and challenge to senior managers and others throughout the life of individual projects, including initial planning and post implementation reviews
- Work closely with project members and others to ensure that projects are planned and implemented effectively in line with organisational standards and controls.
- Understand requirements to align project outcomes with its aims, and ensure project and organisational processes and issues are understood and considered in management decisions (including working with the Corporate PMO)
- Support accountable Senior Responsible Officers and Project Boards, with information and advice on best practice management of their projects
- Develop and maintain effective relationships with a variety of external and internal stakeholders including senior managers and Directors
- Manage project dependencies effectively
- Use persuasion, negotiating and influencing skills to develop and maintain good relationships with stakeholders, both internal and external
- Analyse complex issues and clearly communicate them orally and in writing

PERSON SPECIFICATION

KNOWLEDGE, EXPERIENCE and QUALIFICATIONS

Essential requirements of the role:

- Experience of delivering projects that create real benefit
- PRINCE 2 (or equivalent) Qualification and familiarity with formal project management methodology, and ability to select appropriate methods to ensure requisite control
- Working in a formal Project Manager role within a similar public sector environment
- Creating and managing project plans and reporting products
- Working in environments with multiple priorities and uncertainty
- Building effective working relationships with multiple stakeholders
- Ability to quickly understand and grasp new areas of the business, in order to gain credibility and influence with key stakeholders

4

- Monitoring of progress on work, identifying and managing risks to delivery and understanding impact on objectives is desirable
- Developing and maintaining effective relationships with a variety of internal and external stakeholders
- Providing advice and challenge to, and influencing, more senior colleagues
- Excellent administration and co-ordination skills
- Working knowledge of relevant software including Excel and Microsoft Project
- Analysing complex issues and clearly communicating them orally and in writing

Core competencies

- **Continuous Development**
Drive to achieve excellence and continuously develop oneself, one's team and the organisation through learning and knowledge sharing
- **Valuing Diversity**
Openness to working effectively with diverse ideas and people
- **Organisational Commitment**
Meets the standards of behaviour and professionalism required to operate effectively in the IPCC

Job-specific competencies

- **Professional Experience & Expertise**
Extent to which the applicant's experience and professional skills meet IPCC's requirements
- **Adaptability**
Ability to manage tasks effectively in a changing environment
- **Analytical Thinking & Decision-Making**
Thinks logically in analysing complex information in order to identify key issues and make effective decisions
- **Communication & Interpersonal Skills**
Conveys information effectively through negotiation and influencing others
- **Resilience**
Demonstrating the confidence and ability necessary to cope with challenging situations
- **Teamwork**
Seeks opportunities to involve others and is effective working cooperatively with and through them, demonstrating commitment towards team goals

4

• **Task Management**

Ability to prioritise tasks effectively so as to meet the goals of the team

4

JOB DESCRIPTION: Senior Project Manager (Resources)

TITLE: Senior Project Manager (Resources)
REPORTS TO: Business Planning and Projects Manager
GRADE: 13 ?
SALARY: £43685 + £4080 London Weighting (if London based)
LOCATION: Any IPCC office. The role will require travel to other IPCC sites.

ORGANISATIONAL CONTEXT

The Independent Police Complaints Commission exists to maintain and improve public confidence in the police complaints system.

The IPCC has the power to initiate, carry out and oversee investigations. It is also responsible for monitoring the way complaints are handled by local police forces.

Senior Project Managers within the IPCC can expect to work in a progressive and dynamic organisation with declared and strong core values. The work will be fulfilling and offer considerable opportunities for personal growth and satisfaction.

PURPOSE

The IPCC delivers a number of projects across the organisation contributing to delivery of the organisation's Business Plan.

The Senior Project Manager will work closely with other Project Managers in the Business Planning and Projects Team, and other teams, to provide project leadership and control in partnership with business leads across the organisation. Initially, this role will work on the organisations Estates portfolio, but projects will be varied and the postholder will provide project management expertise to deliver projects including appropriate task and people management, planning, reporting, documentation and advice and guidance on project management to others.

4

MAIN DUTIES AND RESPONSIBILITIES

- Deliver corporate projects including managing staff, resources and tasks to agreed timescales; developing and maintaining project documentation and plans, identifying and managing risks and issues, problem solving, reporting progress, supporting the SRO in ensuring delivery, and supporting others in ensuring dependencies and consequences of project changes are managed
- Provide advice, guidance and challenge to senior managers and others throughout the life of individual projects, including initial planning and post implementation reviews
- Work closely with project members and others to ensure that projects are planned and implemented effectively in line with organisational standards and controls.
- Understand requirements to align project outcomes with its aims, and ensure project and organisational processes and issues are understood and considered in management decisions (including working with the Corporate PMO)
- Support accountable Senior Responsible Officers and Project Boards, with information and advice on best practice management of their projects
- Develop and maintain effective relationships with a variety of external and internal stakeholders including senior managers and Directors
- Manage project dependencies effectively
- Use persuasion, negotiating and influencing skills to develop and maintain good relationships with stakeholders, both internal and external
- Analyse complex issues and clearly communicate them orally and in writing

PERSON SPECIFICATION

KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS

Essential requirements of the role:

- Experience of delivering projects that create real benefit
- PRINCE 2 (or equivalent) Qualification and familiarity with formal project management methodology, and ability to select appropriate methods to ensure requisite control
- Working in a formal Project Manager role within a similar public sector environment
- Creating and managing project plans and reporting products
- Working in environments with multiple priorities and uncertainty
- Building effective working relationships with multiple stakeholders
- Ability to quickly understand and grasp new areas of the business, in order to gain credibility and influence with key stakeholders

4

- Monitoring of progress on work, identifying and managing risks to delivery and understanding impact on objectives is desirable
- Developing and maintaining effective relationships with a variety of internal and external stakeholders
- Providing advice and challenge to, and influencing, more senior colleagues
- Excellent administration and co-ordination skills
- Working knowledge of relevant software including Excel and Microsoft Project
- Analysing complex issues and clearly communicating them orally and in writing

Desirable requirements of the role:

- Experience of successfully delivering estates projects is desirable
- Experience of managing HR consultation processes is desirable

Core competencies

- **Continuous Development**
Drive to achieve excellence and continuously develop oneself, one's team and the organisation through learning and knowledge sharing
- **Valuing Diversity**
Openness to working effectively with diverse ideas and people
- **Organisational Commitment**
Meets the standards of behaviour and professionalism required to operate effectively in the IPCC

Job-specific competencies

- **Professional Experience & Expertise**
Extent to which the applicant's experience and professional skills meet IPCC's requirements
- **Adaptability**
Ability to manage tasks effectively in a changing environment
- **Analytical Thinking & Decision-Making**
Thinks logically in analysing complex information in order to identify key issues and make effective decisions
- **Communication & Interpersonal Skills**
Conveys information effectively through negotiation and influencing others
- **Resilience**

4

Demonstrating the confidence and ability necessary to cope with challenging situations

Teamwork

Seeks opportunities to involve others and is effective working cooperatively with and through them, demonstrating commitment towards team goals

Task Management

Ability to prioritise tasks effectively so as to meet the goals of the team

4

JOB DESCRIPTION

JOB TITLE: Senior Project Manager
REPORTS TO: Delivery Manager
DIRECTORATE: Business Development, Strategy and Impact
LOCATION: This role can be based in any of the following offices; Birmingham, Cardiff, Canary Wharf, Croydon, Sale or Wakefield
GRADE: 13
SALARY: £44,340 per annum (London Weighting Allowance £4,438 applicable to Canary Wharf and Croydon)
CONTRACT: Permanent

PURPOSE

The Senior Project Manager will be crucial to the successful delivery of the one plan. They will be responsible for the successful planning, design, execution, monitoring, controlling and closure of projects and programmes. Senior Project Managers will work across a range of disciplines and provide project leadership and control in partnership with SROs and business leads in each of these areas.

ORGANISATIONAL CONTEXT

The IOPC oversees the police complaints system in England and Wales and sets the standards by which the police should handle complaints. We make our decisions entirely independently of the police and Government.

The IOPC was launched in January 2018 and published its first strategic plan in November. This plan sets a new direction for the organisation (building on the work of its predecessor, the IPC) which has a greater focus on improving operational policing as a result of learning from our work.

To deliver this ambitious strategy we are now developing the 'OnePlan' – a single, prioritised plan delivered by portfolios of activity which cut across all IOPC business functions.

The Business Development function is part of the Directorate of Strategy and Impact. It operates nationally and is responsible for developing the IOPC's corporate strategy as well as delivery of that strategy across the business. The function will ensure the integrity of the strategy is maintained through the delivery of projects and programmes and put in place effective governance to provide assurance to the Director General and Unitary Board.



MAIN DUTIES AND RESPONSIBILITIES

Senior project managers will be responsible for:

- Leading and supervising a small team to plan, cost, deliver and evaluate projects
- Working closely with project teams to ensure that projects are planned and implemented effectively and in line with organisational requirements and controls
- Providing advice and guidance to business leads, SROs and other colleagues throughout the life of the project
- Managing plans to ensure all necessary preparation and execution of tasks and dependencies are included. Ongoing management of those plans to achieve the delivery goals and work with key stakeholder to manage the delivery of all aspects of the project.



We work in the context of our agreed values which inform the way we do things at the IOPC. The **Senior Project Manager** will need to be committed to managing in the context of these values.

- Ensuring that required project documentation such as Project Initiation Documents, risk and issue logs and reports are in place, accurate and up-to-date
- Working with the Project Management Office (PMO) to ensure that it maintains an integrated view of progress, risks, issues etc.
- Ensuring effective delivery to plan and expectation, managing dependencies and risks and making appropriate decisions to minimise implications of issues and unexpected challenges
- Contributing to Project and Programme Boards, providing papers or other input as required
- Contributing to other outputs as required

PERSON SPECIFICATION

The post holder must be able to demonstrate experience of:

- Significant experience of leading projects / programmes
- Familiarity with formal project management methodology, such as MSP, Prince 2 or Agile, and ability to select appropriate methods to ensure requisite control
- Creating and managing project plans and reporting products
- Good planning and organisational skills strong leadership; people and communications skills possess strong analytical skills with a proven ability to persuade and influence senior decision making
- Working in environments with multiple priorities and uncertainty
- Building effective working relationships with multiple stakeholders
- Working knowledge of relevant software including Excel and Microsoft Project

Selection process

This vacancy is using [Success Profiles](#). As part of the application process you will be asked to provide the following and upload to the relevant section of the application form:

A statement of suitability, no longer than 800 words, outlining how your skills and experience meet the requirements for this role, taking into account the person specification criteria.

For successful candidates who reach the assessment stage, we will provide further details of what will be assessed.

What is Success Profiles?

Success Profiles moves us to a tailored way of assessing, dependent on the requirements of the job. For each role we advertise, we consider what you will need to demonstrate in order to be successful. This gives us the best possible chance of

finding the right person for the job, drives up performance and improves diversity and inclusivity so that we can truly reflect the communities that we serve.

Not all of the elements are relevant to every role, and will vary depending on the level and type of role. You should ensure you read the job description carefully to see what elements are required for the specific job you are applying for. There are separate guides to each of the elements, which will give you more information about what and how you can demonstrate specific requirements.

What are the elements of the Success Profile?



How the elements are assessed

You could be assessed in a number of different ways, depending on the type of role and level you are applying for. Using a range of assessment methods helps us to more accurately match people to the essential requirements of the job. For example, you may be asked to complete an application form; provide a CV and supporting statement; attend an assessment centre; or complete an online test. Often a combination of these approaches will be used and more than one element may be tested within the same assessment method.

Details of which elements will be assessed and how we will assess you against these, are included in the job description.

JOB DESCRIPTION

TITLE: OPERATIONS SENIOR PROJECT MANAGER
REPORTS TO: Head of Operations Management
LOCATION: Any IPCC office, with regular travel
SALARY: Grade 13

PURPOSE

The Operations Senior Project Manager is a key role in the Operations Management function of the newly created Operations Directorate which is responsible for all operational work undertaken by the IPCC. The Operations Senior Project Manager will be responsible for leading a small team to deliver projects to improve the efficiency and effectiveness of the directorate. Projects will be varied and will include: defining and implementing new processes, ways of working, operational guidance, policies or procedures to improve performance and quality; defining and implementing new and improved IT to improve efficiency and reporting; and implementing legislative change within the directorate.

The Operations Senior Project Manager will liaise with key colleagues within the Operations Management function: with other Senior Project Managers to ensure project dependencies are planned for any understood; with the Operations Training and Development lead to ensure the training implications of projects are understood and planned for; and with the Business Manager to ensure projects are delivered in accordance with the directorate business plan, and are on time and to budget. In addition they will be required to liaise with colleagues from within and outside the Operations directorate to ensure the implications, dependencies and requirements of different areas are understood and catered for. The Operations Senior Project Manager will also be required to liaise with and present to senior colleagues at Operations Management Board, and from time to time at IPCC Management Board, IPCC Change Programme Board and/or Commission and must therefore have the credibility and experience required to lead change at a strategic level.

ORGANISATIONAL CONTEXT

The Independent Police Complaints Commission is responsible for oversight of the police complaints system in England and Wales. In addition the IPCC has the power to carry out independent investigations into complaints, conduct and death or serious injury matters. It is also the appeal body for some complaints investigated by police

Reasonable adjustments

The IPCC 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 inform humanresources@policeconduct.gov.uk

Preparation checklist

- Review the full job description ☐
- Review the behaviours and the descriptors for each behaviour ☐
- Review the Strengths dictionary ☐
- Review the IOPC values ☐
- Consider your Strengths (if applicable) ☐
- Consider drafting example answers that cover the specific elements ☐
- Prepare some questions to ask the interviewers ☐

forces. The newly formed IPCC Operations Directorate is responsible for delivery of all operational work, including the large and complex investigation into the Hillsborough disaster.

The IPCC is in a period of significant expansion and change as its Home Office funding has been increased to enable it to conduct all serious and sensitive investigations. The Operations Senior Project Manager role is a new role and will be pivotal in ensuring the directorate has the systems and processes in place to allow it to operate efficiently and effectively, to deliver a service which provides value for money.

The Operations Senior Project Manager within the IPCC can expect to work in a progressive and dynamic organisation with declared and strong core values. The work will be fulfilling and offer considerable opportunities for personal growth and satisfaction.

ROLE DESCRIPTION

UPHOLD IPCC CORE VALUES

Foster continuous improvement by:

- Participating in examining and enhancing the Commission's work policies, procedures and systems.
- Identifying areas where performance can be improved.
- Driving to achieve excellence and continuously develop oneself and ones team.
- Openly sharing information and knowledge with others.
- Seeks to improve own performance by getting feedback from others.

Embrace diversity through:

- Demonstrating openness towards working with diverse ideas and people.
- Understanding the requirements associated with delivering the service to a culturally diverse society.
- Valuing and nurturing diversity within the organisation.

Fulfil the IPCC's vision by:

- Understanding the IPCC's vision and values and how these apply to employment and service delivery.
- Committing to ethical practices.
- Respecting human rights.

	<ul style="list-style-type: none"> Fostering openness and accountability. <p>MAIN DUTIES AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> Working as part of the Operations Management team to identify opportunities for improving the efficiency and effectiveness of the Operations Directorate, and taking the lead for particular areas of work as required by the Head of Operations Management Working with the Head of Operations Management to define and plan priorities for change in order to meet the strategic objectives of the organisation. Developing project business cases as part of the directorate business planning process, and liaising with the Business Manager to ensure the business plan is an accurate and comprehensive picture of the resource required to deliver the plan. Working with the Head of Operations Management to ensure dependencies between work packages are understood and catered for, and to deliver work package reporting of risks, issues and progress against the plan. Leading and supervising a small team to plan, cost, deliver and evaluate projects within the Operations Directorate which will produce improvements in efficiency. Working with IT colleagues and external suppliers, to define and prioritise business requirements proposals for approval by the Head of Operations Management, and then to plan, test and implement changes to IT systems which will support the strategic and tactical aims of the Operations Directorate and IPCC. Preparation and quality assurance of project reporting for the Operations Management Board, IPCC Management Board, Change Programme Implementation Board and Commission. Liaising with the Head of Operations Management to enable accurate and up to date reporting to the Operations Management Board and for risk management and issue resolution. Liaising with colleagues within the Operations Management function and the wider Operations Directorate, and in particular other Operations Senior Project Managers, the Operations Training function, the Quality Assurance function, the Operations Management Board and IT user groups. 	<ul style="list-style-type: none"> Liaising with colleagues from outside the Operations Directorate, in particular, colleagues from IT, information support, strategy and impact, policy and legal. Liaising with external stakeholders e.g. CPS, police forces etc to support the delivery of projects <p>PERSON SPECIFICATION</p> <p>KNOWLEDGE, EXPERIENCE AND QUALIFICATIONS</p> <p><u>Essential</u> requirements of the role are:</p> <ul style="list-style-type: none"> Proven experience of leading and supervising a team to plan, deliver, cost and evaluate projects, including risk reporting and issue resolution. Proven experience of collating analysing data to identify opportunities for improvement Ability to design and implement changes to ways of working to drive improvements in performance and reporting, to anticipate issues and manage resistance to change. Ability to quickly understand and grasp new areas of the business, in order to gain credibility and influence with key stakeholders. Highly developed IT skills, including Excel, MS Project and Visio. Highly developed written and presentation skills, with the ability to present complex data in an accessible format. Ability to work in a busy team environment independently, confidently and with initiative. <p><u>Desirable</u> requirements of the role are:</p> <ul style="list-style-type: none"> PRINCE2 Practitioner status Public sector experience, especially in policing or a similar environment. <p>Core Competencies</p> <p>Continuous Development Drive to achieve excellence and continuously develop oneself, one's team and the organisation through learning and knowledge sharing</p> <p>Valuing Diversity Openness to working effectively with diverse ideas and people</p> <p>Organisational Commitment</p>
	<p>Meets the standards of behaviour and professionalism required to operate effectively in the IPCC</p> <p><u>Job-Specific Competencies</u></p> <p>Professional Experience & Expertise Extent to which the applicant's experience and professional skills meet IPCC's requirements</p> <p>Change Orientation Ability to adapt to changing demands in the workplace</p> <p>Analytical Thinking & Decision-Making Thinks logically in analysing complex information in order to identify key issues and make effective decisions</p> <p>Communication & Interpersonal Skills Conveys information effectively through negotiation and influencing others</p> <p>Resilience Demonstrating the confidence and ability necessary to cope with challenging situations</p> <p>Task Management Ability to prioritise tasks effectively so as to meet the goals of the team</p> <p>Teamwork Seeks opportunities to involve others and is effective working cooperatively with and through them, demonstrating commitment towards team goals</p>	
	<p>4) 2019: 5; 2020: 5 ;2021: 6; 2022: 6; 2023: 5</p> <p>5-7) We can confirm that the IOPC does not hold this information. As to part 5, the IOPC is not provided with this type of information by the police and you would have to request it from individual forces. In relation to parts 6 and 7, our employees do not carry out work on behalf of police forces.</p>	
<p><u>Ref</u> <u>5023960</u> Back to top</p>	<p><u>Pursuit related deaths data</u></p>	
<p><u>Request</u></p>	<p><i>This FOI request relates to IOPC/IPCC investigations into pursuit-related deaths.</i></p> <p>1. <i>From 2006/07 - 2020/21, how many investigations took place, each year, into pursuit related deaths?</i></p>	

	<p>2. For each investigation that took place, how many times did the IOPC/IPCC conclude that:</p> <p>A) The officer(s) involved had no case to answer.</p> <p>B) The officer(s) involved had a case to answer for misconduct.</p> <p>C) The officer(s) involved had a case to answer for gross misconduct.</p> <p>D) The investigation should be referred to the CPS.</p> <p>E) Learning recommendations were necessary.</p>																																																																																																																																																																																												
Response	<p>1)Your first question can be answered with reference to our published reports into ‘Deaths during or following police contact’ which can be found on our website here: Deaths during or following police contact: Statistics for England (policeconduct.gov.uk): Chapter 3 includes information regarding pursuit related incidents.</p> <p>Earlier reports are available on our website here: Annual deaths during or following police contact statistics Independent Office for Police Conduct. Reports covering the period 2005/6 to 2015/16 can be found on the National Archives here: [ARCHIVED CONTENT] Deaths during or following police contact Independent Police Complaints Commission (nationalarchives.gov.uk)</p> <p>2)Please find attached data from outcomes reports covering the years 2018/19 to 2021/22 broken down by the number of subjects involved in cases relating to pursuit related deaths.</p> <div><div><p>Outcomes - Pursuit related deaths</p><p>> Completed 24 Mar 2023</p><p>This response document contains a breakdown of Outcomes Report data by the number of subjects involved in cases relating to pursuit-related deaths, alongside a table summarising all Outcomes report data (for comparison).</p><p>Caveats & Notes</p><p>Data is for illustrative purposes only.</p><p>The accuracy of Outcomes Tracker data is dependent upon accurate data reporting by Operations teams.</p><p>All data is taken from backing data from successive Outcomes Reports. This data has been quality assessed in order to greatly improve its accuracy.</p><p>The circumstances of a case do not always correlate with the specific conduct being investigated.</p></div><div><table><tr><th colspan="5">Pursuit-related Deaths</th></tr><tr><th></th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>Total</th></tr><tr><td>Decisions following completed investigations</td><td>18</td><td>22</td><td>15</td><td>9</td><td>64</td></tr><tr><td>Investigations Completed by the IOPC</td><td>3</td><td>9</td><td>6</td><td>3</td><td>21</td></tr><tr><td>Police officers and staff determined to have a case to answer for gross misconduct</td><td>0</td><td>0</td><td>0</td><td>1</td><td>1</td></tr><tr><td>Police officers and staff determined to have a case to answer for misconduct</td><td>0</td><td>3</td><td>1</td><td>0</td><td>4</td></tr><tr><td>Police officers and staff determined not to have a case to answer</td><td>3</td><td>6</td><td>5</td><td>2</td><td>16</td></tr><tr><td>Account under criminal caution</td><td>1</td><td>1</td><td>2</td><td>1</td><td>5</td></tr><tr><td>Referred to CPS</td><td>1</td><td>1</td><td>2</td><td>1</td><td>5</td></tr></table> <table><tr><th colspan="5">Misconduct and criminal outcomes</th></tr><tr><th></th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>Total</th></tr><tr><td>Misconduct proceedings held</td><td>1</td><td>2</td><td>0</td><td>3</td><td>6</td></tr><tr><td>Gross misconduct cases proven</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Misconduct cases proven</td><td>0</td><td>2</td><td>0</td><td>1</td><td>3</td></tr><tr><td>Officers/staff faced criminal proceedings</td><td>0</td><td>0</td><td>0</td><td>2</td><td>2</td></tr><tr><td>Guilty plea or verdict</td><td>0</td><td>0</td><td>0</td><td>1</td><td>1</td></tr></table> <table><tr><th colspan="5">All Investigations</th></tr><tr><th></th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>Total</th></tr><tr><td>Decisions following completed investigations</td><td>717</td><td>718</td><td>460</td><td>419</td><td>2314</td></tr><tr><td>Investigations Completed by the IOPC</td><td>800</td><td>704</td><td>293</td><td>262</td><td>2059</td></tr><tr><td>Police officers and staff investigated</td><td>230 (29%)</td><td>273 (39%)</td><td>130 (44%)</td><td>138 (53%)</td><td>771 (37%)</td></tr><tr><td>Police officers and staff determined to have a case to answer for misconduct or gross misconduct</td><td>570 (71%)</td><td>429 (61%)</td><td>156 (53%)</td><td>124 (47%)</td><td>1279 (62%)</td></tr><tr><td>Police officers and staff determined not to have a case to answer</td><td>193 (34%)</td><td>171 (40%)</td><td>73 (47%)</td><td>53 (43%)</td><td>490 (38%)</td></tr><tr><td>Police officers and staff determined not to have a case to answer, but who required further action such as management action</td><td>158</td><td>169</td><td>82</td><td>111</td><td>520</td></tr><tr><td>Account under criminal caution</td><td>73 (46%)</td><td>103 (61%)</td><td>57 (70%)</td><td>82 (74%)</td><td>315 (61%)</td></tr><tr><td>Referred to CPS</td><td>170</td><td>141</td><td>107</td><td>127</td><td>545</td></tr></table> <table><tr><th colspan="5">Misconduct and criminal outcomes</th></tr><tr><th></th><th>2018/19</th><th>2019/20</th><th>2020/21</th><th>2021/22</th><th>Total</th></tr><tr><td>Misconduct proceedings held</td><td>170</td><td>141</td><td>107</td><td>127</td><td>545</td></tr><tr><td>Misconduct or gross misconduct cases</td><td>103 (61%)</td><td>78 (55%)</td><td>85 (79%)</td><td>105 (82%)</td><td>371 (68%)</td></tr><tr><td>Officers/staff faced criminal proceedings</td><td>10</td><td>26</td><td>8</td><td>37</td><td>81</td></tr><tr><td>Guilty plea or verdict</td><td>5</td><td>8</td><td>6</td><td>23</td><td>42</td></tr></table></div></div> <p>For comparison purposes we have included the same data for all investigations. This data is taken from the quality assessed backing data of the outcomes reports that are published on our website here.</p>	Pursuit-related Deaths						2018/19	2019/20	2020/21	2021/22	Total	Decisions following completed investigations	18	22	15	9	64	Investigations Completed by the IOPC	3	9	6	3	21	Police officers and staff determined to have a case to answer for gross misconduct	0	0	0	1	1	Police officers and staff determined to have a case to answer for misconduct	0	3	1	0	4	Police officers and staff determined not to have a case to answer	3	6	5	2	16	Account under criminal caution	1	1	2	1	5	Referred to CPS	1	1	2	1	5	Misconduct and criminal outcomes						2018/19	2019/20	2020/21	2021/22	Total	Misconduct proceedings held	1	2	0	3	6	Gross misconduct cases proven	0	0	0	0	0	Misconduct cases proven	0	2	0	1	3	Officers/staff faced criminal proceedings	0	0	0	2	2	Guilty plea or verdict	0	0	0	1	1	All Investigations						2018/19	2019/20	2020/21	2021/22	Total	Decisions following completed investigations	717	718	460	419	2314	Investigations Completed by the IOPC	800	704	293	262	2059	Police officers and staff investigated	230 (29%)	273 (39%)	130 (44%)	138 (53%)	771 (37%)	Police officers and staff determined to have a case to answer for misconduct or gross misconduct	570 (71%)	429 (61%)	156 (53%)	124 (47%)	1279 (62%)	Police officers and staff determined not to have a case to answer	193 (34%)	171 (40%)	73 (47%)	53 (43%)	490 (38%)	Police officers and staff determined not to have a case to answer, but who required further action such as management action	158	169	82	111	520	Account under criminal caution	73 (46%)	103 (61%)	57 (70%)	82 (74%)	315 (61%)	Referred to CPS	170	141	107	127	545	Misconduct and criminal outcomes						2018/19	2019/20	2020/21	2021/22	Total	Misconduct proceedings held	170	141	107	127	545	Misconduct or gross misconduct cases	103 (61%)	78 (55%)	85 (79%)	105 (82%)	371 (68%)	Officers/staff faced criminal proceedings	10	26	8	37	81	Guilty plea or verdict	5	8	6	23	42
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<p><u>Ref</u> <u>5024058</u> Back to top</p>	<p><u>Staffordshire Police referrals</u></p>																												
<p><u>Request</u></p>	<p><i>Please confirm the number of referrals made by Staffordshire Police to the IPCC and IOPC for each of the calendar years beginning on the 1 January 2012 up to and including the calendar year of 2022.</i></p>																												
<p><u>Response</u></p>	<p>The following data is based on overt referrals received by the IOPC in the period 1 January 2012 to 31 December 2022 inclusive.</p> <table border="1"> <thead> <tr> <th colspan="2">Staffordshire Police</th></tr> <tr> <th>Year</th><th>Received</th></tr> </thead> <tbody> <tr><td>2012</td><td>79</td></tr> <tr><td>2013</td><td>85</td></tr> <tr><td>2014</td><td>120</td></tr> <tr><td>2015</td><td>88</td></tr> <tr><td>2016</td><td>102</td></tr> <tr><td>2017</td><td>107</td></tr> <tr><td>2018</td><td>105</td></tr> <tr><td>2019</td><td>93</td></tr> <tr><td>2020</td><td>66</td></tr> <tr><td>2021</td><td>72</td></tr> <tr><td>2022</td><td>86</td></tr> <tr> <td>Grand Total</td><td>1003</td></tr> </tbody> </table> <p>The information is taken from live data and as such may differ from previously published data and statistics. The appropriate authority, as well as other case attributes, is dependent on accurate data recording in the IOPC case management system by operational teams. The figures do not include Police and Crime Commissioner or Police Crime Panel referrals.</p>	Staffordshire Police		Year	Received	2012	79	2013	85	2014	120	2015	88	2016	102	2017	107	2018	105	2019	93	2020	66	2021	72	2022	86	Grand Total	1003
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