

**Presentation to CACOLE Conference 2005
International Panel**

Strategies for outreach to diverse stakeholder communities

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About the IPCC:

- Heart of new system for dealing with police complaints and misconduct
- Focus on promoting effectiveness of and raising confidence in this system
- Wide powers to underline independent role
- Set up in part to address lack of confidence in police among some groups – particularly ethnic minority communities

Principles for dealing with stakeholders:

- IPCC defines its stakeholders broadly – all communities, organisations, groups and individuals affected by our work
- Valuing diversity and openness are central IPCC values
- Basis of stakeholder relationship is effective communication
 - *expectation that we will share information*
 - *also vital to listen to what stakeholders tell us*
 - *where possible aim to promote dialogue between stakeholders*

Challenges and dilemmas:

Remaining an open organisation without compromising security

Maintaining good relationships with stakeholders while remaining independent

Conflicting rights – complainants want information on their case but officers have a right to due process

General approaches to maintaining stakeholder relationships:

- **Quarterly Advisory Board – balance of police and non-police members**
- **Regular bilateral meetings with national organisations**
- **Forums for particular groups – Muslim community (others)**
- **Regional stakeholder forums**
- **Complaints Access Points**
- **Ad hoc approach to investigations – if case has major implications for public confidence this needs to be reflected**

Case study

The fatal shooting of Jean Charles de Menezes

Background:

Jean Charles de Menezes shot dead by armed police on 22 July shortly after boarding a train in Stockwell Underground Station

Initial reports that unnamed deceased was a suspected suicide bomber followed by acknowledgment by police on 23 July that Mr de Menezes was a Brazilian national with no links to previous bomb attacks

All incidents involving the police where there has been a fatality must be referred to the IPCC – the London Metropolitan Police Service (MPS) resists this initially but ultimately agrees to hand the matter to the IPCC

Case study

In August confidential information relating to the investigation is leaked to a television station

In the succeeding days further information emerges and widespread concern is expressed in the media about how the case has been handled by the police and the IPCC – most notably by Mr de Menezes' family and lawyers and campaigners representing them

The IPCC asks Bill Taylor, a former senior police officer and Inspector of Police in Scotland, to conduct an investigation into allegations that the confidential information came from a source in the IPCC

The main IPCC investigation into Mr de Menezes' death should be concluded by the end of 2005

Case study

Relationships with stakeholders in regard to particular cases:

Under legislation IPCC has a responsibility to keep complainants, families of deceased, and other interested persons informed of developments in and outcome of the investigation

This is subject to 'harm test' - a real risk that disclosure will cause an adverse effect and that adverse effect will be significant (e.g. information which might endanger or prejudice a possible future prosecution or disciplinary process)

Case study

Family:

Basic principle that when new information to be disclosed the first people to hear should be the de Menezes family

Taking account of special needs of family

- most members (including parents) living in Brazil
- need for translator at meetings

Regular contact with family's lawyers, Birnberg, Peirce & Partners (well known human rights firm)

Case study

Community:

- History of tension between police and local communities in this area – standing consultative group in place with which IPCC has been able to liaise
- Focus on providing reassurance

Case study

Brazilian Government:

This the first time the IPCC has taken on a matter with an international or diplomatic character

Brazilian Government has taken a very keen interest in the matter – a negative response from them could have had a negative impact on perceptions of the police complaints system within UK

IPCC met with a high level delegation and reassured them that the investigation is rigorous and independent

Ongoing contact with Brazilian Embassy

Case study

Police:

No surprises agreement with the police – nothing should enter the public domain without advanced knowledge of both parties

Number of contact points including:

- *Borough Commander for area where shooting took place*
- *More senior officers with force-wide responsibilities*
- *Metropolitan Police Authority (scrutinises and supports the Metropolitan Police)*
- **Despite difficulties – delay in referral and subsequent leak – overall relationship has remained positive and businesslike**
- **Using former police officer to carry out internal investigation of IPCC regarding leak demonstrates good faith**

Case study

Other justice agencies:

HM Coroner needs to be kept informed of progress of investigation as this will impact on his inquest into the death

Important also to keep Crown Prosecution Service up to date as it will ultimately need to make a decision on whether any criminal charges should be brought

Case study

Government and public representatives:

IPCC also has no surprises agreement with the Home Office – the government department responsible for policing which also sponsors the IPCC

Ministers and senior civil servants do not normally take a direct interest in individual cases but the de Menezes killing has great political significance

Given international dimension IPCC also in regular contact with Foreign Office

Home Affairs Select Committee have begun inquiry into counter-terrorism and community relations in the aftermath of the London bombings - IPCC assisting this without compromising the investigation

Local MP also kept informed of progress