

Your Reference:  
Our Reference: FOI/1002798

Martin McGartland  
**By e-mail to:**  
**request-91653-029d13e4@whatdotheyknow.com**

13 December 2011

IPCC Contact:  
Freedom of Information Officer  
Tel: 020 7166 3000  
phil.johnston@ipcc.gsi.gov.uk

Dear Mr McGartland,

**Your request for information – Freedom of Information Act 2000**

Further to your recent correspondence in which you refer to the National audit Office Value for money report of 14 November 2008.

Following this audit report the recommendations were reviewed by the Audit and Assurance Unit in June 2010. Part of that report concludes,

*"Most of the NAO's recommendations have been fully implemented in a well managed and expeditious manner or are at an expectable state of a partial implementation following the creation of a new Standards and Quality directorate."*

This IPCC directorate was established following the NAO report and sits apart from the other two Operational IPCC Directorates, investigations and Casework and customer services. It provides scrutiny of the work undertaken by Investigators and casework managers and this is one of the core business functions for the directorate. Please see the Directorate Plan which I am disclosing to you with this letter.

The Standards and Quality Director reports to a quality committee, chaired by a non executive commissioner whose role is to scrutinise the work undertaken by Directorate. Please see the IPCC Quality Committee minutes which are available at <http://www.ipcc.gov.uk/en/Pages/Committee-Meetings.aspx>

In relation to points 1 and 2 of your request:

Following the completion of an Independent Investigation a review is undertaken of that investigation by a lead investigator and an investigation debrief is undertaken where lessons learned and good practice are highlighted. Please see the Investigation review and debrief guidance and Investigation debrief form, both of which are included with this letter.

This debrief is in addition to self inspection and reviews undertaken during the life of an investigation, both by the Investigations directorate or by the Standards and quality Directorate in high profile cases.

The Standards and Quality Directorate have introduced a system of undertaking reviews of Independent Investigations that have been completed, as well as reviewing the role of casework managers and quality assuring appeal work. This is detailed in the key performance indicator section of the Directorate plan.

In relation to your points 3, 4 and 5:

A joint protocol has been put in place with the IPCC, PONI, Garda Ombudsman and Police complaints Commissioner for Scotland where external scrutiny of IPCC Independent Investigations can take place where appropriate. Please see Joint scrutiny agreement I am disclosing to you with this letter.

If you are not satisfied with my response under FOIA you may request an independent internal review by our FOI review officer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please contact:

Amanda Kelly  
Director of Business Services  
Independent Police Complaints Commission  
90 High Holborn  
London WC1V 6BH

All emails requesting a review should be sent **directly** to: [amanda.kelly@ipcc.gsi.gov.uk](mailto:amanda.kelly@ipcc.gsi.gov.uk)

Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however, I should point out that under section 50(2)(a) of FOIA, you are normally obliged to exhaust the public authority's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely

**Mike Benbow**  
**Director of Standards and Quality**  
**Independent Police Complaints Commission**