

DISTRICT INDEPENDENT ADVISORY GROUP (IAG) HANDBOOK

2025/26

SAFE FOR EVERYONE



HAMPSHIRE & ISLE OF WIGHT

CONSTABULARY

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INTRODUCTION

ACC Tara McGovern

Assistant Chief Constable for Local Policing
Hampshire & Isle of Wight Constabulary



Welcome to Hampshire & Isle of Wight Constabulary, where your voice shapes our service.

All communities deserve to have a stake in their policing service. After all, we, the police, are here to serve you, the public. This is why Independent Advisory Groups (IAGs) are so important. They provide you with a voice and an opportunity to shape how Hampshire & Isle of Wight Constabulary delivers a policing service that relentlessly pursues criminals, puts victims first and has exceptional local policing at its core.

As an IAG member, you act as ‘a critical friend’ to us. You are independent, informed and integrated within your community. You provide us with feedback, insights and advice that we can’t get from inside the constabulary. You review what we have done and consider whether our actions were necessary and proportionate. You tell us how we might continue to improve our service to the community and make positive change happen. You are there to help us shape our response to local or national incidents. In short, you can make a real difference.

We are an organisation that strives to change, learn and evolve with society – but we can’t do this as effectively without first identifying and understanding where change is needed. In this way, IAGs help us improve what we do.

At times, you will highlight things that we are doing well. At other times, perhaps more pertinently, you will also provide constructive criticism of areas where we could do better. Both these actions help us be the best we can be – and ultimately, that is the most important thing to me as your Assistant Chief Constable for Local Policing.

Thank you to all IAG members for continually providing your time, effort and community insight. Your support is truly invaluable to us.

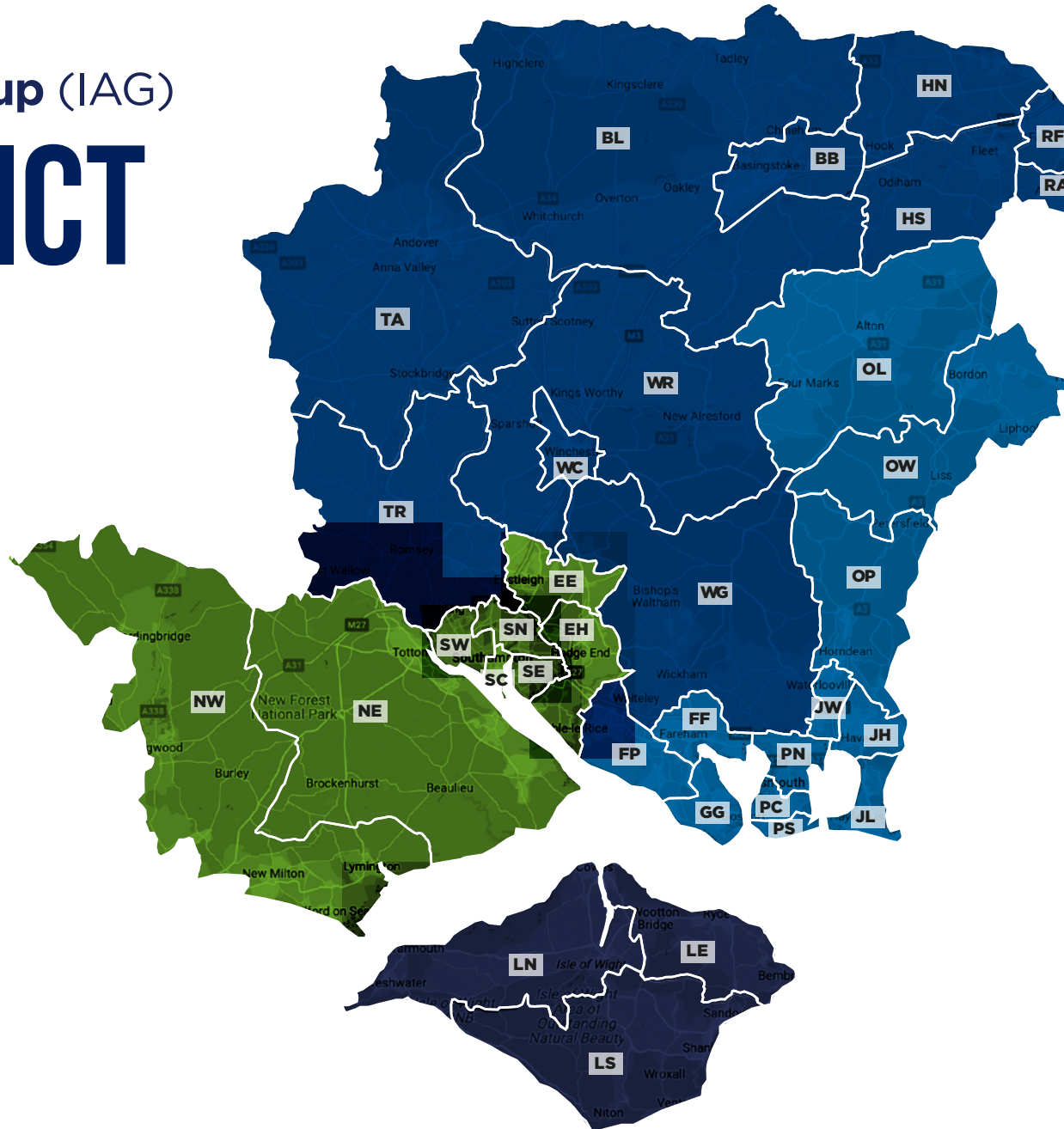
This IAG handbook outlines the purpose and role of IAGs, the organisational values of Hampshire & Isle of Wight Constabulary, and includes all policies and procedures related to being an IAG member. I sincerely hope you find this useful, whether you are an existing IAG member or someone who is interested in joining. Together, we can make a difference.

Kindest regards,

Tara

Independent Advisory Group (IAG)

DISTRICT MAP



WEST

- New Forest District IAG
- NE - **New Forest East Sector**
- NW - **New Forest West Sector**
- Southampton District IAG
- SN - **Southampton North Sector**
- SE - **Southampton East Sector**
- SC - **Southampton Central Sector**
- SW - **Southampton West Sector**
- Eastleigh District IAG
- EH - **Hedge End Sector**
- EE - **Eastleigh Sector**

NORTH

- Test Valley District IAG
- TA - **Test Valley North**
- TR - **Test Valley South**
- Winchester District IAG
- WC - **Winchester City Sector**
- WG - **Winchester Greater Sector**
- WR - **Winchester Rural Sector**
- Basingstoke District IAG
- BB - **Basingstoke Town Sector**
- BL - **Basingstoke Rural Sector**
- Hart District IAG
- HN - **Hart North Sector**
- HS - **Hart South Sector**
- Rushmore District IAG
- RA - **Aldershot Sector**
- RF - **Farnborough Sector**

EAST

- East Hants District IAG
- OP - **Butser Sector**
- OW - **Longmoor Sector**
- OL - **Alton Sector**
- Havant District IAG
- JH - **Havant Sector**
- JW - **Waterlooville Sector**
- JL - **Hayling Island Sector**
- Portsmouth District IAG
- PN - **Portsmouth North Sector**
- PC - **Portsmouth Central Sector**
- PS - **Portsmouth South Sector**
- Gosport District IAG
- GG - **Gosport Sector**
- Fareham District IAG
- FF - **Fareham East Sector**
- FP - **Fareham West Sector**

IOW

- Isle of Wight District IAG
- LN - **Newport Sector**
- LE - **Ryde Sector**
- LS - **Shanklin Sector**

1. PURPOSE



Challenging conventional thinking

Independent Advisory Groups (IAGs) were created to challenge conventional thinking, give an independent perspective on issues and work as genuine partners with the police inform improvements in service delivery.

IAGs create a platform for open conversation between the police and individuals who are representative of the communities of Hampshire and Isle of Wight, and can influence police decision making.

IAGs should reflect the diversity of local communities and can advise the force on policies and procedures. An IAG can help build trust and confidence within the community - enabling the police to understand the implications or effect of policies and actions on different communities within the force area.

Role

- represent all sections of the community and encourage the active involvement of people from diverse and under-represented groups
- act as a critical friend to safeguard against disadvantaging any section of the community through lack of understanding or mistaken belief
- assist police in understanding the potential impact on different communities of police investigations, policies, procedures, practices, and operations
- help prevent critical incidents escalating when possible by understanding what police action is likely to have a damaging and harmful impact on the community or a section of the community
- provide advice, guidance, and constructive challenge reflecting individual perspective on how policing services may be or are being viewed by communities to drive service improvement
- critically appraise police actions from the perspective of a member of the community and receiver of police services to build positive relationships and engender trust and confidence in the police

2. TERMS OF REFERENCE

District IAGs will:

- ✓ Challenge and review local policing in order to build better relationships with our communities and to improve peoples' trust and confidence in the police.
- ✓ Ensure the police understand the challenges, needs and views of local communities when making decisions on the design, delivery and prioritisation of policing services, policies and working practices within the district.
- ✓ Assist the police to be more willing to listen and learn and to be more open, accountable and transparent through effective dialogue with local communities, including by advising and helping the police to communicate and engage effectively.
- ✓ Advise, challenge and guide the police on behalf of local communities during the management of critical incidents or other incidents that may challenge confidence in local policing.
- ✓ Provide oversight, scrutiny and advice relating to identified specific policing issues that are raised by either the District Commander, Strategic IAG or District IAG members on behalf of local communities, where it might improve public trust and confidence in the police, reinforce an ethical policing culture, or promote public perceptions of fairness and procedural and organisational justice.
- ✓ Raise and comment on any other issues that members view as being of concern or interest to the local communities, and which are relevant to policing.
- ✓ Review Stop and Search as a power utilised by police and use of force, and provide feedback and learning to support the narrative of the District Commander.
- ✓ Escalate concerns relating to local policing issues to the Force Strategic IAG if they are considered to put at risk policing legitimacy or public trust and confidence within the District.

3. ROLES & RESPONSIBILITIES

Chairperson

- chair the meeting, set the agenda with the District Commander
- outline the purpose of the meeting and ensure the agenda is followed
- provides appropriate opportunity for all present to voice their views
- set actions in agreement with the District Commander

District commander

- chair meeting in the absence of a suitable IAG member
- set the agenda in consultation with the Chair
- ensure diverse and representative membership and oversee recruitment where necessary
- investigate and resolve any breaches of expected behaviour by members
- oversee selection of new Chair

IAG Administrator Citizens in Policing / Police Support Volunteer

- maintain a record of members, their contact information and attendance record
- collate and distribute the agenda and supporting documents prior to each meeting
- take and distribute minutes
- redact minutes for publication on force website
- to share any learning from IAG scrutiny with the force organisational learning team and with District Commanders

Members

- proactively contribute through sharing individual lived experiences and knowledge
- constructively challenge the development and delivery of policing services in the area
- share open-source information with their communities and feedback on how information is received
- adhere to the expected behaviour, confidentiality agreements and the Nolan principals of standards in public life.
- attend a minimum of three meetings per year

4. OPERATING FRAMEWORK

Meeting Frequency and Location

IAGs should meet at least quarterly (every three months) and meeting dates should be set as far ahead as possible to allow members to plan their schedules.

Consideration should be given to holding meetings virtually and outside of standard office hours to enable the attendance of those who work. One meeting per year should be held in person at a locally accessible venue e.g. a police station. Meeting times and locations will be agreed locally by individual IAGs.

IAG members may be asked to attend extraordinary meetings when the need arises, attendance at these meetings will be viewed as separate from quarterly meetings for purposes of attendance criteria.



Expected Behaviour

Nolan Principles of Public Life

1. **Selflessness:** IAG members should act solely in terms of the public interest. They should not do so to gain financial or other benefits for themselves, their family or their friends.
2. **Integrity:** IAG members must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work. They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends.
3. **Objectivity:** IAG members must carry out their role and make decisions impartially, fairly and on merit, based on evidence and without discrimination or bias.
4. **Accountability:** IAG members are accountable for their decisions and actions.
5. **Openness:** IAG members should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.
6. **Honesty:** IAG members are truthful and trustworthy.
7. **Leadership:** IAG members should exhibit these principles in their own behaviour and treat others with respect. They should actively promote and support the principles and challenge poor behaviour wherever it occurs.

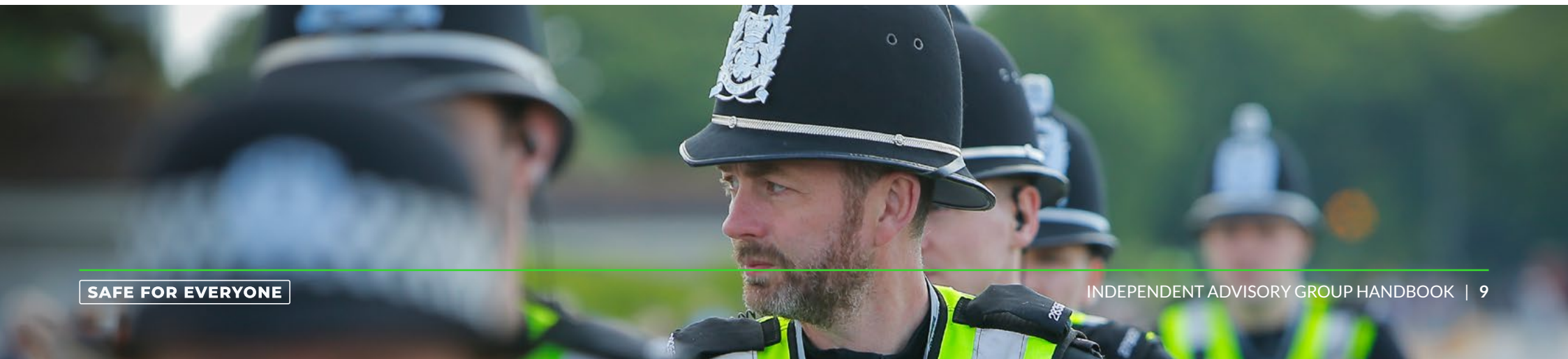
Force Organisational Values



THE CODE OF ETHICS

<p>COURAGE</p> <ul style="list-style-type: none">• Making, communicating and being accountable for decisions• Standing against anything that could bring our profession into disrepute	<p>RESPECT & EMPATHY</p> <ul style="list-style-type: none">• Encouraging, listening to and understanding the views of others• Recognising and responding to the physical, mental and emotional challenges that we and others may face	<p>PUBLIC SERVICE</p> <ul style="list-style-type: none">• Working in the public interest• Fostering public trust and confidence• Taking pride in providing an excellent service to the public
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Doing the right things, in the right way, for the right reasons



Selection of members and chair

There is no limit specified on the maximum number of IAG members on each local IAG. It is a matter of judgement for the chair supported by current members to agree when additional members are required and recruited. It is recommended that each district IAG aims to maintain a minimum of six active members to allow for meaningful discussion.

Where recruitment activity is necessary, the IAG chair will advise the district commander. With the support of the Citizens in Policing team, recruitment activity will be advertised via the force website and police social media channels. Recruitment of new members should be with undertaken with consideration to the IAG reflecting its community demographic, and that of wider society, to ensure a balanced perspective on discussions.

If the demographic of the district IAG is not reflective of the community, the chair and the district commander should review the representation and consider focused recruitment drives or cross-partnership engagement with other district IAGs for a balanced and proportionate level of challenge to local policing delivery.

IAG chairs may serve a maximum three-year term. This can be extended should no other members volunteer to take on the position. A ballot should be held in the IAG meeting if more than one member puts themselves forward as chair.

The role of chair will be reconfirmed annually at the start of the year, as well as the commitment of general members. In consultation with the chair, general members should have consideration and self-reflection periodically to ensure that

there is confidence in the value of contributions made to meetings, and interest levels are maintained. Any member may formally withdraw from the group at any time.

Members are asked to consider supporting the IAG for a term of five years, with the ability to extend their position as long as they continue to have an active involvement or understanding of the local community, and still reside or work within the district area.

Critical incident

In the event of a major or critical incident, additional IAG meetings may be held. These will be agreed by the chair and by the district commander.

A critical Incident is any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family, and/or the community.

The role of the IAG members in critical incidents are to provide reflection on the impact of the wider community from the incident and the police response. This is to ensure the force benefits from the unique perspective of individuals in resolving and perhaps, more importantly, preventing critical incidents.

Deselection

Where there are concerns that a member or chair has breached the acceptable behaviour standards, the Nolan principles or force values, the district commander will investigate, discuss with area command senior leadership and another IAG chair, and where necessary withdraw membership.

Should an IAG member fail to attend three consecutive meetings without prior valid reason, the chair and district commander will write to the member asking whether they wish to continue as an IAG member. If no response is received within one month, their membership will be withdrawn due to a potential vetting risk and compliance with their vetting status.

Training

There may be opportunities to provide inputs to IAG member to ensure appropriate understanding of a topic under discussion. This will enable members to provide a suitable challenge on why police have taken action or not taken action in their role and engagement.

That said, the value of IAGs comes from the individual member's backgrounds, lived experience and knowledge of their community, not from training provided by the force. Any training provided will be at a public level and non-operational.

All members will be provided with a copy of this IAG handbook, which details force structure, organisational values, Nolan Principles and the purpose of IAGs.

Training & Observation Requirement

There is a basic annual requirement to attend at least one observation shift or training session to ensure all IAG members are able to demonstrate a level of competency and commitment to understanding the subject matter and content discussed at meetings. This will be monitored by the Citizens in Policing team.

Expenses

The force will reimburse members for any reasonable and agreed expenses incurred e.g. travelling to or parking at meetings. All IAG members will need to complete an electronic application form and be added to the force's finance expenses system (SAP) to make a claim.

If members use their own transport to and from IAG meetings, it is the responsibility of the member to ensure their personal car insurance policy covers them for this business purpose.

The constabulary will continue to provide for the running cost of the IAG specifically to cover:

- travel expenses
- refreshments (tea and coffee)

All members will have the ability to claim expenses once they have completed the E-recruitment process. Guidance on claiming will be provided to members as part of the Induction process.

Vetting

All members will be vetted to Level 1 National Guidance for Non-Police Personnel Vetting (NPPV). This vetting is valid for three years and will be reviewed upon expiry.

Level 1 gives people access to police buildings on an irregular basis and/or only limited access to police material up to the confidential classification.

Any clearance may be reviewed at any stage and, prior to the renewal/review date, if adverse information comes to light relating to the vetted person or there is a material change in personal circumstances.

Changes in the personal circumstances of individuals holding NPPV clearance may impact upon their continued suitability to hold that clearance. You must, therefore, report any relevant changes, including spouses or partners, changes of address, criminal associations, or other matters relating to the risk factors outlined above, in writing, to your Community Cohesion Unit.

It is the responsibility of members to keep their contact details up-to-date and inform HIOWC Citizens in Policing team of any changes. Evidence of previous criminal behaviour will not necessarily exclude people from the group.

It is important that a wide range of groups within the community are included, but such history will need to be considered when requesting people within the group to carry out certain tasks.

Periodically, your Citizens in Policing staff will advise members about updating their vetting and will support through this process.

At the discretion of the chair and your Citizens in Policing team, members should be aware that adverse changes in their circumstances or failure to notify the Citizens in Policing team of such change could result in the withdrawal of your vetting clearance.

Confidentiality

As a member of an IAG, you will potentially be given confidential information that has not been made public.

You should never disclose or use confidential information arising from the work of the group. This includes using this restricted information (either during or after your service as an IAG member) for personal advantage to benefit you, your family, friends, co-workers or acquaintances.

If you disclose confidential information, which goes against the confidentiality agreement, you may be liable for prosecution under the Data Protection Act for the breach of confidential information.

Declaration of interests

A conflict of interest is a set of circumstances by which a reasonable person would consider that an individual's ability to apply judgement or act in the proper context of their role as an IAG member and a critical friend to HIOWC, or could be, impaired or influenced by another interest they hold.

A conflict of interest may be:

- **actual** - there is a material conflict between one or more interests.
- **potential** - there is the possibility of a material conflict between one or more interests in the future

Interests fall into the following categories:

- **financial interests** - where an individual may get direct financial benefit from the consequences of a decision they are involved in making
- **non-financial professional interests** - where an individual may obtain a non-financial professional benefit from the consequences of a decision they are involved in making
- **indirect interests** - where an individual has a close association with another individual who has a financial interest, non-financial professional interest or non-financial personal interest and could stand to benefit from a decision they are involved in making

Conflicts of interest are best avoided altogether. However, we recognise that conflicts of interest (and potential conflicts) are sometimes unavoidable. In such circumstances, the principles of openness and integrity apply, and you are required to disclose and manage the conflicts accordingly.

Identification

An ID Badge is available for all police support volunteers. If an IAG member is provided with an identification badge it remains the property of Hampshire and the IOW Constabulary. Your ID badge should be worn and prominently displayed whenever you are attending police premises.

IAG members participating in critical incidents must wear identification badges provided. The badge must be returned when your IAG membership terminates.

You must not use your ID badges for personal gain, inclusive of, but not limited to, gaining discount on purchases.

Gifts and hospitality

You will need to treat with caution any offer of gift, favour or hospitality that is made to you personally by someone knowing you are a member of the IAG.

The person or organisation making the offer may be doing so to try to obtain information or influence a decision.

Our advice would be not to accept any gifts, favours, or hospitality in your role within the IAG. This does not include, for example, the acceptance of refreshment/s at a meeting you are attending in your capacity as an IAG member.

You are personally responsible for all decisions connected with the acceptance or offer of gifts, favours, or hospitality, and for avoiding the risk of damage to public confidence in the IAG. Please record all such gifts using the following email address and notify the chair of the IAG and the gifts and gratuities mailbox:

GiftGratHos@hampshire.police.uk

Contact with the media

As a member of the public, you have the right to comment on any issue that you feel appropriate.

However, comments made to the media, either via a journalist, in written correspondence, or on social media platforms should not be made in your capacity as an IAG member.

You should not speak out about an issue on behalf of HIOWC without permission of the district commander and chair of the IAG.

Occasionally, negative media coverage may result from an ongoing court case or during a current Independent Office for Police Conduct (IOPC) investigation and it would be inappropriate for an independent advisor to comment.

IAG members should be aware of this should they be approached by a reporter and invited to comment.

Additionally, there are other occasions when it would be inappropriate for IAG members to comment to the media e.g. during an election. There are also other times, of course, when comments may jeopardise operational activity.

Diversity, equality, inclusion and human rights

Promoting equality and respecting diversity are the foundations to creating greater community confidence in the police.

IAGs have a pivotal role to play in the delivery of HIOWC's inclusion and wellbeing strategy by providing senior police officers with the opportunity to have open dialogue with members of our community from a wide range of backgrounds.

HIOWC's inclusion and wellbeing strategy sets out the force's objectives and illustrates our approach in this area. It is structured with three themes:

- wellbeing priorities
- inclusion priorities
- engagement priorities

We are subject to the Public Sector Equality Duty, which is set out in Section 149 of the Equality Act 2010. Therefore, we must have due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity between different groups
- foster good relations between people representing different groups

The Equality Act 2010 Act protects several personal characteristics. These protected characteristics are:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race
- religion and belief
- sex
- sexual orientation
- marriage and civil partnership

The main purpose of the Public Sector Equality Duty is to integrate equality and diversity into the day-to-day activities within public sector organisations. This requires us to ensure that equality considerations are designed into policies and service delivery, including internal policies, and for these considerations to be monitored.

This strategy applies to everyone in HIOWC, regardless of rank or position, and includes volunteers and contractors who deliver services on our behalf. We all have a part to play in ensuring that the service we provide to our community is fair and professional, regardless of individuals' protected characteristics. We are all responsible for promoting equality and diversity by our behaviour and actions, and for co-operating with measures introduced to ensure equality of opportunity and non-discrimination.

We have several structures in place to monitor and ensure our commitment to equality, diversity and human rights. Whilst specific responsibilities are given to certain people, all our staff are personally responsible for observing and conforming to the aims of the Equality Act 2010 and the Diversity, Equality and Inclusion Strategy.



5. APPENDICES

Appendix A: Independent Police Advisory Group code of conduct & declaration of interests

1. Guiding principles Members of the IAG will abide by the seven Nolan Principles of Public Life:

- **Selflessness:** Members of an IAG should act solely in terms of the public interest. They should not do so to gain financial or other benefits for themselves, their family or their friends
- **Integrity:** Members of an IAG should not place themselves under any financial or other obligation to outside individuals or organisations that may seek to influence them in the performance of their official duties
- **Objectivity:** In carrying out public business, including making public appointments, awarding contracts or recommending individuals for rewards and benefits, members of an IAG should make choices on merit
- **Accountability** Members of an IAG are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office

- **Openness:** Members of an IAG should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands
- **Honesty:** Members of an IAG have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest
- **Leadership:** Members of an IAG should promote and support these principles by leadership and example

2. Confidentiality

- You should never disclose, or use, confidential information arising from the work of the IAG for personal advantage (yours or that of anyone known to you), or to the disadvantage, or discredit, of the IAG, the police service, or anyone else

- A breach of confidentiality, may be cause for prosecution under the Data Protection Act

3. Identification

- You must only wear your police issued ID badge during IAG business
- If the identification badge is lost or stolen, this must be reported to the police immediately

4. Gifts and hospitality

- You agree not to accept gift, favour or hospitality knowing that your IAG decision making will be influenced
- You are personally responsible for all decisions connected with the acceptance or offer of gifts, favours, or hospitality, and for avoiding the risk of damage to public confidence in the IAG .

5. Disclosure of Interests

- You agree to declaring conflicts of interest to the Chair prior to every IAG meeting
- You will withdraw from any meeting, discussion, or project where you have a conflict of interest to ensure impartiality
- You will declare interest, membership, or subscription to any political party, organisation or group that may have inappropriate views on people from any protected characteristic group Independent Advisory Group

6. Conduct

- You should always avoid any occasion for suspicion and any appearance of improper conduct
- You should not allow the impression to be created that you are, or may be, using your position to promote a private or personal interest, rather than forwarding the general public interest

7. Contact details

- You give your permission to publish your contact information and photograph on the Constabulary's intranet for access by officers and staff for policing purposes

Please declare any interests:

Form area for declaring interests, consisting of multiple horizontal dashed lines for text entry.

I agree to abide by the code of conduct outlined above:

Signed:

Form field for signature.

Name:

Form field for name, consisting of two stacked input boxes.

Date:

Date input field with boxes for DD / MM / YYYY.

Time:

Time input field with boxes for HH : MM.

Appendix B: Independent Advisory Group membership form

We use an e-application form to enable IAG members to claim expenses. If members are not on SAP they will not be able to claim expenses. Appendix B should be completed after an applicant has passed vetting. In signing this form, you are confirming your personal details, and that:

- You adhere to the Constabulary's IAG Code of Conduct
- You will disclose any Conflict of Interest
- You have read and understand the Confidentiality Agreement
- You consent to contact - that as a member of the IAG, your details, contact information and photo will be recorded on Hampshire & Isle of Wight Constabulary's intranet for access by officers and staff for policing purposes and if your expertise may be helpful in furthering their work.

Last name:	<input type="text"/>
First name:	<input type="text"/>
Address:	<input type="text"/> <input type="text"/> <input type="text"/>
Postcode:	<input type="text"/>
Phone no:	<input type="text"/>
Email:	<input type="text"/>
Self defined ethnic group (voluntary):	<input type="text"/>
Areas of special interest areas of experience/expertise:	<input type="text"/>

Agreement

I agree to the following protocols:

- As a member of the Independent Advisory Group, I agree to abide by the nine Policing Principles as defined by the College of Policing in their Code of Ethics and the Code of Conduct
- If an issue arises where I have a beneficial or financial interest, I will disclose this, and, where appropriate, it will be recorded in the notes of the meeting. I understand that if I make such a disclosure, it will be at the discretion of the group whether I shall continue to participate in the discussions and the weight that will be placed upon any views I raise
- I will abide by the guidelines laid out in the IAG Handbook
- I will become a member of Constabulary's community messaging service, 'Neighbourhood Alerts' and 'Let's Talk'
- I acknowledge that any identification badge remains the property of Hampshire and IOW Constabulary and must be returned when my membership of the IAG ends
- I have read and understood the IAG handbook and all its contents, the Disclosure of Interests, Confidentiality Agreement and Consent form. I agree to abide by the policies and procedures as stated:

Signed:	<input type="text"/>
Date:	<input type="text"/>
Time:	<input type="text"/>

Please complete, sign and return to your divisional Community Cohesion Unit.

Appendix C: Independent Advisory Group role description

These are the key knowledge and skills that you will need to enable you to carry out the role of Independent Advisory Group member.

We believe that it is important for you to be able to:

- Express and explain your own views to others
- Listen and consider the views of others
- Question and challenge the views of others in a constructive, respectful way
- Speak on your own behalf, rather than as a group representative
- Work as part of a team and contribute to the success of a group initiative
- Work with people from other parts of the Hampshire and IOW area
- Work with people from diverse backgrounds
- Consider your own biases and prejudices
- Contribute to influencing policing strategy and policy
- Contribute the time, energy, and commitment to attend regular meetings It would also be useful if you have experience of:
- Working with other people on issues of mutual interest over a period of time, sharing your views and understanding of issues

- Situations where you have needed to compromise
- Balancing commitments and time in an effective manner
- Interacting with people of all ages, as well as people who perhaps have different political views and/or religious beliefs than you do
- Attending meetings
- Working and making decisions as part of a team or group

Have an interest in:

- Policing issues and current affairs, specifically in respect of the ways in which they affect Hampshire and the IOW
- Challenging and combating institutional discrimination
- How incidents of Hate Crime should be handled
- The issues associated with recruiting, promoting and retaining staff from under-represented groups
- How police officers should be trained

This describes what we are asking you to do by becoming an Independent Advisory Group member. This is not an exhaustive list and there may be other activities that the group identifies after it begins its work.

The purpose of the role is to provide independent advice to Hampshire and the IOW Constabulary to help recognise the diverse needs of the communities it serves, and deliver a fair and impartial service that secures greater trust and confidence.

The IAG is not the forum to discuss individuals or individual cases or share intelligence. Members should refrain from discussing these unless it is about generic community impact or learning for the organisation while debriefing an incident. Any intelligence or individual cases should be discussed in private with the District Commander to avoid any conflict interest.

You will be expected to:

1. Attend meetings of the group and, when necessary, working groups and/or sub-groups.
2. Share your personal knowledge, awareness and experience of community issues to the group.
3. Provide advice to the police to help them monitor the quality of service they provide to the diverse communities of Hampshire and the IOW, with particular emphasis on:
 - The relationship between the police and its diverse communities and groups
 - Hate crime
 - Advising on critical and/or major incidents or policing operations
4. Provide advice and guidance to us about the development and introduction of policies and procedures. This will include contributing to the process of policy impact assessment and monitoring.

Appendix D: Guidelines for independent advice at critical incidents or other major policing incidents

1. Introduction

1.1 Senior Investigating Officers (SIOs) dealing with critical incidents and major incidents should seek independent advice. Members of Hampshire and the IOW Constabulary's Independent Advisory Groups (IAGs) may be called upon for this purpose.

1.2 This document provides operating guidelines for IAG members and Hampshire and the IOW Constabulary. The SIO and IAG members providing advice should agree the terms of reference in each particular case.

1.3 A critical incident is defined as: 'Any incident where the effectiveness of the police response is likely to have a significant impact on the confidence of the victim, their family and/or the community'.

2. Define Clear Objectives

2.1 Clear and specific objectives for the role of IAG members within any enquiry or policing operation should be defined.

3. The Role of the IAG

3.1 The role of the IAG members will be to assist, advise, support and make recommendations to the SIO in meeting those objectives, paying particular attention to:

- Relevant aspects of the investigation.
- The handling of critical points, including family liaison and the potential and actual impact upon all members of the community.
- Gaining the trust and confidence of the victim's family.
- Improving the trust and confidence of the community in the police.

3.2 The SIO may seek advice concerning additional issues relating to the critical incident.

4. Membership Criteria

4.1 In addition to IAG group membership criteria, the IAG member should be able to contribute as follows:

- Effectively and consistently contribute to the development of quality advice and recommendations in respect of the incident Terms of Reference.
- Be willing and able to devote time and personal commitment.
- Be able to maintain effective, consistent and constructive scrutiny of the issues at hand and ensure a dialogue exists with the SIO.

- Have a clear understanding of the role of the IAG and be able to make a positive contribution.
- Have the confidence and trust of the SIO and other members of the IAG.
- Be willing to attend critical incidents at short notice and during unsociable hours.
- Have, and continue to demonstrate, commitment to the elimination of all forms of discrimination that cannot be justified.

4.2 The IAG should identify who would be contacted in the event of a major incident where advice is needed.

The Police Liaison Officer would normally facilitate dialogue between the SIO and the IAG member.

5. Tenure

5.1 Tenure will be for the life span of the critical or major incident or other major policing operation in connection with which the IAG member is providing independent advice.

6. Operating Protocols

6.1 The SIO will give a full briefing on the investigation/operation at the beginning of the investigation / operation, and will continue to update IAG members throughout its duration.

6.2 The SIO will make every effort to involve the members in all aspects of the case, so that they can give effective advice and recommendations in line with the terms of reference.

6.3 Notes of meeting held by the IAG member(s) and any formal contact with family members must be kept and made available in line with the rules of evidential disclosure at the end of the enquiry / incident. SIOs will provide specific guidance on these matters to IAG members at each incident.

6.4 Information gained by an IAG member whilst performing their role should not be made public if it could compromise the process of justice or cause upset to the victim and/or their family. However, this must not prevent the IAG making observations regarding the enquiry/incident to the wider community, when appropriate.

6.5 Notes and letters from IAG members to the SIO should not routinely be copied to team members unless the IAG member concerned has expressly agreed.

6.6 Under no circumstances are IAG members to use their position on the IAG to further or advantage any pecuniary or other interest. Any contravention will call into question their suitability to remain a member. If such a situation arises, the matter should be brought to the attention of the SIO, who may seek guidance from the Police Family Liaison Officer (FLO).

6.7 Members of the IAG shall become signatories to the agreed protocols, accepting the need for total confidentiality throughout and after the process has taken place.

6.8 The SIO must be aware of the vetting level of the IAG members and only disclose material considered necessary for the level of disclosures made to enable IAG members to support the process.

6.9 Any advice or recommendations made to the SIO should be clearly and fully recorded in the minutes and formal written acknowledgement should be returned by the police within seven days, outlining how the matter will be dealt with and by whom.

6.10 If at any time during the course of the enquiry it becomes apparent to the SIO or a member of the IAG that a participating member of an IAG is known to, or is directly linked to suspects, witnesses or the victim's family, this should be declared immediately. It will then be a matter for the SIO and IAG to consider what action is appropriate.

6.11 The SIO is responsible for ensuring that all team members support and cooperate with the IAG in meeting the terms of reference.

6.12 SIOs should ensure that Family Liaison Officers (FLOs) are fully briefed in respect of any advice provided by the IAG that impacts upon their role within a critical incident. Any advice provided by the IAG that impacts upon their role should be incorporated into the FLO strategy.

7. Welfare Issues

7.1 Independent advisors may become involved in traumatic incidents through their work with the police. By keeping advisors' roles limited to that of giving advice, the possibility of post-traumatic stress disorder or other psychological effects are limited. However, officers in charge of investigations and operations where independent advisors have been involved should be aware that advisors might suffer ill effects.

7.2 Officers who are concerned about the possible effects of incidents on independent advisors should offer to contact the Occupational Health department, who will be responsible for arranging any counselling or other services, as appropriate, to be made available to independent advisors at the expense of Hampshire and the IOW Constabulary where deemed necessary and proportionate.

7.3 Where IAG members are witness to, or involved in a traumatic incident through an observation or training activity. The member should raise this with the Chair, District Commander and the Citizens in Policing Co-ordinator. A referral for TRIM should be considered.



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