

Friday, October 20, 2017

Clayton Pecknold
Assistant Deputy Minister and Director of Police Services
PO Box 9285 Stn Prov Govt
Victoria, BC V8W 9J7

Dear Clayton,

Thank you for the opportunity to review the draft *Report of the s.42 Review of the Independent Investigations Office*. The report identified thirteen (13) recommendations, grouped into four (4) thematic areas.

The IIO accepts all 13 recommendations in principle, and is committed to consider how to implement the improvements identified. The ability to implement the 13 recommendations varies: some are contingent on funding requests that will be submitted to the Ministry of Attorney General; others are under active consideration to plan how they can be addressed; and a number are currently funded and underway.

The purpose of this letter is to update the Director of Police Services on the status of each of the recommendations, grouped into the 4 thematic areas described in the report:

THEME # 1

Systems and processes to support major case management principles

RESPONSE:

- a. The IIO is evaluating responses to a Request for Proposal (RFP) for a case management system that supports Major Case Management (MCM) principles. Implementation of the new system is scheduled to begin in January 2018.
- b. The IIO has retained retired RCMP Superintendent Doug Kiloh to train staff on MCM principles and implement MCM standards. The IIO has also worked in conjunction with the Vancouver Police Department to deliver File Coordinator training. These priority training issues will continue to be delivered through the IIO training program.

- c. The IIO established a File Review Team in late 2016 to address the backlog of cases, and work is ongoing to refine this process further. For example, a “moderation” process has been implemented wherein the Director of Legal Services and Chief of Investigations review the status of files and make determinations regarding investigative priorities.
- d. The IIO has been updating its business rules to reflect current practice, and will be using the business rules as a basis for implementing MCM.

THEME #2

Structures to support major case management

RESPONSE:

- a. The IIO will submit a budget request to the Attorney General outlining resources required to implement a file coordination unit and a third investigative team. If approved, implementation will occur in fiscal year 2018.
- b. The IIO currently has undertaken an “Organizational Review,” that is examining where functions are best aligned to achieve the goals of the organization. This review will include a focus on the role of administrative staff. Implementation of recommendations from this review will be complete by November 2017.

THEME # 3

Training

RESPONSE:

- a. In December 2016, the IIO requested and received one-time access to contingency funds (\$525k) to establish a comprehensive training program for oversight professionals, with particular emphasis on leadership development, Major Case Management and training civilians. Implementation of this program began in Spring 2017, and will continue through 2018/19. Former VPD Inspector, Joanne Boyle, has been engaged to oversee delivery of investigator training and a recognized authority on investigative interviewing, Don Adam, has been retained to mentor and train investigators in advanced interviewing techniques.

THEME # 4

Revisions to the Memorandum of Understanding to support effective investigations

RESPONSE:

- a. The IIO has entered into fruitful discussions regarding MOU language with senior police leadership representatives. Although new language is being drafted for some MOU clauses, a number of issues have been identified where the parties are not able to reach agreement, most notably “the duty to cooperate”. The IIO is working with the Ministry of Attorney General to clarify the duty to co-operate.



This report prepared by your office has been insightful and has helped focus IIO's efforts to improve the speed, flow and direction of cases. We wish to extend our appreciation for the guidance provided by this report and the ongoing support provided by your office, particularly in the key areas of training and standards.

Regards,

A.O. (Bert) Phipps
Chief Civilian Director

CC: James Deitch, Executive Director, Criminal Justice and Legal Access Policy Division