

Complaints Monitoring Report

Suggested approach from Jo Martin, Democratic Support and Scrutiny Team Manager

The Panel is recommended to consider the regular monitoring information from the PCC's Chief Executive and Norfolk County Council's Head of Democratic Services about complaints relating to the conduct of the Police and Crime Commissioner for Norfolk (PCC).

1. Background

- 1.1 The Panel has delegated the Initial Handling of Complaints and Conduct Matters (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 2) to the PCC's Chief Executive, in consultation with a nominated member of the Panel.
- 1.2 The Panel has also delegated the resolution of other complaints (as set out in The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012, Part 4) to Norfolk County Council's Head of Democratic Services for informal resolution, in consultation with a nominated member of the Panel.

2. Purpose of today's meeting

- 2.1 The PCC's Chief Executive and the County Council's Head of Democratic Services agreed to provide the Panel with monitoring reports, at least annually, setting out the number and themes of complaints handled during the period.

3. Ongoing complaints relating to the PCC

- 3.1 The PCC's Chief Executive has confirmed that no further complaints have been received since the Panel's last meeting. All other complaints have previously been reported to the Panel as being complete.

4. OPCCN Freedom of Information Requests

- 4.1 As background information for the Panel, the PCC's Chief Executive has also confirmed that since the Panel's last monitoring report (November 2016), nine FOI (Freedom of Information) requests have been received and no internal reviews have been requested. The main themes of the FOI requests are:
 - Dealings with the Lantern Project
 - Crime Prevention Spending
 - Complaints
 - Mental Health Team Development
 - Chief Officer Contracts
 - Transparency
 - Physical Tests – Police Officers

- Community Remedy
- Contracts Awarded

4.2 The PCC's Chief Executive will attend the meeting to respond to any questions that the Panel may have.

5. Complaints and FOI requests relating to the Panel

5.1 No complaints relating to the Panel have been received since the Panel's first AGM in July 2014.

5.2 No further FOI requests have been received since the Panel's last monitoring report (November 2016).

6. Action

6.1 The Panel is recommended to consider the regular monitoring information.



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