

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 Commissioner's Chief Executive and Norfolk County Council's Head of Democratic Services.

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 Commissioner'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 the County Council's Head of Democratic Services for informal resolution, in consultation with a nominated member of the Panel.
- 1.3 The Commissioner'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 spread of complaints handled during the period.

2. Ongoing complaints relating to the Commissioner received during 2013-14

2.1

The Commissioner's Chief Executive has confirmed the following update in relation to ongoing complaints to date:

- **Complaint 2 – Dated: 8th November 2013**

The complaint relates to the publicity regarding the Commissioner's travelling expenses.

This was referred to the IPCC. The IPCC announced on 18 June 2014 that it is to conduct a managed investigation into an allegation relating to the Commissioner's expenses claims. On 23 December the IPCC issued a statement saying: "A report from an investigation into claims for travel expenses made by the Police and Crime Commissioner for Norfolk Stephen Bett will not be referred to the Crown Prosecution Service (CPS). The investigation, carried out by City of London Police under the direction and control of the Independent Police Complaints Commission (IPCC), has now ended. It began in June 2014 following a referral from the Norfolk Police and

Crime Panel. Nothing in the referral demonstrated there had been any steps to validate the claims made by Mr Bett. The IPCC Commissioner overseeing the investigation, James Dipple-Johnstone, has reviewed the findings and decided that a referral to the CPS should not be made as there is no evidence that Mr Bett committed a criminal offence. The report will be sent to the Police and Crime Panel for Norfolk and prepared for publication.” The IPCC report had not been released at the time of this agenda being published.

On-going

• **Complaint 3 – Dated: 15th November 2013**

The complaint relates to the publicity regarding the Commissioner’s travelling expenses.

In light of the similarities to Complaint 2, this complaint has been held in abeyance to be reviewed again following receipt of the IPCC’s determination.

On-going

2.2 A complaint was received on 16 January 2015 and at the time of this report is currently being assessed for a recording decision in line with the complaints policy.

2.3 As a consequence, the sub-committee that the Panel established (to review the Commissioner’s external audit report on his office’s internal control procedures relating to expense claims) remains on hold. The Panel agreed that the sub-committee should not carry out its review until any complaints relating to the same matter had been through due process.

3. Freedom of Information Requests

3.1 As background information for the Panel, the Commissioner’s Chief Executive has also confirmed that since the Panel’s last monitoring report (October 2014), 5 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- Payments to Confederation of Business Industry
- Remuneration above £100k
- Attendance at PCC Events
- PCCs Working Diary
- Chief Officer Payments above annual salary

3.3 The Commissioner’s Chief Executive will attend the meeting to respond to any questions that the Panel may have.

4. Complaints/FOI requests relating to the Panel

4.1 No complaints or FOI request relating to the Panel have been received.

5. Action

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



If you need this report in large print, audio, Braille, alternative format or in a different language please contact Jo Martin on 0344 800 8011 or 0344 800 8011 (Textphone) and we will do our best to help.