

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 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-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

• **Complaint 4/5 – Dated 6th January 2014 and 7th January 2014**

These complaints relate to the publicity regarding the Commissioner's travelling expenses.

The complainant has withdrawn the complaints.

Completed.

2.2 No further complaints have been received.

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 (January 2014), 19 FOI (Freedom of Information) requests have been received. The main themes of the FOI requests are:

- PCC Expenses (including a request regarding PCC's Annual Leave and a request regarding the ongoing IPCC Investigation)
- PCC Office Costs (including comparisons with previous Norfolk Police Authority)
- Complaints and Misconduct Information
- Deputy PCC Appointment
- Spend on Social Media, PR, Promotional materials, Consultancy and Company Vehicles
- Miscellaneous:
 - Association of Police and Crime Commissioners Email Circulars
 - Chief Constable's Pay
 - Financial provision for housing
 - Financial contributions to work of PCC
 - Employment

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

4. Action

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