

Complaints Monitoring Report

Suggested approach from Jo Martin, Scrutiny Support Manager

The Panel is recommended to consider and note 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. Complaints received during 2012-13 and 2013-14 (to date)

- 2.1 The Commissioner's Chief Executive has confirmed the following complaints from commencement of the PCC role to date:

- **Complaint 1 – Dated: 15th July 2013**

The complaint related to the Commissioner's omission to register immediately under the Data Protection Act upon coming into office. The matter was referred to the Independent Police Complaints Commission, which decided that it did not need to investigate the complaint. The matter was referred back to Norfolk for informal resolution by NCC's Head of Democratic Services, in consultation with the designated Panel Members. Having reviewed the matter, it was agreed to write to the complainant to advise that as the Commissioner's Office had voluntarily registered in the name of the PCC within days, no further action was needed.

Completed: September 2013

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

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

This was referred to the IPCC in the interest of transparency and openness and in the knowledge that the complainant had stated they would independently complain to the IPCC. The outcome from the IPCC is still awaited.

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 the second complaint, this complaint was put on hold pending the outcome from the IPCC investigation. The complainant was informed and they were satisfied with this approach.

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.

These complaints, received from a single complainant, have received a reply requesting further information of the nature of the complaint to help enable the Chief Executive and Independent Panel Member to determine this complaint and due process.

On-going

2.2 As background information for the Panel, the Commissioner's Chief Executive has also confirmed that 46 FOI (Freedom of Information) requests have also been received. The main themes of the FOI requests are:

- the staffing, structure and set up costs of the new Office of the Police and Crime Commissioner for Norfolk
- PCC Expenses (including requests for the PCC's and D/PCC's working diaries)
- Expenses/Bonus Payments regarding staff
- PCC Budget
- Gifts and Hospitality
- Exit Payments to Staff
- Transparency of PCCs

- Miscellaneous:
 - Vehicle Hire / Use
 - Use of Consultants
 - Association of Police and Crime Commissioners Email Circulars
 - Previous Convictions of Staff
 - Use of ICT Packages
 - Out of Court Settlements/Employment Tribunals
 - Number of items stolen from PCC Office
 - Funding of Drug and Alcohol Services
 - ACPO Contributions/Expenses
 - Training

One FOI request has also been received about the Panel (its costs and Panel Member allowances/remuneration).

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

3. Action

3.1 The Panel is recommended to consider and note the regular monitoring information.



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