

Agenda item

Police and Crime Panel

Meeting to be held on 19 September 2018

MONITORING OF COMPLAINTS

Contact for further information:

David Fairclough (01254) 585642 Secretary Lancashire Police & Crime Panel,
david.fairclough@blackburn.gov.uk

Executive Summary

This report sets out the current position with regard to communications relating to potential complaints received up to 31st August 2018 in relation to the Police and Crime Commissioner.

Recommendation

That the update in relation to communications and complaints be noted.

Background and Advice

Since the commencement of the Panel in 2012 there have now been 55 recorded communications which at the outset were described by the complainants as complaints against the Police & Crime Commissioner.

Many of these communications as reported previously however did/do not relate directly to the conduct of the PCC and therefore do not, under the terms of the governing regulations come under the jurisdiction of the Police & Crime Panel.

Many communications received focus on the alleged conduct of police officers or the chief constable, and these are matters for which there are other complaints processes and appropriate authorities to deal with such matters. There has been one (55) further communication of this nature recently.

Outstanding from the report to the last meeting was one complaint (44). This however is now the subject of a Police & Crime Panel Complaints Sub Committee meeting on 19th September 2018. The conclusion of which would be expected to be reported to the next meeting of the Panel.

Also, as reported at the July meeting, a complaint (51) was received on the date of the previous report (1st June 2018). In the event, this complaint did not proceed, as the complainant subsequently failed to provide any further

details relating to their complaint which would have provided for an initial assessment.

A further complaint (52) was received relating to dissatisfaction with the Police & Crime Commissioner however when the complaints form was issued by the secretary requesting more details this was not returned and the matter was subsequently dis-continued from the process.

A complaint (53) was received but on initial assessment the complaint actually related to the alleged conduct of an officer from within the Office of the Police & Crime Commissioner, so the complainant was referred through to the Director of the Office of the Police & Crime Commissioner as the appropriate authority for the handling of such complaints.

Similarly a complaint (54) was received which related to information on the Police & Crime Commissioners website. This was resolved via referral through to the Director of the Office of the Police & Crime Commissioner as the appropriate authority for the handling of such complaints.

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Legal Implications

The procedures adopted by the Panel comply with the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 which are issued under the Police Reform and Social Responsibility Act 2011 for the handling of complaints and matters concerning the conduct of the holders of the office of Police and Crime Commissioner.

Financial Implications

There are no direct financial implications arising from this report. It is proposed the handling of such complaints will be contained within existing resources.

Risk management

The requirement to monitor and record complaints against the PCC and DPCC is in accordance with the provisions of The Elected Policing Bodies (Complaints and Misconduct) Regulations 2012.

Local Government (Access to Information) Act 1985
List of Background Papers

<u>Paper</u>	<u>Date</u>	<u>Contact/Directorate/Tel</u>
Agenda and Minutes from	November 2012	David Fairclough HR, Legal & Corporate Services 01254 585642
Agenda and Minutes from	July 2014	David Fairclough HR, Legal & Corporate Services 01254 585642
Agenda and Minutes from	March 2016	David Fairclough HR, Legal & Corporate Services 01254 585642