



VERA BAIRD^{QC}
POLICE & CRIME COMMISSIONER

REPORT TO THE POLICE AND CRIME PANEL **24th April 2018**
REPORT OF THE INTERIM CHIEF OF STAFF AND MONITORING OFFICER
COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER ANNUAL
REPORT – APRIL 2017 - MARCH 2018

1. Purpose of the Report

- 1.1 To provide the Police and Crime panel with the third ‘annual’ report about the complaints and purported complaints received and every conduct matter recorded by the Monitoring Officer between April 2017 and March 2018.

2. Background

- 1.2 The Police and Crime Panel has the statutory role of overseeing all complaints against the PCC and informally resolving non-criminal complaints, as well as criminal complaints or conduct matters that are referred back to the Panel by the Independent Office for Police Complaints (IOPC).
- 2.2 The Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 (the Regulations) make provision regarding the Panel’s powers and duties in regard to complaints made about the conduct of the PCC. The aim of the complaints system is to deliver resolution as quickly and effectively as possible for the majority of complainants through local resolution.
- 2.3 In accordance with the Regulations, the Panel is required to maintain suitable arrangements for handling complaints, recording conduct matters where there is an indication that the PCC may have committed a criminal offence and prescribing the manner in which any complaints alleging conduct which constitutes or involves, or appears to constitute or involve, the commission of a criminal offence and conduct matters are handled. A procedure for dealing with complaints against the PCC was approved by panel members in November 2012 appointing the Chief Executive of the Office of the Police and Crime Commissioner as the Monitoring Officer
- 2.5 In respect of record keeping the panel agreed in this procedure that the Monitoring Officer will keep records of: every complaint and purported complaint received and every conduct matter recorded by the Monitoring Officer. In addition the Monitoring Officer is to report, on a regular basis, the summary details (such as can be reported in public), on the exercise of any and all of these functions to the Police and Crime Panel for monitoring purposes. There were no complaints received between January 2018 and March 2018. This annual report therefor provides a full list of all 6 complaints received between April 2017 and March 2018. It is worth the Panel noting that in some cases complainants are historic and correspondence has been taking place for a number of years.

Received	Nature of Complaint	Recorded / Action Taken
17 th May 2017	1 complaint: That the Commissioner has abused her position by advertising the book 'Three Years on' on emails sent out by the Office of the Police and Crime Commissioner	Complaint not upheld – a response to the complainant clarified that the book reflects the work carried out in office and any payments for the book are not dealt with by the PCC and all monies go to Northumbria Police.
6 th June 2017	1 complaint: That the PCC appointed an employee of Northumbria Police to carry out a local resolution of a complaint made to her (by the same complainant) about the Chief Constable.	Complaint not upheld – a response was sent to the complainant confirming that the PCC has acted in accordance with IOPC guidance in respect of complaints made to her about the Chief Constable.
28 Oct 2017	1 complaint – about the refusal of the PCC to carry out her duty under the Police Reform and Act 2012 to obtain and preserve evidence relating to previous complaints.	Complaint not upheld. A response was sent to the complainant informing that by law the PCC cannot investigate reports of crime nor can they interfere with police investigations.
29 Oct 2017	1 Complaint - PCC failed to deal with criminal reports and that she did not obtain medical records pertaining to a report of a crime.	Complaint not upheld. The complainant was advised that the PCC cannot investigate reported crimes. The response also included reassurance that the Triage team would liaise with Professional Standards Department at Northumbria Police to obtain the answers to the complainants questions regarding the investigation and respond promptly.
8 November 2017	1 Complaint. Complaint that the PCC failed to address the lack of support services available to his son who had been subject a 'no further action' decision following an arrest earlier this year.	Complaint not upheld. A comprehensive reply sent outlining that: <ul style="list-style-type: none"> • The PCC only has statutory responsibility for commissioning services for victims of crime. • To provide assistance,

		details were included of local and national organisations who can offer the necessary support.
14 th November 2017 sent to PSD who forwarded it to OPCC on 12 th December 2017	1 complaint - Complaint that the PCC (as well as the CPS and Northumbria Police) had not dealt with a case as it should have been.	Complaint not upheld. The PCC, by law, cannot investigate any reports of crime and that all operational matters remain under the remit of the Chief Constable as there was no context to the complaint.