

DORSET COUNCIL - POLICE AND CRIME PANEL COMPLAINTS SUB-COMMITTEE

MINUTES OF MEETING HELD ON WEDNESDAY 9 SEPTEMBER 2020

Present: Cllrs Bobbie Dove, Barry Goringe ((11.12 joined the meeting)), Les Fry and Bill Pipe (Vice-Chair, in the Chair)

Apologies: Iain McVie

Officers present (for all or part of the meeting):

Marc Eyre (Service Manager for Assurance) and Tony Bygrave (Senior Assurance Officer - Complaints)

1. Appointment of Vice Chair for meeting

Proposed by Cllr Pipe and seconded by Cllr Fry.

Decision: that Cllr Dove be elected Vice Chair for the duration of the meeting.

2. Minutes

The minutes of the meeting held on 24 September 2019 were confirmed as a correct record.

3. Declarations of Interest

Cllr Pipe, in the interests of openness and transparency, declared, with regard to item 10 on the agenda, that he had received communications from the complainant as referenced within the file of evidence. He had made no pre-determination on the matter and would step down as Chairman for that item, and the exempt business would be chaired by the Vice Chair.

4. Public Participation

There were no statements or questions from Town and Parish Councils or from the public.

5. Annual Review of the Complaints Protocol

The Service Manager for Assurance presented the Annual Review of the Complaints Protocol. He explained that the Protocol was based on national guidance with some localised arrangements and enhancements following last

year's sub-committee meeting. This was mainly to ensure greater transparency by making sure the Chairman and Vice Chair were cited on complaints at an early stage.

The Chair asked for an overview on a proposal he wished to put forward to adopt the Dorset Council's policy/protocol regarding vexatious, malicious or repetitive complaints as the host authority for the panel and reference this within the Dorset Police and Crime Panel's Complaints protocol.

The Service Manager for Assurance referred to 2.2 of the document which referenced vexatious behaviours but did not specify what was determined as vexatious or how it should be managed. Dorset Council operates an "Managing Unreasonable Behaviour" protocol.

The Senior Assurance Officer for Complaints advised that unreasonable behaviour could go under many names and could impact staff and councillors. Dorset Council's Policy and Protocol had a very even-handed approach. A panel including The Service Manager for Assurance, the Senior Assurance Officer, a Legal Officer and a Director would sit to determine if the criteria for unreasonable behaviour had been met, against a fair set of principles and a consistent approach.

Proposed by Cllr Pipe, seconded by Cllr Fry

Decision: that the host authority's Managing Unreasonable Behaviour Protocol be referenced within the Police and Crime Panel's Sub Committee Complaints Protocol.

Proposed by Cllr Dove, seconded by Cllr Pipe

Decision: that a dedicated complaints email address be included in the Complaints Protocol.

11:12 Cllr Goringe joined the meeting.

6. Terms of Reference

The Service Manager for Assurance advised that the TOR were slightly updated last year to introduce an annual meeting of the PCP Complaints Sub Committee even if no complaints had been received as an opportunity to review practices and policies.

Decision: the panel agreed that the TOR were fit for purpose.

7. Update on Complaints

There were no new complaints to discuss. The one live complaint was discussed as exempt business.

8. Urgent items

There were no urgent items.

9. **Exempt Business**

Proposed by Cllr Pipe

Decision

That the press and the public be excluded for the following item(s) in view of the likely disclosure of exempt information within the meaning of paragraph 3 of schedule 12 A to the Local Government Act 1972 (as amended).

The Vice Chair Cllr Dove took the Chair for this item.

The Panel's remit was to determine if The Chief Executive and Monitoring Officer of The Office of the Police and Crime Commissioner had administered the complaint correctly and that the decision reached was the correct one. An evidence file of all correspondence received that was relevant to the complaint was considered.

Decision: the panel agreed that, after reviewing all the information and additional submissions, The Chief Executive and Monitoring Officer had followed the correct legally sound process and adhered fully to the Complaints Protocol. There were no further actions to take. A letter would be sent to the complainant to confirm that the Sub Committee supported the Monitoring Officer's decision and that if the complainant wished to challenge this decision the future recourse would be via the local government ombudsman.

10. **Exempt Appendix**

Duration of meeting: 11.00 - 11.54 am

Chairman

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