

## **AVON AND SOMERSET POLICE AND CRIME PANEL**

**24 JUNE 2021**

### **REPORT OF THE CHIEF EXECUTIVE**

#### **COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER & DEPUTY POLICE AND CRIME COMMISSIONER**

##### **PURPOSE OF THE REPORT**

1. To provide members of Avon and Somerset Police and Crime Panel with oversight of all complaints made against Avon and Somerset Police and Crime Commissioner and Deputy, for scrutiny of the initial handling by the Chief Executive of Avon and Somerset Police and Crime Commissioner's Office.

##### **BACKGROUND**

2. Avon and Somerset Police and Crime Panel (the Panel) is the Appropriate Authority to handle complaints against the conduct of 'Relevant Office Holders', being Avon and Somerset Police and Crime Commissioner (PCC) and Deputy PCC according to statutory regulations of the Elected Local Policing Bodies (Complaints and Misconduct) Regulations 2012 and as referred to in the Police Reform and Social Responsibilities Act 2011, section 31 and schedule 7.
3. However, the initial handling, which includes categorisation, recording decision-making, referral of criminal allegations to the Independent Police Complaints Commission (IPCC), disapplication decision-making, and responding to the complainant in the first instance, has been delegated by the Panel to the Chief Executive in the Office of Avon and Somerset Police and Crime Commissioner, with scrutiny and oversight of all complaints and any escalation for informal resolution, remaining with the Panel.

##### **SUMMARY OF COMPLAINTS RECEIVED**

4. There have been 9 new complaints since the last Police and Crime Panel with 8 relating to the former PCC Sue Mountstevens. 7 of these have been resolved locally through means of explanation and one is outstanding.
5. There has been 1 complaint against PCC Mark Shelford which was submitted prior to his successful appointment in post as PCC.
6. All complaints to date have had Panel oversight, including those solely handled by the PCC's Chief Executive Officer.
7. All electronic complaint files are available at the PCC's office for viewing by the Panel, if requested. The document retention period is in accordance with the published Record Retention Policy and this is currently six years.

## **PCC COMPLAINTS IN RESPONSE TO REVIEWS**

8. A process has been discussed for management of these complaints in relation to Reviews and submitted to the Complaints sub-committee for their approval.

## **SUPER COMPLAINTS**

9. Hestia put forward a super complaint based on a report entitled Underground Lives. Further information on the complaint and the report can be found [here](#). It raises various concerns about the police response to modern slavery, including how police identify, deal with and support victims of modern slavery, and how modern slavery crimes are investigated.

It makes a number of recommendations however recommendation 4 in the report is directly aimed at Chief Constables and PCC's to:

*Work together to understand the support needs of victims of modern slavery crimes. They should provide appropriate support within their respective remits to augment the national provision so that victims feel safe and empowered to remain involved in any investigations. This should focus on what support should be available before and after National Referral Mechanism (NRM) referral as well as alternative provision available for those declining NRM referral.*

This recommendation will be taken on and worked through between the OPCC and ASC.

## **EQUALITY IMPLICATIONS**

10. There are no equality implications arising from the handling of complaints against Avon and Somerset PCC. The protected characteristics of complainants are not necessarily known, and all complaints are logged and published in an open and transparent manner.

## **RECOMMENDATIONS**

11. Members are asked to review and comment on this complaints report and to advise of any recommendations or requests for informal resolution through the statutory process of escalating complaints against the PCC to the Panel.

## **SALLY FOX – INTERIM CHIEF EXECUTIVE**

**COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER AND DEPUTY PCC**

**REPORT TO: AVON AND SOMERSET POLICE AND CRIME PANEL**

**Date: 24<sup>TH</sup> JUNE 2021**

No.	Date rcvd / log no.	Summary	Recorded?	Handled by	Outcome	Live or Closed
<b>COMPLAINTS and CONDUCT MATTERS AGAINST FORMER AVON AND SOMERSET POLICE AND CRIME COMMISSIONER SUE MOUNTSTEVENS</b>						
59.	24/03/2021	Direct to IOPC: <ul style="list-style-type: none"> <li>The PCC lied and didn't look into my complaint on 3 occasions.</li> <li>The PCC gave false information to cover herself and the officers errors.</li> <li>The PCC actions were racially motivated and intended to discriminate against you.</li> <li>The PCC did not follow the correct procedure for complaints.</li> <li>The PCC has hidden information relating to CCTV evidence.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
60.	07/04/2021	Direct to Police and Crime Panel: <ul style="list-style-type: none"> <li>You handed a statement of concerns to an aid of the PCC and no action was taken.</li> <li>You have asked to meet the PCC and this was refused.</li> <li>The PCC did not act on her duty to hear, investigate and act in relation to your concerns.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
61.	26/03/2021	Direct to ASC: <ul style="list-style-type: none"> <li>The PCC released a joint statement with the Chief Constable that claims officers sustained broken bones and a punctured lung which have now been proven to be false.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
62.	17/03/2021	Direct to ASC: <ul style="list-style-type: none"> <li>The Police and Crime Commissioner has struggled with 4 specific allegations in relation to fraud and vulnerability.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed

63	31/03/2021	Direct to PCC: <ul style="list-style-type: none"> <li>You would like to express your extreme discontent at the state of policing in Bristol, in particular over the last year for which you hold the Police and Crime Commissioner responsible for continually failing tax paying and law abiding citizens in the area.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
64.	05/04/2021	Direct to PCC: <ul style="list-style-type: none"> <li>The Police and Crime Commissioner has failed to respond to your requests for a review of your complaints.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
65.	27/04/2021	Direct to PCC: <ul style="list-style-type: none"> <li>The PCC is a racist criminal.</li> <li>The PCC has covered up crimes committed against you by police officers including two unlawful arrests and two police abductions.</li> <li>The PCC is guilty of malfeasance in a public office.</li> <li>The PCC ignored her legal obligation to refer police criminality to the Crown Prosecution Service.</li> </ul>	Yes	CEO	Complainant has now responded to the summary of allegations and the complaint will be progressed accordingly.	Open
67.	17/05/2021	Direct to PCC: <ul style="list-style-type: none"> <li>Neither the former PCC nor the former CEO responded to your letter dated the 22nd June 2015.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed
<b>COMPLAINTS and CONDUCT MATTERS AGAINST AVON AND SOMERSET POLICE AND CRIME COMMISSIONER MARK SHELFORD</b>						
66.	10/05/2021	Direct to PCC: <ul style="list-style-type: none"> <li>Mark Shelford is abusing his previous privileges as a councillor. Look at this Webb site for blatant examples of cronyism to access senior leaders or local authority departments in order to promote companies and "open doors".</li> <li>He is not fit to stand as police and crime commissioner. This is wrong and the audacity and blatant statements concerning 'introductions and opening doors' is staggering.</li> <li>His experience and previous positions have also been greatly exaggerated. He is exploiting his previous position and breaking codes of conduct.</li> </ul>	Yes	CEO	Local resolution by means of explanation.	Closed

