

## **Briefing for Police and Crime Commissioner**

**Topic:** Caseworker and Correspondence

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### **Purpose of briefing**

To provide an overview of how correspondence is recorded within the PCC Office

### **Background**

The 'Caseworker' Management Tool was introduced in the ODPCVC in early 2020 and is the main system used for recording all incoming correspondence and requests made by members of the public for ODPCVC advice, assistance, or intervention. The cases are categorised and linked to the priorities in the Police, Crime and Victims' Plan 2018-21. Each recorded case is appropriately logged, actioned, and then finalised with a closing response for audit purposes and GDPR compliance.

Analysis Reports are produced monthly and presented at the PCC Policy & Accountability Meeting.

### **Complaints and Community Concerns**

A complaint can only be dealt with by the *Appropriate Authority* who has powers and responsibility specifically conferred by legislation and it's important to understand that the Durham Police, Crime and Victims' Commissioner (PCVC) is not permitted to operate outside this framework. Legislation does not allow the PCVC to become involved in complaints for which the Chief Constable is the Appropriate Authority, which includes complaints about the Force. Therefore, if the PCC office receive a complaint or an expression of dissatisfaction regarding the policing response, a police officer or a member of police staff they are referred to the Complaints Resolution Team within Durham Constabulary's Professional Standards Department.

Under the Police Reform Act 2002, the Police and Crime Commissioner is the Appropriate Authority to deal with complaints or 'expressions of dissatisfaction' against the Chief Constable. The Chief Executive has delegated responsibility to consider complaints against the Chief Constable on the PCC's behalf and determine whether to record it as a complaint under the 2002 Act.

There may be occasions where the PCC office is in receipt of issues relating to 'community concern' for example a rise in anti-social behaviour or speeding issues in a specific area. Members of the public often address these directly to the Police & Crime Commissioner and are issues that we would refer to Neighbourhood Inspectors, requesting any background information to assist us in a response from the PCC office. In some circumstances, it will be agreed that the PCC meet with residents to discuss issues further.

### **People to meet:**

Sweety Sahani, Head of Private Office

Katy Bambridge, Senior Support Manager

Vicki Booth, Community Engagement Officer