



**Cllr. Bill Bentley**  
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Sussex Police and Crime Panel  
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## **First Class Post**

Office of the Sussex Police and Crime  
Commissioner  
Sackville House  
Brookes Close  
Lewes  
East Sussex  
BN7 2FZ

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28 June 2019

Dear Commissioner,

### **Sussex Police and Crime Commissioner - Annual Report 2018/19**

Thank you for attending the Police and Crime Panel Meeting on Friday 28 June 2019 at which you presented your Annual Report for consideration by the Panel and answered Panel's questions.

There were no formal recommendations but, in my summary at the conclusion of the debate, I highlighted in particular the need to see continuous improvement in the non-emergency service and Contact Centre performance, and an increase in public confidence in the service as a result.

A number of issues were raised by Panel members and discussed with you during the session. I have set out points the below, in case you wished to refer to them in your response.

The Panel:

- Raised concerns about the rate of staff turnover at the Contact Centre, and the consequences of this for various aspects of the non-emergency service.
- Raised concerns more generally about the pace of improvement within the Contact Centre.
- Praised the Reboot programme (Sussex's early intervention youth programme) but questioned its financial sustainability.
- Sought reassurances that all residents in rural areas would see the benefits delivered by the Rural Crime Unit, not just farmers.

Katy Bourne OBE  
Sussex Police & Crime Commissioner

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The Office of the  
Sussex Police &  
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**Sussex  
Police & Crime  
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22 July 2019

### **Annual Report 2018/19**

Further to the Police & Crime Panel meeting on 28 June 2019 and your subsequent letter, I note the issues that were raised by Panel members as part of the discussions at the meeting. As you are aware, I provided full and comprehensive responses to each of the questions that were posed to me at the meeting last month and the broadcast of the meeting is now available to view online.

As stated at the Panel meeting, the call handling times to the non-emergency 101 number continue to remain an area of focus for me. I am determined to ensure that policing in Sussex is effective, efficient and responsive to the needs of the public.

I continue to hold the Chief Constable to account for the delivery of operational policing through my weekly 1-2-1 meetings and my webcast monthly Performance & Accountability Meetings which are archived and available to view on my website through the following link:  
[www.sussex-pcc.gov.uk/get-involved/webcasting/](http://www.sussex-pcc.gov.uk/get-involved/webcasting/)

I look forward to continuing to build on the achievements set out in my Annual Report over the next year to keep us all *Safer in Sussex* and will send you a hard copy once the accounts have been finalised.

Katy Bourne OBE  
Sussex Police & Crime Commissioner

- Regarding sexual violence, sought reassurance about the point at which a complainant was recognised as a victim, and the time lag.
- Looking ahead, whether the 19/20 precept increase would be directed at tackling anti-social behaviour.
- Questioned the level of support provided to people with disabilities.
- Sought reassurance over the level of funding directed at tackling "county lines".
- Whether the Commissioner was content with the number of referrals to the mediation service.
- Asked what preventative work was happening in and around schools.
- Suggested, in respect of work with rural communities, that the range of consulted organisations be broadened.

I would be grateful if I could receive your response to these by Friday 23 August 2019.

If you have any queries, please contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Bill Bentley', with a stylized flourish at the end.

**CLlr Bill Bentley**  
Chairman  
Sussex Police and Crime Panel