



**SUSSEX POLICE
& CRIME PANEL**

Public and Panel Questions to the Commissioner

3 July 2025

Report by the Clerk to the Police and Crime Panel

Below is a schedule of the questions received prior to this meeting and where possible responses have been included. Responses will be tabled at the meeting that were not available at the time of despatch. Written questions must be received two weeks before a meeting of the Panel and the Commissioner or Panel Chairman is invited to provide a response by noon of the day before the meeting.

Questions relating to operational matters of Sussex Police are passed to a relevant officer at Sussex Police for a response, with a brief summary of such questions provided below. For the current meeting, two questions have been received from two correspondents for response from the Commissioner.

1. Written question from Nigel Jacklin of Normans Bay, East Sussex.

"In response to my January question relating to the cost of policing potential disorder in August 2024 you wrote:

The Chief Constable submitted a claim of £113,000 to the Home Office in November 2024 for reimbursement of the costs incurred by Sussex Police in response to this disorder locally through Operation Skylark. The Force is still awaiting a decision from the Home Office in respect of these costs and no payment has been received to date."

Has a decision been made and if so, can you share it?"

Thank you for your question.

I can confirm that I received a payment of £112,884.35 from the Home Office to reimburse Sussex Police [in full] for the costs incurred in supporting the national policing operation to the public disorder in 2024. The monies were paid in March 2025.

I hope this information is useful to you.

2. Written question from Nigel Jacklin of Normans Bay, East Sussex.

"Are there any published statistics you can share about the number of complaints received by Sussex Police, how long Sussex Police take to respond to these complaints and the proportion that get referred to you for review?"

Are you satisfied with these levels of complaints, referrals and time taken and do you have any other observations based on the complaints you see?"

Thank you for your questions.

The Independent Office for Police Conduct (IOPC) publishes a Police Complaints Information Bulletin which provides information about complaints defined under the Police Reform Act 2002 for each police force area.

The latest information bulletin for Sussex Police across the period 1 April 2024 – 31 March 2025 can be viewed through the following link:

<https://www.policeconduct.gov.uk/publications/police-complaints-information-bulletin-sussex-police-q4-24-25>

Information about the number of complaints received by Sussex Police [page 1], the timeliness of the Force response to these complaints – both under Schedule 3 and outside of Schedule 3 [pages 13 – 14], and the proportion of complaints that are, subsequently, referred to my office for review [page 11] can all be viewed within the bulletin.

As Sussex Police & Crime Commissioner, I have a role to maintain oversight of the complaints system to ensure that the complaints handling processes are operating efficiently and effectively and to maintain public trust and confidence around the integrity of the complaints management arrangements within Sussex Police.

I continue to hold the Chief Constable to account for the performance of Sussex Police in respect of the number of complaints received, the timeliness of the response provided, and the proportion of referrals made to my office for review. This scrutiny, challenge and oversight is provided through quarterly Governance & Integrity Meetings with the Head of the Professional Standards Department (PSD) and a representative from People Services within Sussex Police.

Representatives from my office also attend a quarterly meeting with the IOPC and PSD to look at the latest police complaints information bulletins; Force performance issues, lessons learnt by other police forces in England and Wales; OSPCC oversight, targets and police complaint reviews, and local and national policy development work.

In addition, officers representing the OSPCC and Sussex Police meet monthly to discuss any outstanding issues and individual complaints to ensure the efficient and effective sharing of information and knowledge.

Further information about these arrangements can be viewed on my website through the following link:

<https://www.sussex-pcc.gov.uk/about/how-we-work/governance-and-integrity-meetings/>

I can also confirm that a report about 'The outcomes and organisational learning arising from the Sussex PCCs role as the review body for Schedule 3 complaints' was presented to the Sussex Police & Crime Panel at their meeting on 22 March 2024. This report can be viewed through the following link:

<https://sussexpcp.gov.uk/meetings/previous-meetings/2024-meetings/>

An updated report about Schedule 3 complaints is scheduled to be provided to the next Panel meeting on 3 October 2025.

I hope the above information is useful to you.