

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 19 February 2026 08:00  
**To:** [REDACTED]  
**Subject:** Re: Use of Neighbourhood Link for PCC Communications

Dear [REDACTED],

Thank you for your email and for confirming that you will share my original correspondence with the Panel's Chair and the Monitoring Officer, Fiona McMillan.

To ensure the core focus of my concern is prioritised in those discussions, I should clarify that I am not merely raising the *circulation* of newsletters from the PCC's office. My concern centres on **the promotional and political tone of the content** being distributed and **the lack of transparency regarding the source of a "report"**—both communicated via a safety-critical platform.

Specifically, the newsletter titled "***Rupert Matthews puts taxpayers first in budget surprise***" is an example of promotional messaging that is not aligned with the crime and safety purpose for which residents subscribe to Neighbourhood Link. Furthermore, the content refers to "*A report published today*" in a manner that **conveys the impression of independent verification, rather than disclosing that it is an internal document from the PCC's own office**. This lack of transparency is particularly concerning in these official public-facing communications.

This is a matter of **governance and the appropriate use of public resources for political narrative**, and therefore I would like my correspondence to be treated as **(a) general correspondence for scrutiny by the Panel**.

I would be grateful if you could confirm that this point, regarding the promotional nature and lack of transparency of the content, will be specifically highlighted when you brief the Chair and the Monitoring Officer. I look forward to hearing from you regarding the Chair's view and whether this is likely to be considered as part of the Panel's business at the April meeting.

Kind regards,

[REDACTED]

On Wed, 18 Feb 2026 at 11:15, [REDACTED] wrote:

Good morning [REDACTED],

Thank you for your email and please accept my apologies for the delay in coming back to you regarding your correspondence about the use of Neighbourhood Link to circulate newsletters from Rupert Matthews.

The Leicester, Leicestershire and Rutland Police and Crime Panel exists to support and challenge the Police and Crime Commissioner and to hold the Commissioner to account in the exercise of his functions. In terms of how your concerns can be considered by the Panel, there are two potential routes:

1. Correspondence for the Panel's consideration – I will ensure your email is brought to the attention of the Panel's Chair (and Monitoring Officer). The Chair will decide the most appropriate way for the issue to be taken forward, for example whether to seek a response from the PCC and/or whether it is best addressed through questions or written clarification.
2. If you wish this to be treated as a complaint about the conduct of the PCC/DPCC, the Panel has a Complaints Subcommittee process which is handled by way of informal resolution (this is not a formal investigation or disciplinary process). Depending on the circumstances, informal resolution may involve seeking an explanation, requesting information, or agreeing an appropriate way to address the concern.

I would be grateful if you could confirm with me whether you want your email treated as (a) general correspondence for scrutiny by the Panel, or (b) a complaint under the Complaints Subcommittee procedure as this will help us route it correctly.

Finally, please be assured that if your correspondence is referenced in any public paperwork, personal contact details would not be published.

Once the Chair has considered the appropriate route, I will update you on the next steps and likely timing (the next scheduled meeting of the Police and Crime Panel is in April 2026).

Kind regards,

[REDACTED]

[REDACTED]

Democratic Services Officer

Department of Public Health, Law and Governance

Leicestershire County Council

[REDACTED]

[REDACTED]

**From:** [REDACTED]

**Sent:** 17 February 2026 17:48

**To:** [REDACTED]

**Subject:** Re: Use of Neighbourhood Link for PCC Communications

Hi [REDACTED],

I'm following up on my email from 28th January and your note from a couple of weeks ago.

It's now been 20 days since I first reached out. I appreciate these things take time to look into, but as the 12th February Panel meeting has now passed, I'm becoming concerned that this might have fallen through the cracks.

Just to clarify—and to make sure it's being directed to the right person—my concern isn't actually about the budget itself, but rather the governance and neutrality of using the Neighbourhood Link platform for promotional messaging. As I manage a community group of 21,000 people, I'm quite protective of the "trusted" status of the alerts I share with them.

Could you let me know:

- If you have been able to pass this to the Panel members for their awareness?
- Or, if there is a specific process I should follow to get a formal view on the "appropriate use" points I raised?

I'd be grateful for a quick update by the end of the week so I know where we stand.

Kind regards,

[REDACTED]

On Thu, 5 Feb 2026 at 17:01, [REDACTED] wrote:

Hi [REDACTED],

Thank you for your email. Thank you for providing the information as requested. This is being looked into and we will be in touch in due course.

Kind regards,

[REDACTED]

[REDACTED]

Democratic Services Officer

Chief Executive's Department

Leicestershire County Council

[REDACTED]

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**From:** [REDACTED]

**Sent:** 05 February 2026 14:49

**To:** [REDACTED]

**Subject:** Fwd: Use of Neighbourhood Link for PCC Communications

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED],

I hope you are well.

I'm just following up on the correspondence I sent on 29 January regarding the use of Neighbourhood Link. As we discussed on the phone, you kindly agreed to consider whether it should be forwarded to the Police and Crime Panel.

I haven't yet received an acknowledgement, so I just wanted to check that my email reached you successfully and to ask whether you require anything further from me at this stage.

Many thanks, [REDACTED]

----- Forwarded message -----

From: [REDACTED]  
 Date: Thu, 29 Jan 2026 at 15:43  
 Subject: Use of Neighbourhood Link for PCC Communications  
 To: [REDACTED]

Dear [REDACTED],

As discussed, please find my correspondence below regarding the use of Neighbourhood Link. I would be grateful if you could consider whether this is appropriate to forward to the Police and Crime Panel.

Many thanks, [REDACTED]

Dear Members of the Police and Crime Panel,

I am writing as a resident who subscribes to Neighbourhood Link specifically to receive crime alerts, witness appeals, scam warnings and operational policing updates, as described on the service's own website.

The most recent message circulated through the platform was a newsletter from the Police and Crime Commissioner presenting his 2026–27 budget decisions. The newsletter was headed "Rupert Matthews puts taxpayers first in budget surprise", which is promotional in tone and not aligned with the crime and safety-related purpose for which residents subscribe to Neighbourhood Link.

I should add that this is not the first time I have received PCC newsletters of this nature through Neighbourhood Link. While I do not retain copies of earlier messages, the pattern has been noticeable over recent months. This reinforces my concern that the platform is increasingly being used for promotional communications rather than the crime and safety alerts it is advertised to provide.

I also help to administer a large local community Facebook group of around 21,000 members, where I routinely share Neighbourhood Link crime alerts and safety information because residents find them genuinely useful. In contrast, there is very little interest in the PCC newsletters circulated through the same platform. This reinforces my concern that mixing promotional communications with safety alerts risks reducing engagement with the messages that genuinely help keep people safe.

I fully recognise that the PCC has a duty to communicate with the public about his decisions. My concern is about the **appropriateness of the channel**. Neighbourhood Link is marketed as a trusted source of safety-critical information, and many residents rely on it for timely alerts. Using the same platform for political-style communications risks blurring the line between operational policing information and the PCC's own messaging. It may also undermine public confidence in the service if residents begin to perceive it as a vehicle for political promotion rather than safety alerts.

I would be grateful if the Panel could consider the following:

- Whether the use of Neighbourhood Link for PCC newsletters of this nature is consistent with the platform's stated purpose

- Whether residents should be able to opt out of PCC communications while still receiving crime and safety alerts
- Whether clearer guidance or separation of communication channels is needed to maintain public trust

This is not a complaint about the budget itself, but about governance, transparency and the appropriate use of a public safety communication system.

Thank you for your attention to this matter. I look forward to the Panel's view.

Yours sincerely,



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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 18 February 2026 12:38  
**To:** [REDACTED]  
**Subject:** Re: FW: Neighbourhood Link content Complaint

Dear [REDACTED],

Thank you for this additional information. Please treat my email as (a) general correspondence for scrutiny by the Panel.

Yours sincerely,

[REDACTED]

On Wed, 18 Feb 2026 at 11:20, [REDACTED] wrote:

Dear [REDACTED]

Thank you for your email addressed the Director of Law and Governance, for the attention of the Leicester, Leicestershire and Rutland Police and Crime Panel. This has been passed to me to respond as the clerk to the panel.

I understand you wish to raise a complaint about the use of the Neighbourhood Link system to circulate content originating from the Office of the Police and Crime Commissioner, and that you consider the material you received to be political in nature and not an appropriate use of a community safety alerts platform.

The Police and Crime Panel's Complaints Subcommittee has a procedure for handling complaints about the conduct of the PCC and/or Deputy PCC. Complaints are dealt with by way of informal resolution. This is not a disciplinary process and does not involve a formal investigation, but the PCC/DPCC may be asked to provide information or documents, and to attend a meeting to answer questions or provide clarification as part of the informal resolution process.

The alternative to the formal complaint route is to pass your correspondence to the Chairman of the Panel for his consideration. The Chair will then decide the most appropriate way for the issue to be taken forward, for example whether to seek a response from the PCC and/or whether it is best addressed through questions at a Panel meeting or written clarification.

I would be grateful if you could confirm with me whether you want your email treated as (a) general correspondence for scrutiny by the Panel, or (b) a complaint under the Complaints Subcommittee procedure as this will help us route it correctly.

Please also be assured that if any reference to your correspondence were ever needed in public documentation, personal contact details would not be published.

Kind regards,

[REDACTED]

[REDACTED]

Democratic Services Officer

Department of Public Health, Law and Governance

Leicestershire County Council

[REDACTED]

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 06 February 2026 17:05  
**To:** Fiona McMillan <[Fiona.Mcmillan@leics.gov.uk](mailto:Fiona.Mcmillan@leics.gov.uk)>  
**Subject:** Neighbourhood Link content Complaint

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

To the Director of Law and Governance at Leicestershire County Council, for the attention of the Leicester, Leicestershire and Rutland Police and Crime Panel.

Dear Ms. McMillan,

I do not regard this email below, received today, as a proper use of the Neighbourhood Link system. The system is supposed to be a means for community communication to reduce crime and assist the Police in catching perpetrators.

It is not a tool for the PCC to make political statements and I wish to raise a complaint against the use of the system for this purpose.

I note that the latest report by the Migration Observatory states, "Overall, rates of incarceration and criminal convictions are broadly similar for foreign and British nationals. When controlling for age and sex, the share of non-citizens who are incarcerated is lower than among Brits."

I also object to the use and quoting of content from the "X" social media platform, given that platform is under investigation by OFCOM and the ICO for alleged i serious misuse of personal data to generate image and video content. I think such use and name-checking of the platform represents a serious lapse of judgement by the PCC and Neighbourhood Link authors

If this continues I will cease t regard Neighbourhood Link as a reliable source of information and advice to reduce crime.

Yours sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: **Neighbourhood Link** <[alert@neighbourhoodalert.co.uk](mailto:alert@neighbourhoodalert.co.uk)>

Date: Wed, 13 Aug 2025 at 11:09

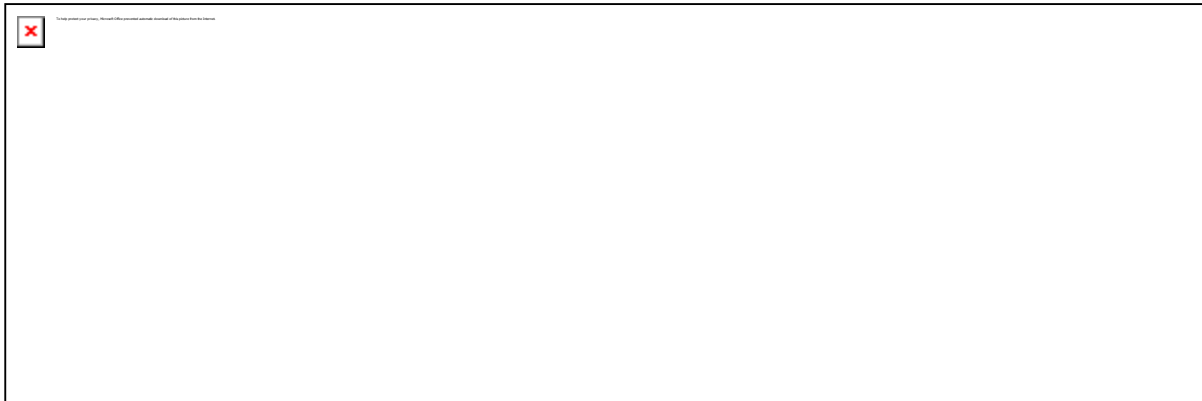
Subject: **PCC Rupert Matthews' views endorsed by Justice Minister** [#494479006]

To: [REDACTED]

Just days after PCC Rupert Matthews wrote to the Justice Minister Shabana Mahmood MP, advocating the



## **PCC Rupert Matthews' views endorsed by Justice Minister**



Just days after PCC Rupert Matthews wrote to the Justice Minister Shabana Mahmood MP, advocating the automatic deportation of all foreign criminals, the Minister took to social media in support of this view.

Her post on X (formerly known as Twitter) was categorical: "I am clear: foreign criminals must be deported, never to return". She added: "When foreign nationals commit a serious crime, the appropriate punishment is clear to me: they must be sent packing.

"By failing to live up to their responsibilities they must lose their right to call our country their home.

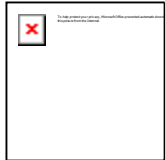
"They must be deported, never to return."

In a letter sent on 31 July 2025 Rupert Matthews had suggested that ‘we automatically deport all foreign nationals convicted of a crime that carries a possible prison sentence.’

Read the full article via the link:

\*\*\*\*://\*\*\*.\*\*\*/\*\*\*\*\*

#SafeAndProsperousCommunities



**Message Sent By**

[Redacted Name]

(Office of the Police and Crime Commissioner for Leicester, Leicestershire and Rutland, Communications and Engagement Officer, Leicester, Leicestershire and Rutland)

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**Your Neighbourhood Link account...**

[Area Insights](#)

[Update Preferences](#)

[System Support](#)

[Unsubscribe](#)

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You are receiving this message because you are registered on Neighbourhood Link. Various organisations are licensed to send messages via this system, we call these organisations "Information Providers". Please note that this message was sent by Office of the Police & Crime Commissioner and that Office of the Police & Crime Commissioner does not necessarily represent the views of Neighbourhood Link or other Information Providers who may send you messages via this system.

You can instantly review the messages you receive and configure which Information Providers can see your information by clicking [here](#), or you can [unsubscribe](#) completely, (you can also review our terms and conditions and Privacy Policy from these links).

This email communication makes use of a "Clear Image"(gif) to track results of the email campaign. If you wish to turn off this tracking for future emails, you can do so by not downloading the images in the e-mail itself. All links in the body of this email are shortened to allow click through monitoring.

VISAV Limited is the company which built and owns the Neighbourhood Alert platform that powers this system. VISAV's authorised staff can see your data and is registered with the Information Commissioner's Office as the national Data Controller for the entire database. VISAV needs to see your data in order to be able to manage the system and provide support; it cannot use it for commercial or promotional purposes unless you specifically opt-in to Membership benefits. [Review the website terms.](#)

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 15 May 2026 12:47  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] - Council Tax leaflet

Good afternoon [REDACTED],

Thank you for your further email and for sharing the response you have now received from the Office of the Police and Crime Commissioner.

I can confirm that your correspondence has been shared with the Chair of the Police and Crime Panel and the Monitoring Officer. The Chair has noted that the OPCC has now provided a written response addressing the points you raised about the council tax leaflet, including the substance of your questions and the initial delay in replying.

In light of the response, the Panel Chair does not propose to take the matter forward, if however you are dissatisfied with the response of the Police and Crime Commissioner, the Chair would be happy to consider the matter further if you wish to make a formal complaint against the Police and Crime Commissioner.

This therefore brings the Panel's consideration of this issue to a close. Thank you for taking the time to raise your concerns.

Kind regards

[REDACTED]

[REDACTED]

Democratic Services Officer  
Public Health, Communities, Law & Governance (PHCLG)  
Leicestershire County Council

[REDACTED]

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**From:** [REDACTED]  
**Sent:** 12 May 2026 10:01  
**To:** [REDACTED]  
**Subject:** Re: [REDACTED] - Council Tax leaflet

Thank you for your reply [REDACTED] much appreciated.

After I called the OPCC they did eventually reply, please see attached.

I still believe the Panel should follow up and would be grateful for their thoughts.

Best regards

[REDACTED]

Sent from my iPhone

On 12 May 2026, at 09:42, [REDACTED] wrote:

Good morning [REDACTED],

Thank you for bringing this issue to our attention. I will share this with both the Panel's Chairman and Monitoring Officer and will be in touch in due course.

Kind regards,

[REDACTED]

[REDACTED]

Democratic Services Officer  
Public Health, Communities, Law & Governance (PHCLG)  
Leicestershire County Council

[REDACTED]

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**From:** [REDACTED]

**Sent:** 06 May 2026 08:46

**To:** [REDACTED]

**Subject:** Fwd: [REDACTED] - Council Tax leaflet

**CAUTION:** This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good morning.

As a resident of Melton Mowbray and Leicestershire I would like to bring my frustrations with our PCC to the attention of the Police and Crime Panel and also the Joint Audit, Risk and Assurance Panel.

On the 19 March I emailed the PCC with some questions relating to his council tax pamphlet, please see email chain, and have still not received a response.

Given the size of his team, two deputies and a Chief Exec, even if he cannot be bothered to reply then surely they could.

The PCC's lack of engagement is totally unacceptable and it looks like he is focused on promoting Reform rather than focussing on the communities he is supposed to support.

The fact that the PCC cannot secure a Chief Constable as well says it all.

Bring back Sir Clive or Lord Bach please....

I would be grateful for the Panels attention in this mater and I would be happy to discuss my concerns in person if required.

Best regards

[REDACTED]

Sent from my iPhone

Begin forwarded message:

**From:** [REDACTED]  
**Date:** 5 May 2026 at 10:02:20 BST  
**To:** Police Commissioner <[OPCC@leics.police.uk](mailto:OPCC@leics.police.uk)>  
**Cc:** Police Commissioner <[OPCC@leics.police.uk](mailto:OPCC@leics.police.uk)>  
**Subject: Re:** [REDACTED] - Council Tax leaflet

I am guessing that the reason the PCC can not be bothered to reply to my email of weeks ago is he is busy campaigning for Reform in Croydon.

Unacceptable and obviously not focussed on his PCC commitments for the community he is supposed to support.

[REDACTED]

Sent from my iPhone

On 20 Apr 2026, at 10:56, Police Commissioner  
<[OPCC@leics.police.uk](mailto:OPCC@leics.police.uk)> wrote:

Good Morning

Thank you for your e-mail. This email is to confirm receipt of your correspondence and to notify you that a response will be provided shortly.

Kind regards.

Office of the Police and Crime Commissioner

-----Original Message-----

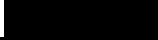
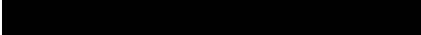
**From:** [REDACTED]  
**Sent:** 16 April 2026 11:15  
**To:** [REDACTED]  
**Cc:** Police Commissioner <[OPCC@leics.police.uk](mailto:OPCC@leics.police.uk)>  
**Subject:** [REDACTED] - Council Tax leaflet

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A reply would be nice??



Sent from my iPhone

On 19 Mar 2026, at 16:39,   
 wrote:

Dear Rupert,

I have just received our council tax details including a leaflet from yourself and I have a few comments and questions.

The statistics on the bottom of the budget page do not really provide the so what, they are just numbers and do not demonstrate what the Force has done.

1. Neighbourhood policing will include response. It would also be interesting to know if includes local CID.

2. What is interesting is that only about 16 percent is spent on vulnerabilities which is where a big chunk of the risk sits re VAWG and children.

So if VAWG represents 40 odd percent of crime is the allocation correct.

0.7% on your own office seems excessive and could be better spent in other areas.

Also I challenge the amount on contact and control as this is where the biggest opportunity for volume reduction sits and in particular re investment into control rooms and call handling tech.

Would welcome a response.

Best regards



Sent from my iPhone

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