



**POLICE & CRIME
COMMISSIONER
for Leicestershire**

Prevention | Partnership | Protection



OPCC PERFORMANCE REPORT Quarter 1

(1st April 2019 – 30th June 2019)

Appendix A

Office of the Police and Crime Commissioner Performance Report			
1. Executive Support			
KPI	Measure	Performance Q1 2019/20	Commentary
1.1	Number of Emails Received	995	The Police Commissioner inbox has received 995 emails throughout the first quarter of 2019/20.
	Number of Correspondence Received	148	The number of correspondence received for the first quarter was 148 and the number responded to on time was 130.
	Number of Invitations Received	160	The Commissioner has accepted approximately 24% (38) of the invitations he has received over the quarter.
1.2	Number of FOI received	2	The OPCC has received two freedom of information requests in quarter 1 of 2019/20, both of which have been responded to on time. Previous requests this year have been requests for information on the Commissioner's diary appointments and information on the budget allocations.
1.3	Number of LWB Meetings	228	In Quarter 1 of the 19/20 financial year the Commissioner attended 228 meetings. This can be compared to the same period of the previous year where the Commissioner attended 220 meetings. Due to changes in the way the Commissioners meetings are recorded we are now in a position to report on different categorisations of meetings.

			<p>In Quarter 1, 41% of the meetings attended by the Commissioner were internal meetings, such as correspondence or team meetings. The next largest category of meetings was Force meetings. Over the period the Commissioner attended 52 Force meetings (23%). Other categories are; Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	26	<p>The number of ICVs has remained stable over the first quarter. Two ICVs did however leave the scheme. One due to starting further education leaving no time to volunteer, this particular volunteer said he will consider re-joining the scheme on completion of his studies. The second volunteer left due to other commitments, after already giving 6 years service to the scheme.</p> <p>The number of volunteered hours and visits has remained stable from the start of the financial year, as both the average length of visits and the number of times each suite is visited remain consistent. In the average month, at least two volunteers visit each custody suite once a week. The travel time to and from the custody suites is included in the total volunteered hours.</p>
	Number of ICV Volunteered hours	71	<p>In quarter one of 2019/20, the average travel time for all volunteers to all suites was approximately 35 minutes and the average length of visit across all suites was 48 minutes, making the average visit length 1hr and 21 minutes. This quarter the ICV's achieved an 100% visit rate, with each suite being visited every week.</p> <p>Some of the issues recorded over the 37 visits are as follows: cups stacking up in cells, and the yard badly flooded for example. All issues raised are sent to the custody inspector to action and discuss with staff.</p>

	Number of ICV Visits	37	The ICV custody app was launched in April 2019, where the custody visitors record their visits using a handheld iPad. This has enabled a faster and efficient service whereby issues can be dealt with much quicker. Leicestershire are participating in a 6 month vulnerability pilot. This enables ICVs to access full (redacted) custody records in order to gain a fuller understanding of the issues currently facing detainees and custody suites.
1.5	Number of A/L days taken by OPCC staff	 78 Days	<p>The number of annual leave days taken by OPCC staff in Quarter 1 currently stands at 78 days taken. This is exactly on target.</p> <p>Staff accrue approximately 2 annual leave days per month, this has then been multiplied by the number of staff numbers to give the target level. Senior members of staff have a larger annual leave allowance and hence are not included in the figures quoted.</p>
	Flexi time balance held by OPCC Staff	 137 hours	<p>The flexi time balance held by OPCC Staff currently stands at 137 hours owed across 13 staff members. This exceeds the policy target which is 195 hours for 13 employees. The maximum carried by one staff member being 26 hours.</p> <p>Not all members of staff are on the flexi time scheme, senior managers being the exception. Policy guidance states that an employee should not be carrying more than 15 hours at one time. The target has been calculated as the max hours being carried multiplied by the number of employees on the scheme.</p>

			<p>The office is currently carrying multiple vacancies and also has a higher than expected sickness rate. The chief executive and senior managers monitor flexi time balances on a regular basis and are committed to bringing this figure down to expected levels in the next quarter. This trend is already reducing.</p>
1.6	Office Sickness	96 days	<p>In Quarter 1 of 19/20, 96 calendar days were lost to sickness. We are now confident that the figures reported are correct, however does not include a number of agency staff currently in post in the office.</p> <p>This represents that 8% of all calendar days available were lost in quarter 1 due to sickness.</p>
1.7	OPCC Headcount	18	<p>The Office of the Police and Crime Commissioner currently has 18 permanent employees, 2 contractors and a policing advisor seconded from the force.</p> <p>The proportion of females in the OPCC is 61% and the proportion of males is 39%.</p> <p>The BAME representation of the OPCC at the end of quarter one was 33%.</p> <p>This figure also includes 3 members of agency within the office.</p>

1.8	Number of OPCC Vacancies	6	At the end of Quarter 1 the OPCC has a number of vacancies being, Performance Analyst, Business Support Officer, Contracts and Commissioning Officer, Engagement and Development Officer, Resource Manager and Partnership Officer. 3 of the aforementioned posts are to be filled with agency staff.
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Office of the Police and Crime Commissioner Performance Report

2. Engagement

KPI	Measure	Performance Dec-18	Commentary
2.1	Number of Engagement Events	8	<p>In the first quarter of 2019/20 the Commissioner attended 8 engagement events, this includes visits to Melton, Mountsorrel, Shepshed, Beaumont Leys and Kibworth.</p> <p>A further 19 engagement events were attended by members of the OPCC on behalf of the Commissioner.</p>
2.2	Number of Engagement Hours	57.5 hours	<p>A total of 57.5 engagement hours have been spent by the Commissioner and or the Deputy Police and Crime Commissioner in quarter 1 of 19/20.</p> <p>A further 88.5 engagement hours have been spent by members of the OPCC on behalf of the Commissioner.</p>
2.4	Number of Projects	18	<p>As of the end of quarter 1 the Office of the Police and Crime Commissioner are managing 18 projects, Sexual violence and domestic abuse service design, People Zones, an Ex-Offenders Event and the implementation of the Violence Reduction Unit for example.</p>

2.5	Number of Tweets	75	<p>During quarter one, 75 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC). This has reached 141,044 people with 2,354 engagements.</p> <p>At the end of June 2019, the Police and Crime Commissioner's twitter account had 5,722 followers.</p>
2.6	Number of Facebook Reaches	12,027	<p>The number of people who had any content from our page enter their screen. By the end of June 2019, the Office of the Police and Crime Commissioner Facebook page has 226 unique user likes, having acquired 44 likes throughout the month.</p>
2.7	Number of Website Hits	15,248	<p>Throughout the first quarter of the 19/20 financial year the OPCC website has been viewed just over 15,000 times. This is by 4,880 users, 83% of which are new visitors to the website. The average session length on the website was 1 minute 45 seconds.</p>

Appendix B

Glossary:	
Twitter Impression	The total amount of times a tweet shows up in someone's twitter timeline.
Twitter Engagement	This is the total number of times a user has interacted with a tweet. This could be anything from clicking on the tweet, retweeting, replying, following, liking and hash tagging for example.
Facebook reach	The total number of unique people who saw the content.
Daily Total Impressions	The number of times any content from the page entered a person's screen.
Correspondence	Complaints or enquiries received through either the Police Commissioner inbox or the post.
FOI	Freedom of information requests
Independent Custody Visitors (ICV)	Independent Custody Visitors go into police custody suites to check on the rights, entitlements and wellbeing of detainees.
BAME	Black, Asian and Minority Ethnic