



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**


Prevention | Partnership | Protection

# **OPCC PERFORMANCE REPORT**




## **Quarter 4**

(1<sup>st</sup> January 2020 – 31<sup>st</sup> March 2020)

## Appendix A

Office of the Police and Crime Commissioner Performance Report			
1. Executive Support			
KPI	Measure	Performance Q4 2019/20	Commentary
1.1	Number of Emails Received	1096	The Police Commissioner inbox has received 1096 emails throughout the fourth quarter of 2019/20.
	Number of Correspondence Received	141	
	% Correspondence Responded to On-time	 89%	The Commissioner has accepted approximately 24% (16) of the invitations he has received over the quarter.
	Number of Invitations Received	68	However, a number of invitations in February and March were cancelled due to Covid-19.
1.2	Number of FOI received	4	The OPCC has received four freedom of information requests in quarter four of 2019/20, 3 out of 4 of these have been responded to on time. The FOI that wasn't responded to on time was late due to delayed advice received from the national advisory unit used by the FOI department. A holding email was sent to the requester and it was resolved three days after the deadline.

1.3	Number of LWB Meetings	313	<p>In quarter four of the 19/20 financial year, the Commissioner attended 313 meetings. This can be compared to the same period of the previous year where the Commissioner attended 292 meetings.</p> <p>In quarter four, 136 of the meetings attended by the Commissioner were internal meetings (43%), such as correspondence, team meetings or 1-1s. The next largest category of meetings was Force meetings. Over the period, the Commissioner attended 94 Force meetings (30%). Other categories are: Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	21	<p>The number of ICVs has slightly decreased over the fourth quarter. 3 ICVs did leave the scheme during this period due to other commitments and having volunteered with the scheme for a long period of time.</p> <p>The number of volunteered hours and visits has decreased compared to the third quarter of 2019/20. 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	44	<p>In quarter four of 2019/20, the average travel time for all volunteers to all suites was approximately 33 minutes and the average length of visit across all suites was 37 minutes, making the average visit length 1hr and 10 minutes. This quarter the ICV's achieved an 87% visit rate. This is due to one custody suite being closed for two weeks due to work needed on the power systems, and also Covid-19 struck towards the end of March and most ICV's fell into the high risk category so were unable to attend custody.</p>


	Number of ICV Visits	 34	Some of the issues recorded over the 34 visits are as follows: many detainees awaiting solicitors/legal representatives, detainees not being informed of toilet pixilation, cups stacking up in cells and some messy cells.
1.5	Number of A/L days taken by OPCC staff	 74 Days	<p>The number of annual leave days taken by OPCC staff in quarter four currently stands at 74 days taken. This is above target.</p> <p>Staff accrue approximately two 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	 224 hours	<p>The flexi time balance held by OPCC Staff currently stands at 224 hours owed across 15 staff members. This is just under the policy target which is 225 hours for 15 employees. The maximum carried by one staff member being 45 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>
1.6	Office Sickness	12 days	In quarter four of 19/20, 12 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>This represents that 0.9% of all calendar days available were lost in quarter three due to sickness. This has decreased from the previous quarter as a member of staff who was off on long-term sick is no longer included in the figures.</p>
1.7	OPCC Headcount	17	<p>The Office of the Police and Crime Commissioner currently has 17 permanent employees. In addition, there are also 2 contractors and 2 members of agency within the office, but they are not included in the headcount.</p> <p>The proportion of females in the OPCC is 71% and the proportion of males is 29%.</p> <p>The BAME representation of the OPCC at the end of quarter four was 29%.</p> <p>The Violence Reduction Network will be hosted by the OPCC. The headcount will be reported on but not included in the OPCC numbers above. The VRN currently consists of five full time members of the team, one police officer, and two Public Health England Consultants seconded to the network.</p>
1.8	Number of OPCC Vacancies	3	<p>During quarter four, the OPCC has advertised three vacancies. These vacancies were: Research Officer, candidates have been shortlisted and awaiting confirmation of interview dates; Partnership Officer, currently out for recruitment; and Engagement Officer, which is currently vacant and it is planned to be out for recruitment before the end of May.</p>
1.9	% Open PDRs	-	<p>The % open PDRs is reported annually.</p>

## Office of the Police and Crime Commissioner Performance Report

### 2. Engagement

KPI	Measure	Performance Q4 2019/20	Commentary
2.1	Number of Engagement Events	24	<p>In the fourth quarter of 2019/20 the Commissioner attended 24 engagement events, this includes visits to New Parks, Clarendon Park, Fosse Park, Narborough and Littlethorpe and a number of police stations across LLR.</p> <p>A further 11 engagement events were attended by members of the OPCC on behalf of the Commissioner.</p>
2.2	Number of Engagement Hours	60.5 hours	<p>A total of 60.5 engagement hours have been spent by the Commissioner and/or the Deputy Police and Crime Commissioner in quarter four of 19/20.</p> <p>A further 27 engagement hours have been spent by members of the OPCC on behalf of the Commissioner.</p> <p>There has been a large decrease in the number of engagement events and engagement hours in this quarter, compared to quarter three. This is due to a number of engagement events not going ahead due to Covid-19 and the new restrictions surrounding that.</p>
2.3	Number of Projects	12	<p>As of the end of quarter three the Office of the Police and Crime Commissioner are managing 13 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>

			This measure has not been updated since the last quarter, this is due to the OPCC improving the way it classifies and reports on the progress of the projects within the OPCC. The improvements required are not yet finalised however improved reporting metrics should be available in this report for quarter 1 2020/21.
2.4	Number of Tweets	108	<p>During quarter four, 108 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC), a 49% decrease from the previous quarter. These tweets have reached 164,721 people with 3,579 engagements.</p> <p>At the end of March 2020, the Police and Crime Commissioner's twitter account had 5,902 followers.</p>
2.5	Engagement Events Tweets	 100%	<p>During quarter four, 100% of Patchwalks and What Matters to You Events were publicised, with at least one tweet sent out for each of these events.</p>

2.6	Number of Facebook Reaches	28,977	The number of people who had any content from our page enter their screen. By the end of March 2020, the Office of the Police and Crime Commissioner Facebook page has 318 unique user likes, having acquired 26 likes throughout this quarter.
2.7	Number of Website Hits	23,138	Throughout the fourth quarter of the 19/20 financial year, the OPCC website has been viewed just over 23,000 times. This is by 10,376 users, 96% of which are new visitors to the website. The average session length on the website was 1 minute 8 seconds.

## **Appendix B**

<b>Glossary:</b>	
<b>Twitter Impression</b>	The total amount of times a tweet shows up in someone's twitter timeline.
<b>Twitter Engagement</b>	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.
<b>Facebook reach</b>	The total number of unique people who saw the content.
<b>Daily Total Impressions</b>	The number of times any content from the page entered a person's screen.



<b>Correspondence</b>	Complaints or enquiries received through either the Police Commissioner inbox or the post.
<b>FOI</b>	Freedom of information requests
<b>Independent Custody Visitors (ICV)</b>	Independent Custody Visitors go into police custody suites to check on the rights, entitlements and wellbeing of detainees.
<b>BAME</b>	Black, Asian and Minority Ethnic