



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**

Prevention | Partnership | Protection

# **OPCC PERFORMANCE REPORT**

## **Quarter 1**

(1<sup>st</sup> April 2020 – 30<sup>th</sup> June 2020)

## Appendix A

### Office of the Police and Crime Commissioner Performance Report

#### 1. Executive Support

KPI	Measure	Performance Q1 2020	Commentary
1.1	Number of Emails Received	1515	The Police Commissioner inbox received 1515 emails throughout the first quarter of 20/21. This is 419 more emails than quarter four of 19/20 where the Police Commissioner inbox received 1096 emails.
	Number of Correspondence Received	86	
	% Correspondence Responded to On-time	96%	The number of letters received for the first quarter was 86, 83 of which were responded to within the service standards. Trends in correspondence included 12 emails related to COVID breaches, 9 emails received in relation to ASB and 3 emails regarding the BLM movement.  The Commissioner has accepted approximately 52% (11) of the 21 invitations received over the quarter. A number of invitations in May and June were cancelled due to COVID.
	Number of Invitations Received	21	
1.2	Number of FOI received	1	The OPCC has received one freedom of information request in quarter one of 2020/21, which was responded to on time.

1.3	Number of LWB Meetings	351	<p>In the first quarter of the 20/21 financial year, the Commissioner attended 351 meetings. This is an increase of 59 meetings on the previous quarter where the Commissioner attended 292 meetings.</p> <p>In quarter one, 168 of the meetings attended by the Commissioner were internal meetings (48%), such as correspondence, team meetings or 1-1s. The next largest category of meetings was Force meetings. Over the period, the Commissioner attended 88 Force meetings. Other categories include: Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	21	<p>The number of ICVs has remained the same since the previous quarter. Only 6 of the volunteers are currently carrying out visits, as the remaining 15 were risk assessed in light of COVID and deemed vulnerable. There are plans to recruit 10-12 further volunteers later in the year with virtual training being utilised.</p> <p>The number of volunteered hours and visits has decreased compared to the fourth quarter of 2019/20. ICVs visited each suite once per month totalling 15hrs 24 mins throughout the quarter. A temporary closure at Beaumont Leys contributed to the reduction in visiting hours. The travel time to and from the custody suites is included in the total volunteered hours. This quarter the ICVs achieved a 100% visit rate, attending 6/6 scheduled visits.</p> <p>No thematic issues were recorded, and small requests such as medication/food drink were fulfilled either at the time of the visit or shortly after. Many areas of good practice are being recorded such as a care for dignity and welfare in custody, and appropriate adults are being used efficiently. Recording of meetings with solicitors on custody records has improved over the quarter.</p>
	Number of ICV Volunteered hours	15	

	Number of ICV Visits	6	Virtual remand hearings have meant that some detainees are being held in custody for longer than usual.
1.5	Number of A/L days taken by OPCC staff	24	The number of annual leave days taken by OPCC staff in quarter one currently stands at 24 days taken. This is significantly lower than the previous quarter which saw staff take 74 days.
	Flexi time balance held by OPCC Staff	186 hours	Staff accrue approximately two annual leave days per month. Senior members of staff have a larger annual leave allowance and hence are not included in the figures quoted.  The flexi time balance held by OPCC Staff currently stands at 186 hours owed across 15 staff members. This is under the policy cap which is 225 hours for 15 employees.
1.6	Office Sickness	14	During quarter one, 14 calendar days were lost to sickness as follows: 10 days in May and 4 days in June.  This represents that 0.6% of all calendar days available across all staff in the office were lost in quarter one due to sickness.
1.7	OPCC Headcount	17	The Office of the Police and Crime Commissioner currently has 17 permanent employees. In addition, there are also 2 contractors, 3 members of agency and 1 temporary employee within the office, but they are not included in the headcount.

			<p>The proportion of females in the OPCC is 81% and the proportion of males is 19%.</p> <p>The BAME representation of the OPCC at the end of quarter four was 27%.</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, including one police officer, and two Public Health England Consultants seconded to the network.</p>
1.8	Number of OPCC Vacancies	2	<p>During quarter one, the OPCC has advertised 2 vacancies. These vacancies were: Partnership officer – interviews have been held and an appointment made (selected candidate currently going through vetting procedures), and Development Officer, which is a completely new post due to an office restructure. Shortlisting for this post will be undertaken in the coming week.</p>

## Office of the Police and Crime Commissioner Performance Report

### 2. Engagement

KPI	Measure	Performance Q1 2020	Commentary
2.1	Number of Engagement Events	6	In the first quarter of 20/21, the Commissioner attended 6 virtual engagement meetings. This is a reduction from the 24 meetings attended in the previous quarter, but this is due to risk of COVID.
2.2	Number of Engagement Hours	10.5	<p>10.5 engagement hours were spent by the Commissioner and Deputy during Q1 of 20/21. This is a 49.5 hour reduction, however this will be due to the impacts of COVID and the restrictions as a result of this.</p> <p>Engagements that took place included meetings regarding the Black Lives Matter movement, and meetings with the Youth People's Council.</p>
2.3	Number of Projects	19	<p>As of the end of quarter three of the 19/20 year, the Office of the Police and Crime Commissioner are managing 19 projects, including COVID-19 recovery and the annual report.</p> <p>The OPCC has been improving the way it classifies and reports on the progress of the projects within the office. The Senior Management Team now receive regular Project Highlight Reports with improved reporting metrics.</p>

2.4	Number of Tweets	95	<p>During quarter one, 95 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC), a 12% decrease from the previous quarter. These tweets have reached 164,721 people with 3,579 engagements.</p> <p>At the end of June 2020, the Police and Crime Commissioner's twitter account had 5,941 followers, 39 more followers than the previous quarter.</p>
2.5	Engagement Events Tweets		<p>During quarter one, engagement events have been virtual due to COVID. These have all been actively posted about on the PCC twitter account, mostly describing meetings the PCC has attended.</p>
2.6	Number of Website Hits	18,444	<p>Throughout the first quarter of the 20/21 financial year, the OPCC website has been viewed 18,444 times, this is 4,694 less views than throughout the last quarter. The views were by 7,911 users, 96% of which are new visitors to the website. The average session length on the website was 1 minute and 19 seconds, which is an 11-second increase on last quarter.</p>

## 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