



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**

Prevention | Partnership | Protection


# **OPCC PERFORMANCE REPORT**

## **Quarter 3**

(1<sup>st</sup> October 2020 – 31<sup>st</sup> December 2020)

## Office of the Police and Crime Commissioner Performance Report

## 1. Executive Support

KPI	Measure	Performance Q3 2020/21	Commentary
1.1	Number of Emails Received	2213	The Police Commissioner inbox received 2213 emails throughout the third quarter of 20/21. This is 399 more emails than quarter two of 20/21 where the Police Commissioner inbox received 1814 emails.
	Number of Correspondence Received	51	
	% Correspondence Responded to On-time	 92%	The number of correspondence received for the third quarter was 51 and the number responded to on time was 47.
	Number of Invitations Received	23	<p>No trends in correspondence were recorded in October and November, however a small trend of correspondence from victims of online fraud was noted in December (4).</p> <p>The Commissioner has accepted approximately 52% (12) of the 23 invitations received over the quarter.</p>
1.2	Number of FOI received	2	The OPCC received 2 freedom of information requests in the third quarter of 2020/21, which were both sent out on time.

1.3	Number of LWB Meetings	271	<p>In the third quarter of the 20/21 financial year, the Commissioner attended 271 meetings. This is the same number of meetings attended by the commissioner during Q2 of 2020/21 and shows no monthly change. The majority of these were attended virtually.</p> <p>In quarter three, the majority of these meetings were internal, such as senior management meetings, internal briefings and decision-making meetings. The next largest category of meetings was External Meetings such as the Faith Group meetings, followed by Force Meetings. Other categories include: Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	18	<p>The number of ICV volunteers has reduced by two from the previous quarter.</p> <p>As a result of ICV recruitment which took place during Q3, there are 11 successful applicants (not included in the reporting figures) who are currently going through vetting, with virtual training due to commence on 28<sup>th</sup> January 2021.</p>

	Number of ICV Volunteered hours	35	<p>The number of volunteered hours and visits has slightly increased compared to the second quarter of 2020/21. From September 2020, ICVs have visited custody on a fortnightly basis, totalling 35 hours and 41 minutes throughout the quarter. Beaumont Leys Custody Suite remains closed. The travel time to and from the custody suites is included in the total volunteered hours.</p> <p>In quarter 3 of 2020/21, the average travel time for all volunteers to all suites was approximately 40 minutes and the average length of visit across all suites was 48 minutes, making the average visit length 1 hour 28 minutes. This quarter the ICVs achieved a 100% visit rate, attending 12/12 scheduled visits.</p>
	Number of ICV Visits	● 12	<p>Two thematic issues were recorded – ‘adequate drink not issued’ and ‘medication requested awaiting healthcare professional’. Issues followed up by the OPCC were resolved and detailed within the custody records.</p>
1.5	Number of A/L days taken by OPCC staff	● 86	<p>The number of annual leave days taken by OPCC staff in quarter three currently stands at 86 days taken. This is slightly lower than the previous quarter in which 112 days were taken.</p> <p>Staff accrue approximately two annual leave days per month, which, when multiplied by staff numbers, generates the target. Senior</p>

	Flexi time balance held by OPCC Staff	● 233	<p>members of staff have a larger annual leave allowance and hence are not included in the figures quoted.</p> <p>The flexi time balance held by OPCC Staff currently stands at 233 hours owed across 16 staff members. This is within the policy cap. The maximum carried by one staff member was 59 hours, with 5 other members of staff carrying more than 15 hours on their flexi time balance.</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.</p>
1.6	Office Sickness	0	<p>During quarter three, no calendar days were lost to sickness.</p> <p>This means that 0% of all calendar days available across all staff in the office were lost in quarter three due to sickness.</p>
1.7	OPCC Headcount	19	<p>The Office of the Police and Crime Commissioner currently has 19 permanent employees. In addition, there are also 2 contractors, 1 temporary employee and 1 member of staff currently on maternity leave within the office. These are not included in the headcount.</p> <p>The proportion of females in the OPCC is 84% and the proportion of males is 16%.</p> <p>The BAME representation of the OPCC at the end of quarter three 2020/21 was 26%.</p> <p>The Violence Reduction Network is hosted by the OPCC. The headcount will be reported separately to the Panel, but are not included in the OPCC numbers above. The VRN currently consists of 7.4 full time members of the team.</p>

1.8	Number of OPCC Vacancies	7	During quarter three, the OPCC has advertised 7 vacancies, 6 of which have been filled. These include: Reviews and Complaints officer, Partnership officer, The Commissioning and Contracts Officer, Head of Partnership and Communities and Head of Strategy and Commissioning. The role of Engagement Officer was advertised during Q3 and recruitment for that role will continue into Q4.
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## Office of the Police and Crime Commissioner Performance Report

### 2. Engagement

KPI	Measure	Performance Q3 2020/21	Commentary
2.1	Number of Engagement Events	11	<p>In the third quarter of 20/21, the Commissioner attended 11 engagement events. These included meetings regarding safer streets funding, faith meetings to discuss how COVID is impacting communities and Remembrance Day events amongst others. This is an increase of engagement events from the previous quarter where the commissioner attended 6 events.</p> <p>A further two engagement events were attended by members of the OPCC on behalf of the Commissioner.</p>
2.2	Number of Engagement Hours	18	<p>The PCC and Deputy PCC have spent 18 hours on direct engagement activity during Q3 of 20/21. This is an increase on the number of hours in the previous quarter (10.5hrs).</p> <p>The commissioner has also continued to post a weekly blog on the OPCC Facebook page, which has had a positive effect in terms of increasing engagement with the public and has covered a variety of topics.</p> <p>Members of the OPCC have completed a further 13.5 engagement hours on behalf of the Commissioner.</p>

2.3	Number of Projects	64	At the end of quarter three of the 20/21 year, the Office of the Police and Crime Commissioner is managing 20 internal projects. A few projects have had to be put on hold because of COVID. There were 44 projects ongoing throughout quarter three which were managed by the Strategic Performance Board and its sub-groups.
2.4	Number of Tweets	151	<p>During quarter two, 151 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC). This is a 15% increase from the previous quarter. These tweets have reached 176.5K people with 2,907 Profile visits.</p> <p>At the end of December 2020, the Police and Crime Commissioner's twitter account had 5,993 followers, the number of followers increasing month on month.</p>
2.5	Number of Facebook Reaches	58,594	The number of people who had any content from our page enter their screen. By the end of December 2020, the Office of the Police and Crime Commissioner Facebook page had 504 unique user likes, acquiring 90 likes throughout the quarter.



2.6	Number of Website Hits	19,572	Throughout the third quarter of the 20/21 financial year, the public has viewed the OPCC website 19,572 times. This is 170 more views than throughout the last quarter. The views were from 9,047 users, 88% of which were new visitors to the website. The average session length on the website was 1 minute and 13 seconds.
2.7	Unique page views	15,460	The total unique page views, which are unique views by different users, stood at 15,460 for Q3 of 2020/21. The most viewed page was 'Contact Leicestershire Police' with 2,422 views, followed by 'Home'- 2,181 views and then 'Community Safety Survey' – 1,165 views. The remaining pages had less than 1000 views each.

Page description	Total unique page views during Q3 2020/21
1. Contact Leicestershire Police	2,422
2. Home	2,181
3. Have-Your-Say Community Safety Survey	1,165
4. Contact Us	897
5. Transparency/Meetings/Out-Of-Court-Disposals	604
6. About-Us/The Office of the Police and Crime Commissioner	430
7. News and Events	385
8. About-Us/The Commissioner/About Your New PCC	341
9. Planning and Money/Commissioning/Current Funding Available/PCCs Prevention Fund 2020-21	267
10. Planning and Money/Police and Crime Plan	250

## Office of the Police and Crime Commissioner Performance Report

### 3. Commissioning

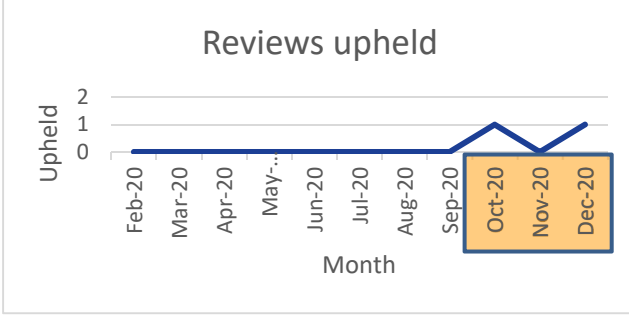
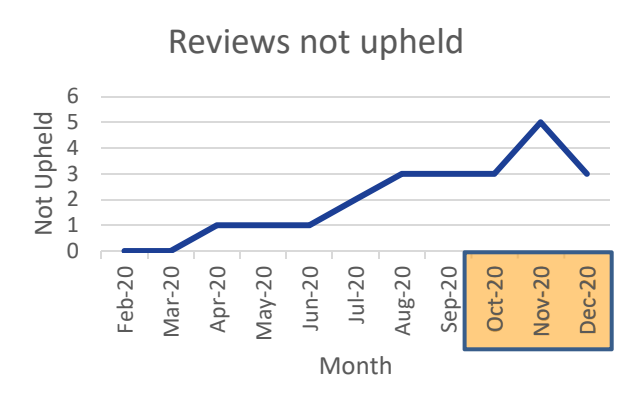

KPI	Measure	Performance Q3 2020/21	Commentary
3.1	Number of Contracts	109	The commissioning team hold 109 contracts (funding agreements) on the Master Contract Register (MCR).
3.2	Number of Bids Awarded	3	The commissioning team secured 3 bids in quarter 3 of 2020/21. These include MoJ (Ministry of Justice) additional funding of £137,326 for domestic abuse and sexual violence services in light of pandemic, Domestic Abuse perpetrators funding (£246,792) awarded by the Home Office to expand the perpetrator behaviour change programme, and an additional £100k for the Charnwood (Warwick Way and Dishley Estates) Safer Streets project through which acquisitive crime will be further tackled in the area. The funding awarded this quarter for the Domestic Abuse perpetrators is a result of a bid submitted during Q2.
	Number of Bids Submitted	2	The Commissioning Team has submitted two new bids during this quarter. These include the MoJ funding and Safer Streets funding.
3.3	Number of New Contracts	4	The Commissioning Team issued 4 new grant contracts during the quarter.

3.4	Number of Applications for Prevention Funding	6	The commissioning team received 6 applications for Prevention Funding in Quarter 3 of 2020/21.
3.5	Amount of Prevention Funding Paid to Organisations	£65,314	The Commissioning Team paid £65,314 of prevention funding to local organisations in the third quarter of 2020/21.
3.6	Victim First – Number of Referrals	3,823	Victim First received 3,823 referrals throughout Quarter 3 of 2020/21, 24 more referrals than the previous quarter.
	Victim First – Number of Victims Provided with 'Enhanced' Support	622	622 victims received enhanced support from Victim First during the quarter, including cases requiring emotional support. This is 38 less than the previous quarter, and accounts for 20% of all referrals made during the quarter.

# Office of the Police and Crime Commissioner Performance Report

## 4. Reviews

KPI	Measure	Performance Q3 2020/21		Commentary																								
4.1	Reviews received	17	<p>Reviews received</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Reviews received</th> </tr> </thead> <tbody> <tr><td>Feb-20</td><td>0</td></tr> <tr><td>Mar-20</td><td>3</td></tr> <tr><td>Apr-20</td><td>3</td></tr> <tr><td>May-20</td><td>5</td></tr> <tr><td>Jun-20</td><td>9</td></tr> <tr><td>Jul-20</td><td>6</td></tr> <tr><td>Aug-20</td><td>6</td></tr> <tr><td>Sep-20</td><td>8</td></tr> <tr><td>Oct-20</td><td>3</td></tr> <tr><td>Nov-20</td><td>7</td></tr> <tr><td>Dec-20</td><td>7</td></tr> </tbody> </table>	Month	Reviews received	Feb-20	0	Mar-20	3	Apr-20	3	May-20	5	Jun-20	9	Jul-20	6	Aug-20	6	Sep-20	8	Oct-20	3	Nov-20	7	Dec-20	7	The reviews team received 17 reviews during quarter 3 of 2020/21.
Month	Reviews received																											
Feb-20	0																											
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4.2	Reviews completed	13	<p>Reviews completed</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Resolved</th> </tr> </thead> <tbody> <tr><td>Feb-20</td><td>0</td></tr> <tr><td>Mar-20</td><td>0</td></tr> <tr><td>Apr-20</td><td>1</td></tr> <tr><td>May-20</td><td>1</td></tr> <tr><td>Jun-20</td><td>1</td></tr> <tr><td>Jul-20</td><td>2</td></tr> <tr><td>Aug-20</td><td>3</td></tr> <tr><td>Sep-20</td><td>2</td></tr> <tr><td>Oct-20</td><td>4</td></tr> <tr><td>Nov-20</td><td>5</td></tr> <tr><td>Dec-20</td><td>4</td></tr> </tbody> </table>	Month	Resolved	Feb-20	0	Mar-20	0	Apr-20	1	May-20	1	Jun-20	1	Jul-20	2	Aug-20	3	Sep-20	2	Oct-20	4	Nov-20	5	Dec-20	4	Throughout the quarter, 13 reviews were completed. Upon completion of a review, an outcome letter is sent to the complainant informing them of the PCC's decision and the reason(s) for it.
Month	Resolved																											
Feb-20	0																											
Mar-20	0																											
Apr-20	1																											
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Oct-20	4																											
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Dec-20	4																											

	Reviews upheld	2		<p>2 reviews were upheld during quarter 3 of 2020/21. Reviews are upheld if the outcome received by the complainant from the Professional Standards Department was not reasonable or proportionate.</p>
4.3	Reviews not upheld	11		<p>11 reviews were not upheld. Reviews not upheld occur when the outcome received by the complainant are reasonable or proportionate.</p>
4.4	Recommendations	10		<p>The reviews team received 10 recommendations during quarter 3 of 2020/21.</p> <p>These are recommendations/feedback for PSD and/or the Force as a whole to consider acting upon. Recommendations could be regarding any of the stages of complaint, whether that be service</p>

				from individuals during the original police incident, during the course of complaint handling, or regarding a Leicestershire Police policy/procedure.																								
4.5	Recommendations accepted	10	<table border="1"> <caption>Recommendations accepted</caption> <thead> <tr> <th>Month</th> <th>Accepted</th> </tr> </thead> <tbody> <tr><td>Feb-20</td><td>0</td></tr> <tr><td>Mar-20</td><td>0</td></tr> <tr><td>Apr-20</td><td>2</td></tr> <tr><td>May-20</td><td>0</td></tr> <tr><td>Jun-20</td><td>0</td></tr> <tr><td>Jul-20</td><td>3</td></tr> <tr><td>Aug-20</td><td>1</td></tr> <tr><td>Sep-20</td><td>1</td></tr> <tr><td>Oct-20</td><td>3</td></tr> <tr><td>Nov-20</td><td>6</td></tr> <tr><td>Dec-20</td><td>1</td></tr> </tbody> </table>	Month	Accepted	Feb-20	0	Mar-20	0	Apr-20	2	May-20	0	Jun-20	0	Jul-20	3	Aug-20	1	Sep-20	1	Oct-20	3	Nov-20	6	Dec-20	1	The reviews team accepted 10 of these recommendations.
Month	Accepted																											
Feb-20	0																											
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4.6	Trends	0		Trends data will be reported on over the coming quarters as more data is recorded.																								

## 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