



**POLICE & CRIME
COMMISSIONER**
for Leicester,

Leicestershire & Rutland

Your Communities - Your Commissioner

OFFICE
PERFORMANCE
REPORT

PERFORMANCE & GOVERNANCE

Office of The Police &
Crime Commissioner
Leicester, Leicestershire & Rutland

September 2025

Report Overview

The following report is to provide an overview in relation to the performance of the Office of Police & Crime Commissioner – Leicester, Leicestershire & Rutland.

The report primarily focuses on key activities and outcomes across various areas of the business, including;

- Public Interaction – engagement with communities, complaint handling and public-facing services
- Scrutiny Functions; Monitoring performance of the volunteers
- Statutory Duties; Freedom of information requests and SARS requests.

The aim is to demonstrate accountability and effectiveness in representing the public's priorities. This report enables the office to identify trends, challenges and areas for improvement to support informed decision making and future planning.



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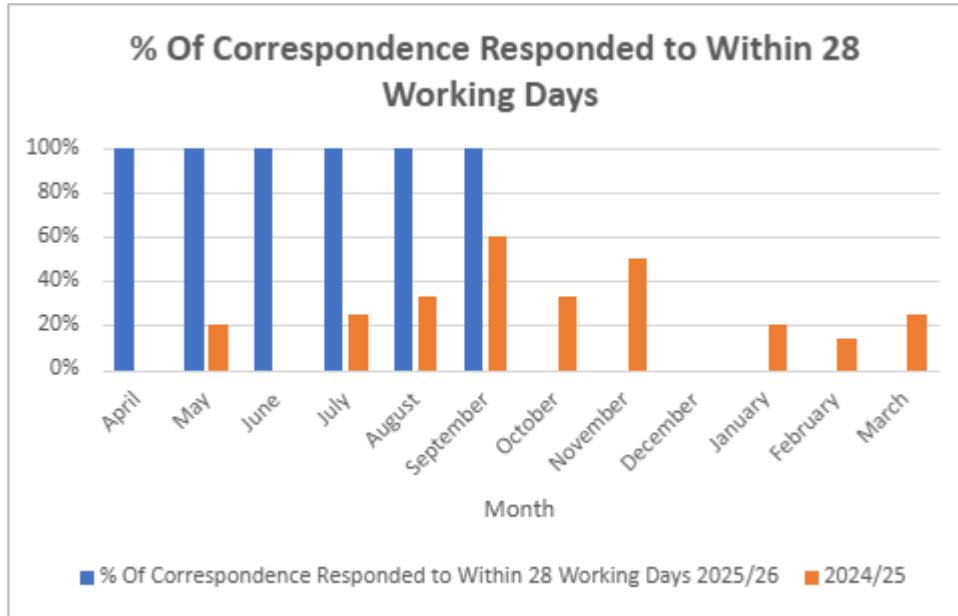
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Public Interaction

- **Percentage of correspondence responded to within 28 working days** - *The percentage of calls public correspondence the office has responded to within 28 working days.*
- **Average days taken to respond (including weekends)** - *The average number of days taken to respond to public correspondence per month.*
- **Public line calls received** - *The number of Public Line Calls Received per month.*
- **Percentage of calls answered under 25s** - *The percentage of calls answered under 25 seconds.*



PUBLIC INTERACTION



Observations (Director of Governance & Performance):

Percentage of correspondence responded to within 28 working days:

100% of correspondence has been responded to in 28 days for the entirety of the financial year. This is a significant improvement when compared to the 2024/25 financial year.

Planned action to improve performance:

The increase to the response time from 21 days to 28 days took effect on the 20th May 2025 to account for the box system - this has helped with performance.

Positive performance is expected to continue with the change to the delegations.

Baseline comparison

Last 3 months

Difference to previous 3 months

+65pp

100%

+54pp



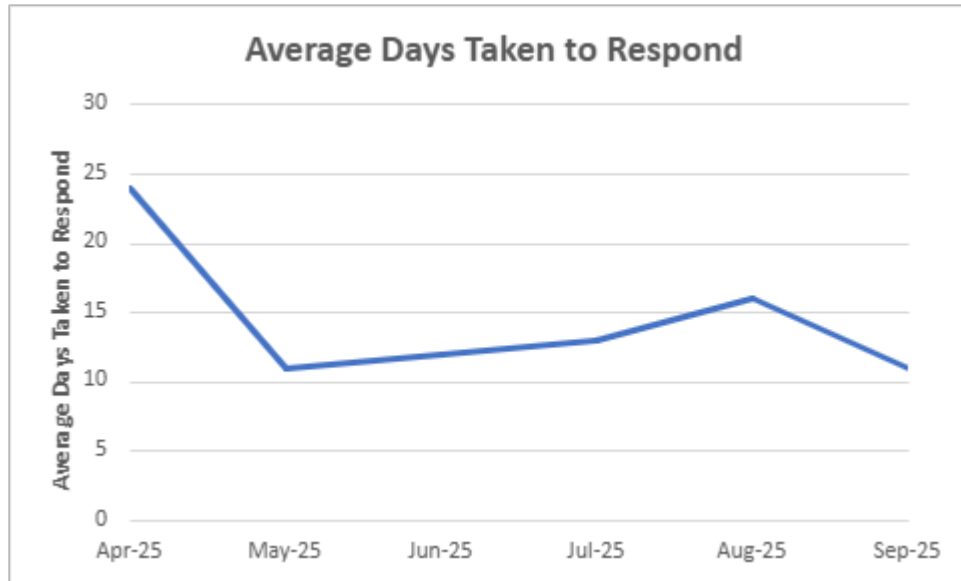
Observations (Director of Governance & Performance):

Average number of days taken to respond:

The average time taken to respond is a new metric created from April 2025, therefore no historic comparisons can be made. In comparison to Q1, performance has remained consistent, sitting at 11 days as of September 2025. We will continue to monitor over the coming months.

Planned action to improve performance:

There has already been a notable reduction in turnaround time due to new delegations. This is set to remain around the 10 day mark.



Baseline comparison

Last 3 months

Difference to previous 3 months

(N/A)

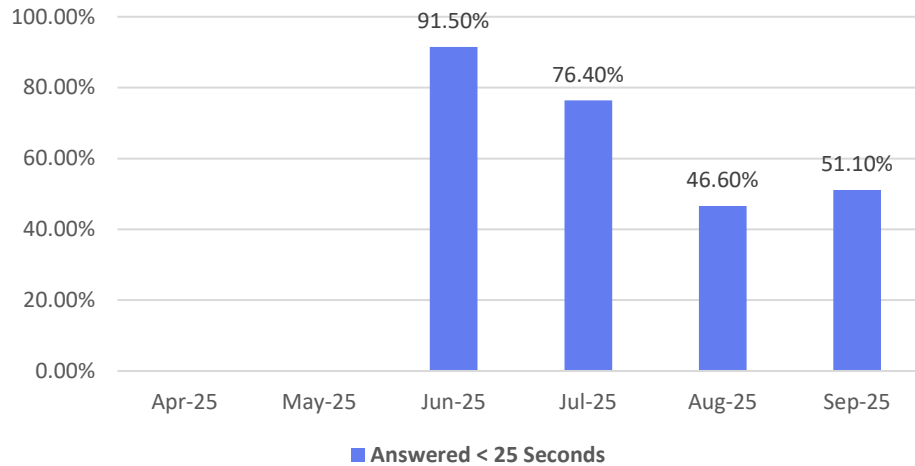
13.3 days

(-2.3days)



PUBLIC INTERACTION

Answered Under 25 Seconds



Observations (Director of Governance & Performance):

Percentage of calls answered under 25(s):

The percentage of calls answered under 25 seconds throughout Q2 was 58%. Due to this being a new metric, no historic data is available, however we plan to monitor this metric going forward.

Planned action to improve performance:

DGAP has raised performance concern with the Performance & Governance team internally.

Baseline comparison

Last 3 months

Difference to previous 3 months

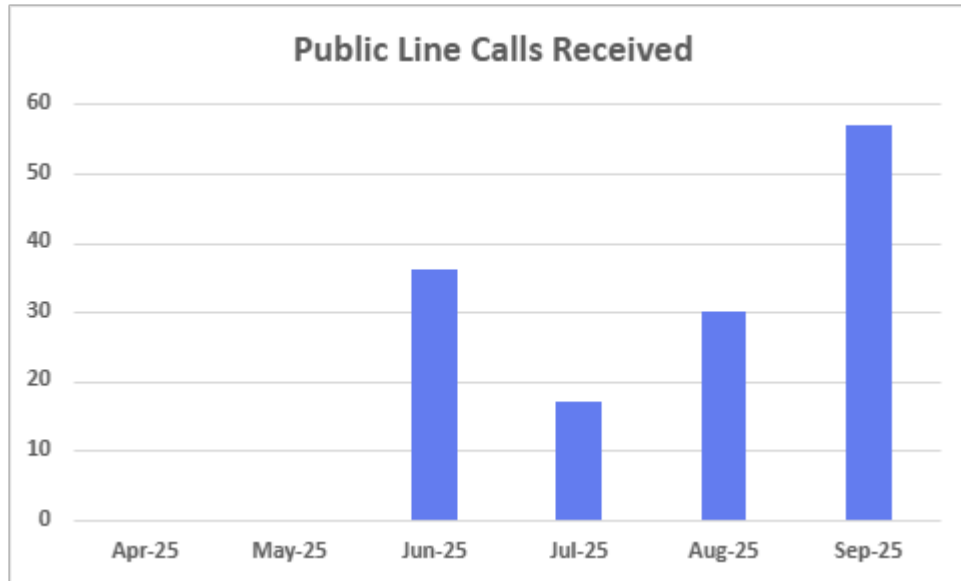
(N/A)

58%

(N/A)



PUBLIC INTERACTION



Observations (Director of Governance & Performance):

Number of Public Line Calls Received:

The number of public line calls received fluctuates month on month, Due to this being a new metric we track as an office, no historic data is available, however we plan to monitor this metric going forward.

Throughout the entirety of Q2, the OPCC Public Line received 104 calls.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(N/A)

(104 calls)

(N/A)



Scrutiny Functions

- **Number of ICV Visits** - *The number of visits completed by our ICV volunteers.*
- **Percentage if ICV Visits on target** - *The compliance against the PCC's targeted number of visits per month (set at 1 per month)*
- **Number of Animal Welfare Scheme Visits** - *The number of visits completed by our AWS volunteers.*
- **Percentage of Animal Welfare Scheme on target** - *The compliance against the PCC's targeted number of visits per month (set at 1 per month)*
- **Total Volunteer Hours** - *The total number of hours volunteered by OPCC volunteers per calendar month.*
- **Total Number of Volunteers** - *The total number of OPCC volunteers.*



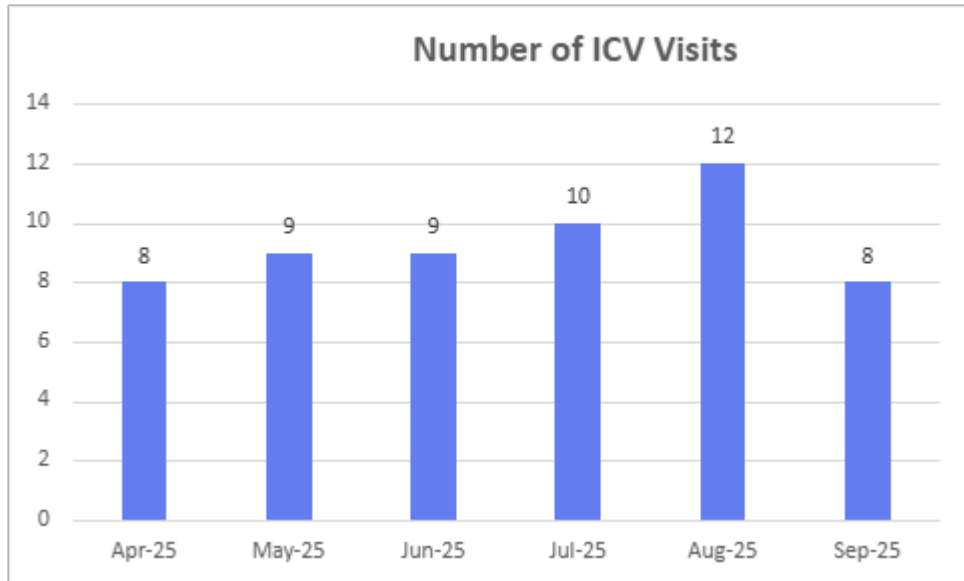
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STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of ICV Visits:

The number of ICV Visits over the last 3 months is consistent, around 10 visits per month. This is above the 2024/25 baseline of 8 visits per month on average.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(8)

(10)

(+2)



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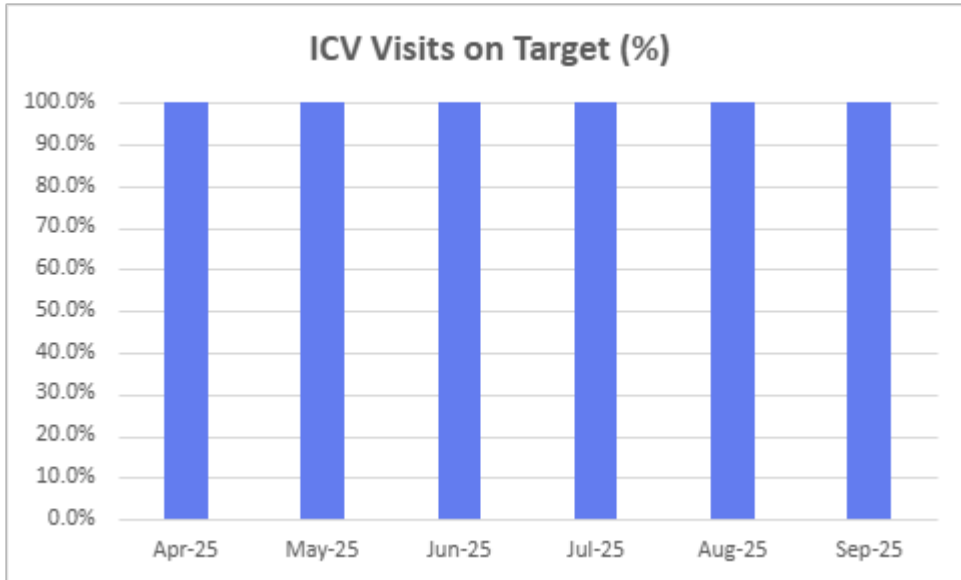
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TREND/OUTLOOK: STABLE

STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of ICV Visits on Target (%):

The Police & Crime Commissioner has agreed upon setting a 1 visit per week target for the ICV scheme. The compliance against this agreed target for the ICV Visits over the last 3 months has been 100%. This is in line with the 2024/25 baseline of 100%.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

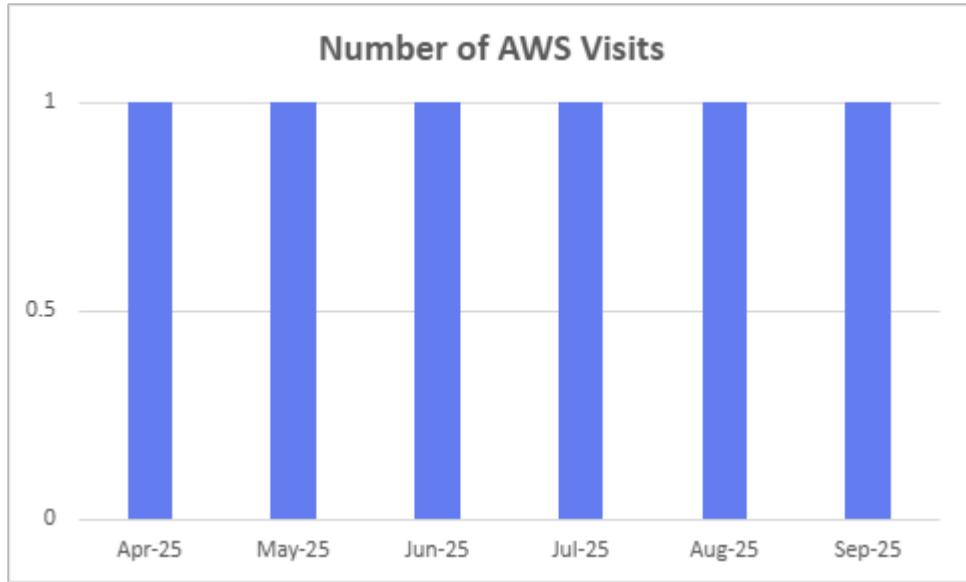
(100%)

(100%)

(No Change)



STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of AWB Visits:

The number of Animal Welfare Scheme visits over the last 3 months is consistent, 1 visit per month. This is in line with the 2024/25 baseline of 1 visits per month on average.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(1)

(1)

(No Change)



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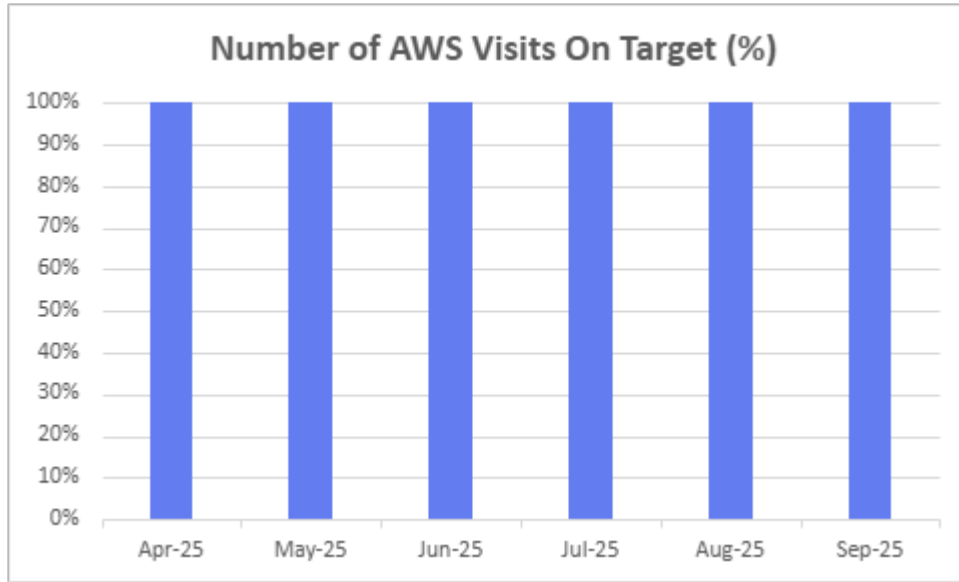
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TREND/OUTLOOK: STABLE

STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of AWS Visits on Target (%):

The Police & Crime Commissioner has agreed upon setting a 1 visit per week target for the Animal Welfare Scheme scheme. The compliance against this agreed target for the ICV Visits over the last 3 months has been 100%. This is in line with the 2024/25 baseline of 100%.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

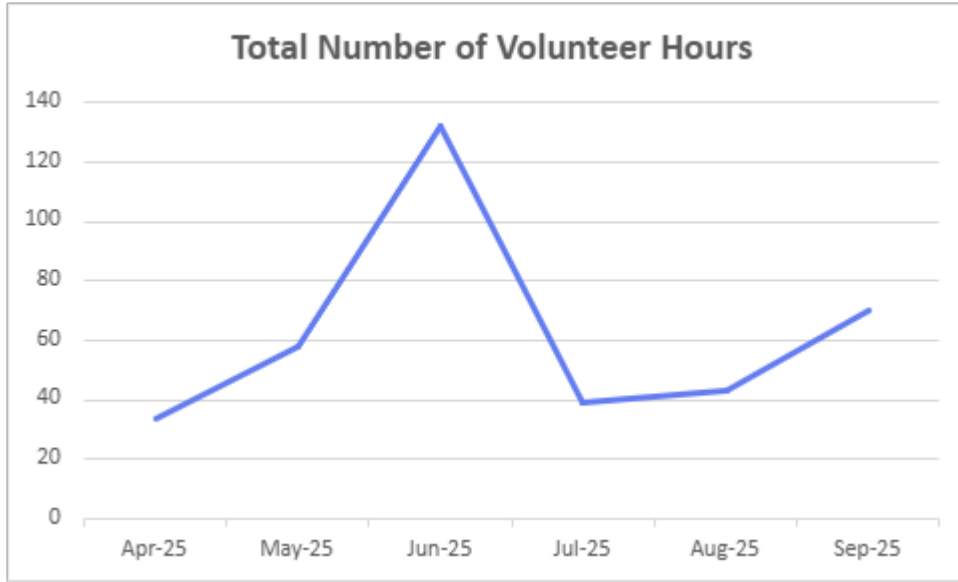
(100%)

(100%)

(No Change)



STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of Volunteer hours:

The total number of volunteer hours over the last 3 months has averaged 50.7 hours. This is below the 2024/25 baseline of 75 hours per month on average.

Planned action to improve performance:

N/A

Baseline comparison

(75hrs)

Last 3 months

(50.7hrs)

Difference to previous 3 months

(-25hrs)



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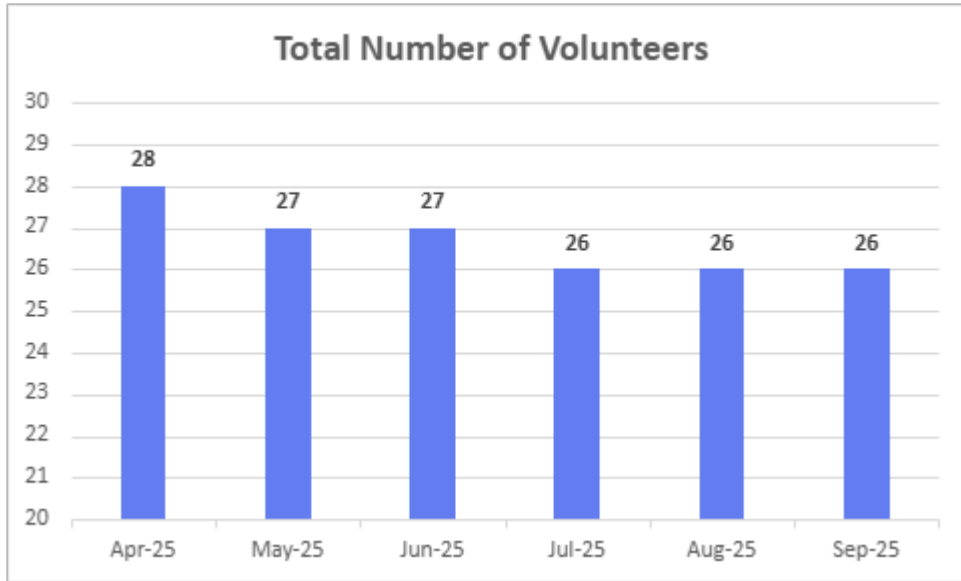
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TREND/OUTLOOK: STABLE

STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of Volunteers:

The number of volunteers over the last 3 months is consistent, around 26 volunteers total. This is a slight increase on 2024/25 baseline of 24 volunteers.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(24)

(26)

(-1)



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TREND/OUTLOOK: STABLE

Statutory Duties

- **Total Number of FOI's Received** - *The total number of Freedom of Information requests received by the OPCC per calendar month.*
- **Total Number of SARS Received** - *The total numbers of Subject Access Requests (SARS) received by the OPCC per calendar month.*



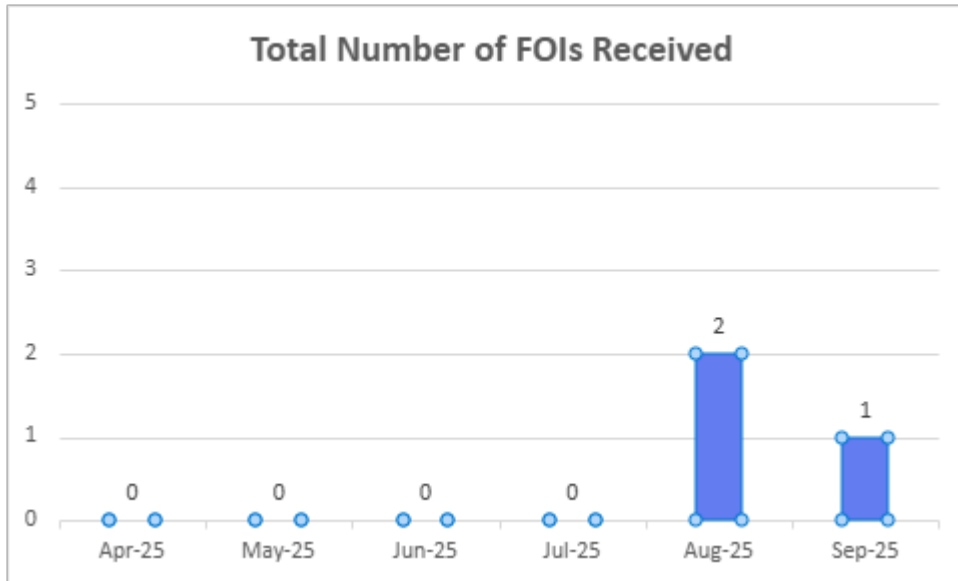
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STATUTORY DUTIES



Observations (Director of Governance & Performance):

Number of FOI's Received:

The number of FOI's received over the last 3 months is 3. Throughout the 2024/25 financial year, the OPCC averaged 1.4 FOI's per month.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

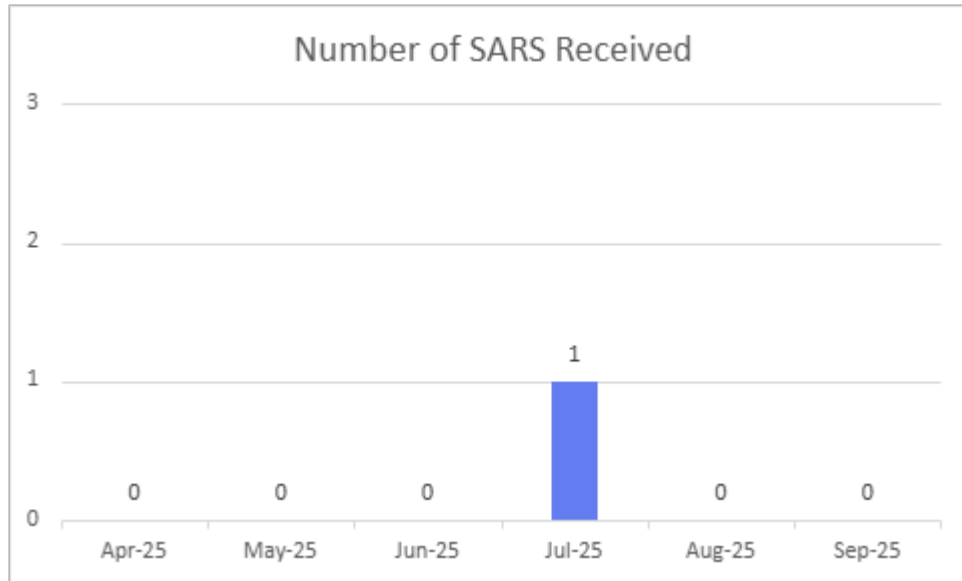
(1)

(3)

(+3)



STATUTORY DUTIES



Observations (Director of Governance & Performance):

Number of SARS Received:

The number of SARS received over the last 3 months is 1. Throughout the 2024/25 financial year, the OPCC did not receive any SARS requests.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(0)

(1)

(+1)



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TREND/OUTLOOK: STABLE

GLOSSARY

Slide No	Metric	Definition
4	Percentage of Correspondence Responded to Within 28 Working Days	The percentage of calls public correspondence the office has responded to within 28 working days.
5	Average Days Taken to Respond	The average number of days taken to respond to public correspondence per month.
6	Answered Under 25s	The percentage of calls answered under 25 seconds.
7	Public Line Calls Received	The number of Public Line Calls Received per month.
9	Number of ICV Visits	The number of custody visits made by the ICV volunteers per month.
10	ICV Visits on target (%)	This is the percentage of compliance against the pre-agreed target outlined by the PCC.
11	Number of AWS Visits	The number of visits made by the Animal Welfare Scheme volunteers per month.
12	AWS Visits on target (%)	This is the percentage of compliance against the pre-agreed target outlined by the PCC.
13	Number of Volunteer Hours	The total number of volunteer hours recorded by OPCC volunteers per calendar month, across all scrutiny panels, animal welfare scheme and ICV's.
14	Total Number of Volunteers	The total number of OPCC volunteers.
16	Total Number of FOI's received	The total number of Freedom of Information requests received by the OPCC per calendar month.
17	Total Number of SARS received	The total numbers of Subject Access Requests (SARS) received by the OPCC per calendar month.



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