



**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

March 2026

Executive Summary (Q4)

- + Positive Commentary/Exceptions
- + Correspondence Performance continues to be positive.
- + Performance for the ICV & AWS continue to be outstanding.
- Areas for improvement commentary/Exceptions

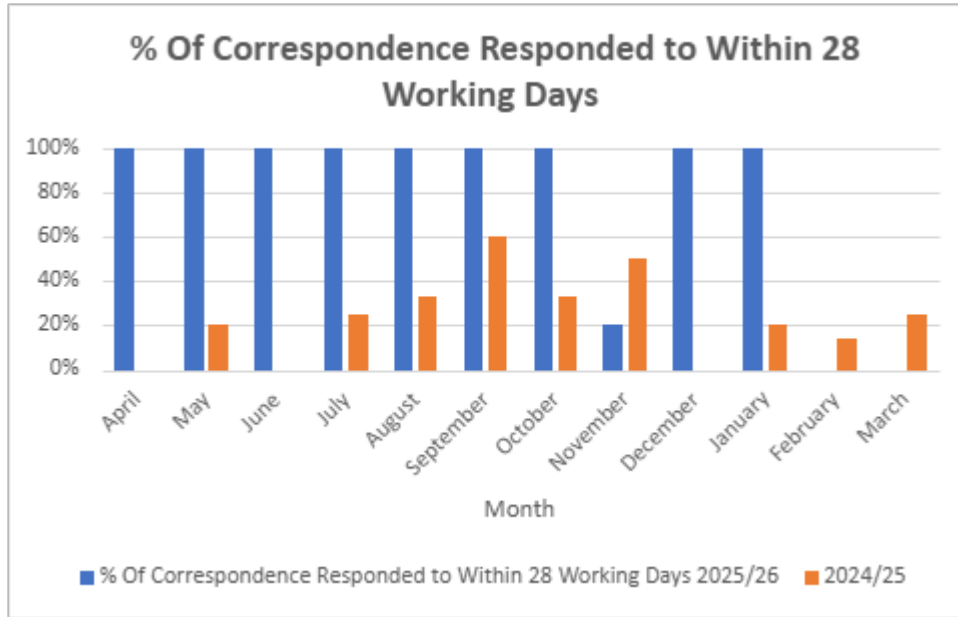


Public Interaction

- **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 too in 28 days for the majority of the financial year. Within Q4, only 1 correspondence was received in January 2026, with no correspondence recorded in February & March 2026.

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 which has had a significant impact on performance.

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

Baseline comparison

+65pp

Last 3 months

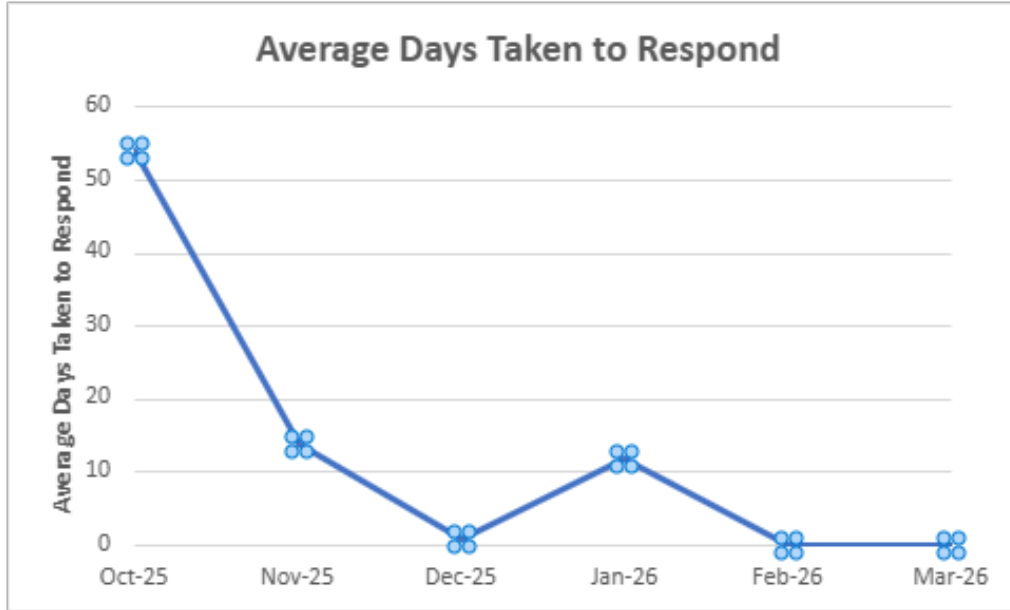
100%

Difference to previous 3 months

+17pp



PUBLIC INTERACTION



Baseline comparison

(N/A)

Last 3 months

12 days

Difference to previous 3 months

(11 days)

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. There was a significant increase recorded in the average days taken to respond to correspondence in October 2025, due to one historic correspondence dating back to August 2025 being responded to in October 2025.

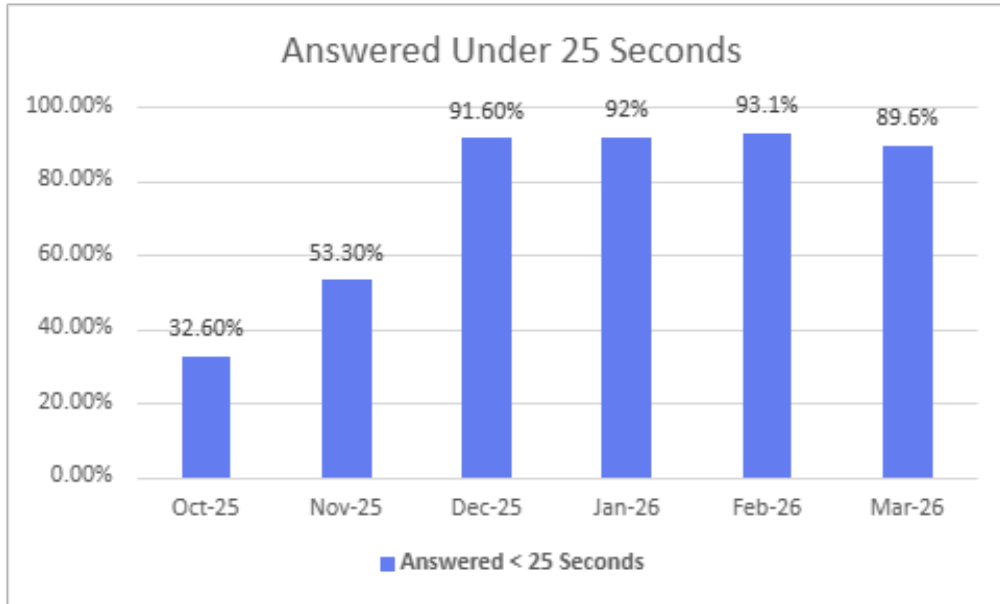
The average number of days has since reduced significantly since October onwards. No correspondence was received in February or March 2026.

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.



PUBLIC INTERACTION



Observations (Director of Governance & Performance):

Percentage of calls answered under 25(s):

The percentage of calls answered under 25 seconds in Q2 averaged 92%.

For further context, we have multiple callers throughout the month who persistently call within a short period of time, which can often lead to a few calls going unanswered within the space of a few minutes.

Planned action to improve performance:

DGAP raised this performance in the most recent performance & governance team meeting in October – since then more members of the team have been added to the calls, and the ring time has also been extended which has resulted in an upturn in performance.

Baseline comparison

(-)

Last 3 months

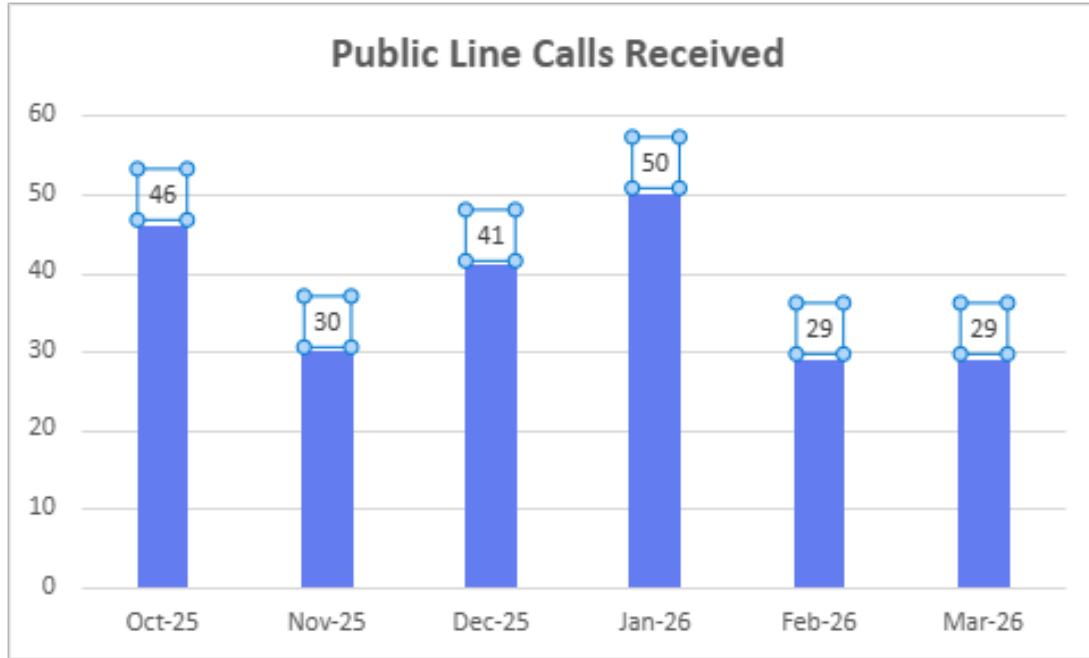
92%

Difference to previous 3 months

(+33%)



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 Q4, the OPCC Public Line received 108 calls.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous 3 months

(N/A)

(108 calls)

(-9 calls)



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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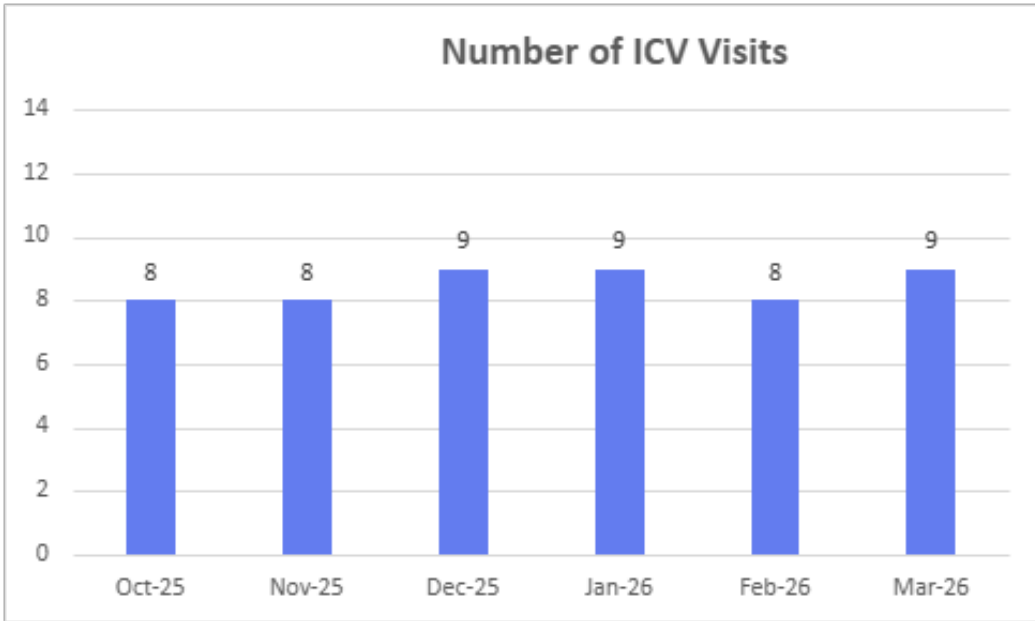
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STATUTORY FUNCTIONS

Number of ICV Visits



Observations (Director of Governance & Performance):

Number of ICV Visits:

The number of ICV Visits over the last 3 months is consistent, around 8/9 visits per month. This is in line with 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)

(8.5)

(No Change)



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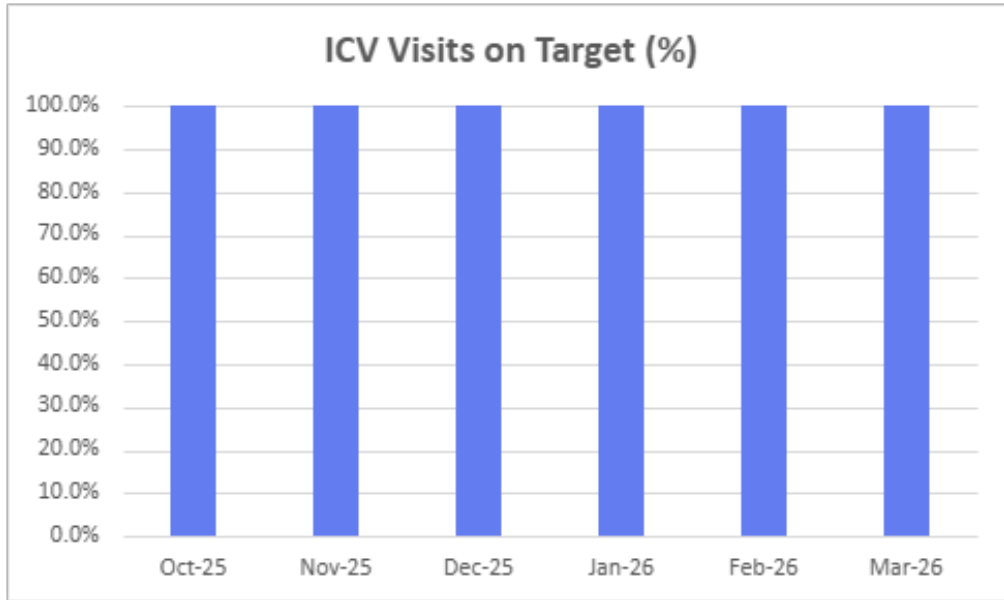
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TREND/OUTLOOK: STABLE

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

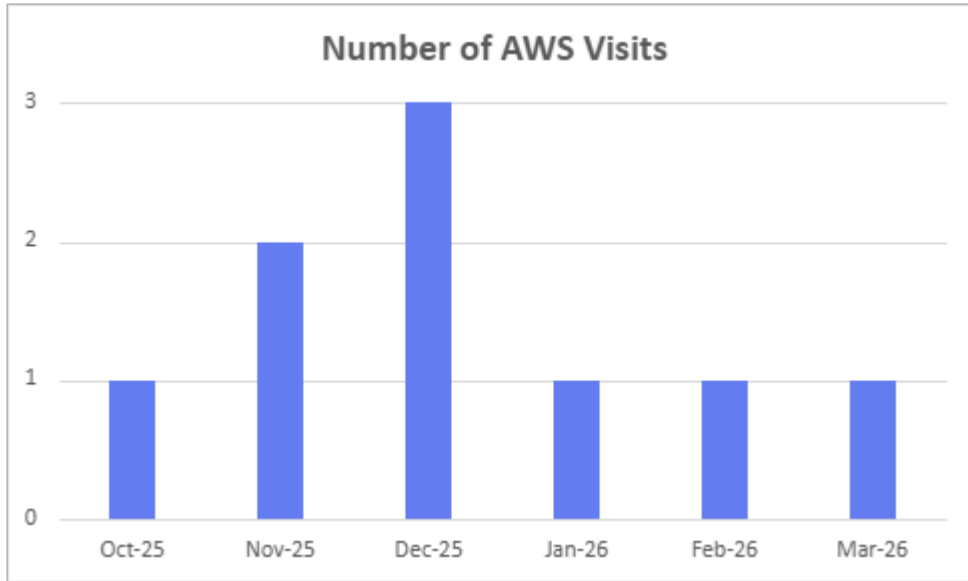
(100%)

(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 has consistent with 1 visit per month. This is in line with the 2024/25 baseline of 1 visit 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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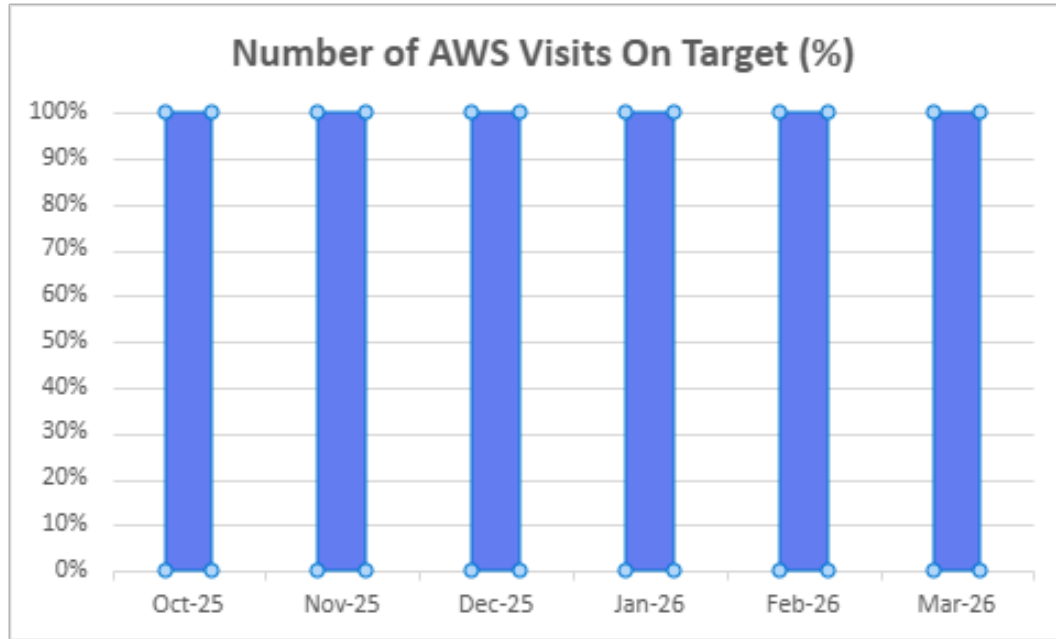
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TREND/OUTLOOK: STABLE

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%)

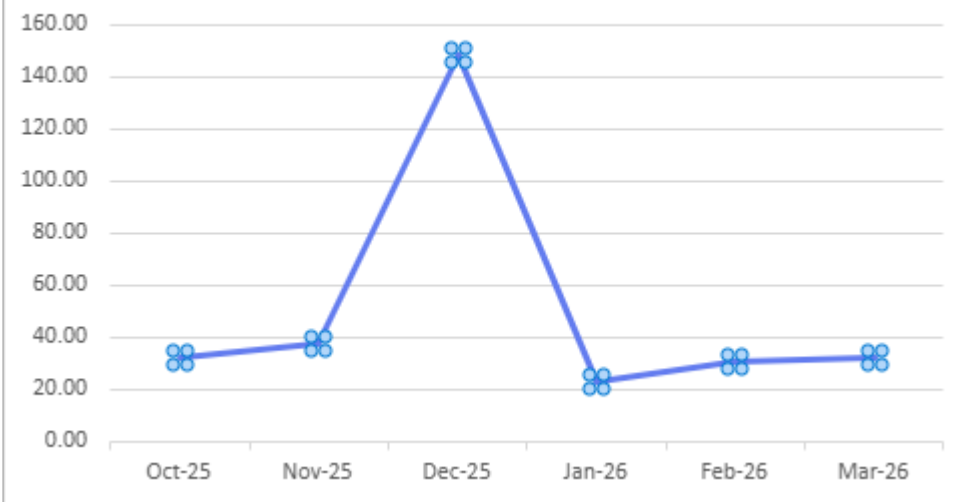
(100%)

(No Change)



STATUTORY FUNCTIONS

Total Number of Volunteer Hours



Observations (Director of Governance & Performance):

Number of Volunteer hours:

The total number of volunteer hours over the last 3 months has averaged 87 hours. This is in line with the 2024/25 baseline of 75 hours per month on average.

Planned action to improve performance:

N/A

Baseline comparison

(75hrs)

Last 3 months

(87hrs)

Difference to previous 3 months

(-132hrs)



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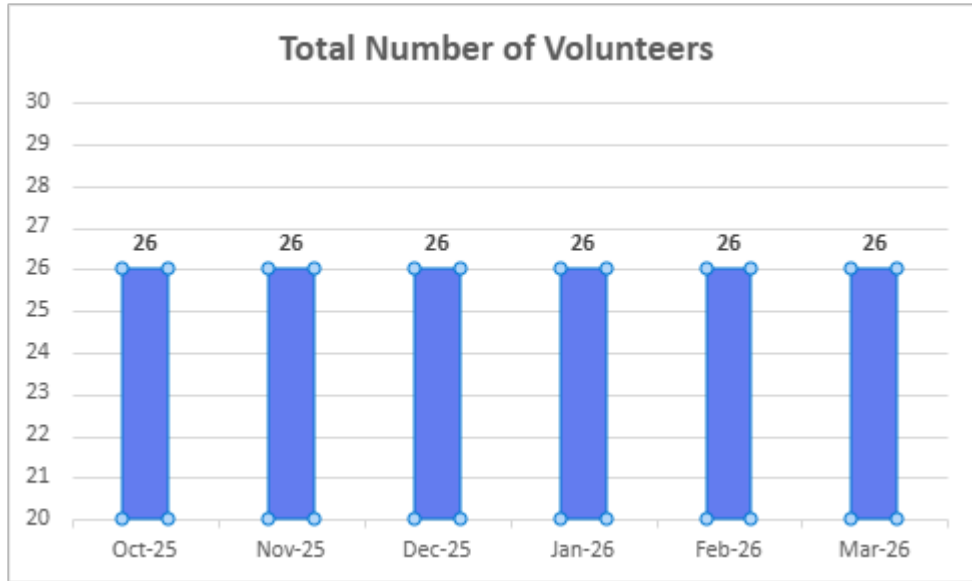
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TREND/OUTLOOK: STABLE

STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of Volunteers:

The number of volunteers over the last 3 months is consistent, with 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)

(No Change)



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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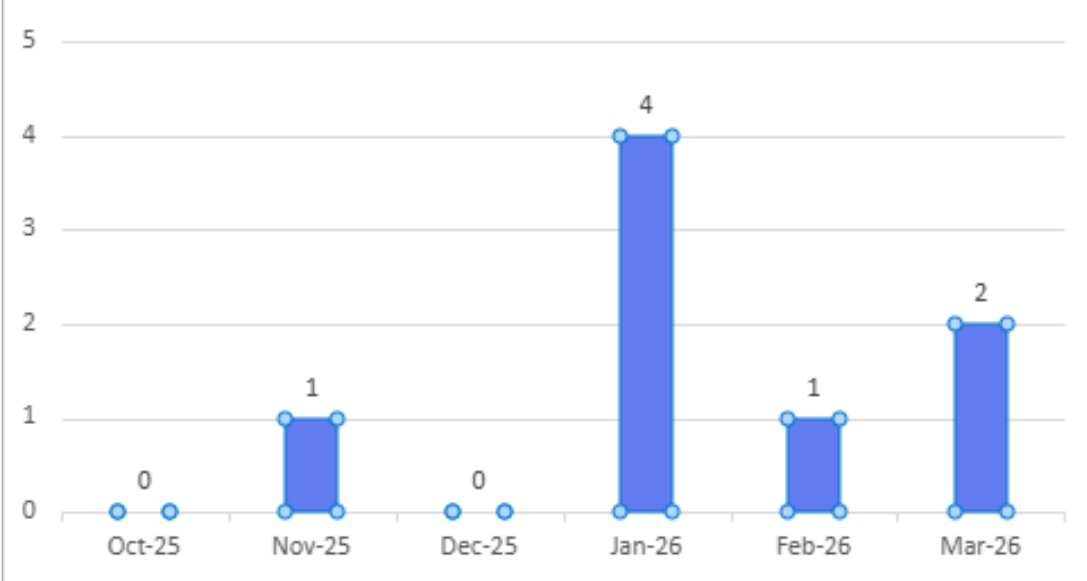
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STATUTORY DUTIES

Total Number of FOIs Received



Observations (Director of Governance & Performance):

Number of FOI's Received:

The number of FOI's received over the last 3 months is 7. 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)

(7)

(+6)



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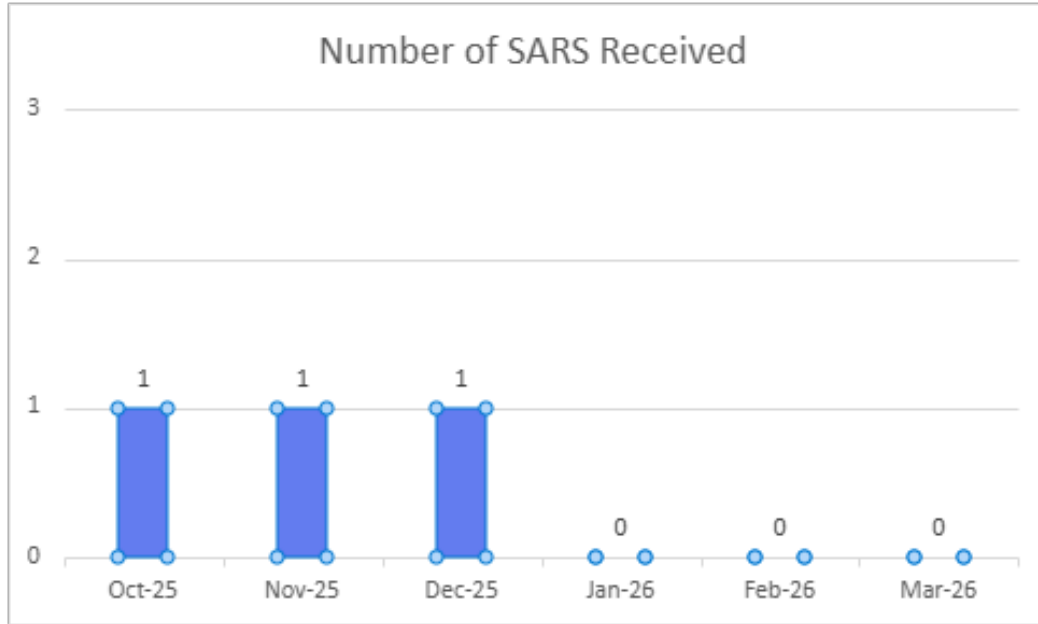
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TREND/OUTLOOK: STABLE

STATUTORY DUTIES



Observations (Director of Governance & Performance):

Number of SARS Received:

The number of SARS received over the last 3 months is 0. 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)

(0)

(-3)



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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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- 0116 229 8908
- leics.pcc.police.uk
- OPCC@leics.police.uk
- leicsPCC
- @leicsPCC
- leicestershireopcc