



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

June 2026

Executive Summary (Q1)

- + Positive Commentary/Exceptions
- + Performance for the ICV & AWS continue to be outstanding.
- + Calls answered under 25 seconds.
- Areas for improvement commentary/Exceptions
- Percentage of correspondence responded to within 28 days.

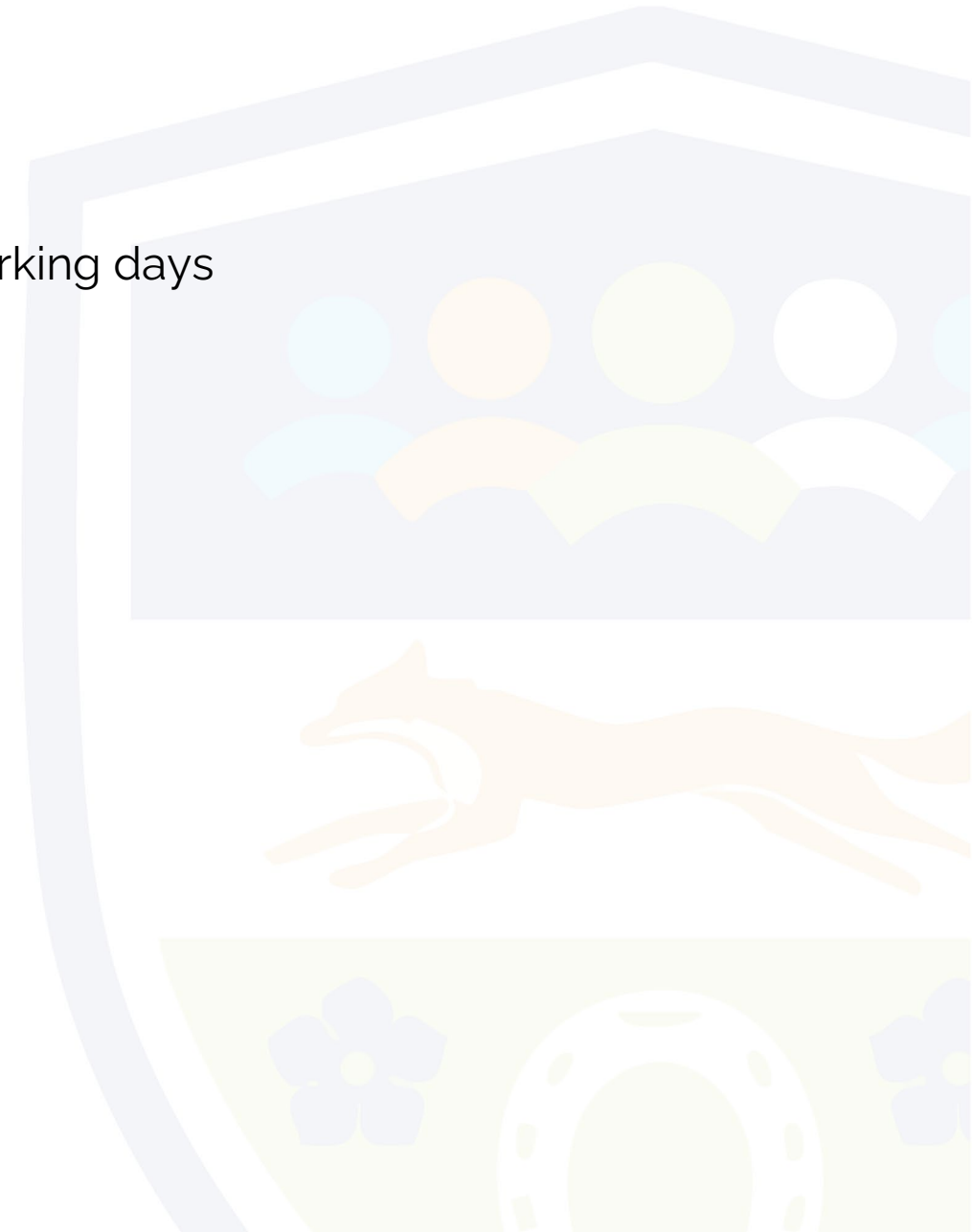


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Public Interaction

- Responded to in 28 days
- Percentage of correspondence responded to within 28 working days
- Average days taken to respond (including weekends)
- Public line calls received
- Percentage of calls answered under 25s



PUBLIC INTERACTION

% Of Correspondence Responded to Within 28 Working Days



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 previous financial year. Over the course of Q1, the percentage of correspondence responded too within 28 days averaged 50%.

Planned action to improve performance:

Changes to the delegation process to sign off correspondences should see performance improve is response times.

Baseline comparison

Last 3 months

Difference to previous 3 months

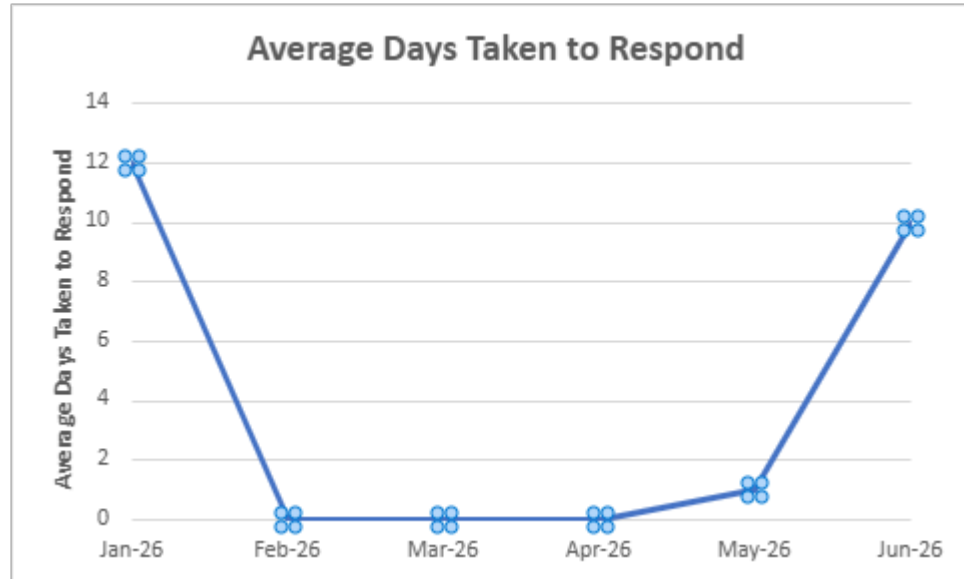
+65pp

50%

-50pp



PUBLIC INTERACTION



Observations (Director of Governance & Performance):

Average number of days taken to respond:

The average number of days taken to respond throughout Q1 was 5.5 days. No correspondence was received in April 2026, however there was 6 received in May and 3 in June.

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

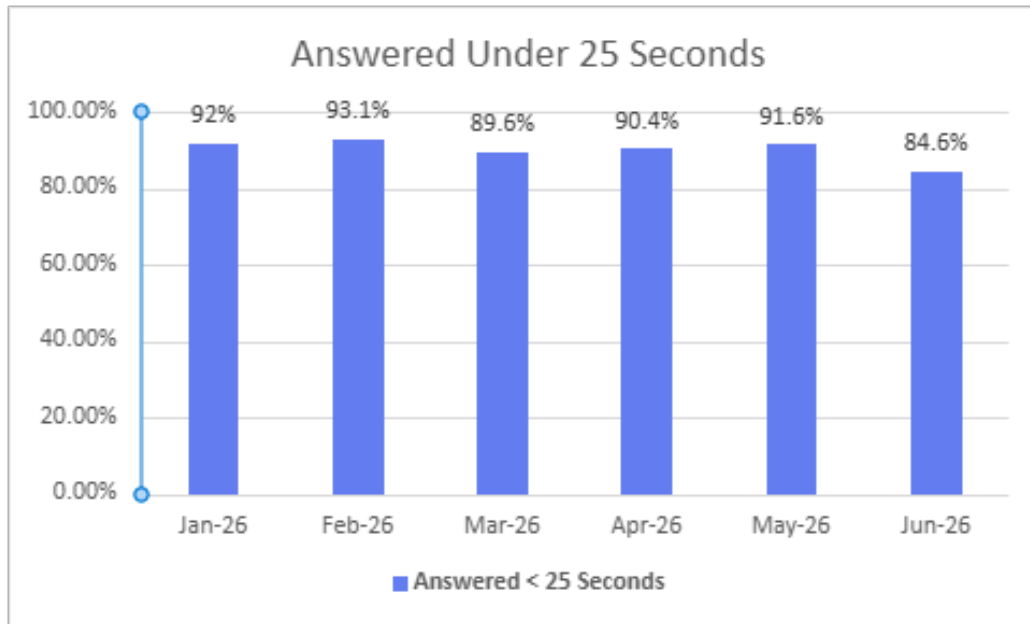
(N/A)

5.5 days

(-6.5 days)



PUBLIC INTERACTION



Observations (Director of Governance & Performance):

Percentage of calls answered under 25(s):

The percentage of calls answered under 25 seconds in Q1 averaged 88.9%. Performance has significantly increased compared to the previous YTD due to the actions taken within the performance & governance team.

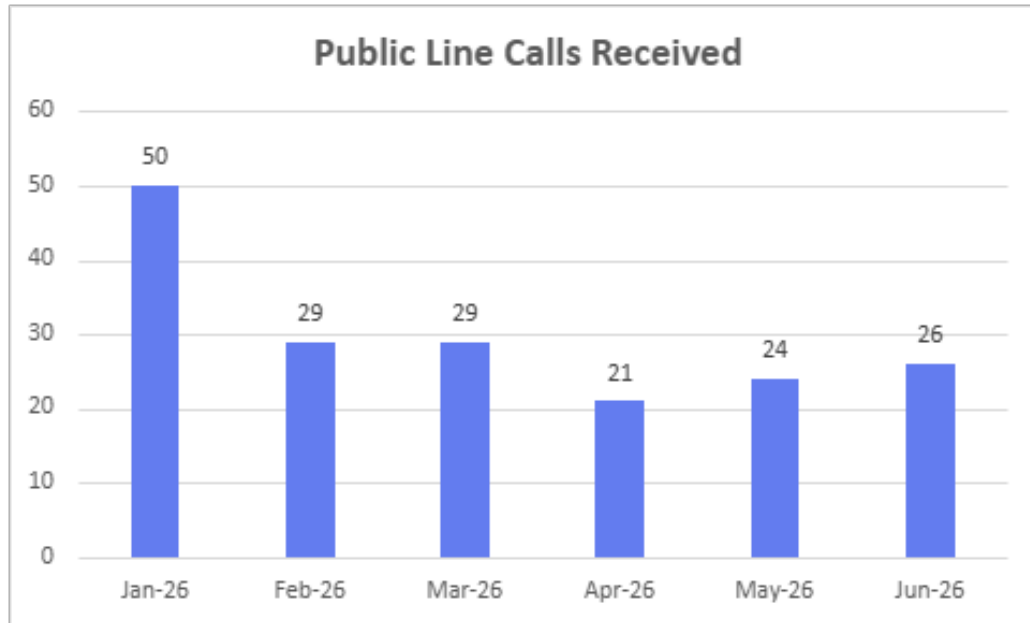
Planned action to improve performance:

DGAP raised this performance in the most recent performance & governance team meeting in October 2025 – 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	Difference to previous 3 months
(-)	90.5%	(-1.1%)



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 Q1, the OPCC Public Line received 71 calls.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous
3 months

(N/A)

(71 calls)

(38 calls)



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TREND/OUTLOOK: STABLE

Scrutiny Functions

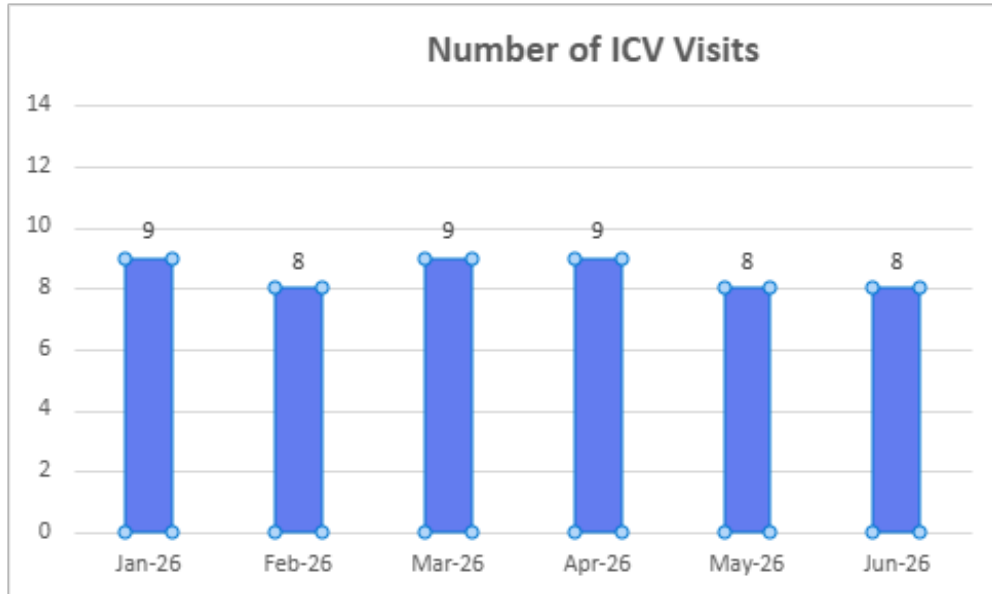
- Number of ICV Visits
- Percentage if ICV Visits on target
- Number of Animal Welfare Scheme Visits
- Percentage of Animal Welfare Scheme on target
- Total Volunteer Hours
- Total Number of Volunteers



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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 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

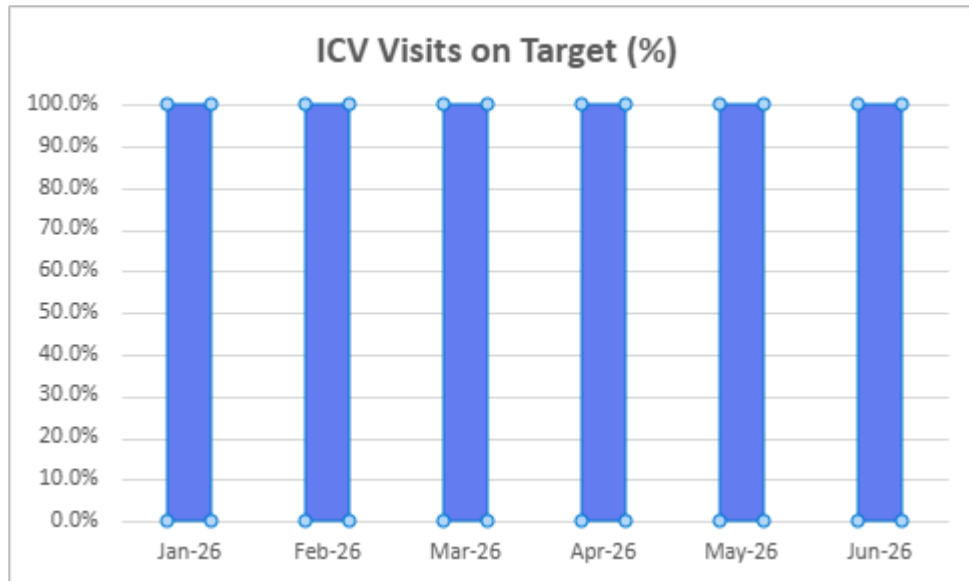
(8)

(8.5)

(No
Change)



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

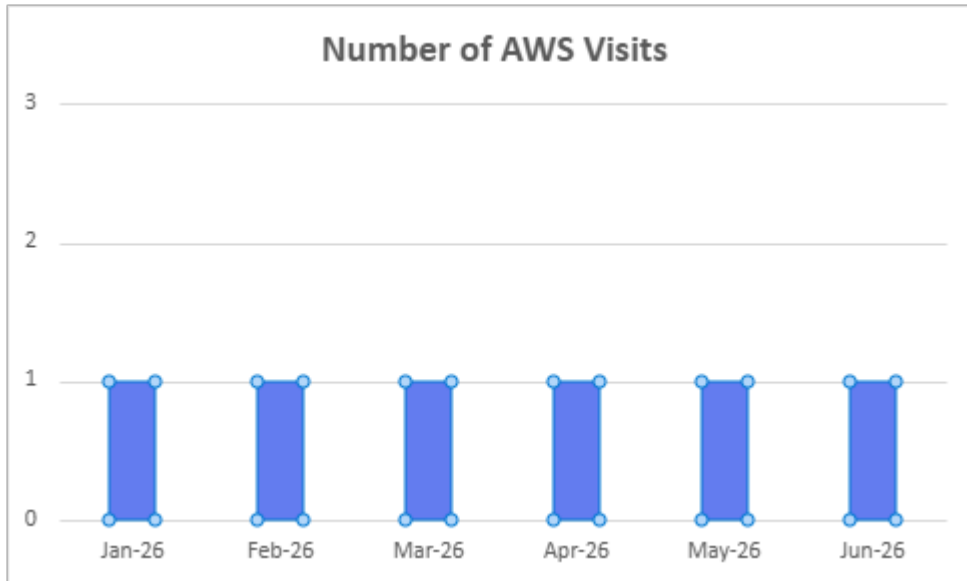
Observations (Director of Governance & Performance):

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

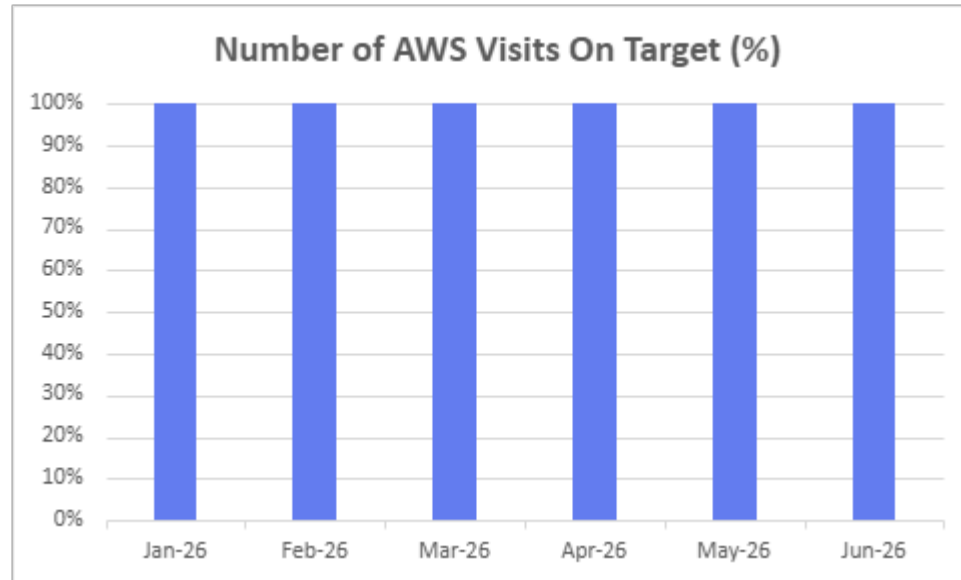
(1)

(1)

(No Change)



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

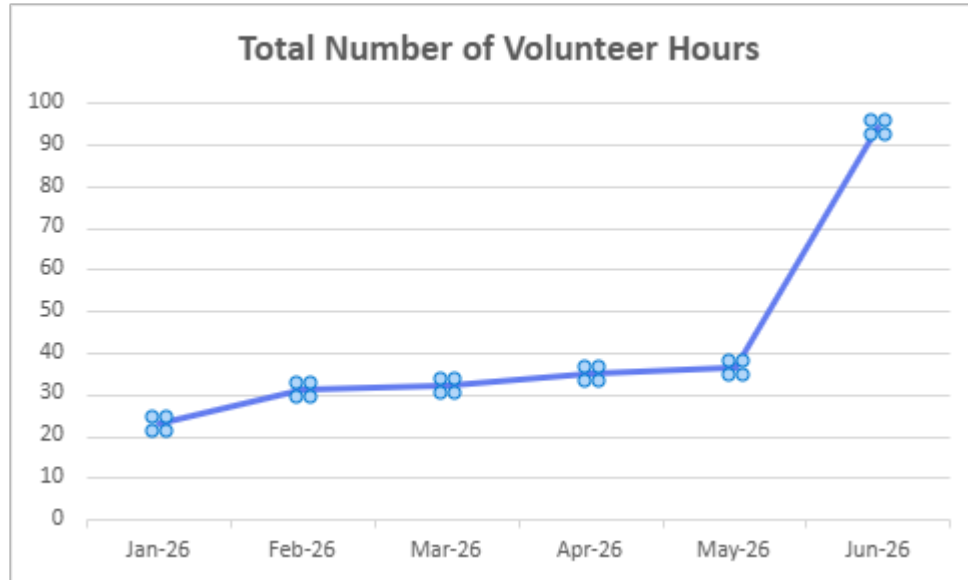
(100%)

(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 55 hours. This is below the 2024/25 baseline of 75 hours per month on average.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous
3 months

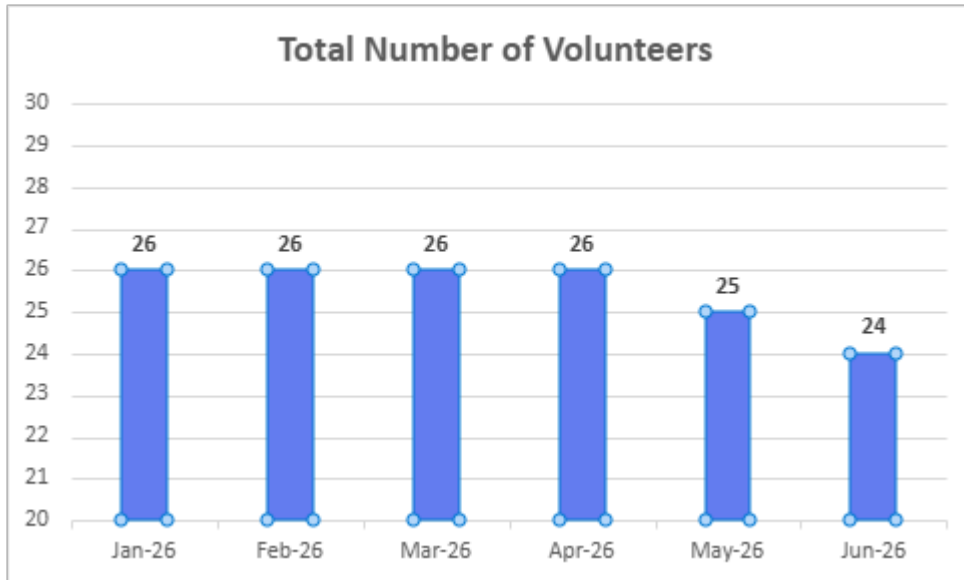
(75hrs)

(55hrs)

(+79hrs)



STATUTORY FUNCTIONS



Observations (Director of Governance & Performance):

Number of Volunteers:

The number of volunteers over the last 3 months is consistent, with 24 volunteers at the close of Q1. This is in line with the 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)

(25)

(-1)



Statutory Duties

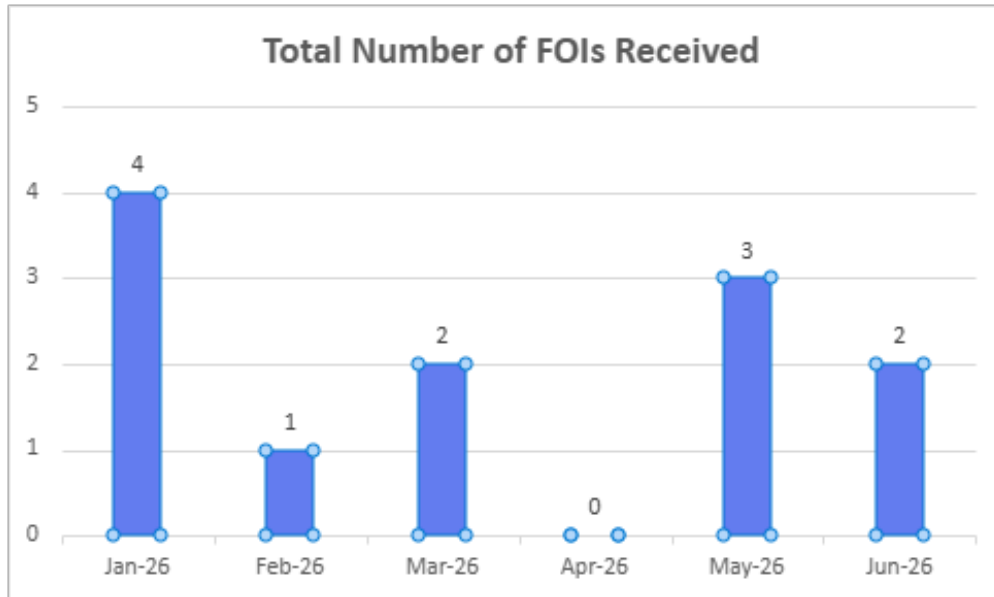
- Total Number of FOI's Received
- Total Number of SARS Received



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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 5. Throughout the 2024/25 financial year, the OPCC averaged 4 FOIs per quarter.

Planned action to improve performance:

N/A

Baseline comparison

Last 3 months

Difference to previous
3 months

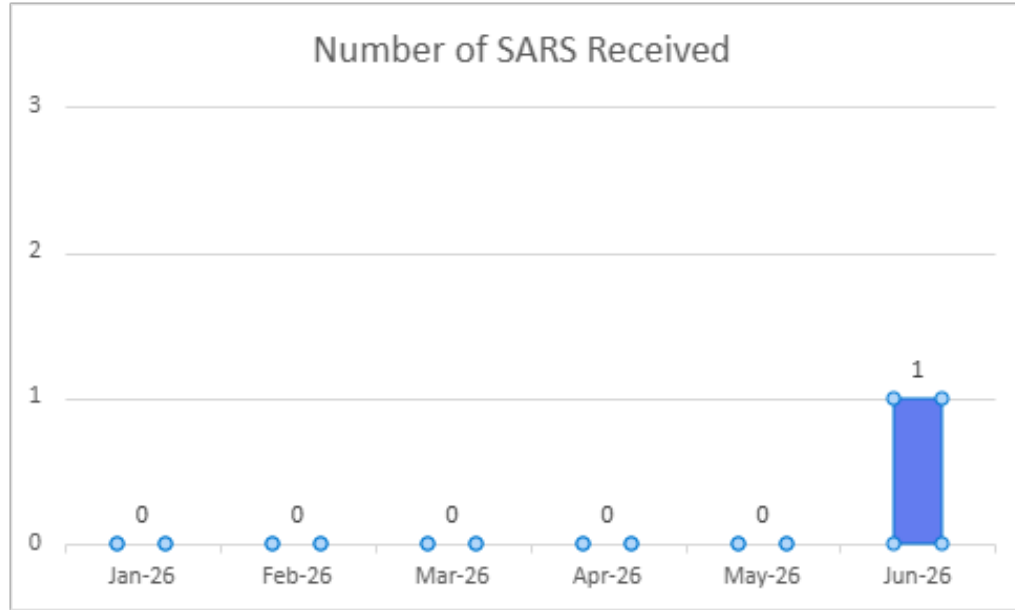
(4)

(5)

(-2)



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)



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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