

POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE POLICE AND CRIME PANEL

Report Of	POLICE AND CRIME COMMISSIONER
Subject	OPCC PERFORMANCE REPORT – DECEMBER 2018
Date	FRIDAY 1 ST FEBRUARY 2019 – 10.00AM
Author	ELIZABETH STARR, PERFORMANCE MANAGER, OFFICE OF POLICE AND CRIME COMMISSIONER

Purpose of Report

1. To provide the Police and Crime Panel with an update of the performance of the Office of the Police and Crime Commissioner.

Recommendation

2. The Panel is recommended to discuss and note the contents of the report.

Background

3. This is the first time the performance of the Office of the Police and Crime Commissioner has been presented to the panel. With the Performance Manager now in post these reports will be completed monthly and shared with the panel at regular occasions throughout the year.
4. The report is a work in progress and will be developed further by the Performance Manager. Comments and feedback from members would be welcomed to aid the future development and format of the report.
5. The performance report itself is attached at Appendix item A, the glossary that accompanies the report is attached at Appendix item B.

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**POLICE & CRIME
COMMISSIONER
for Leicestershire**

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OPCC PERFORMANCE REPORT

December 2018

(1st December 2018 – 31st December 2018)

Appendix A

Office of the Police and Crime Commissioner Performance Report			
1. Executive Support Team			
KPI	Measure	Performance Dec-18	Commentary
1.1	Number of Emails Received	453	The Police Commissioner inbox has received 453 emails throughout the month of December. December is generally regarded as a quiet month for emails, correspondence and invitations due to the Christmas holidays.
	Number of Correspondence Received	38	
	Number of Invitations Received	46	
1.2	Number of FOI received	0	The OPCC has received no freedom of information requests. Previous requests this year have been requests for information on the Commissioner's diary appointments and information on the budget allocations for example however none have been received this month.
1.3	Number of LWB Meetings	61	The average number of meetings Lord Bach attends each month is 90, in the month of December the Commissioner attended 61 meetings. This is slightly less than the average due to the Commissioner taking 2 weeks leave over Christmas.

1.4	Number of ICV Volunteers	24	<p>The number of ICVs has remained stable over the course of the year with only 3 ICVs leaving since April 2018. Exit interviews are undertaken and the main reason for leaving the Scheme is due to being unable to continue volunteering due to work commitments. There has currently been a recruitment campaign for new ICVs, throughout this process, 13 applications were received and 7 applicants were successful. These applicants are currently undergoing vetting checks and are due to start training in 2019. As these volunteers have not officially started yet they are not included in the number stated here for December 2018.</p>
	Number of ICV Volunteered hours	30	<p>The number of volunteered hours and visits has remained stable from the start of the financial year, as both the average length of visits and the number of times each suite is visited remain consistent. In the average month, at least two volunteers visit each custody suite once a week. The travel time to and from the custody suites is included in the total volunteered hours as is the hours volunteered for team meetings and training.</p> <p>In December 2018, the average travel time for all volunteers to all suites was approximately 40 minutes and the average length of visit across all suites was 28 minutes, making the average visit length 1hr and 8 minutes. Further to this there was a team meeting held in December 2018, which has been included in the total, this explains why the number of volunteered hours is slightly higher than previous months.</p>
	Number of ICV Visits	13	<p>This month the ICV's achieved an 100% visit rate, with each suite being visited every week, due to the way the calendar weeks have fallen it also means that one of the custody suites (Keyham Lane) has been visited 5 times throughout the month.</p>

1.5	Number of YC Members	5	<p>The number of Youth Commission members has seen a gradual reduction since September 2018, 5 Youth Commission members left at the start of the academic year due to moving to University or moving on for work. As of December 2018 there are 5 active Youth Commission members.</p> <p>In November 2018 the OPCC reviewed the active/inactive volunteers and correspondence was sent to the inactive volunteers (where inactive is viewed as no volunteering activity within 6 months) to confirm whether they were still available/interested to volunteer. As a result of this, 5 youth commission members left in December, this is due to a change in personal circumstances meaning they are no longer able to volunteer.</p> <p>There has been no recent recruitment for Youth Commission members however a Youth Commission Recruitment Campaign is programmed for this year, 2019.</p>
	Number of YC Volunteered hours	12	
1.6	Office Sickness	1	<p>The data presented here has been acquired from the Force HR Department as this is the first time these figures have been requested it does appear there are some issues concerning who is included in the figures. We are currently working on this in partnership with HR to understand and correct this and will update the panel at the next meeting.</p> <p>In December 2018, one calendar day was lost to sickness. This represents an increase of 1 day when compared to November 2018 in which no days were lost to sickness.</p>
1.7	OPCC Headcount	31	<p>In figures obtained from the Force HR department, the headcount for the OPCC currently stands at 31. This number includes JARAP</p>

			<p>Members, Youth Commission members and the Youth Commission co-ordinators.</p> <p>The office currently has 18 permanent employees, a member of staff seconded from the County Council, 2 contractors and a policing advisor employed by the force.</p> <p>The proportion of BAME staff within the OPCC is currently 27%.</p> <p>The proportion of females in the OPCC is 55% and the proportion of males is 45%.</p>
1.8	Number of OPCC Vacancies	2	The OPCC currently has two live vacancies, Resources Manager and the Business Staff Officer.

Office of the Police and Crime Commissioner Performance Report

2. Relationship and Change Team

KPI	Measure	Performance Dec-18	Commentary
2.1	Number of Engagement Events	7	<p>In December 2018, 7 engagement events were attended by the OPCC. Some key engagement events attended by the Commissioner were; Patchwalk in Hinckley on 5th December 2018, Meeting with the Victim's Commissioner Baroness Newlove on the 6th December and also a What matters to you event on the 6th December.</p> <p>There are 12 engagement events planned for January 2019.</p>
2.2	Number of Engagement Hours	20.5	<p>A total of 20.5 engagement hours have been spent by the Commissioner and or the Deputy Police and Crime Commissioner in the month of December 2018.</p>
2.3	Number of Partner events/meetings	15	<p>The majority of the partnership meetings attended in December were networking events enabling the Office of the Police and Crime Commissioner to link in and discuss opportunities to work collaboratively with other partners in the area.</p>
2.4	Number of Projects	11	<p>As of December the Office of the Police and Crime Commissioner are managing 11 projects, these include 6 Strategic Partnership Development Fund Projects, Strengthening Probation, People Zones and an Ex-Offenders Event for example.</p>

2.5	Number of Tweets	43	<p>During the month of December, 43 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC). This has reached 56,287 people with 1,154 engagements. Of the 43 tweets sent during the month of December, 17 were regarding events Lord Bach was attending and 13 tweets were live updates from the Police and Crime panel held on the 12th December 2018.</p> <p>At the end of December, the Police and Crime Commissioner's twitter account had 4,735 followers.</p>
2.6	Number of Facebook Reaches	2,942	<p>The number of people who had any content from our page enter their screen. By the end of December 2018, the Office of the Police and Crime Commissioner Facebook page has 170 unique user likes, having acquired 5 likes throughout the month.</p> <p>The key themes in the posts throughout December is information regarding the budget, promotion of the council tax survey and also promotion of events Lord Bach will be attending.</p>
2.7	Number of Website Hits	This measure is currently under development.	

Office of the Police and Crime Commissioner Performance Report

3. Contracts and Commissioning

KPI	Type of Contract	Number of Contracts	Contractual arrangement	Monitoring Arrangements
3.1	Local Authority	10	Contract with Unitary local authorities, Upper Tier Local Authorities and District Councils	6 monthly reports
3.2	Partnership Contracts	6	Jointly Commissioned	Quarterly monitoring reports. The contract managed by lead party (not the OPCC)
3.3	Individually commissioned	8	Direct with Provider	Quarterly monitoring reports
3.4	Police and Crime Commissioners Prevention Grant Contract	26	Direct with Providers	Report at the end of the contracting period if 1 year funding. If funded for 2 years then a report is also submitted mid term

3.5 The Police and Crime Commissioner currently holds 50 contracts, this is an ever changing picture and the numbers of contracts fluctuate as new funding is approved and other contracts expire.

3.6 As detailed in the table above there are broadly four different types of contracts; contracts held with the local authorities (Leicestershire County Council, Leicestershire City Council, Rutland County Council and also the District councils), jointly commissioned contracts with partners, individually commissioned service contracts and contracts issued through the Police and Crime Commissioners Prevention Grant programme.

3.7 The performance monitoring arrangements vary according to the type of contract, the service commissioned and the Provider. The decision on what monitoring requirements are required is made when the contract is drafted and is based on a number of pre-determined factors. The monitoring report may detail outcomes, outputs, inputs and /or Key performance indicators.

3.8 The Office of the Police and Crime Commissioner (OPCC) collates, evaluates and then RAG rates each performance report. This rating allows the Office to assess the overall delivery of the service.

3.9 In addition to the monitoring reports, there may be a requirement for the contract holder to submit additional Quality assurance reports.

Given the commercial confidentiality implicit within contracts we are carefully considering what performance information we can share with the panel in future reports

Appendix B

Glossary:	
Twitter Impression	The total amount of times a tweet shows up in someone's twitter timeline.
Twitter Engagement	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.
Facebook reach	The total number of unique people who saw the content.
Daily Total Impressions	The number of times any content from the page entered a person's screen.
Correspondence	Complaints or enquiries received through either the Police Commissioner inbox or the post.
FOI	Freedom of information requests
Independent Custody Visitors (ICV)	Independent Custody Visitors go into police custody suites to check on the rights, entitlements and wellbeing of detainees.
BAME	Black, Asian and Minority Ethnic

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