



**POLICE & CRIME
COMMISSIONER
for Leicestershire**

Prevention | Partnership | Protection

OPCC PERFORMANCE REPORT


Quarter 2

(1st July 2019 – 30th September 2019)

Appendix A



Office of the Police and Crime Commissioner Performance Report

1. Executive Support

KPI	Measure	Performance Q2 2019/20	Commentary
1.1	Number of Emails Received	1134	<p>The Police Commissioner inbox has received 1134 emails throughout the second quarter of 2019/20.</p> <p>The number of correspondence received for the second quarter was 158 and the number responded to on time was 118. There is a 20-day time-scale target in place, whereby correspondence are to have been fully responded to within this time-scale. Due to time taken to liaise with the Force to identify issues and outcomes.</p> <p>The Commissioner has accepted approximately 37% (45) of the invitations he has received over the quarter.</p>
	Number of Correspondence Received	158	
	% Correspondence Responded to On-time	 75%	
	Number of Invitations Received	122	
1.2	Number of FOI received	4	<p>The OPCC has received four freedom of information requests in quarter two of 2019/20, all of which have been responded to within the statutory 20 working days by the OPCC.</p> <p>However, the force FOI team, who currently provide this service to the OPCC did not send them out on time. There has been an increase in FOI requests this quarter, with only 2 being received in quarter one. These were responded to on time in quarter one. A new correspondence officer is being recruited and when in place, will be handling the FOI process.</p>

1.3	Number of LWB Meetings	270	<p>In quarter two of the 19/20 financial year, the Commissioner attended 270 meetings. This can be compared to the same period of the previous year where the Commissioner attended 212 meetings.</p> <p>Due to changes in the way the Commissioner's meetings are recorded we are now in a position to report on different categorisations of meetings.</p> <p>In quarter two, 107 of the meetings attended by the Commissioner were internal meetings (40%), such as correspondence or team meetings. The next largest category of meetings was Force meetings. Over the period, the Commissioner attended 67 Force meetings (25%). Other categories are; Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	25	<p>The number of ICVs has remained stable over the second quarter. One ICV did however leave the scheme due to health reasons.</p> <p>The number of volunteered hours and visits has decreased compared to the first quarter of 2019/20, as both the average length of visits and the number of times each suite is visited has decreased. 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. The decrease in the number of custody visits is due to two custody suites being Beaumont Leys and Keyham lane being closed for a total of 9 weeks</p>

<p>Number of ICV Volunteered hours</p>	<p>52</p>	<p>during this quarter therefore visits were not able to go ahead.</p> <p>In quarter two of 2019/20, the average travel time for all volunteers to all suites was approximately 36 minutes and the average length of visit across all suites was 49 minutes, making the average visit length 1hr and 25 minutes. This quarter the ICVs achieved a 74% visit rate, however this was due to there being closures at Beaumont Leys and Keyham Lane. One visit was aborted due to an exceptionally violent detainee, however this visit was recorded within the figures.</p> <p>Some of the issues recorded over the 29 visits are as follows: yard lock broken, light switch outside cell damaged and wing 1 shower blocked, for example. All of these are now fixed. It was recorded that there was a limited stock of sanitary products at Keyham Lane, which took a few weeks to replace.</p>
<p>Number of ICV Visits</p>	<p>● 29</p>	<p>The ICV custody app was launched in April 2019, where the custody visitors record their visits using a handheld iPad. This has enabled a faster and efficient service whereby issues can be dealt with much quicker. Leicestershire are participating in a 6 month vulnerability pilot. This enables ICVs to access full (redacted) custody records in order to gain a fuller understanding of the issues currently facing detainees and custody suites. The pilot will be evaluated in March 2020.</p>

1.5	Number of A/L days taken by OPCC staff	 90 Days	<p>The number of annual leave days taken by OPCC staff in quarter two currently stands at 90 days taken. This is below target.</p> <p>Staff accrue approximately two annual leave days per month; this has then been multiplied by the number of staff numbers to give the target level. Senior members of staff have a larger annual leave allowance and hence are not included in the figures quoted.</p>
	Flexi time balance held by OPCC Staff	 177 hours	<p>The flexi time balance held by OPCC Staff currently stands at 177 hours owed across 15 staff members. This is under the policy target which is 225 hours for 15 employees. However, although 177 hours is under target, there are 5 staff members whose flexi balance is over the 15-hour limit. The flexi-balances are managed by the individuals managers on a monthly basis. The maximum carried by one staff member is 35 hours. This employee is carrying two vacancies in the team.</p> <p>Not all members of staff are on the flexi time scheme, senior managers being the exception. The policy states that an employee should not be carrying more than 15 hours at one time. The target has been calculated as the max hours being carried multiplied by the number of employees on the scheme.</p>
1.6	Office Sickness	117 days	<p>In quarter two of 19/20, 117 calendar days were lost to sickness. The sickness reported throughout this quarter is one incidence of sickness.</p> <p>We are now confident that the figures reported are correct, however</p>


			<p>does not include a number of agency staff currently in post in the office.</p> <p>This represents 9.8% of all calendar days available were lost in quarter two due to sickness.</p>
1.7	OPCC Headcount	18	<p>The Office of the Police and Crime Commissioner currently has 18 permanent employees, 2 contractors and a policing advisor seconded from the force.</p> <p>The proportion of females in the OPCC is 61% and the proportion of males is 39%.</p> <p>The BAME representation of the OPCC at the end of quarter two was 33%.</p> <p>These figures also include 2 members of agency within the office.</p> <p>The Violence Reduction Network will be hosted by the OPCC, the headcount will be reported on but not included in the OPCC numbers above. There are currently three full time members of the team and 2 Public Health England Consultants seconded to the network.</p>
1.8	Number of OPCC Vacancies	0	<p>At the end of quarter two, the OPCC has no live vacancies. There are a number of posts that will be filled in the coming weeks. These are correspondence officer and project officer.</p>

1.9	% Open PDRs	69%	9/12 members of staff included here have an open PDR. This excludes 3 members of staff who are still on probation. One member of staff included in this is on maternity leave so does not have a PDR open. One PDR had been completed but not put onto the system and another was not completed due to personal circumstances. Agency staff are not included in these figures.
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Office of the Police and Crime Commissioner Performance Report

2. Engagement

KPI	Measure	Performance Q2 2019/20	Commentary
2.1	Number of Engagement Events	34	<p>In the second quarter of 2019/20 the Commissioner attended 34 engagement events, this includes visits to Loughborough, Coalville, New Parks, Euston Street and Braunstone. There has been a significant increase in the number of engagement events attended by the Commissioner, with only 8 being attended in quarter one.</p> <p>A further 10 engagement events were attended by members of the OPCC on behalf of the Commissioner in quarter two.</p>
2.2	Number of Engagement Hours	92.5 hours	<p>A total of 92.5 engagement hours have been spent by the Commissioner and or the Deputy Police and Crime Commissioner in quarter two of 19/20.</p> <p>A further 40 engagement hours have been spent by members of the OPCC on behalf of the Commissioner.</p> <p>There has been a 61% increase this quarter in the number of engagement hours spent by the Commissioner or the Deputy Police and Crime Commissioner, compared to the hours in quarter one. However, there has been a reduction of 55% this quarter in the number of engagement hours spent by the members of the OPCC.</p>

2.4	Number of Projects	16	As of the end of quarter two the Office of the Police and Crime Commissioner are managing 16 projects, Sexual violence and domestic abuse service design, People Zones, an Ex-Offenders Event and the implementation of the Violence Reduction Unit for example. Other projects include; implementation of skype, new complaints regulations, ICV pilot and implementation of a new correspondence system.
2.5	Number of Tweets	120	During quarter two, 120 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC). This has reached 191,164 people with 4,576 engagements. At the end of September 2019, the Police and Crime Commissioner's twitter account had 5,818 followers.
2.6	Engagement Events Tweets	 100%	During quarter two, 100% Patchwalks and What Matters to You Events were publicised on Twitter by our engagement team.
2.6	Number of Facebook Reaches	19,625	The number of people who had any content from our page enter their screen. By the end of June 2019, the Office of the Police and Crime Commissioner Facebook page has 269 unique user likes, having acquired 43 likes throughout this quarter.

2.7	Number of Website Hits	18,083	Throughout the second quarter of the 19/20 financial year the OPCC website has been viewed just over 18,000 times. This is by 6,613 users, 95% of which are new visitors to the website. The average session length on the website was 1 minute 27 seconds.
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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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