



**POLICE & CRIME
COMMISSIONER**
For Leicester,
Leicestershire & Rutland

Your Communities - Your Commissioner

Police and Crime Panel for Leicester, Leicestershire and Rutland

23rd September 2024

Corporate Governance Board Update

Report Date	23rd September 2024
Report Author	Clare Hornbuckle/Lizzie Starr
Security Classification	Official

Purpose of Report

1. In his role as the Police and Crime Commissioner (PCC) the Commissioner is required to secure efficient and effective policing for Leicester, Leicestershire and Rutland, appoint a Chief Constable and hold them to account.
2. The PCC brings this report to outline for the Police and Crime Panel how he is fulfilling his duty by holding the Chief Constable to account for the performance of the force.

Request of the Panel

3. In their role to scrutinise the actions and decisions of the PCC, the Commissioner requests that the panel examines the contents of this report. He would specifically like to ask the panel their opinion on the following questions;
 - a. Is the Panel content in the way that the PCC has held the Chief Constable to account through the Corporate Governance Board?
 - b. Would the panel like to make any recommendations to the PCC in relation to this matter?

Summary

4. It is the opinion of the PCC that there is a robust system in place to challenge the Chief Constable on performance and the standardised performance metrics that have been introduced provide greater accountability of the Police to the Public.

Background

5. In advance of the Corporate Governance Board (CGB) meeting and in support of setting the agenda, the PCC was presented a report that outlines the Key Performance Indicators (KPIs) for Force performance and a summary of the other scrutiny and assurance work undertaken by the team on his behalf to support him in his statutory duties to hold the Chief Constable to account.
6. The report presented to the PCC, on the 3rd February 2024 highlighted two areas in which further scrutiny of the force was appropriate and therefore warranted escalation to the board meeting. These items were response times and rape performance. As a result of discussions on response times, two further reports have been requested for the May CGB to monitor progress since the March CGB. These are;
 - a. Response times to incidents – recommended to continue to closely monitor performance;
 - b. Calls performance – Contact Management Department Response.

7. The Force were requested to provide a paper for 7a and 7b above to outline improvements made.
8. In preparing the report the team consider the data available to them and review force dashboards and performance reports, performance across other boards for example the local criminal justice boards is also considered. The team look at national performance and forces similar in size/make up to determine outliers and also take into consideration feedback from the PCC and the communications team to include community perceptions of crime and the impact they are having.
9. The Full report of the Board meeting in which these performance exceptions are discussed is attached as Appendix One.

Impact of Scrutiny for the May Agenda

10. Operational Summary: Redacted for the panel due to sensitive operational information not suitable for the public domain. The PCC thanked the Chief Officer Team (COT) for their efforts during this period.
11. Response performance: The PCC queried how the force categorises the same crime types as grade 1's or grade 2's. Force explained that extenuating factors such as offender still on scene, evidence preservation etc would make the same crime type a grade 1, indicating that it requires an emergency response. Lizzie Starr, Director of Performance and Governance, OPCC, queried outcome rates, asking what the Force want to be achieving in terms of an outcome rate for burglary offences. Force responded that they always strive to be in top quartile nationally. Lizzie Starr queried what preventative work is being undertaken in preparation for summer and what the PCC can do to support, to which ACC Kerr invited OPCC to attend Layer 3 crime board routinely to identify support opportunities and areas for collaboration. Members of the PCC's performance team routinely attend this meeting as of March 2024 with a view to proactively identifying areas of support and/or areas to discuss with wider OPCC outside of Layer 3 board.
12. CMD response: This is a clear priority in the Force and the CC demonstrated a determination to drive up performance in this area. Through the activity presented they Force are making positive progress. The report from the Force shows that for the past 6 months (as of May 2024) the Force have been in the top quartile nationally for CMD response times. 2023/24 year-end emergency answering performance closed at 87.2% in 10 seconds with a 0.6% abandonment rate despite the challenges earlier in the year. In addition, during April 2024, Leicestershire Police achieved an average time to answer 999 calls of 4.93 seconds which again placed them at rank 1 within the national 999 answering league table. For context, the Force were 26th in

March 2024. The PCC congratulated the Force on their improvements made. Lizzie Starr queried whether there was a difference in satisfaction rates between phone reporting and online reporting which is being investigated outside of the meeting.

13. Force Strategic Assessment: The annual Strategic Assessment provides an overview of long-term crime and issues affecting Leicestershire. The report outlined cross cutting service priorities and themes identified, including service to victims, fighting organised crime, IT and digital capabilities among others. OPCC CEO Trewartha touched on the Strategic Policing Requirement, stating that the OPCC want to align this the Police and Crime Plan.
14. Finance: The programme to identify savings to close the budget gap for this year are ongoing. The PCC requested in March a full business case, including detail around the impact this programme could have on service delivery for the May CGB. This was presented to the board and the PCC agreed the use of £170k from reserves to fund voluntary redundancies.
15. Provisional Outturn: Deferred.
16. Transformation and Change: The Board received a report authored by DCC Sandall with detailed overviews on a number of transformational projects and Budget Sustainability Plans to overcome the deficit and deliver a sustainable budget in 2024/25. The PCC acknowledged and appreciated the hard work gone into this. The PCC requested the Force bring back some long-term sustainability plans. The PCC expressed concerns of repeated redundancy processes and suggested removing all possible redundancy posts and re-recruiting if needs be.
17. HMICFRS: Deferred.
18. AOB: Cyber resilience and Force Management Statement: Deferred.
19. The actions captured and discussed within the Corporate Governance board are tracked by the OPCC for completion and the performance reviewed.

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