POLICE AND CRIME COMMISSIONER FOR LEICESTERSHIRE

POLICE AND CRIME PANEL

Report of	**POLICE AND CRIME COMMISSIONER**
Subject	**OPCC PERFORMANCE REPORT – QUARTER 4 (1 JANUARY 2020 – 31 MARCH 2020)**
Date	**MONDAY 15 JUNE 2020 – 2:00 p.m.**
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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 for Quarter 4 19/20 (1 January 2020 to 31 March 2020).

Recommendation

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

Background

3. The report is a work in progress and will be developed further by the Performance Manager with more indicators being added each month. Comments and feedback from members would be welcomed to aid the future development and format of the report.

4. The performance report itself is attached at Appendix item A, the glossary that accompanies the report is attached at Appendix item B.

Highlights

5. Throughout quarter 4 19/20 there have been significant changes to the way in which the office is working in which the whole office is working remotely due to COVID-19. This does not appear to have effected the office performance measures reported in Appendix A. There has however been some significant changes to some of the metrics which have been highlighted as exceptions below:

    a. The number of emails received into the Commissioners inbox has only slightly reduced when compared to the previous quarter (-15%), however the number of correspondence received has significantly reduced (-69%). As a result, we have seen the number of correspondence responded to on time increase by 6 percentage points to 89%.

    b. The number of meetings attended by the Commissioner has increased by 18% when compared to the previous quarter. This can be explained by a significant rise in the number of Force meetings attended by the Commissioner and an increase in the number of OPCC team meetings being held. Both of these increases can be attributed to the COVID-19 restrictions.

c. The number of ICV visits and volunteered hours has remained consistent to the volumes recorded in quarter 3 19/20, there has been a slight reduction in both of these metrics this is due to a large majority of the volunteers falling into the high risk category. There have been significant developments in the way in which the custody records are reviewed with the OPCC volunteer manager now reviewing approximately 12 records a week and highlighting any issues with the custody inspector. A random sample of records are sent to the Volunteer manager, the weekly volumes currently being reviewed has been deemed significant due to the reduced footfall through the custody suites at this time.

d. The flexi time balance of the OPCC staff has significantly increased throughout the last quarter of the financial year and is now close to the recommended carry over limit. This has been raised at the OPCC management meeting and further work is being done to understand the reasons for this. It is believed that there has been an increased demand on the office since January and staff in the survey raised this (see point 6 below for further information).

6. Due to the significant changes in the working practises of the office, a staff survey was conducted to gain an understanding of how this had affected staff and gather feedback on how staff were coping. Overall the feedback from the survey was positive, some of the main points from the survey can be found below. It is the intention to repeat this survey at regular intervals throughout the year to maintain an understanding of staff wellbeing in the office and ensure any changes are received positively.

    a. 78% of staff felt either very satisfied or satisfied with their current working from home arrangements

    b. 100% of staff felt very or fairly confident that they had the right support network at work to support them through this period.

    c. Staff were asked if the current circumstances had affected their work in a positive or negative way. Some of the main comments raised for a positive impact are; increased communication between teams, better flexibility and improved work life balance. Conversely, the negative impacts raised were; increased workload, balancing home life is more challenging and social isolation.

    d. 13% of staff stated that it was difficult for them to work effectively in the current circumstances.

    e. The top three biggest challenges faced whilst working at home raised by staff were as follows:

        i. Social Isolation
        ii. Physical workspace
        iii. Communication with co-workers is harder/ General anxiety of the effect of coronavirus on my life

Implications

Financial:	None
Legal:	None
Equality - Impact Assessment:	None
Risks and –Impact:	None
Link to Police and Crime Plan:	None

List of Appendices

Appendix A - OPCC Performance report
Appendix B - Glossary to accompanies the report

Background Papers

None

Person to Contact

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