



**POLICE & CRIME  
COMMISSIONER  
for Leicestershire**

Prevention | Partnership | Protection

# **OPCC PERFORMANCE REPORT**


## **Quarter 2**

(1<sup>st</sup> July 2020 – 30<sup>th</sup> September 2020)

## Appendix A


### Office of the Police and Crime Commissioner Performance Report

#### 1. Executive Support

KPI	Measure	Performance Q2 2020/21	Commentary
1.1	Number of Emails Received	1814	The Police Commissioner inbox received 1814 emails throughout the second quarter of 20/21. This is 299 more emails than quarter one of 20/21 where the Police Commissioner inbox received 1515 emails.
	Number of Correspondence Received	94	
	% Correspondence Responded to On-time	 95%	The number of correspondence received for the second quarter was 94 and the number responded to on time was 89.
	Number of Invitations Received	19	<p>Trends in correspondence included 11 correspondences in July regarding the Leicester Lockdown, and 5 correspondences received in September regarding incidents of ASB.</p> <p>The Commissioner has accepted approximately 53% (10) of the 19 invitations received over the quarter.</p>
1.2	Number of FOI received	0	The OPCC has not received any freedom of information requests in the second quarter of 2020/21.

1.3	Number of LWB Meetings	271	<p>In the second quarter of the 20/21 financial year, the Commissioner attended 351 meetings. This is a decrease of 80 meetings on the previous quarter where the Commissioner attended 351 meetings. The majority of these were attended virtually.</p> <p>In quarter two, 142 of the meetings attended by the Commissioner were internal meetings (52%), such as senior management meetings, internal briefings and decision-making meetings. The next largest category of meetings was External Meetings, such as the Health and Well-Being Board, with 51 of these attended, followed by Force Meetings with 50 of these attended by the Commissioner. Other categories include: Media interviews, funding or commissioning meetings, events and regional meetings.</p>
1.4	Number of ICV Volunteers	20	<p>The number of ICV volunteers has reduced by one from the previous quarter. 1 ICV resigned due to pressures from his council duties and other volunteering responsibilities.</p> <p>The number of volunteered hours and visits has slightly increased compared to the first quarter of 2020/21. More ICVs have returned to visiting as the lockdown restrictions due to Covid-19 eased. From September 2020, ICVs have visited custody on a fortnightly basis,</p>

	Number of ICV Volunteered hours	24	<p>totalling 23hrs 42 mins throughout the quarter. Beaumont Leys Custody Suite remains closed. The travel time to and from the custody suites is included in the total volunteered hours.</p> <p>In quarter 2 of 2020/21, the average travel time for all volunteers to all suites was approximately 41 minutes and the average length of visit across all suites was 48 minutes, making the average visit length 1 hour 29 minutes. This quarter the ICVs achieved a 100% visit rate, attending 8/8 scheduled visits.</p> <p>No thematic issues were recorded, and small requests such as medication/food drink were fulfilled either at the time of the visit or shortly after. Issues followed up by the OPCC were resolved and detailed within the custody records.</p>
	Number of ICV Visits	● 8	
1.5	Number of A/L days taken by OPCC staff	● 112	<p>The number of annual leave days taken by OPCC staff in quarter two currently stands at 112 days taken. This is significantly higher than the previous quarter, which saw staff take 24 days, in line with the target.</p> <p>Staff accrue approximately two annual leave days per month, which, when multiplied by staff numbers, generates the target. Senior</p>

	Flexi time balance held by OPCC Staff	267 hours 	<p>members of staff have a larger annual leave allowance and hence are not included in the figures quoted.</p> <p>The flexi time balance held by OPCC Staff currently stands at 267 hours owed across 15 staff members. This is over the policy cap, which is 225 hours for 15 employees. The maximum carried by one staff member was 66 hours, with 3 other members of staff carrying more than 15 hours on their flexi time balance.</p> <p>Not all members of staff are on the flexi time scheme, senior managers being the exception. Policy guidance states that an employee should not be carrying more than 15 hours at one time.</p>
1.6	Office Sickness	33	<p>During quarter two, 33 calendar days were lost to sickness. This sickness was in relation to one member of staff.</p> <p>This means that 2.4% of all calendar days available across all staff in the office were lost in quarter one due to sickness.</p>
1.7	OPCC Headcount	15	<p>The Office of the Police and Crime Commissioner currently has 15 permanent employees. In addition, there are also 2 contractors, 3 members of agency, 1 temporary employee and 1 member of staff currently on maternity leave within the office. These are not included in the headcount.</p> <p>The proportion of females in the OPCC is 73% and the proportion of males is 27%.</p> <p>The BAME representation of the OPCC at the end of quarter two 2020/21 was 40%.</p> <p>The Violence Reduction Network is hosted by the OPCC. The headcount will be reported separately to the Panel, but are not</p>

			included in the OPCC numbers above. The VRN currently consists of six full time members of the team, including one police officer, one performance analyst and two Public Health England Consultants seconded to the network.
1.8	Number of OPCC Vacancies	3	During quarter three, the OPCC has advertised 3 vacancies. These vacancies were Partnership officer – an appointment has been made (selected candidate currently going through vetting procedures), Community Development Officer, which is currently at the shortlisting stage; and Engagement Officer, which is also at the shortlisting stage.

# Office of the Police and Crime Commissioner Performance Report

## 2. Engagement

KPI	Measure	Performance Q2 2020/21	Commentary
2.1	Number of Engagement Events	6	<p>In the second quarter of 20/21, the Commissioner attended 6 engagement events. These included meetings regarding disabilities and the Black Lives Matter movement. This is the same as the previous quarter, although other OPCC staff attended other events on his behalf: see below. Overall, the number of engagement events remains low because of COVID-19.</p> <p>A further two engagement events were attended by members of the OPCC on behalf of the Commissioner.</p>
2.2	Number of Engagement Hours	10.5	<p>The PCC and Deputy PCC have spent 10.5 hours on direct engagement activity during Q2 of 20/21. This is the same number of hours as the previous quarter reflecting the ongoing impact of COVID.</p> <p>The commissioner has also been posting a weekly blog on the OPCC Facebook page, which has had a positive effect in terms of increasing engagement with the public and has covered a variety of topics. Engagement has continued virtually where feasible and a significant survey has been undertaken, which first went live to the public to complete on the 16<sup>th</sup> September and closed at the end of October.</p> <p>Members of the OPCC have completed a further 5 engagement hours on behalf of the Commissioner.</p>

2.3	Number of Projects	55	<p>As of the end of quarter two of the 20/21 year, the Office of the Police and Crime Commissioner is managing 15 internal projects and there are 40 within the Strategic Partnership Board (SPB). The projects within the SPB include those sitting under the VRN and other sub-groups of SPB. Many of the SPB projects focus on reducing the prevalence of harmful behaviour. Internal projects include the OPCC annual report, ICV recruitment, Covid-19 strategy plan and SPB Development. The Early Intervention Youth Fund project was successfully completed during the quarter. A few projects have had to be put on hold because of COVID.</p>
2.4	Number of Tweets	128	<p>During quarter two, 128 tweets were sent from the Police and Crime Commissioners Corporate twitter account (@LeicsPCC). This is a 35% increase from the previous quarter. These tweets have reached 106.9K people with 1331 Profile visits and 599 mentions.</p> <p>At the end of September 2020, the Police and Crime Commissioner's twitter account had 5,965 followers, the number of followers increasing month on month.</p>
2.5	Number of Facebook Reaches	17,272	<p>The number of people who had any content from our page enter their screen. By the end of September 2020, the Office of the Police and Crime Commissioner Facebook page had 414 unique user likes, acquiring 40 likes throughout the quarter.</p>



2.6	Number of Website Hits	19,402	Throughout the second quarter of the 20/21 financial year, the public has viewed the OPCC website 19,402 times. This is 958 more views than throughout the last quarter. The views were from 8,809 users, 97% of which were new visitors to the website. The average session length on the website was 1 minute and 6 seconds.
-----	------------------------	--------	--

## Office of the Police and Crime Commissioner Performance Report

### 3. Commissioning

KPI	Measure	Performance Q2 2020/21	Commentary
3.1	Number of Contracts	115	The commissioning team hold 115 contracts (funding agreements) on the MCR.
3.2	Number of Bids Awarded	2	The Commissioning Team successfully bid for funding under the Safer Streets Programme during Quarter 2 of 2020/21. The Programme supported all three of the areas that the team bid, these are: Westcotes, Braunstone Frith, and the Dishley/Warwick Way Estate of Charnwood. Safer Streets aims to reduce the amount of acquisitive crime through environmental/target hardening measures in susceptible communities. A bid for additional funding for ISVAs was also awarded during this quarter for £69,922 this year and £109,247 next year.
	Number of Bids Submitted	2	The Commissioning Team has submitted two new bids during this quarter: one of £370k for the Child Sexual Abuse Transformation Fund; the other of £247k was to the Domestic Abuse Perpetrator Fund. Results will be known in the next quarter.
3.3	Number of New Contracts	38	The Commissioning Team issued 38 payments for new contracts during Quarter 2. This included money to Therapeutic Support Contracts and MoJ extraordinary SVDA funding paid.

3.4	Number of Applications for Prevention Funding	6	The commissioning team received 6 applications for Prevention Funding in Quarter 2 of 2020/21.
3.5	Amount of Prevention Funding Paid to Organisations	£99,945	The Commissioning Team paid £99,945 of prevention funding to local organisations in the second quarter of 2020/21. Some of these payments related to decisions made in the previous quarter
3.6	Victim First – Number of Referrals	3,799	Victim First received 3,799 referrals throughout Quarter 2 of 2020/21.
	Victim First – Number of Victims Provided with ‘Enhanced’ Support	660	660 victims received enhanced support from Victim First during the quarter, including cases requiring emotional support

## Appendix B

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