



## Community Performance Quarterly release to March 2021

### Main Points

**National performance Impact due to COVID-19**



There were significant impacts on probation delivery due to COVID-19 for the year 2020-21. Some normal data collections were suspended, with no data returned. Some probation activities were suspended or delivered on an alternative basis for part or all of the year. In some cases, alternative delivery did not align with normal performance monitoring processes.

Data presented in this publication for the CRCs and NPS is Management Information, and do not align with performance or delivery expectations for the year 2020-21.

**Suspension of data assurance**



Normal data assurance activity was scaled back or suspended against all performance frameworks (CRC, NPS and EMS) for 2020-21.

**CRC delivery was mixed**



National delivery by CRCs against some measures was substantially below historical levels. Measures focusing on Unpaid Work (SL006 and 010), Accredited Programmes (SL011r) and face-to-face contact (AM K, SL001r and SL002r) were particularly reduced. Other Service Levels, including those around Enforcement (AM E, SL018), Sentence Outcomes (AM J, SL008), and Planning (SL003r, SL004r and SL015) saw improved outcomes over the year.

**NPS delivery was reduced**



National delivery by the NPS against Service Levels was reduced, with some substantial falls. Service Levels dealing with Initial Contact (SL003r, SL004r) and Enforcement (SL015, SL024a) were particularly impacted.

**The NPS was reorganised into 12 new regions**



The NPS was reorganised from Seven Divisions into Twelve Regions. London and Wales Divisions were unaffected, but no other areas' performance should be considered comparable with previously published performance data.

**EMS Performance improved**



EMS performance rose in the final quarter of 2020-21, with seven out of eight measures rising relative to the previous quarter. Compared to last year's data, performance was reduced against most metrics.

**Accommodation circumstances for offenders have improved**



Of offenders sentenced to a community or suspended sentence and where their accommodation circumstance was known, 96% had accommodation at the commencement of their sentence whilst 4% were homeless. This is an increase from 94% in the previous year.

Of offenders released from custody where accommodation circumstance is known, 86% had accommodation on the first night

<b>Employment rates for offenders have fallen</b> 	<p>whilst 14% were homeless. This is an increase from 81% in the previous year.</p> <p>Of offenders sentenced to a community or suspended sentence who are available for work where employment circumstance is known, 38% are employed at the commencement of their sentence while 62% are unemployed. This is down from 43% employed in the previous year.</p> <p>Of offenders released from custody who are available for work where employment circumstance is known, 10% are employed six weeks following their release while 88% are unemployed. This is down from 13% employed in the previous year.</p>
<b>HMPPS COVID-19 Emergency Accommodation Scheme</b> 	<p>Accommodation was secured for around half of referrals to the scheme: 49% in Phase 1, and 58% in Phase 2. In both phases, the majority of accommodated referrals were provided hotel/B&amp;B accommodation.</p> <p>Where accommodation was not secured, this was for a variety of reasons including individuals being found to be ineligible for the scheme after referral; individuals not taking up accommodation bookings that had been made for them; individuals finding alternative accommodation; or individuals being risk assessed by their Offender Manager as unsuitable for a specific property.</p> <p>The scheme aimed to help individuals to move on to permanent accommodation. Of the accommodated referrals, around a quarter (23%) in Phase 1 and around a third (32%) in Phase 2 progressed to permanent accommodation.</p>

*This publication covers reporting for the period between the 1 April 2020 and the March 2021 for CRCs and NPS and 1 January 2020 to March 2021 for EM.*

As well as this bulletin, the following products are published as part of this release:

- A set of supplementary tables for each of NPS, CRCs and EM, providing data for each measure by provider covering the last four quarters;
- A set of tables showing the accommodation and employment circumstances of individuals under probation supervision;
- A set of tables showing the accommodation circumstances of individuals referred to the HMPPS COVID-19 Emergency Accommodation Scheme; and
- Appendices which provide technical guidance and further information on how the data are collected, processed and measures.

<https://www.gov.uk/government/statistics/community-performance-annual-update-to-march-2021>

#### Change to Publication Schedule

In June 2021, the current performance frameworks for probation came to an end. Our intention is to produce a re-designed publication to better fit the new performance monitoring arrangements that will be in place under the Unified Probation Model. Arrangements for future publication of Probation Service performance will be announced during Autumn 2021.

## 1. Introduction

Since the introduction of the Offender Rehabilitation Act (ORA), the National Probation Service (NPS) and Community Rehabilitation Companies (CRCs) have been monitored against performance frameworks to make sure their delivery of services is timely, consistent and of high quality. Since March 2016, Electronic Monitoring Services (EMS) have been monitored against a national performance framework for the same purpose. These performance frameworks are published on a regular basis in this release. The publication covers all performance metrics from the three frameworks, at a national level and broken down to lower levels of geography where appropriate.

Due to the impacts of COVID-19, data presented in this publication for the CRCs and NPS is Management Information, and do not align with performance or delivery expectations for the year 2020-21.

Previous publications can be found here:

<https://www.gov.uk/government/collections/prisons-and-probation-statistics#performance>

Related statistics on Reoffending are published by the Ministry of Justice (MOJ) here:

<http://www.gov.uk/government/collections/reoffending-statistics>

## 2. Data Reporting

All figures in this publication are supported by sufficient volumes of underlying data (for statistical purposes this will be at least 30 observations). Where the data allow, and the majority of CRCs or NPS Regions have sufficient observations, figures are provided at the lowest level of granularity. If data are not sufficient at the lowest level of granularity, the figures displayed will be aggregated. The possible aggregations are (ordered from most granular to most aggregated):

- Quarterly performance, CRC level or NPS Regional level
- Monthly performance, national level (CRC or NPS)
- Quarterly performance, national level (CRC or NPS)

Electronic monitoring is a national contract with one provider and is therefore displayed at a national level in all cases.

### 3. CRC Delivery of service level measures

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There was a significant impact from COVID-19 on performance for year 2020-21. Normal data assurance activity was scaled back or suspended for all of 2020-21. There was no data collection for some measurements due to pandemic.

National delivery by CRCs against some measures was substantially below historical levels, in particular for measures focusing on services where normal delivery was suspended or substantially altered.

Measures focusing on Unpaid Work (SL006r and 010), Accredited Programmes (SL011r) and face-to-face contact (AM K, SL001r and SL002r) were particularly reduced, falling between 6pp and 25pp in the final quarter of 2020-21, and falls of up to 67pp relative to the same period last year.

Other Service Levels, including those around Enforcement (AM E, SL018), Sentence Outcomes (AM J, SL008), and Planning (SL003r, SL004r and SL015) saw improved outcomes over the year.

**Table C1A:** National CRC Performance of all available Service Levels for 20/21 Q4 (Jan – Mar 2021). England and Wales.

Measure	20/21 Q4 (Jan-Mar 21)	Percentage point change (vs last available quarter)
Assurance Metric C - Allocated Person Resettlement Services - Accommodation	61.4%	-1pp
Assurance Metric E - Breach Referral Timeliness	94.0%	3pp
Assurance Metric H - Recall Part B Timeliness	73.8%	-3pp
Assurance Metric I - Completion of the Sentence of the Court	79.7%	-5pp
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	68.6%	0pp
Assurance Metric K - Appointments Offered	18.8%	-13pp
SL001R - Initial Offender Contact (CO & SSO)	67.3%	-25pp
SL002R - Initial Offender Contact (License)	89.4%	-7pp
SL003R - Plan Completion (CO & SSO)	96.9%	0pp
SL004R - Plan Completion (Licence)	95.3%	0pp
SL006R - Priority of Arrangement of Unpaid Work	6.7%	-6pp
SL008 - Completion of Community Orders and Suspended Sentence Orders	84.7%	0pp
SL010 - Contractor Delivery of Unpaid Work Requirement	41.8%	-24pp
SL011R - Contractor Delivery of Programme Requirement	31.9%	1pp
SL013 - Completion of Resettlement Plans	73.1%	-16pp
SL015 - Contribution to Assessments for Discharge	96.8%	2pp
SL016 - Quality of Breach Referral	93.7%	0pp
SL018 - Recall Referral Timeliness	94.9%	1pp

*In some instances, where data is known to be inaccurate or incomplete, it has been removed or amended for the impacted CRC. Please see the full tables for details.*

## 4. NPS Delivery of service level measures

The NPS was reorganised from Seven Divisions into Twelve Regions. London and Wales Divisions were unaffected, but no other areas' performance should be considered comparable with previously published performance data.

There was a significant impact from COVID-19 on performance for year 2020-21. Normal data assurance activity was scaled back or suspended for all of 2020-21. There was no data collection for some measurements due to pandemic.

National delivery by the NPS against Service Levels was reduced, with some substantial falls. Service Levels dealing with Initial Contact (SL003r, SL004r) and Enforcement (SL015, SL024a) were particularly impacted, falling between 6 and 23pp in the last quarter and up to 54pp over against the same period last year.

**Table N1A:** National NPS Performance of all available Service Levels for 20/21 Q4 (Jan – Mar 2021). England and Wales.

Measure	20/21 Q4 (Jan-Mar 21)	Percentage point change (vs last available quarter)
NPS SL001 - Pre-Sentence Report Timeliness	100%	1pp
NPS SL002 - Allocation Timeliness (All Disposals)	97%	2pp
NPS SL003R - Initial Contact (CO & SSO)	82%	-14pp
NPS SL004R - Initial Contact (Release from custody on licence)	92%	-6pp
NPS SL005R - Completing the Plan (CO & SSO)	97%	-1pp
NPS SL006R - Completing the Plan (Release from custody)	96%	0pp
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	97%	0pp
NPS SL012 - Recall Timeliness	99%	0pp
NPS SL014 - Breach Timeliness	95%	4pp
NPS SL015 - Response to Breach Referral	43%	-23pp
NPS SL016 - MAPPA Attendance	99%	4pp
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	79%	-2pp
NPS SL022 - Generic Parole Process (GPP)	89%	-4pp
NPS SL024a - Recall Review Timeliness - Retained Persons	81%	-15pp
NPS SL026 - Accommodation at Termination	75%	-1pp
NPS SL027 - Employment at Termination	26%	-2pp

## 5. Electronic Monitoring Service Performance of service level measures – national performance

### EMS Performance was largely unchanged against the previous quarter

EMS performance rose in the final quarter of 2020-21, with seven out of eight measures rising relative to the previous quarter. Five out of eight measures met their performance measure

Compared to last year's data, performance was reduced against most metrics.

**Table E1A:** National EMS Performance of all available Service Levels for 20/21 Q4 (Jan – Mar 2021). England and Wales.

Measure	20/21 Q4 (Jan-Mar 21)	Percentage point change (vs last available quarter)	End-state target
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	95%	3pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	82%	8pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	92%	4pp	95%
SL 5A - Equipment removal - attempt within specified timescales	96%	8pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	94%	10pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	92%	6pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	88%	-2pp	85%
SL 8 - Call to curfew location following possible violation - within specified timescales	98%	2pp	95%

Note performance relates to the service delivery of radio frequency tags only. It does not include the delivery of the GPS service.

## 6. Accommodation

### Accommodation circumstances for offenders have improved

Of offenders sentenced to a community or suspended sentence and where their accommodation circumstance was known, 96% had accommodation at the commencement of their sentence whilst 4% were homeless. This is an increase from 94% in the previous year.

Of offenders released from custody where accommodation circumstance is known, 86% had accommodation on the first night whilst 14% were homeless. This is an increase from 81% in the previous year.

For offenders released from custody, higher rates of homeless were found among: persons on short (>12 months) sentences; persons with certain offence categories (Possession of weapons, Public order offences, Summary non-motoring, and Theft offences); and persons aged 40 to 49.

**Table ACC01: Accommodation Status at Start of Community Sentence: National Accommodation Circumstances, England and Wales, Apr20-Mar21 ,**

	20/21 Q1 (Apr-Jun 20)	20/21 Q2 (Jul-Sep 20)	20/21 Q3 (Oct-Dec 20)	20/21 Q4 (Jan-Mar 21)	2020/21 Total	% of all outcomes	% of known outcomes
<b>Total</b>	<b>6,889</b>	<b>20,991</b>	<b>23,827</b>	<b>22,734</b>	<b>74,441</b>	<b>100.0%</b>	
Settled Accommodation	4,129	13,620	15,572	14,825	48,146	64.7%	85.4%
Other Housed	687	1,608	1,750	1,677	5,722	7.7%	10.1%
Bail/Probation Accommodation	35	73	83	71	262	0.4%	0.5%
Homeless, Not Rough Sleeping	288	530	531	464	1,813	2.4%	3.2%
Rough Sleeping	49	152	133	113	447	0.6%	0.8%
Unknown	1,701	5,008	5,758	5,584	18,051	24.2%	

**Table ACC08: Accommodation on Release from Custody: National Accommodation Circumstances, England and Wales, Apr20-Mar21**

	20/21 Q1 (Apr-Jun 20)	20/21 Q2 (Jul-Sep 20)	20/21 Q3 (Oct-Dec 20)	20/21 Q4 (Jan-Mar 21)	2020/21 Total	% of all outcomes	% of known outcomes
<b>Total</b>	<b>16,873</b>	<b>15,895</b>	<b>16,012</b>	<b>14,516</b>	<b>63,296</b>	<b>100.0%</b>	
Settled Accommodation	8,337	7,406	7,742	6,735	30,220	47.7%	55.5%
Other Housed	2,121	2,184	2,113	2,152	8,570	13.5%	15.7%
Bail/Probation Accommodation	1,823	2,130	2,097	2,038	8,088	12.8%	14.9%
Homeless, Not Rough Sleeping	1,634	1,499	1,521	1,300	5,954	9.4%	10.9%
Rough Sleeping	477	429	391	303	1,600	2.5%	2.9%
Unknown	2,481	2,247	2,148	1,988	8,864	14.0%	

## 7. Employment

### Employment rates have fallen for both offenders commencing community sentences and on release from custody

Of offenders sentenced to a community or suspended sentence who are available for work where employment circumstance is known, 38% are employed at the commencement of their sentence while 62% are unemployed. This is down from 43% employed in the previous year.

Of offenders released from custody who are available for work where employment circumstance is known, 10% are employed six weeks following their release while 88% are unemployed. This is down from 13% employed in the previous year.

Worse employment rates were found among: persons with certain offence categories (Criminal damage and arson, Theft offences, Robbery, Possession of weapons, Sexual offences); Black or Black British persons or persons with a Mixed ethnic background; female persons.

**Table EMP01: Employment Status at Start of Community Sentence: National Employment Circumstances, England and Wales, Apr20-Mar21**

	20/21 Q1 (Apr-Jun 20)	20/21 Q2 (Jul-Sep 20)	20/21 Q3 (Oct-Dec 20)	20/21 Q4 (Jan-Mar 21)	2020/21 Total	% of all outcomes	% of outcomes where outcome known and available to work
<b>Total</b>	<b>6,889</b>	<b>20,991</b>	<b>23,827</b>	<b>22,734</b>	<b>74,441</b>	<b>100.0%</b>	
Employed	1,608	6,028	6,752	6,179	20,567	27.6%	38.5%
Unavailable for Work	522	1,606	1,806	1,630	5,564	7.5%	
Unemployed	3,281	9,208	10,395	10,006	32,890	44.2%	61.5%
Unknown	1,478	4,149	4,874	4,919	15,420	20.7%	

**Table EMP08: Employment Status at Six Weeks after Release from Custody: National Employment Circumstances, England and Wales, Apr20-Mar21**

	20/21 Q1 (Apr-Jun 20)	20/21 Q2 (Jul-Sep 20)	20/21 Q3 (Oct-Dec 20)	20/21 Q4 (Jan-Mar 21)	2020/21 Total	% of all outcomes	% of outcomes where outcome known and available to work
<b>Total</b>	<b>15,006</b>	<b>13,097</b>	<b>13,064</b>	<b>12,482</b>	<b>53,649</b>	<b>100.0%</b>	
Employed	1,130	998	1,081	912	4,121	7.7%	9.6%
Unavailable for Work	1,239	1,073	1,078	1,075	4,465	8.3%	
Unemployed	10,765	9,505	9,481	9,088	38,839	72.4%	90.4%
Unknown	1,872	1,521	1,424	1,407	6,224	11.6%	

## **8. HMPPS COVID-19 Emergency Accommodation Scheme**

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### **Accommodation was secured for around half of referrals to the HMPPS COVID-19 emergency accommodation scheme**

As part of its response to the coronavirus (COVID-19) pandemic, the Ministry of Justice provided up to 56 nights' accommodation to individuals released from prison at risk of homelessness in England and Wales, and help to move on to permanent accommodation, through regional Homelessness Prevention Teams (HPTs) set up by Her Majesty's Prison and Probation Service (HMPPS). The scheme operated in two phases, during lockdown arrangements, in England and Wales. Phase 1 operated between 18<sup>th</sup> May-26<sup>th</sup> October 2020 and Phase 2 operated between 22<sup>nd</sup> October 2020-26<sup>th</sup> May 2021. The data presented in this publication cover the entirety of Phase 1, and Phase 2 until 31<sup>st</sup> March 2021 (the data cut-off for this publication).

An accommodation referral, in accordance with Section 10 of the Homelessness Reduction Act 2017 in England<sup>[1]</sup> (referrals in Wales were made in accordance with the Housing Wales Act 2014) was completed for around half (51%) of all initial referrals to the HMPPS COVID-19 emergency accommodation scheme in Phase 1, and for the majority (94%) of the referrals in Phase 2.

Accommodation was secured for around half of referrals to the scheme: 49% in Phase 1, and 58% in Phase 2. In both phases, the majority of accommodated referrals were provided hotel/B&B accommodation. Where accommodation was not secured, this was for a variety of reasons including individuals being found to be ineligible for the scheme after referral; individuals not taking up accommodation bookings that had been made for them; individuals finding alternative accommodation; or individuals being risk assessed by their Offender Manager as unsuitable for a specific property.

The scheme aimed to help individuals to move on to permanent accommodation. In Phase 1, around a quarter (23%) of accommodated referrals progressed to permanent

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<sup>[1]</sup> Since 1 October 2018, prison and probation staff in England have had a statutory responsibility to refer homeless individuals (or those at risk of homelessness within the next 56 days) to a Local Authority. This is under [Section 10 of the Homelessness Reduction Act 2017](#).

## **9. Further Information**

### **9.1 Explanatory notes**

Data in this report are drawn from administrative IT systems; largely National Delius (nDelius), the current probation case management system.

Although care is taken when processing and analysing the returns, the information collected is subject to the inaccuracies inherent in any large-scale recording system. While the figures shown have been checked as far as practicable, they should be regarded as approximate and not necessarily accurate to the last whole number shown in the tables. Normal data assurance activity was scaled back or suspended against all performance frameworks (CRC, NPS and EMS) for 2020-21.

Where figures in the tables have been rounded to the nearest whole number, the rounded components do not always add to the totals, which are calculated and rounded independently.

Reported percentage point changes and performance figures are calculated on unrounded figures, but rounded to the nearest whole percentage for presentation in this document. Performance figures accurate to one decimal place can be found in the accompanying tables, published alongside this document.

### **9.2 Symbols and conventions**

The following symbols have been used throughout the tables in this bulletin:

...	not available
0	nil or less than half the final digit shown
-	not applicable
(p)	Provisional data
(r)	Revised data
#	Suppressed to avoid disclosure

## **10. Statistical Code of Practice**

This publication has followed the principles and practices from the Code of Practice:

### **10.1 Trustworthiness**

The data in this publication have been produced with the most recent data available. Probation Providers and MOJ Contract Managers have had the opportunity to scrutinise the data, and a rolling programme of auditing the data source ensures that inaccurate data is identified and removed from publication. All data are assured as accurate by the appropriate Probation Provider and/or Contract Manager as appropriate. In some cases, where the information cannot be assured as accurate, data are presented as no better source of information is available. Such information is always clearly labelled.

### **10.2 Quality**

Appropriate data sources were used for each measure, identified through engagement with probation staff and colleagues in Her Majesty's Prison and Probation Service (HMPPS) HQ. Technical notes or contractual definitions accompany each performance measure are provided in the Appendices. The performance frameworks are subject to regular review to ensure that they are fit for purpose, metrics are identified with a revision note where changes have been made. This release is published for transparency, and represents the Ministry of Justice's view concerning performance in the probation system.

The publication presents a comprehensive view of performance in a system where EMS, NPS, and CRCs may be required to undertake activity to support the management of an offender, or deliver specific services. These figures are representative of performance, and quality assured in line with the corporate requirements of HMPPS. Figures have been drawn from administrative IT systems and, as with any large-scale recording system, are subject to possible errors with data entry and processing. Probation providers are responsible for ensuring the accuracy of their own data.

### **10.3 Value**

This data in the publication provides an overview of probation performance against the targets HMPPS uses to determine whether probation is delivering the intended service. Making this information accessible provides ministers and users with an overview of probation performance, and allows MOJ/HMPPS to monitor and performance manage probation providers.

Data is published in Open Document format to ensure compatibility across different systems. Information is also available on the Justice Data website that enables users to access all data used to assess probation performance.

## **11. Contact points for further information**

Press enquiries should be directed to the Ministry of Justice press office:

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Other enquiries about this publication should be directed to:

**Ministry of Justice Data and Analytical Services Department**

Email: [communityperformanceenquiries@justice.gov.uk](mailto:communityperformanceenquiries@justice.gov.uk)

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[statistics.enquiries@justice.gov.uk](mailto:statistics.enquiries@justice.gov.uk)

General information about the official statistics system of the UK is available from [www.statistics.gov.uk](http://www.statistics.gov.uk)

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