

Consultation document for the Community Performance statistics

We are undertaking this consultation to

- Inform our users of the changes in what we publish (the performance measures).
- Ensure that changes to how we publish continue to meet our users' needs.
- Learn about our stakeholders use of the statistics.

1. Probation Reform and the performance framework

On 26th June 2021 the privatised probation services (the Community Rehabilitation Companies) were returned to public control, and absorbed into the newly named “Probation Service”. The unified probation service is now responsible for managing all those on a community sentence or licence following their release from prison in England and Wales. There are now 12 probation regions across England and Wales, introducing 11 new probation regions in England; arrangements in Wales remain unchanged.

A Probation Service Performance Framework supports delivery of the [Target Operating Model](#) by the unified service.

As part of the reforms to the probation system, some rehabilitative services such as education, training and employment and accommodation, are delivered under contract by Voluntary and Community Sector (VCS) and specialist organisations. The management of these Commissioned Rehabilitative Services (CRS) contracts is also supported by a performance framework.

Here we set out the context and overview of the Probation Service performance framework and the CRS performance framework, and then detail the performance metrics and the rationale for each of them. These performance metrics are the data that shall be published within the Community Performance statistics.

The Probation Service performance framework.

The performance framework is focused on three key objectives:

- Assuring quality – by rebalancing the focus from processes to quality delivery; by introducing new quality measures and strengthening the role of offender feedback.
- Securing outcomes likely to reduce offending – by capturing outputs and outcomes over which providers have an element of control and for which there is evidence of a link with reduced reoffending.
- Getting the fundamentals right – by holding the Probation Service to account on sentence delivery, enforcement and protecting the public, thereby promoting judicial confidence in probation delivery.

The performance framework will be implemented in stages:

- Stage 1 metrics from 1st July 2021, using 2020-21 data as a baseline for target setting
- Stage 2 metrics from 1st October 2021
- Stage 3 metrics from 1st April 2022
- Future metrics, dates to be confirmed

For each metric end-state targets are set. Prior to implementation of each Service Level a regional analysis of benchmark performance is carried out. Where it is identified that there is a substantial variance between the benchmarked performance and the end state target, regional interim or “ramp up” targets are implemented in order to increase the performance expectation over time.

Commissioned Rehabilitative Services performance framework.

The performance framework for Commissioned Rehabilitative Services (CRS) maintains the focus on quality and outcomes, incentivised by graduated reductions in payment where performance falls below target levels. Two service levels apply to all contracts to provide assurance that rehabilitative interventions are delivered: 1) whether offenders are offered an assessment appointment promptly; and 2) whether they receive an intervention. Large contracts contain two quality measures: 1) whether delivery of interventions enables individuals to make progress in meeting their offending related needs; and 2) the sufficiency of liaison with the supervising Probation Practitioner.

Performance metrics:

The description and rationale taken from the technical notes for each Probation Service - service level measure is provided in a table in the **appendix**. This explains what the measure is, why the measure is monitored, and when the measure was introduced.

2. Proposed publication format:

Time period

The Community Performance statistics shall be an annual publication reporting data to the end of March. The edition to be published in summer 2022 shall publish data from July 2021 to March 2022 (post-unification performance). The previous publication of the Community Performance statistics covered performance data from April 2020 to March 2021. Due to altered operational priorities during the final months of unification the data between April 2021 and June 2021 is of poor quality and shall not be published.

Content¹

- Main statistics bulletin – The main bulletin shall provide statisticians comments and highlight national level aggregations of:
 - Probation Service (service level) performance metrics
 - Accommodation & Employment circumstances
 - Electronic Monitoring performance metrics
 - Commissioned Rehabilitative Services performance metrics
- Guidance Appendix - Technical guidance and further information on how the data are collected and processed, and definitions of the calculated performance measures.
- Probation Service Performance tables – Each measure shall be provided at national level by month covering the last fifteen months (last nine months in year to March 2022), and at regional level by quarter covering the last five quarters (three quarters in year to March 2022).
- Electronic Monitoring performance tables - Each measure shall be provided at national level by month covering the last fifteen months, and at regional level by quarter covering the last five quarters. Tables will be unchanged from the [previous publication](#) of the Community Performance statistics.
- Accommodation Circumstance tables - A set of tables showing the accommodation circumstances of individuals under probation supervision. Tables will cover accommodation circumstance at release, 3 months post release, and 3 months post community disposal. Breakdowns will be given for region, sex, age, ethnicity, main offence type, and length of custodial sentences. An additional table will be provided detailing the national level accommodation circumstances since April 2019 (three years).
- Employment Circumstance tables - A set of tables showing the employment circumstances of individuals under probation supervision. Tables will cover employment circumstance at 6 weeks post release, 6 months post release, and 6 months post community disposal. Breakdowns will be given by region, sex, age, ethnicity, main offence type, and length of custodial sentences. An additional table will be provided detailing the national level employment circumstances since April 2019 (three years).
- Commissioned Rehabilitative Services performance tables. Each measure shall be provided at national level by month covering the last fifteen months and at regional level by quarter covering the last five quarters. CRS performance management shall begin following the expiry of the contractual bedding-in period, meaning that CRS performance

¹ In addition to the proposed regular content, the 2022 publication will also include tables from HMPPS COVID-19 Emergency Accommodation Scheme, which ended in May 2021.

shall not feature in the first edition of the Annual Community Performance statistics (which shall publish data to March 2022).

Future developments

An updated version of the integrated Probation Rating System (iPRS) shall be implemented in the future across the Probation Service. This shall bring publishable accountability through scores and ratings of the 12 probation regions. The intended ambition is that future versions of the Community Performance Statistics shall publish the provider ratings of the iPRS.

3. Consultation survey:

You are invited to offer your views on the format of this publication and future developments. Please respond via the 5-minute survey which can be found [here](#).

The consultation shall run for 5 weeks from 8th April to 13th May 2022.

Appendix: Performance metrics

Probation Service performance metrics	Valid for publication from
<p>SL001: Sentencer Satisfaction</p> <p>Long Description: Percentage of the Judiciary who are satisfied with probation services in each twelve-month period.</p> <p>Rationale: To gain feedback from the Judiciary about sentencing information and advice given by probation and to evaluate and improve the quality and effectiveness of these services.</p>	October 2021
<p>SL004 Initial Appointment for Community Sentences</p> <p>Long Description:</p> <p>The percentage of persons under a community sentence who have an in person appointment, either in office or by home visit, arranged to take place no later than 5 business days after sentence.</p> <p>Rationale: This ensures that initial contact is sufficiently timely to support offender engagement and compliance and to maintain the confidence of the courts. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.</p>	October 2021
<p>SL005 Initial Appointment for Releases from Custody</p> <p>Long Description: The percentage of persons who have an office or home visit appointment arranged to take place no later than one business day after release. For those released immediately from court following a period of remand, the timescale shall be three business days</p> <p>Rationale: This ensures that the Probation Service discharges the responsibility included in the Licence that the offender should ordinarily report on the day of release, thereby maximising offender engagement and compliance. This measure provides assurance that there is contact with the person following release from prison. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.</p>	October 2021
<p>SL006 Initial Sentence Plan Community Sentences and Releases</p> <p>Long Description: The percentage of persons with a community sentence or a release from custody on licence for whom a sentence plan is completed within 15 business days after attendance at their first appointment.</p> <p>Rationale: This measure provides assurance that appropriate public protection activity is undertaken. The plan is the cornerstone of high quality public protection and it is essential that this is conducted early in the sentence</p>	October 2021
<p>SL007 Monthly Appointments Offered</p>	April 2022

<p>Long Description: The percentage of individuals in the community and supervised over the whole of the relevant month, who are offered at least one in-person appointment in each calendar month.</p> <p>Rationale: Ongoing and regular in person contact supports rehabilitation and ensures changes in risk of offending and risk of harm are identified. Appointments offered are being monitored to support the planned evaluation of blended supervision involving in-person and remote contact</p>	
<p>SL008 OASys reviews</p>	<p>To be determined</p>
<p>SL010 Timely risk management plans (recall reports part B)</p> <p>Long Description: The percentage of Recall Part B (Risk Management Plan) documents which are supplied to the OMPPG within the required timescale of a person's Return to Custody; to inform about the level of risk and to enable a timely decision about release or ongoing detention to be made.</p> <p>Rationale: This measure is to provide assurance that decisions regarding release or ongoing detention following recall can be made in line with legislation, based on mandatory information, without any delay, which may otherwise delay the review of the detention of an offender, which in turn could lead to a claim and an adverse view of the Authority.</p>	<p>October 2021</p>
<p>SL011 Timely Parole Reports</p> <p>Long Description & Rationale The percentage of indeterminate and determinate parole assessment reports (PAROM1s) that are sent within the timescale specified by the NOMS Offender Management and Public Protection Group.</p> <p>Rationale: To ensure timely submission of parole reports by the Probation Service as part of the Generic Parole Process for indeterminate prisoners.</p>	<p>October 2021</p>
<p>SL012 Targeted Interventions for People Convicted of a Sexual Offence</p> <p>Long Description: Successful completions of rehabilitative activities, including Accredited Programmes, Structured Interventions and the Approved Suite of Probation Practitioner Toolkits (ASPPT). Where the terminated cases are convicted of a sexual offence.</p> <p>Rationale: To ensure that the persons in scope receive the appropriate intervention during their sentence.</p>	<p>July 2021</p>
<p>SL013 Requirements Completed by Sentence Expiry</p> <p>Long Description: Percentage of completions of Community Orders and Suspended Sentence Orders including any combination of an Accredited Programme Requirement, a Rehabilitation Activity Requirement or an Unpaid Work Requirement, where those requirements completed successfully.</p> <p>Rationale: To assess, of the cases that have terminated, the proportion of Community Orders and Suspended Sentence Orders that end with</p>	<p>April 2022</p>

successful completion of attached requirements. This measure gives an overview of sentence delivery by the Probation Service over the life of the Order, providing assurance that the Sentence of the Court is delivered.	
SL014 Housed on Release Long Description: The proportion of offenders in settled or temporary accommodation on the night of release from custody Rationale: To support individuals in their rehabilitation, and the reduction in re-offending	July 2021
SL015 (a & b) Settled Accommodation at Three Months Post Release/Disposal Long Description: The proportion of offenders in settled accommodation at three months post release for custodial sentences (a) and three months post disposal for community sentences (b) Rationale: To support individuals in their rehabilitation, and the reduction in re-offending	July 2021
SL016 Employment at 6 weeks Post Release Long Description: The proportion of offenders in employment at six weeks after release from custody. Rationale: To support persons in their rehabilitation, and the reduction in re-offending	July 2021
SL017(a & b) Employment at Six Months Post Release/Disposal Long Description & Rationale The proportion of offenders in employment at six months post release for custodial sentences (a) and six months post disposal for community sentences (b) Rationale: To support persons in their rehabilitation, and the reduction in re-offending	July 2021
SL018 Reoffending binary	To be determined
SL019 Reoffending frequency	To be determined
SL020 Persons positive experience	October 2021
SL021 Victim satisfaction	To be determined
QM102 Enforcement quality	October 2021
QM103 Risk management quality	October 2021
QM104 Sentence delivery quality	October 2021

<p>SL022 Community Offender Manager Handover Meeting</p> <p>Long Description: The percentage of handover meetings arranged and attended between the Prison Offender Manager, Community Offender Manager and prisoner within four weeks of allocation to the Community Offender Manager, for those with more than 10 months to serve in custody.</p> <p>Rationale: To ensure timely transition arrangements commence between prison and community offender managers so that information about the risk and needs of the individual can be shared, that a positive relationship between the COM and the individual can begin to develop and pre-release planning required to effectively manage risk and support resettlement can commence at the earliest opportunity.</p>	<p>April 2022</p>
<p>SL023 Pre-release sentence plan for custodial sentences</p>	<p>To be determined</p>
<p>SL024 Initial sentence plan for short custodial sentences (<10 months to serve)</p>	<p>To be determined</p>
<p>QM25 Quality measure on resettlement work pre-release as part of sentence delivery</p>	<p>To be determined</p>
<p>SL026 Unpaid work assessment</p> <p>Long Description: The percentage of Unpaid Work Requirements that have had an assessment by the Probation Service completed prior to the first Unpaid Work Session being arranged.</p> <p>Rationale: To maintain focus on the timely commencement of Unpaid Work Requirements.</p>	<p>To be determined</p>
<p>SL027 Unpaid Work Starts Within 15 Business Days of Sentence</p> <p>Long Description: The percentage of Unpaid Work Requirements that have had Unpaid Work arranged by the Probation Service to start within 15 Business Days of the sentence date of that requirement.</p> <p>Rationale: To maintain focus on the timely commencement of Unpaid Work Requirements.</p>	<p>October 2021</p>
<p>SL028 Unpaid Work Stand Downs</p> <p>Long Description: The percentage of Unpaid Work sessions lost through stand downs (sessions cancelled on the day) where the Unpaid Work session has been arranged by the Region</p> <p>Rationale: provides focus on minimising the number of Unpaid Work sessions cancelled (Stand Downs) thereby providing confidence to the public that sentences are rigorously delivered.</p>	<p>April 2022</p>
<p>SL029 Completion of Unpaid Work Requirements Within 12 Months of Disposal</p>	<p>October 2021</p>

<p>Long Description: The percentage of successful completions of Unpaid Work Requirements within 12 months of the original sentence date where the Person is subject to a Community Order, Suspended Sentence Order or Supervision Default Order that contains an Unpaid Work Requirement.</p> <p>Rationale: To ensure focus on the positive and timely completion of Unpaid Work Requirements, consistent with the legal requirement.</p>	
<p>QM030 Unpaid work Delivery quality including ETE</p>	<p>To be determined</p>
<p>SL031 Accredited Programme Starts</p> <p>Long Description: The percentage of Accredited Programmes following sentence or release from custody, including those Accredited Programmes delivered as Requirements attached to a Rehabilitation Activity Requirement, as a Licence Condition or delivered during a period of Post Sentence Supervision</p> <p>Rationale: This measure is to ensure programme integrity and improved programme outcomes.</p>	<p>April 2022</p>
<p>SL033 Accredited Programme Completions</p> <p>Long Description: The percentage of positive of Offender Behaviour Accredited Programmes delivered as Requirements, attached to a Rehabilitation Activity Requirement, as a Licence Condition or delivered during a period of Post Sentence Supervision</p> <p>Rationale: This measure is to ensure programme integrity and improved programme outcomes.</p>	<p>April 2022</p>
<p>QM34 Accredited Programme Delivery quality including adherence to CSAAP criteria</p>	<p>To be determined</p>
<p>SL035 Structured Intervention completions</p>	<p>To be determined</p>
<p>QM036 Structured Intervention Delivery quality</p>	<p>To be determined</p>
<p>SL037 Referrals to SIs and CRS interventions</p>	<p>To be determined</p>
<p>SL038 Improved needs following DF interventions</p>	<p>To be determined</p>
<p>SL040 Recording Protected Characteristics</p> <p>Long Description: The proportion of cases where Protected Characteristics are recorded in National Delius.</p> <p>Rationale: To deliver services as indicated by the characteristics of individual cases. Additionally, to assess disparities in service delivery and whether the needs of cases with different characteristics are met.</p>	<p>July 2021</p>

Commissioned Rehabilitative Services performance metrics	Valid for publication from
<p>CRS SL001 Supplier Assessment Appointment Timeliness</p> <p>Long Description: The percentage of referred Persons on Probation who were offered a Supplier Assessment Appointment that was scheduled to take place within ten (10) Working Days of Referral.</p> <p>Rationale: To assure that Persons on Probation are offered a prompt assessment of their suitability for the service, so that decisions are taken and services are started in a timely manner.</p>	April 2022
<p>CRS SL002 - Intervention Appointment attended by Offender</p> <p>Long Description: The percentage of Referred Offenders assessed as suitable who attended an Intervention Appointment (which may include the Intervention Commencement Appointment) over the lifespan of the Referral.</p> <p>Rationale: To assure that Referrals are started in a reasonable timeframe, and to assure that engagement in services is prioritised.</p>	April 2022
<p>QM1 - Quality of delivery of intervention: provision enables Offenders to make progress in addressing their offending related needs and achievement of agreed outcomes</p>	January 2023
<p>QM2 – Quality liaison with Responsible Officer: supports offender management, risk management, enforcement, and sentence delivery</p>	January 2023