



## Community Performance Quarterly release to June 2018

### Main Points

|   |  |  |
|---|--|--|
| <b>CRC Performance remains stable</b>   |  | National performance met or exceeded targets for nine out the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for four more, with no substantial changes in performance between quarters.   |
| <b>Bristol, Gloucester, Shropshire and Warwickshire CRC had the most improved performance</b> |  | Bristol, Gloucester, Shropshire and Warwickshire CRC had five measures that had improved by 5 or more percentage points: Breach Timeliness, Completion of the Sentence, Accredited Programme Delivery, Resettlement Plan Completion, and Assessment for Discharge.   |
| <b>NPS Performance has improved slightly</b>  |  | National performance met or exceeded targets for 15 out of 17 National Probation Service (NPS) measures this quarter, and close to target in 1 more. Four targets missed last quarter were met this quarter; however, the actual improvement in performance on most metrics was only 1 or 2 percentage points. |
| <b>NPS South East and Eastern Division had the largest changes in performances</b>            |  | NPS South East and Eastern Division had 4 measures that changed by 5 or more percentage points. Three of these (Breach Timeliness, Recall Review Timeliness, and Response to Recall Review) were positive while one (Compliance with Licence and Post Sentence Supervision) was negative.                      |
| <b>EMS Performance remains stable</b>   |  | Performance met or exceeded targets for all the Electronic Monitoring Service (EMS) measures this quarter, as they did last quarter.   |

*This publication covers reporting for the period between the 1 April 2017 and the 30 June 2018.*

The following products are published as part of this release:

- A statistical bulletin, containing commentary on key findings;
- A set of supplementary tables for each of [NPS](#), [CRCs](#) and [EM](#), providing performance data for each measure by provider covering the last five quarters; and
- [Appendices](#) which provide technical guidance and further information on how the data are collected, processed and measures.

## 1. Introduction

Since the introduction of the Offender Rehabilitation Act (ORA) as part of Transforming Rehabilitation, 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. From this quarter the data are being released at Official Statistics and these performance frameworks is published on a regular basis in the "Community Performance Quarterly release". These publications are released on the final Thursday of January, April, July and October every year\*, with the first publication released on 29 October 2015 (27 October 2016 for EMS). The publication covers all performance metrics from the three frameworks, at a national level and broken down to lower levels of geography where appropriate. In the future these publications may also include other current or historic management information, such as volumes, to provide context.

\* Full release Schedule:

31 January 2019 – performance from July – September 2018  
25 April 2019 – performance from October – December 2018  
25 July 2019 – performance from January to March 2019  
31 October 2019 - performance from April – June 2019

Previous publications can be found here:

[www.gov.uk/government/collections/prisons-and-probation-statistics#performance](http://www.gov.uk/government/collections/prisons-and-probation-statistics#performance)

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

[www.gov.uk/government/collections/reoffending-statistics](http://www.gov.uk/government/collections/reoffending-statistics)

## 2. Data Reporting

All performance 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 Divisions 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 aggregation are (ordered from most granular to most aggregated):

- Quarterly performance, CRC level or NPS Divisional 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 Performance of service level measures – national performance

#### CRC Performance remains stable, Bristol, Gloucester, Shropshire and Warwickshire showed the most improved performance

National performance met or exceeded targets for nine out the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for two more, with no substantial changes in performance between quarters.

Bristol, Gloucester, Shropshire and Warwickshire CRC had five measures that had improved by 5 or more percentage points: Breach Timeliness, Completion of the Sentence, Accredited Programme Delivery, Resettlement Plan Completion, and Assessment for Discharge.

**Table C1A:** National CRC Performance of all available Service Levels for 18/19 Q1 (Apr-Jun 18). England and Wales.

| Measure   | 18/19 Q1<br>(Apr-Jun 18) | Percentage point change<br>(vs last available quarter) | Target |
|---|--------------------------|--|--------|
| Assurance Metric B - Serious further offence (SFO) Reviews                  | -                        | -  | 100%   |
| Assurance Metric C - Allocated Person Resettlement Services - Accommodation | 65%                      | 1pp  | 90%    |
| Assurance Metric E - Breach Referral Timeliness                             | 89%                      | -2pp   | 95%    |
| Assurance Metric H - Recall Part B Timeliness                               | 54%                      | 1pp  | 90%    |
| Assurance Metric I - Completion of the Sentence of the Court                | 90%                      | 1pp  | 99%    |
| Assurance Metric J - Compliance of Licenses and Post Sentence Supervision   | 71%                      | 2pp  | 65%    |
| SL001R - Initial Offender Contact (CO & SSO)                                | 97%                      | 0pp  | 93%    |
| SL002R - Initial Offender Contact (License)                                 | 98%                      | 1pp  | 93%    |
| SL003R - Plan Completion (CO & SSO)   | 96%                      | 1pp  | 97%    |
| SL004R - Plan Completion (Licence)  | 96%                      | 1pp  | 97%    |
| SL006R - Priority of Arrangement of Unpaid Work                             | 91%                      | 0pp  | 75%    |
| SL008 - Completion of Community Orders and Suspended Sentence Orders        | 79%                      | 1pp  | 75%    |
| SL010 - Contractor Delivery of Unpaid Work Requirement                      | 88%                      | 0pp  | 90%    |
| SL011R - Contractor Delivery of Programme Requirement                       | 89%                      | 0pp  | 90%    |
| SL013 - Completion of Resettlement Plans                                    | 97%                      | 1pp  | 95%    |
| SL015 - Contribution to Assessments for Discharge                           | 98%                      | 0pp  | 95%    |
| SL016 - Quality of Breach Referral  | 95%                      | -1pp   | 90%    |
| SL018 - Recall Referral Timeliness  | 96%                      | -1pp   | 95%    |

## 4. NPS Performance of service level measures – national performance

### NPS Performance has improved slightly; South East and Eastern Division showed the largest change in performance

National performance met or exceeded targets for 15 out of 17 NPS measures this quarter, and close to target in one more. Four targets that were missed last quarter were met this quarter; however, the actual improvement in performance on most metrics was only 1 or 2 percentage points.

NPS South East and Eastern Division had 4 measures that changed by 5 or more percentage points. Three of these (Breach Timeliness, Recall Review Timeliness, and Response to Recall Review) were positive while one (Compliance with Licence and Post Sentence Supervision) was negative.

**Table N1A:** National NPS Performance of all available Service Levels for 18/19 Q1 (Apr-Jun 18). England and Wales.

| Measure  | 18/19 Q1<br>(Apr-Jun 18) | Percentage point change<br>(vs last available quarter) | End-state<br>target |
|--|--------------------------|--|---------------------|
| NPS SL001 - Pre-Sentence Report Timeliness                               | 100%                     | 0pp  | 95%                 |
| NPS SL002 - Allocation Timeliness (All Disposals)                        | 97%                      | 0pp  | 95%                 |
| NPS SL003R - Initial Contact (CO & SSO)                                  | 97%                      | 0pp  | 97%                 |
| NPS SL004R - Initial Contact (Release from custody on licence)           | 99%                      | 1pp  | 97%                 |
| NPS SL005R - Completing the Plan (CO & SSO)                              | 97%                      | 1pp  | 97%                 |
| NPS SL006R - Completing the Plan (Release from custody)                  | 98%                      | 1pp  | 97%                 |
| NPS SL007 - Allocation of Unpaid Work (UPW) Requirements                 | 97%                      | 0pp  | 97%                 |
| NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions          | -                        | -  | 90%                 |
| NPS SL010 - Accredited Programme Quality                                 | -                        | -  | 90%                 |
| NPS SL012 - Recall Timeliness  | 99%                      | 0pp  | 95%                 |
| NPS SL014 - Breach Timeliness  | 96%                      | 2pp  | 95%                 |
| NPS SL015 - Response to Breach Referral                                  | 96%                      | 0pp  | 95%                 |
| NPS SL016 - MAPPA Attendance   | 96%                      | 0pp  | 90%                 |
| NPS SL017 - Serious Further Offence (SFO) Reviews                        | -                        | -  | 100%                |
| NPS SL018 - Completion of Community Orders and Suspended Sentence Orders | 77%                      | 2pp  | 75%                 |
| NPS SL019 - Completion of Licences and Post Sentence Supervision Periods | 55%                      | -4pp   | 65%                 |
| NPS SL021 - OASys Quality Assurance                                      | -                        | -  | 90%                 |
| NPS SL022 - Generic Parole Process (GPP)                                 | 95%                      | 2pp  | 90%                 |

|   |     |      |     |
|---|-----|------|-----|
| NPS SL023 - Quality of Engagement                                   | -   | -    | 75% |
| NPS SL024a - Recall Review Timeliness - Retained Persons            | 97% | 3pp  | 90% |
| NPS SL024b - Response to Recall Review (Part B) - Allocated Persons | 92% | 6pp  | 90% |
| NPS SL025 - Victim Feedback   | 96% | -2pp | 90% |

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## 5. EMS Performance of service level measures – national performance

### EMS Performance remains stable

Performance met or exceeded targets for all the Electronic Monitoring Service (EMS) measures this quarter, as they did last quarter.

**Table E1A:** National EMS Performance of all available Service Levels for 18/19 Q1 (Apr - Jun 18). England and Wales.

| Measure   | 18/19 Q1<br>(Apr-Jun 18) | Percentage point change<br>(vs last available quarter) | Target |
|---|--------------------------|--|--------|
| SL 4A - Equipment installation and subject induction - first attempt within specified timescales      | 99%                      | 0pp  | 95%    |
| SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales | 89%                      | -3pp   | 85%    |
| SL 4C - Equipment re-installation - attempt within specified timescales                               | 98%                      | 0pp  | 95%    |
| SL 5A - Equipment removal - attempt within specified timescales                                       | 99%                      | 0pp  | 95%    |
| SL 5B - Equipment removal (bail cases) - attempt within specified timescales                          | 98%                      | -1pp   | 95%    |
| SL 5C - Equipment check following tamper violation - attempt within specified timescales              | 91%                      | 0pp  | 85%    |
| SL 7B - Request for information required to commence orders - within specified timescales             | 89%                      | 4pp  | 85%    |
| SL 8 - Call to curfew location following possible violation - within specified timescales             | 97%                      | -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. Further Information

### 6.1 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. 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.

### 6.2 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              |

## 7. Statistical Code of Practice

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

### 7.1 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.

### 7.2 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.

### **7.3 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 prison performance.

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

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

Tel: 020 3334 3555

Email: [press.office@justice.gsi.gov.uk](mailto:press.office@justice.gsi.gov.uk)

Other enquiries about this publication should be directed to:

### **Prison & Probation Analytical Services**

Ministry of Justice

3<sup>rd</sup> Floor

10 South Colonnade

Canary Wharf, London

London E14 4PU

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

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: [statistics.enquiries@justice.gsi.gov.uk](mailto:statistics.enquiries@justice.gsi.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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