



Community Performance Quarterly release to March 2019

Main Points

**CRC
Performance
fell slightly**



National performance met or exceeded targets for seven out of the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for five more. There were large falls in the two Plan Completion measures (SL003R and SL004R), and smaller falls against Resettlement Planning (SL013) and Recall Timeliness (SL018). Resettlement – Accommodation recovered from the previous quarter, and Breach and Recall Review Timeliness (AM E and AM H) both improved.

**National
performance
changes were
substantially
driven by
London CRC**



London CRC has several current circumstances that are impacting reported performance, and the relatively large size of London CRC has a disproportionate effect on National outcomes.

London CRC's transition to using the provider's own ICT systems has resulted in their performance being excluded from Breach and Recall review timeliness measures (AM E and AM H) as data is not part of the current reporting process in MOJ systems.

They are additionally subject to a quality of service delivery pilot, with significant impacts on Sentence Planning (SL003R and SL004R) and UPW Arrangement (SL006R). In some cases, as part of the pilot, London CRC are being held to different timescales, targets or methodologies which are not reflected in these data.

**NPS
Performance is
stable**



National performance met or exceeded targets for 15 out of 16 NPS measures reported this quarter. One target that was missed last quarter was met this quarter, albeit with an overall change of less than 1%. Actual change at a national level only exceeded 2pp for one measure, which were already on target.

**NPS Wales
Division has
the largest
changes in
performance**



NPS Wales Division had the largest rise and the largest fall in performance against individual measures relative to the last quarter. Generic Parole Process timeliness (SL022) fell by 9pp to 88%, and Completion of Community Sentences (SL018) rose by 6pp to 77%.

**EMS
Performance
improved**



EMS performance rose relative to the previous quarter, which had been impacted by a number of system-wide failures. All but one measure rose substantially (between 2 and 10pp), and all measures met their targets for the quarter.

This publication covers reporting for the period between the 1 January 2018 and the 31 March 2019.

The following products are published as part of this release:

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- 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 <https://www.gov.uk/government/statistics/community-performance-quarterly-update-to-march-2019>
 - Appendices which provide technical guidance and further information on how the data are collected, processed and measures. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/820528/1819-cpt-publication-appendices.pdf
 - A set of supplementary Management Information tables covering Accommodation and Employment statuses for the CRC and NPS caseload, by provider and other key breakdowns. <https://www.gov.uk/government/statistics/community-performance-quarterly-update-to-march-2019>

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. These performance frameworks are 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 October 2019 – performance from April – June 2019

30 January 2020 – performance from July – September 2019

30 April 2020 – performance from October – December 2019

30 July 2020 – performance from January – March 2020 (including annex on accommodation employment)

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 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 fell slightly, national performance changes were substantially driven by London CRC

London CRC has several current circumstances that are impacting reported performance, and the relatively large size of London CRC has a disproportionate effect on National outcomes.

London CRC's transition to using the provider's own ICT systems has resulted in their performance being excluded from Breach and Recall review timeliness measures (AM E and AM H) as data is not part of the current reporting process in MOJ systems.

They are additionally subject to a quality of service delivery pilot, with significant impacts on Sentence Planning (SL003R and SL004R) and UPW Arrangement (SL006R). In some cases, as part of the pilot, London CRC are being held to different timescales, targets or methodologies which are not reflected in these data.

The below tables show national performance with London CRC data (where London CRC data are reportable) and without London CRC data (where London CRC data is on a different performance basis or otherwise not reportable).

Table C1A: National CRC Performance of all available Service Levels for 18/19 Q4 (Jan – Mar 19). England and Wales.

Measure	Including London CPA	Percentage point change (vs last available quarter)	Excluding London CPA	Percentage point change (vs last available quarter)	Target
	18/19 Q4 (Jan-Mar 19)		18/19 Q4 (Jan-Mar 19)		
Assurance Metric C - Allocated Person Resettlement Services - Accommodation	..		63.6%	5pp	90%
Assurance Metric E - Breach Referral Timeliness	..		92.7%	4pp	95%
Assurance Metric H - Recall Part B Timeliness	..		65.2%	1pp	90%
Assurance Metric I - Completion of the Sentence of the Court	91.1%	-1pp	..		99%
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	67.3%	-2pp	..		65%
SL001R - Initial Offender Contact (CO & SSO)	96.1%	-1pp	..		93%
SL002R - Initial Offender Contact (License)	95.9%	-1pp	..		93%
SL003R - Plan Completion (CO & SSO)	91.9%	-4pp	96.5%	0pp	97%
SL004R - Plan Completion (Licence)	89.2%	-6pp	95.3%	-1pp	97%
SL006R - Priority of Arrangement of Unpaid Work	83.9%	1pp	90.5%	1pp	75%
SL008 - Completion of Community Orders and Suspended Sentence Orders	77.5%	-1pp	76.8%	-1pp	75%
SL010 - Contractor Delivery of Unpaid Work Requirement	90.1%	1pp	91.4%	0pp	90%
SL011R - Contractor Delivery of Programme Requirement	86.7%	0pp	89.6%	0pp	90%
SL013 - Completion of Resettlement Plans	94.4%	-2pp	..		95%
SL015 - Contribution to Assessments for Discharge	96.1%	-1pp	..		95%
SL016 - Quality of Breach Referral	95.2%	0pp	96.1%	1pp	90%
SL018 - Recall Referral Timeliness	92.1%	-3pp	..		95%

In some instances, where data is known to be inaccurate or incomplete, it has been removed or amended for the impacted Contract Package Area. This has affected AM C, AM E, AM H, AM J, SL003R, SL004R, SL006R, and SL013. Please see the full tables for details.

4. NPS Performance of service level measures – national performance

NPS Performance has remained similar to the last quarter; Wales Division showed the largest changes in performance

National performance met or exceeded targets for 15 out of 16 NPS measures reported this quarter. One target that was missed last quarter was met this quarter, albeit with an overall change of less than 1%. Actual change at a national level only exceeded 2pp for one measure, which were already on target.

NPS Wales Division had the largest rise and the largest fall in performance against individual measures relative to the last quarter.

Generic Parole Process timeliness (SL022) fell by 9pp to 88%, and Completion of Community Sentences (SL018) rose by 6pp to 77%.

Table N1A: National NPS Performance of all available Service Levels for 18/19 Q4 (Jan - Mar 18). England and Wales.

Measure	18/19 Q4 (Jan-Mar 19)	Percentage point change (vs last available quarter)	End-state 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)	98%	1pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	99%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	98%	0pp	97%
NPS SL006R - Completing the Plan (Release from custody)	98%	0pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	98%	1pp	97%
NPS SL012 - Recall Timeliness	99%	0pp	95%
NPS SL014 - Breach Timeliness	95%	0pp	95%
NPS SL015 - Response to Breach Referral	98%	0pp	95%
NPS SL016 - MAPPA Attendance	96%	-1pp	90%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	77%	1pp	75%
NPS SL019 - Completion of Licences and Post Sentence Supervision Periods	53%	0pp	65%
NPS SL022 - Generic Parole Process (GPP)	95%	-2pp	90%
NPS SL024a - Recall Review Timeliness - Retained Persons	97%	0pp	90%
NPS SL025 - Victim Feedback	98%	0pp	90%

In some instances, where data is known to be inaccurate or incomplete, it has been removed for the impacted divisions. This has affected SL015 and SL024b. Please see the full tables for details.

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

EMS Performance improved against the previous quarter

EMS performance rose relative to the previous quarter, which had been impacted by a number of system-wide failures. All but one measure rose substantially (between 2 and 10pp), and all measures met their targets for the quarter.

Table E1A: National EMS Performance of all available Service Levels for 18/19 Q4 (Jan-Mar 19). England and Wales.

Measure	18/19 Q4 (Jan-Mar 19)	Percentage point change (vs last available quarter)	Target
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	98%	3pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	90%	10pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	97%	3pp	95%
SL 5A - Equipment removal - attempt within specified timescales	98%	3pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	97%	4pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	91%	7pp	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%	0pp	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 probation performance.

8. Contact points for further information

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General information about the official statistics system of the UK is available from www.statistics.gov.uk

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