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of Justice

Community Performance Quarterly Management Information release

July 2016 – September 2016

National Offender Management Service

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Community Performance Quarterly Management Information Release – a new series of publications

Overview

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 new 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. Management Information (MI) against these performance frameworks will be published on a regular basis by NOMS in the "Community Performance Quarterly MI release". These publications will be released on the final Thursday of October, January, April and July every year*, beginning on 29 October 2015 (27 October 2016 for EMS). The publication will cover all performance metrics from the three frameworks, at a national level and broken down to lower levels of geography where appropriate. These publications may also include other current or historic management information, such as volumes, to provide context. There will also be an annual release of performance MI to accompany the management information addendum.

* Full release Schedule:

26 January 2017 - performance MI from July 2016 - September 2016

27 April 2017 - performance MI from October - December 2016

27 July 2017 - performance MI from April 2016 - March 2017

26 October 2017 - performance MI from April - June 2017

This publication is the sixth in the series. Previous publications, can be found here:

www.gov.uk/government/publications/community-performance-quarterly-management-information-release

Service level performance

For all metrics, performance is measured as a percentage. The percentage is the outcome of the equation:

$$\frac{a}{a + b}$$

where:

'a' is the number of events or instances recorded as 'positive' when reported in line with the definitions contained in the appropriate technical note; an excerpt of each technical notes is contained in Annexes A and B.

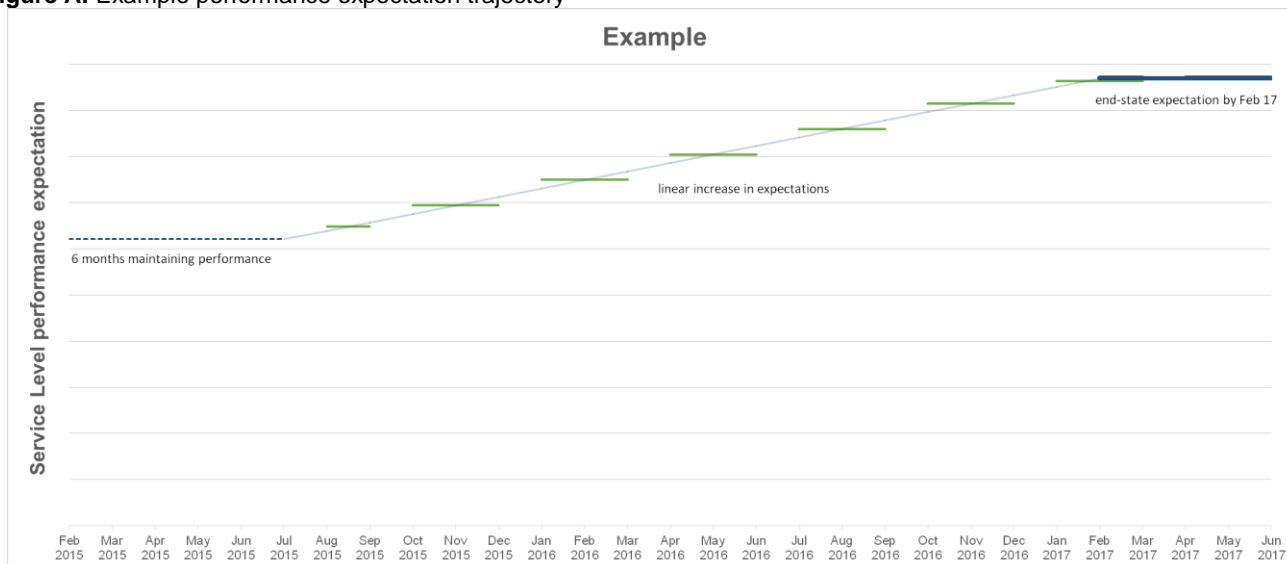
'b' is the number of events or instances recorded as 'negative' when reported in line with the definitions contained in the appropriate technical note; an excerpt of each technical notes is contained in Annexes A and B.

Events or instances recorded as 'neutral' when reported in line with the definitions contained in the appropriate technical note are not included in the calculation.

Current performance expectations

The NPS and CRCs are both on a trajectory of expected performance which culminates in delivery being measured against the end-state targets by February 2017. As was envisaged when the new arrangements were introduced, that trajectory generally means that providers have six months to maintain delivery, followed by an 18 month linear increase in performance expectations. Some service levels are monitored against the end-state target from the outset.

Figure A: Example performance expectation trajectory



In March 2016, EMS made a change to their IT system which allowed national performance monitoring for the first time. Following this, new national EMS targets have been agreed and they will be reviewed annually.

Table A below shows how each measure is categorised in relation to performance expectations, this status is also reflected in the relevant section of the publication.

Table A: Categorisation of service levels in relation to performance expectations

Organisation	Performance expectation	Service Levels
CRC	6 months to maintain; 18 months ramp-up	SL001, SL002, SL003, SL004, SL005, SL006, SL010, SL011, SL012, SL013, SL014, SL015, SL016, SL017
	End-state target expected from outset	SL007, SL008, SL009, All Assurance Metrics
NPS	6 months to maintain; 18 months ramp-up	SL003, SL004, SL005, SL006, SL008, SL009, SL011, SL014, SL015
	End-state target expected from outset	SL001, SL002, SL007, SL010, SL012, SL013, SL016, SL017, SL018, SL019, SL021, SL022, SL023, SL025
	Not applicable	SL020, SL024
EMS	Interim target expected from outset	SL 4A, SL 4B, SL 4C, SL 5A, SL 5B, SL 5C, SL 8

Performance baselines form part of the contractual mechanism for CRCs which govern the application of service credits; a method of financial adjustment applied when performance during a whole quarter is lower than was expected. Figures contained in this document do not necessarily provide the authority’s view in relation to service credits.

End-state performance targets

Probation providers (NPS and CRCs) are not currently and never were expected, at this stage, to deliver services to the level indicated by the end-state target. The performance baselines are used to set the expected level of performance for internal monitoring purposes until February 2017 - when the end-state targets will be the expected level of performance.

As planned in the CRC contract, a review of performance targets commenced in February 2016 to assess the achievability and trajectory of the end-state targets, which were always designed aspirationally to uplift performance to levels of service delivery not previously expected under the previous probation arrangements. The NPS has also always planned to undertake a similar review, which will be completed alongside the review of CRC performance targets.

Reducing Reoffending

The NPS and CRCs target reducing reoffending as a high priority. No reoffending information is included in this report, since the necessary time from the formation of the first cohort under the new organisations has not passed.

Reoffending statistics continue to be published by the Ministry of Justice:
www.gov.uk/government/collections/reoffending-statistics

Transparency

This publication is for transparency purposes, and represents that view of the authority 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 NOMS, however given that these figures have been drawn from administrative IT system they may be, as with any large scale recording system, subject to possible errors with data entry and processing. However, it should be noted that probation providers are responsible for ensuring the accuracy of their own data.

More about this publication

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 aggregate. 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.

Additional information

A decrease in recorded performance is noted in September across a number of Service Levels, for both NPS and CRCs. This coincided with a major update to the national Case Management System (Delius) during this month, which involved a number occasions where providers were unable to access the system. Although business continuity plans are put in place in these instances, it is reasonable to expect that this would be a contributory factor to the performance levels observed in that month.

Transforming Rehabilitation: background

In May 2013 the Ministry of Justice announced “*Transforming Rehabilitation: A Strategy for Reform*”. Full details of the strategy¹ and target operating model² are provided as links, and this section outlines why the new operating model should be understood in order to correctly interpret the information contained within this publication.

The National Probation Service (NPS) and Community Rehabilitation Companies (CRCs) – the new probation organisations

Transforming Rehabilitation is changing the way offenders are managed in the community. Since 1 June 2014, probation trusts have been replaced by the National Probation Service (NPS), which manages the most high-risk offenders across seven divisions; and 21 new Community Rehabilitation Companies (CRCs), who manage medium and low-risk offenders. This is a simplified description, but outlines a key message that should be considered at all times when reading this publication: the NPS and CRCs manage a fundamentally different mix of offenders.

Guidance on comparing performance levels

This means that performance, expected performance and comparisons cannot generally be made between the two organisations – even where the delivery of services seems identical. Each caseload of offenders bring their own unique challenges, therefore direct comparisons should not be made. Equally comparison cannot generally be made with performance under the previous arrangements.

New performance frameworks to monitor delivery under the new arrangements

Under the new arrangements, a new performance framework was put into place for each organisation. The frameworks consist of timeliness and quality measures covering mandatory services which must be delivered throughout the offender journey.

These new performance frameworks were introduced in February 2015 (for CRCs) and April 2015 (for NPS) to enable effective performance monitoring. The performance frameworks measure delivery throughout the offender journey, including:

- Court Work and Allocation (NPS only)
- Starting the Sentence
- Completion and Compliance with the sentence of the court
- Delivery of Programmes and Requirements
- Through the Gate
- Enforcement and Risk Escalation
- Assurance Metrics and Other Custodial Services

Service Credits

August and September 2015 were the first months for which service credit(s) were applied to CRCs in the instance of under-performance against expectation. Service credits are based on performance against service levels, but take a more holistic view of system performance, which considers the increasing trajectory of performance expectations as well as other factors, such as relief events. Figures contained in this document reflect the view of performance prior to consideration of other factors, where applicable, and therefore do not necessarily provide the authority’s view in relation to other aspects of the probation system or related contracts, and cannot be used to calculate or even estimate whether service credits are due, or their financial value.

¹ www.gov.uk/government/publications/transforming-rehabilitation-a-strategy-for-reform

² www.gov.uk/government/publications/rehabilitation-programme-target-operating-model

Electronic Monitoring: background

Electronic monitoring was introduced in 1999 to support the police, courts, prisons and wider justice system in England and Wales.

It is a way of remotely monitoring and recording information on an individual's whereabouts or movements, using an electronic tag which is normally fitted to a subject's ankle. The tag transmits this information, via a base unit installed in a subject's residence, to a monitoring centre where it is processed and recorded in case management systems. Staff in the monitoring centre review this information to see whether an individual is complying with the conditions of their curfew or other electronically monitored requirement. Where a subject is not complying, the electronic monitoring provider either act on this information themselves or provides it to the relevant authority to take the necessary enforcement action.

Electronic monitoring is used:

- As a condition of court bail;
- As a requirement of a court sentence, including community orders and suspended sentences;
- As a licence condition following release from custody, including Home Detention Curfew;
- As a condition of immigration bail, managed by the Home Office; and
- To monitor a small number of subjects on specialist orders including Multi-Agency Public Protection Arrangements (MAPPAs), Special Immigration Appeals Commission (SIAC) bail, and Terrorism Prevention and Investigation Measures (TPIMs). Depending on the conditions imposed these may be monitored with a Global Positioning System (GPS) tag rather than a radio frequency (RF) tag.

This publication includes performance of the service delivery relating to radio frequency tags only. It does not include the delivery of the GPS service.

Since financial year 2014/15, EMS Capita has supplied the electronic monitoring service under contract to the Ministry of Justice. Prior to this, from 2005 to 2014 electronic monitoring services were supplied in two regional contracts by G4S and Serco.

On 1 February 2015 the MoJ entered into the Bridge Services contract with Capita. This contract forms part of the Capita New World documentation and is designed to continue the Interim Services operations while the New World contracts are mobilised. The Bridge Services will continue until the delayed New World contract Go-Live is completed.

Community Rehabilitation Company Names

Abbreviations are used in tables throughout this publication to refer to CRCs. The full CRC names are listed below.

CRC full name	Abbreviation
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC	BeNCH CRC
Bristol, Gloucestershire, Somerset & Wiltshire CRC	BGSW CRC
Cheshire & Greater Manchester CRC	CGM CRC
Cumbria & Lancashire CRC	C&L CRC
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC	DLNR CRC
Dorset, Devon & Cornwall CRC	DDC CRC
Durham Tees Valley CRC	DTV CRC
Essex CRC	Essex CRC
Hampshire & Isle of Wight CRC	HloW CRC
Humberside, Lincolnshire & North Yorkshire CRC	HLNY CRC
Kent, Surrey & Sussex CRC	KSS CRC
London CRC	London CRC
Merseyside CRC	Merseyside CRC
Norfolk & Suffolk CRC	N&S CRC
Northumbria CRC	Northumbria CRC
South Yorkshire CRC	S. Yorkshire CRC
Staffordshire & West Midlands CRC	SWM CRC
Thames Valley CRC	Thames Valley CRC
Wales CRC	Wales CRC
Warwickshire & West Mercia CRC	WWM CRC
West Yorkshire CRC	W. Yorkshire CRC

CRC Performance of service level measures

CRC Service Level Measure 1 – Initial contact - Community Orders, Suspended Sentence Orders

CRC service level measure 1 ensures that initial contact with offenders sentenced to Community Orders (CO) or Suspended Sentence Orders (SSO) is sufficiently timely to support offender engagement and compliance and to maintain the confidence of the courts. This measure provides assurance that there is contact with the allocated person once they have been allocated to the provider. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

End-state target (applicable from February 2017): 97%

Figure C1: National (CRC) Performance of SL001 - Initial Offender Contact (CO & SSO) from Oct-15 to Sep-16 by month. England and Wales.

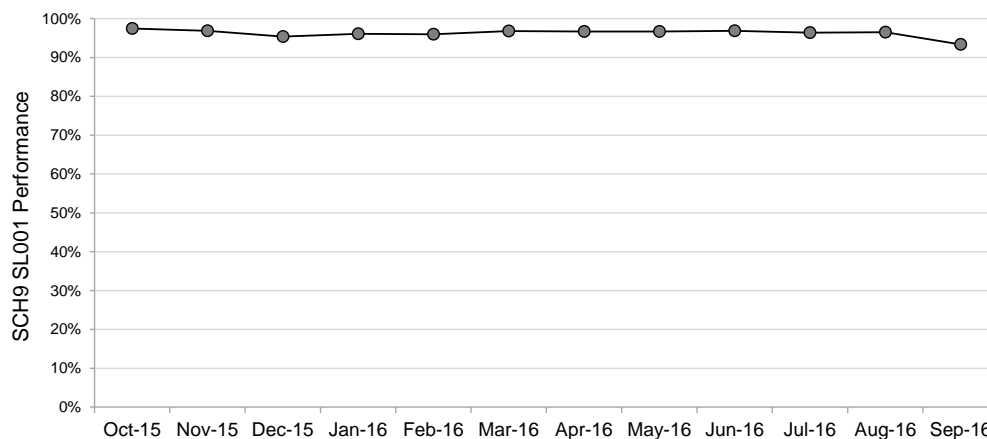


Table C1A: CRC Performance of SL001 - Initial Offender Contact (CO & SSO) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)³	95%	-1pp
BeNCH CRC	93%	1pp
BGSW CRC	94%	-2pp
CGM CRC	99%	-1pp
C&L CRC	92%	-2pp
DLNR CRC	94%	-4pp
DDC CRC	92%	-3pp
DTV CRC	99%	1pp
Essex CRC	95%	-3pp
HloW CRC	99%	0pp
HLNY CRC	98%	0pp
KSS CRC	99%	3pp
London CRC	90%	-3pp
Merseyside CRC	99%	0pp
N&S CRC ³	96%	..
Northumbria CRC	99%	0pp
S. Yorkshire CRC	98%	-1pp
SWM CRC	94%	-4pp
T. Valley CRC	96%	-1pp
Wales CRC	98%	1pp
WWM CRC	99%	0pp
W. Yorkshire CRC	97%	-2pp

³ Due to ongoing data quality investigations, the percentage point change (vs previous quarter) data for initial contact (CO/SSO; SL001) has been removed for Norfolk & Suffolk CRC, including in the National percentage point change.

CRC Service Level Measure 2 – Initial contact - Release from custody under Licence

CRC service level measure 2 ensures that initial contact with offenders released from custody is sufficiently timely to support offender engagement and compliance and in line with release licences. This measure provides assurance that there is contact with the offender once they have been released to the provider. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

End-state target (applicable from February 2017): 97%

Figure C2: National (CRC) Performance of SL002 - Initial Offender Contact (Licence) from Oct-15 to Sep-16 by month. England and Wales.

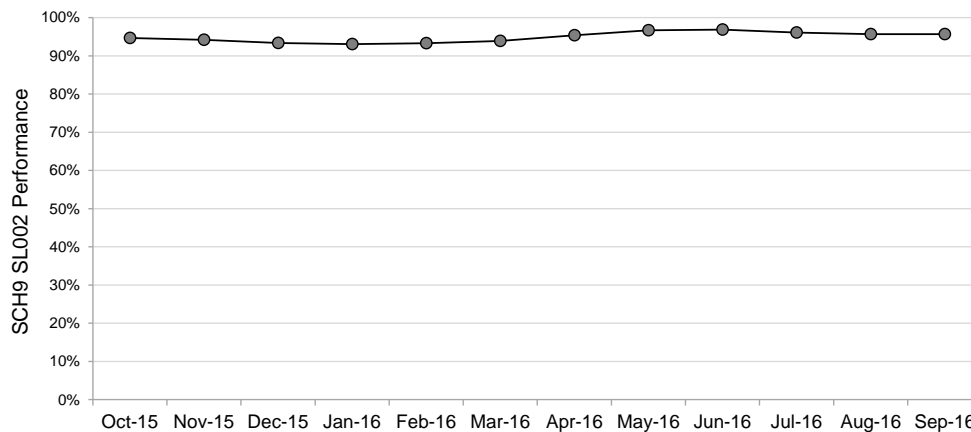


Table C2A: CRC Performance of SL002 - Initial Offender Contact (Licence) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	96%	-1pp
BeNCH CRC	94%	2pp
BGSW CRC	97%	0pp
CGM CRC	99%	0pp
C&L CRC	97%	0pp
DLNR CRC	90%	-6pp
DDC CRC	98%	2pp
DTV CRC	99%	2pp
Essex CRC	97%	2pp
HIoW CRC	99%	-1pp
HLNY CRC	99%	0pp
KSS CRC	96%	-2pp
London CRC	90%	0pp
Merseyside CRC	98%	-1pp
N&S CRC	94%	1pp
Northumbria CRC	96%	4pp
S. Yorkshire CRC	99%	1pp
SWM CRC	97%	-2pp
T. Valley CRC	97%	-2pp
Wales CRC	99%	1pp
WWM CRC	100%	1pp
W. Yorkshire CRC	96%	-1pp

CRC Service Level Measure 3 – Completing the Plan for Allocated Persons with Community Orders and Suspended Sentence Orders

CRC service level measure 3 ensures that a sentence plan is completed for all offenders on new community orders and suspended sentence orders. The plan is to ensure high quality public protection and it is essential that this is conducted early in the sentence. This measure provides assurance that the providers are undertaking appropriate and timely public protection activity.

End-state target (applicable from February 2017): 97%

Figure C3: National (CRC) Performance of SL003 - Plan Completion (CO & SSO) from Oct-15 to Sep-16 by month. England and Wales.

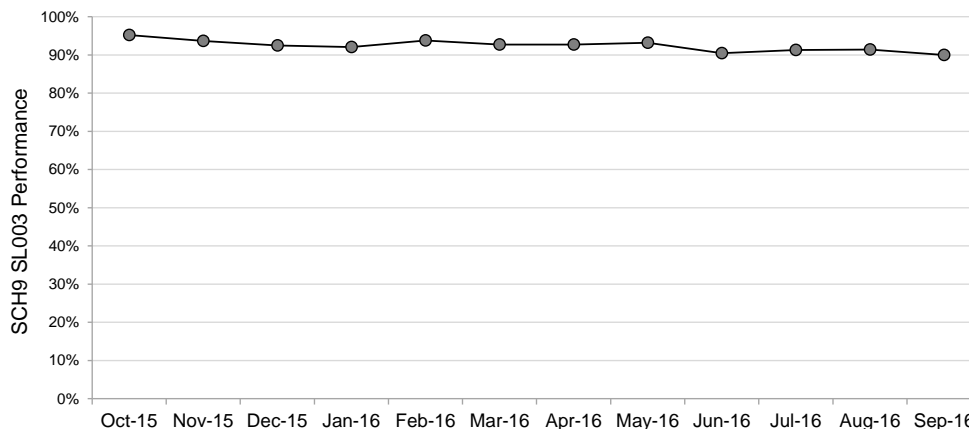


Table C3A: CRC Performance of SL003 - Plan Completion (CO & SSO) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)⁴	90%	-2pp
BeNCH CRC ⁴	71%	..
BGSW CRC	94%	5pp
CGM CRC	96%	0pp
C&L CRC	89%	6pp
DLNR CRC	77%	-11pp
DDC CRC	89%	-1pp
DTV CRC	97%	1pp
Essex CRC	92%	7pp
HloW CRC	95%	-4pp
HLNY CRC	96%	-1pp
KSS CRC	98%	1pp
London CRC ⁴
Merseyside CRC	96%	-1pp
N&S CRC	78%	11pp
Northumbria CRC	90%	3pp
S. Yorkshire CRC	95%	-1pp
SWM CRC	77%	-11pp
T. Valley CRC	94%	0pp
Wales CRC	95%	0pp
WWM CRC	95%	-1pp
W. Yorkshire CRC	93%	-1pp

⁴ Due to ongoing data quality investigations, data for completing sentence plans (SL003) have been removed for London CRC, and the percentage point change (vs previous quarter) data for Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC. National figures do not include London CRC performance, and the national percentage point change figure also does not include BeNCH CRC performance.

CRC Service Level Measure 4 – Completing the Plan for Allocated Persons released from custody

CRC service level measure 4 ensures that a sentence plan is completed for all offenders on release from custody. The plan is to ensure high quality public protection and it is essential that this is conducted early in the sentence. This measure provides assurance that the providers are undertaking appropriate and timely public protection activity.

End-state target (applicable from February 2017): 97%

Figure C4: National (CRC) Performance of SL004 - Plan Completion (Licence) from Oct-15 to Sep-16 by month. England and Wales.

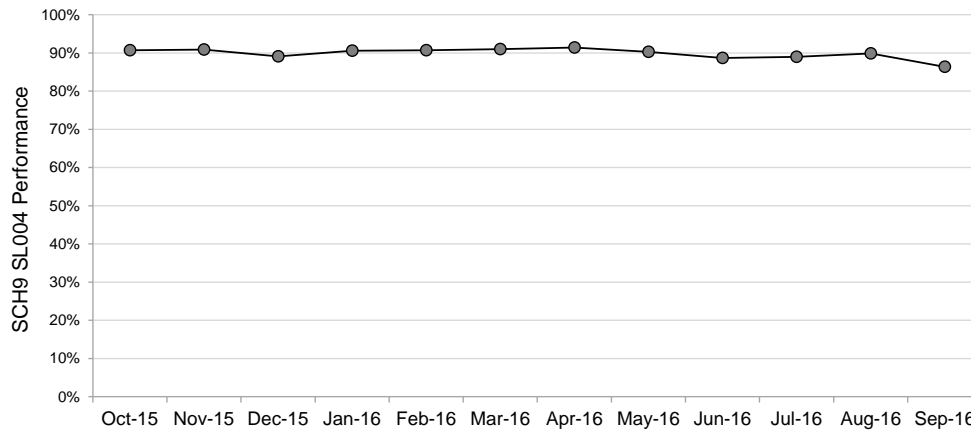


Table C4A: CRC Performance of SL004 - Plan Completion (Licence) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)⁵	87%	-3pp
BeNCH CRC ⁵	69%	..
BGSW CRC	93%	6pp
CGM CRC	98%	0pp
C&L CRC	79%	5pp
DLNR CRC	65%	-17pp
DDC CRC	86%	2pp
DTV CRC	98%	3pp
Essex CRC	92%	2pp
HIoW CRC	95%	-4pp
HLNY CRC	95%	-2pp
KSS CRC	92%	-2pp
London CRC ⁵
Merseyside CRC	97%	0pp
N&S CRC	80%	16pp
Northumbria CRC	89%	5pp
S. Yorkshire CRC	95%	-2pp
SWM CRC	70%	-12pp
T. Valley CRC	96%	4pp
Wales CRC	94%	1pp
WWM CRC	93%	-5pp
W. Yorkshire CRC	96%	1pp

⁵ Due to ongoing data quality investigations, data for completing sentence plans (SL004) have been removed for London CRC, and the percentage point change (vs previous quarter) data for Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC. National figures do not include London CRC performance, and the national percentage point change figure also does not include BeNCH CRC performance.

CRC Service Level Measure 5 – Arrangement of Unpaid Work

CRC service level measure 5 monitors how timely CRCs are in arranging the commencement of unpaid work sessions for their offenders, and NPS offenders. The service level outlines that CRCs should arrange for their offenders to attend the first session of an unpaid work requirement within 28 days of the NPS allocating the offender to them. This ensures that all unpaid work requirements are being commenced promptly.

End-state target (applicable from February 2017): 97%

Recording practice around commencement of unpaid work has been clarified to ensure that it is being recorded in the same way nationally. The first performance figures to be published covered the October – December 2015 period, and so no data are presented before that quarter (15/16 Q3).

Figure C5: National (CRC) Performance of SL005 - Arrangement of Unpaid Work from Oct-15 to Sep-16 by month. England and Wales.

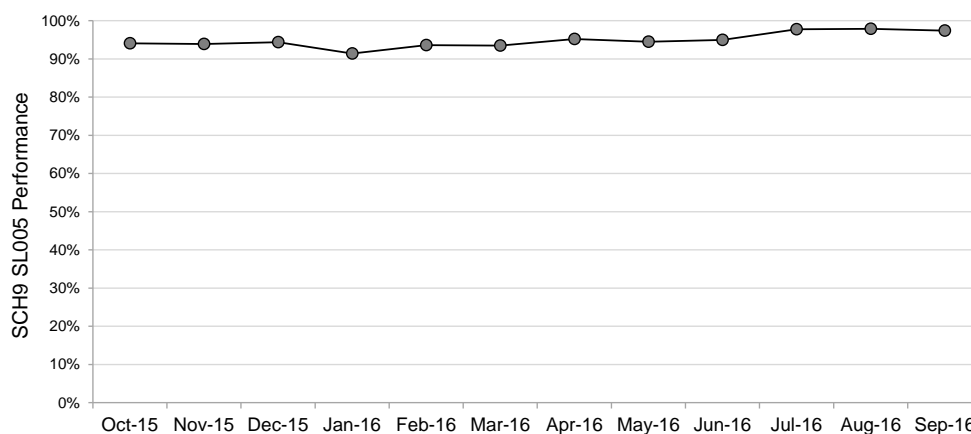


Table C5A: CRC Performance of SL005 - Arrangement of Unpaid Work for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	98%	3pp
BeNCH CRC	96%	1pp
BGSW CRC	98%	2pp
CGM CRC	97%	0pp
C&L CRC	100%	2pp
DLNR CRC	98%	-2pp
DDC CRC	94%	-3pp
DTV CRC	99%	0pp
Essex CRC	98%	-1pp
HIoW CRC	100%	1pp
HLNY CRC	98%	0pp
KSS CRC	98%	0pp
London CRC	98%	15pp
Merseyside CRC	99%	1pp
N&S CRC	96%	15pp
Northumbria CRC	97%	-1pp
S. Yorkshire CRC	100%	1pp
SWM CRC	95%	-2pp
T. Valley CRC	98%	-1pp
Wales CRC	98%	0pp
WWM CRC	100%	5pp
W. Yorkshire CRC	99%	0pp

CRC Service Level Measure 6 – Priority of arrangement of Unpaid Work

CRC service level measure 6 monitors how timely CRCs are in arranging the commencement of priority unpaid work sessions for their offenders, and NPS offenders. The service level outlines that CRCs should arrange for their offenders to attend the first session of an unpaid work requirement within seven days of the NPS allocating the offender to them. This ensures that the majority of unpaid work requirements are being commenced quickly.

End-state target (applicable from February 2017): 75%

Recording practice around commencement of unpaid work has been clarified to ensure that it is being recorded in the same way nationally. The first performance figures to be published covered the October – December 2015 period, and so no data are presented before that quarter (15/16 Q3).

Figure C6: National (CRC) Performance of SL006 - Priority of Arrangement of Unpaid Work from Oct-15 to Sep-16 by month. England and Wales.

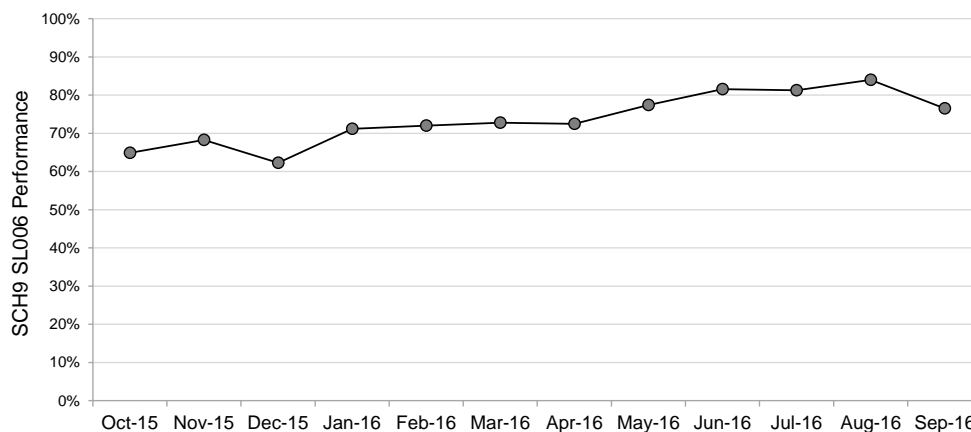


Table C6A: CRC Performance of SL006 - Priority of Arrangement of Unpaid Work for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	81%	3pp
BeNCH CRC	80%	3pp
BGSW CRC	79%	3pp
CGM CRC	81%	-5pp
C&L CRC	78%	-17pp
DLNR CRC	66%	-17pp
DDC CRC	81%	-5pp
DTV CRC	95%	4pp
Essex CRC	79%	-6pp
HIoW CRC	95%	1pp
HLNY CRC	86%	6pp
KSS CRC	88%	7pp
London CRC	71%	20pp
Merseyside CRC	97%	2pp
N&S CRC	63%	50pp
Northumbria CRC	88%	0pp
S. Yorkshire CRC	99%	1pp
SWM CRC	69%	-4pp
T. Valley CRC	89%	-6pp
Wales CRC	89%	2pp
WWM CRC	98%	15pp
W. Yorkshire CRC	83%	-3pp

CRC Service Level Measure 7 – Completion of the Sentence of the Court

CRC service level measure 7 monitors how timely CRCs are in recording of sentence outcomes, where those outcomes align with the timescales set out by the courts. This service level is not concerned with whether an offender completes their sentence successfully or not, but that the outcome was recorded on the case management system - National Delius - in a timely manner.

End-state target (applicable from February 2015): 99%

Figure C7: National (CRC) Performance of SL007 - Completion of the Sentence of the Court from Oct-15 to Sep-16 by month. England and Wales.

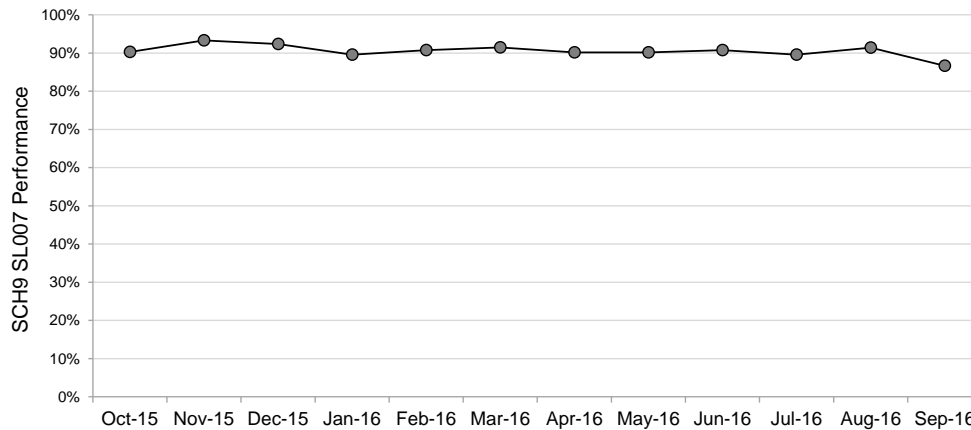


Table C7A: CRC Performance of SL007 - Completion of the Sentence of the Court for 16/17 Q2 (Jul-Sep 16). England and Wales.

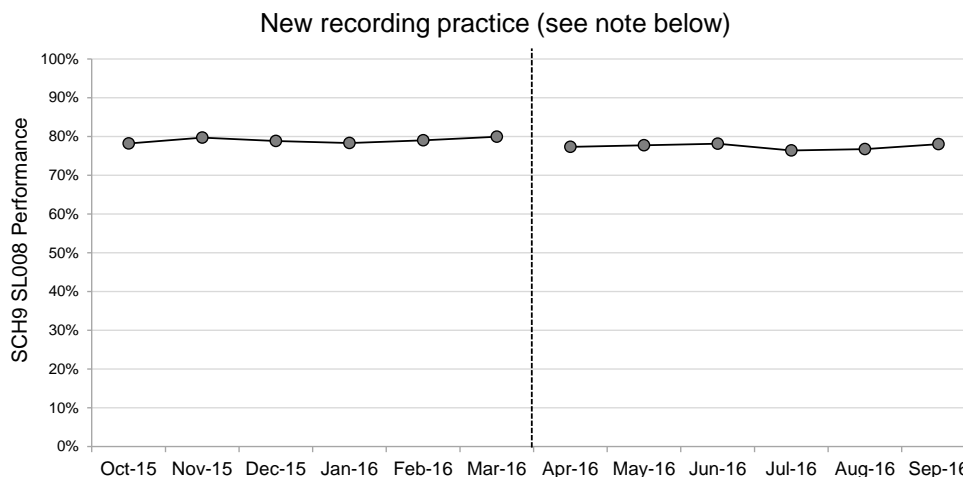
	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	89%	-1pp
BeNCH CRC	91%	4pp
BGSW CRC	93%	2pp
CGM CRC	92%	-2pp
C&L CRC	92%	1pp
DLNR CRC	74%	-18pp
DDC CRC	94%	1pp
DTV CRC	97%	4pp
Essex CRC	92%	-2pp
HloW CRC	96%	-2pp
HLNY CRC	93%	-2pp
KSS CRC	92%	1pp
London CRC	76%	-6pp
Merseyside CRC	89%	-5pp
N&S CRC	84%	17pp
Northumbria CRC	90%	2pp
S. Yorkshire CRC	92%	4pp
SWM CRC	93%	1pp
T. Valley CRC	94%	1pp
Wales CRC	97%	0pp
WWM CRC	98%	2pp
W. Yorkshire CRC	93%	2pp

CRC Service Level Measure 8 – Completion of Community Orders and Suspended Sentence Orders

CRC service level measure 8 measures the proportion of offenders who completed their community sentence successfully. This means that an offender did not reoffend, or breach their order throughout the whole sentence. The measure provides assurance that sentences are being delivered in their entirety.

End-state target (applicable from February 2015): 75%

Figure C8: National (CRC) Performance of SL008 - Completion of Community Orders and Suspended Sentence Orders from Oct-15 to Sep-16 by month. England and Wales.



Note that a change in the recording practice was put in place from March 2016, and was fully implemented in April 2016. A discontinuity is therefore displayed between performance in March 2016 and April 2016.

Table C8A: CRC Performance of SL008 - Completion of Community Orders and Suspended Sentence Orders for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	78%	0pp
BeNCH CRC	77%	3pp
BGSW CRC	79%	2pp
CGM CRC	76%	2pp
C&L CRC	81%	3pp
DLNR CRC	73%	-4pp
DDC CRC	78%	2pp
DTV CRC	77%	2pp
Essex CRC	75%	1pp
HloW CRC	74%	1pp
HLNY CRC	71%	4pp
KSS CRC	78%	4pp
London CRC	80%	-6pp
Merseyside CRC	80%	2pp
N&S CRC	74%	-6pp
Northumbria CRC	81%	5pp
S. Yorkshire CRC	80%	3pp
SWM CRC	77%	3pp
T. Valley CRC	78%	2pp
Wales CRC	82%	2pp
WWM CRC	82%	3pp
W. Yorkshire CRC	69%	-1pp

CRC Service Level Measure 9a – Completion of Licences and Post Sentence Supervision Periods (12 months and over)

CRC service level measure 9 measures the proportion of offenders who completed their period of licence or post-sentence supervision successfully, following a release from custody. This means that an offender did not reoffend, or get recalled to custody during their licence or post-sentence supervision period. If a CRC manages an offender through the entirety of a licence or post-sentence supervision period without the offender being recalled or re-offending, it will be classified as a success for this service level. Each unique instance of licence is measured – so one offender can be measured several times under this service level to make sure the CRC is engaging with all offenders under probation supervision.

End-state target (applicable from February 2015): 65%

NOMS have concluded that, for performance monitoring, it is most appropriate to split service level measure 9, and monitor separately the performance of:

- (a) offenders serving sentences of 12 months or over, and
- (b) offenders serving sentence of less than 12 months,

Figure C9a: National (CRC) Performance of SL009a - Completion of Licences and Post Sentence Supervision (\geq 12m) from Oct-15 to Sep-16 by month. England and Wales.

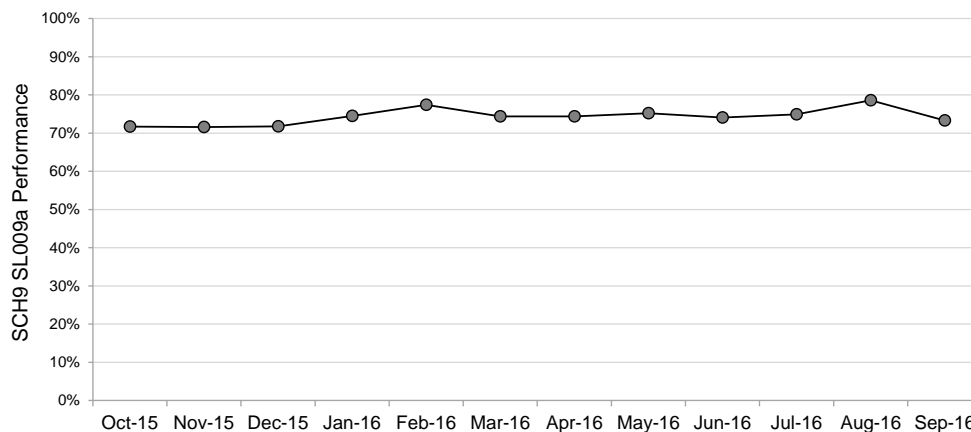


Table C9aA: CRC Performance of SL009a - Completion of Licences and Post Sentence Supervision (\geq 12m) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	76%	1pp
BeNCH CRC	57%	-8pp
BGSW CRC	71%	2pp
CGM CRC	78%	-2pp
C&L CRC	79%	-4pp
DLNR CRC	66%	0pp
DDC CRC	71%	1pp
DTV CRC	81%	-3pp
Essex CRC	76%	8pp
HIoW CRC	73%	3pp
HLNY CRC	55%	-12pp
KSS CRC	73%	-1pp
London CRC	89%	2pp
Merseyside CRC	79%	1pp
N&S CRC	60%	-5pp
Northumbria CRC	76%	-2pp
S. Yorkshire CRC	73%	18pp
SWM CRC	82%	15pp
T. Valley CRC	84%	1pp
Wales CRC	68%	0pp
WWM CRC	70%	-11pp
W. Yorkshire CRC	74%	-1pp

CRC Service Level Measure 9b – Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. The publication of this measure is pending review in April 2017.

CRC Service Level Measure 10 – Contractor Delivery of Unpaid Work Requirement

CRC service level measures the proportion of offenders for whom the CRCs are able to successfully complete a requirement of unpaid work as part of a community sentence. A successfully completed requirement is one for which all hours of unpaid work specified by the court, are completed during the sentence. This measure will be failed if an order expires with hours still outstanding.

End-state target (applicable from February 2017): 90%

Figure C10: National (CRC) Performance of SL010 - Contractor Delivery of Unpaid Work Requirement from Oct-15 to Sep-16 by month. England and Wales.

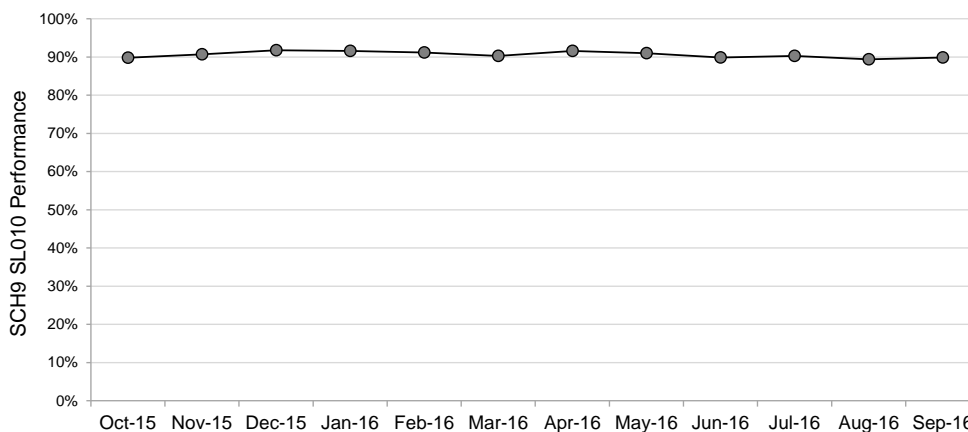


Table C10A: CRC Performance of SL010 - Contractor Delivery of Unpaid Work Requirement for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)⁶	90%	-1pp
BeNCH CRC	91%	-1pp
BGSW CRC	89%	1pp
CGM CRC	92%	-2pp
C&L CRC	89%	1pp
DLNR CRC	96%	-1pp
DDC CRC	92%	-2pp
DTV CRC	92%	-3pp
Essex CRC	86%	-5pp
HIoW CRC	99%	-1pp
HLNY CRC	92%	-1pp
KSS CRC	89%	-5pp
London CRC	82%	0pp
Merseyside CRC ⁶
N&S CRC	92%	-2pp
Northumbria CRC	82%	-6pp
S. Yorkshire CRC	84%	1pp
SWM CRC	92%	-2pp
T. Valley CRC	92%	0pp
Wales CRC	93%	0pp
WWM CRC	94%	-2pp
W. Yorkshire CRC	90%	2pp

⁶ Due to ongoing data quality investigations, data for contractor delivery of unpaid work requirement (SL010) has been removed for Merseyside CRC. National figures do not include Merseyside CRC performance.

CRC Service Level Measure 11 – Contractor Delivery of a Programme Requirement

CRC service level measure 11 measures the proportion of offenders for whom the CRCs are able to successfully complete an accredited programme requirement as part of a community sentence. A successfully completed programme is one for which all sessions of the programme are successfully delivered, and appropriate post-programme activity is completed and recorded – including an evaluation report. If a CRC does not deliver all sessions required for the accredited programme within the timescales of an offender's order, or the programme is not delivered entirely, that will register as a failure for this service level.

End-state target (applicable from February 2017): 90%

Figure C11: National (CRC) Performance of SL011 - Contractor Delivery of Programme Requirement from Oct-15 to Sep-16 by month. England and Wales.

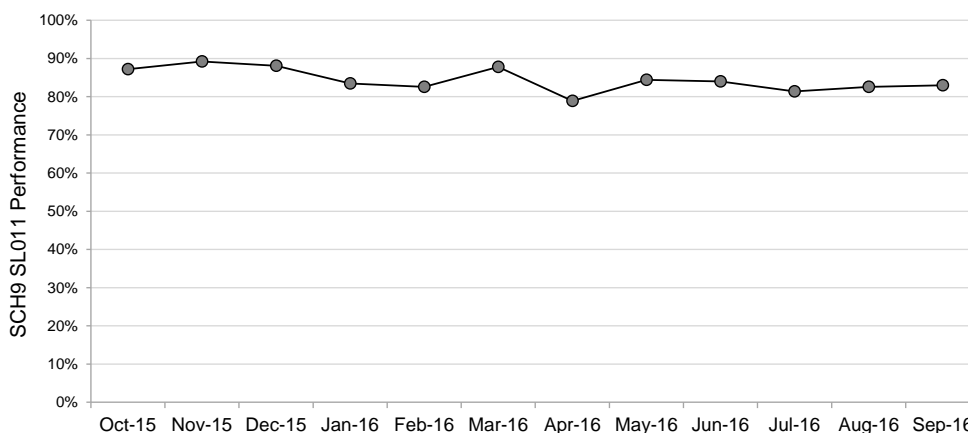


Table C11A: CRC Performance of SL011 - Contractor Delivery of Programme Requirement for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)⁷	82%	-1pp
BeNCH CRC	76%	11pp
BGSW CRC	86%	-5pp
CGM CRC	69%	-17pp
C&L CRC	-	-
DLNR CRC	93%	-1pp
DDC CRC	98%	12pp
DTV CRC	89%	14pp
Essex CRC	82%	12pp
HioW CRC	88%	-5pp
HLNY CRC	-	-
KSS CRC	89%	-1pp
London CRC ⁷
Merseyside CRC ⁷	84%	..
N&S CRC ⁷	63%	..
Northumbria CRC	65%	-4pp
S. Yorkshire CRC ⁷
SWM CRC	75%	-8pp
T. Valley CRC	87%	-10pp
Wales CRC	84%	-7pp
WWM CRC	-	-
W. Yorkshire CRC	-	-

⁷ Due to ongoing or completed data quality investigations, data for contractor delivery of programme requirement (SL011) have been removed for London CRC and South Yorkshire CRC, and the percentage point change (vs previous quarter) data for Merseyside CRC and Norfolk & Suffolk CRC. National figures do not include London CRC and South Yorkshire CRC performance, and the national percentage point change figure also does not include Merseyside CRC and Norfolk & Suffolk CRC performance.

CRC Service Level Measure 12 – Contractor Delivery of Rehabilitation Activity Requirements

CRC service level measure 12 ensures that CRCs are successfully delivering an appropriate number of hours of rehabilitation activity to offenders with a RAR (Rehabilitation Activity Requirement). This measure looks over the entire length of the order for each offender, to determine whether at the point of completion, all required activity have been delivered.

End-state target (applicable from February 2017): 90%

This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. The publication of this measure is pending review in April 2017.

CRC Service Level Measure 13 – Completion of Resettlement Plans

CRC service level measure 13 ensures that CRCs are providing offenders in custody with a plan for their resettlement activity – which takes place leading up to their release. To be counted as a successful completion, this resettlement plan must be completed within five business days of NOMS completing an assessment (“Basic Custody Screening”) of an offender at the point they begin their custodial sentence.

End-state target (applicable from February 2017): 95%

Figure C13: National (CRC) Performance of SL013 - Completion of Resettlement Plans from Oct-15 to Sep-16 by month. England and Wales.

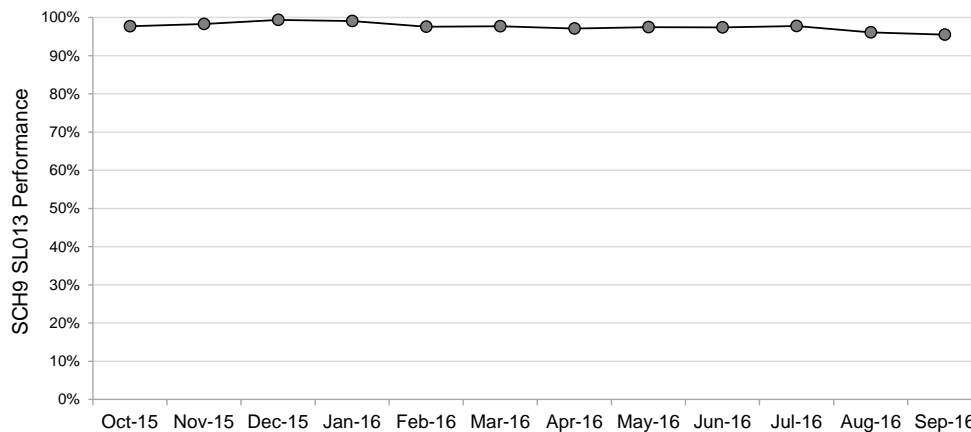


Table C13A: CRC Performance of SL013 - Completion of Resettlement Plans for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	96%	-1pp
BeNCH CRC	100%	2pp
BGSW CRC	96%	3pp
CGM CRC	99%	0pp
C&L CRC	97%	-1pp
DLNR CRC	99%	-1pp
DDC CRC	97%	0pp
DTV CRC	100%	0pp
Essex CRC	98%	-1pp
HloW CRC	95%	0pp
HLNY CRC	98%	1pp
KSS CRC	96%	-3pp
London CRC	89%	-3pp
Merseyside CRC	97%	-1pp
N&S CRC	97%	-2pp
Northumbria CRC	96%	-2pp
S. Yorkshire CRC	87%	-9pp
SWM CRC	98%	0pp
T. Valley CRC	100%	1pp
Wales CRC	99%	0pp
WWM CRC	100%	0pp
W. Yorkshire CRC	100%	0pp

CRC Service Level Measure 14 – Pre-release planning

CRC service level measure 14 ensures that CRCs delivering resettlement activity at the appropriate time leading up to the release of an offender. To be counted as a successful completion, the detailed plan and delivery of the appropriate resettlement activity must take place within 12 weeks of the date on which an offender is released from custody.

End-state target (applicable from February 2017): 90%

This Service Level Measure cannot currently be reported due to data quality issues relating to the way this information is currently captured on the system. This metric is currently under review, and will not be published until robust information can be obtained.

CRC Service Level Measure 15 – Contribution to Assessments for Discharge

CRC service level measure 15 measures the proportion of offenders for whom, when released on temporary licence or home detention curfew, the CRC succeeded in providing – within 10 business days - the required information to enable the release. This ensures that the CRC are effectively supporting prison establishments in releasing offenders on home detention curfew or temporary licence.

End-state target (applicable from February 2017): 97%

Figure C15: National (CRC) Performance of SL015 - Contribution to Assessments for Discharge from Oct-15 to Sep-16 by month. England and Wales.

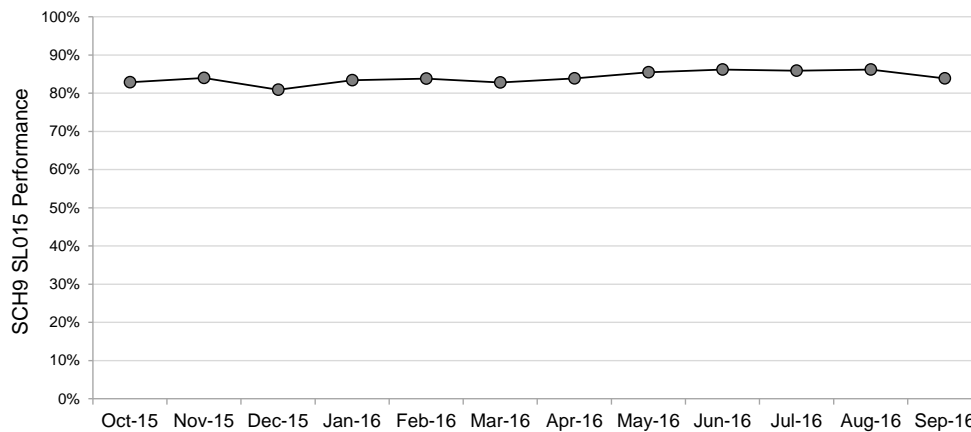


Table C15A: CRC Performance of SL015 - Contribution to Assessments for Discharge for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	85%	0pp
BeNCH CRC	79%	4pp
BGSW CRC	85%	-8pp
CGM CRC	97%	-3pp
C&L CRC	92%	10pp
DLNR CRC	65%	-19pp
DDC CRC	94%	8pp
DTV CRC	93%	-1pp
Essex CRC	93%	1pp
HiW CRC	96%	-4pp
HLNY CRC	96%	0pp
KSS CRC	94%	-2pp
London CRC	71%	13pp
Merseyside CRC	96%	-3pp
N&S CRC	63%	-
Northumbria CRC	83%	1pp
S. Yorkshire CRC	94%	-3pp
SWM CRC	79%	-13pp
T. Valley CRC	93%	2pp
Wales CRC	97%	6pp
WWM CRC	100%	10pp
W. Yorkshire CRC	96%	-2pp

CRC Service Level Measure 16 – Quality of Breach referral

CRC service level measure 16 measures percentage of breach information packs from the CRC that the authority is able to use for a breach presentation without the need for additional information. The service level ensures that the breach process runs smoothly, and minimises time lost before the next steps in the breach procedure can be taken; making sure that appropriate evidence is always in place to support the action taken.

End-state target (applicable from February 2017): 90%

Figure C16: National (CRC) Performance of SL016 - Quality of Breach Referral from Oct-15 to Sep-16 by month. England and Wales.

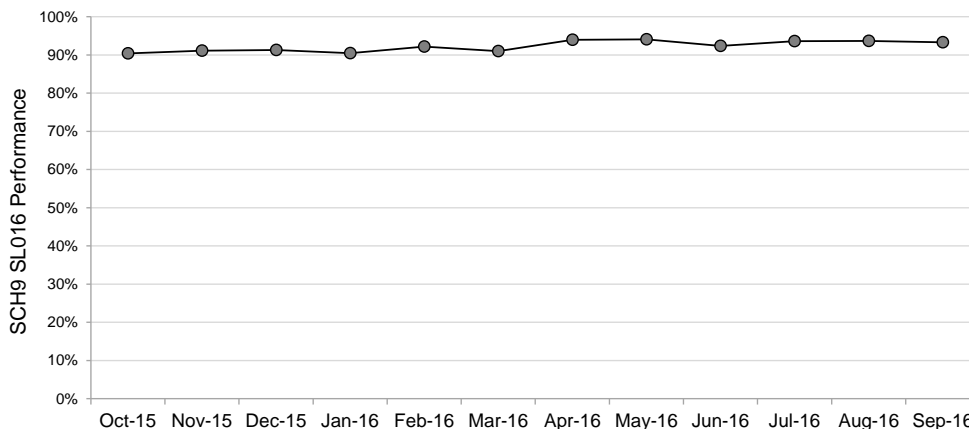


Table C16A: CRC Performance of SL016 - Quality of Breach Referral for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	94%	0pp
BeNCH CRC	86%	-2pp
BGSW CRC	97%	0pp
CGM CRC	95%	-1pp
C&L CRC	93%	-4pp
DLNR CRC	91%	-2pp
DDC CRC	94%	0pp
DTV CRC	99%	2pp
Essex CRC	90%	4pp
HIoW CRC	96%	-2pp
HLNY CRC	97%	4pp
KSS CRC	97%	0pp
London CRC	89%	1pp
Merseyside CRC	97%	1pp
N&S CRC	99%	3pp
Northumbria CRC	98%	6pp
S. Yorkshire CRC	100%	0pp
SWM CRC	93%	-3pp
T. Valley CRC	93%	8pp
Wales CRC	92%	-5pp
WWM CRC	92%	-2pp
W. Yorkshire CRC	93%	0pp

CRC Service Level Measure 17 – Recall referral quality

CRC service level measure 17 ensures that the authority are able to take appropriate action on recall requests, without having to go back to CRCs to request more information. When a CRC makes a recommendation that an offender of theirs should be recalled to custody, they must also provide a recall pack. If the authority are able to process the recall using the information they received, this will be recorded as a success on this service level measure. If the authority need to request additional information, this will be recorded as a failure.

End-state target (applicable from February 2017): 90%

Figure C17: National (CRC) Performance of SL017 - Recall Referral Quality from Oct-15 to Sep-16 by month. England and Wales.

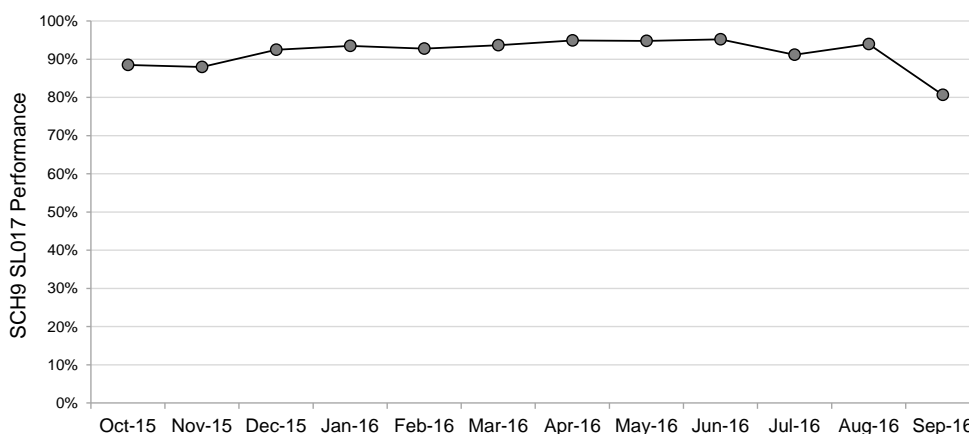


Table C17A: CRC Performance of SL017 - Recall Referral Quality for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	88%	-7pp
BeNCH CRC	95%	-2pp
BGSW CRC	98%	-2pp
CGM CRC	92%	-2pp
C&L CRC	99%	3pp
DLNR CRC	84%	-12pp
DDC CRC	96%	-1pp
DTV CRC	-	-
Essex CRC	86%	-1pp
HioW CRC	100%	5pp
HLNY CRC	94%	-5pp
KSS CRC	95%	-3pp
London CRC	80%	-8pp
Merseyside CRC	93%	-7pp
N&S CRC	68%	-28pp
Northumbria CRC	100%	3pp
S. Yorkshire CRC	91%	-6pp
SWM CRC	83%	-15pp
T. Valley CRC	92%	-6pp
Wales CRC	81%	-15pp
WWM CRC	86%	-6pp
W. Yorkshire CRC	87%	-10pp

CRC Assurance Metric A – Quality of engagement with Allocated Persons

CRC assurance metric A assesses how well the CRCs are engaging with their offenders using a feedback survey. This survey is issued to CRC offenders twice a year, to capture their views on how they are being managed. The outcome of this service level is the proportion of offenders who feel they are having an overall positive experience.

End-state target (applicable from February 2015): 75%

This Service Level Measure is only reported twice per year, and was reported last quarter. Please refer to the previous publication of Community Performance MI to obtain the latest performance information. This metric will be published next on 27th April 2017.

CRC Assurance Metric B – Serious Further Offences Reviews

CRC assurance metric B ensures timely and thorough review of Serious Further Offences (SFOs) committed by offenders who have been subject to supervision in the community, and ensures that any management or operational lessons learned are addressed and embedded in performance improvement initiatives. An element of public protection is learning from serious further offences. This service level measure ensures that appropriate plans are in place to improve services and reduce the chances of future SFOs and that an appropriate response is in place to implement the learning from reviews.

End-state target (applicable from February 2015): 100%

Table CBA: CRC Performance of AB - Serious further offence (SFO) Reviews for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q1 (Apr-Jun 16)	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	92% (r)	77%	-15pp

Note that because of low volumes, these data will generally only be published at quarterly intervals, at National level.

CRC Assurance Metric C – Allocated Person Resettlement Services - Accommodation

CRC assurance metric C ensures that offenders released from custody are resettling in suitable accommodation, which should be both appropriate and reasonably long term. Suitable accommodation can include owned or rented housing, permanent accommodation with family or friends, or supported accommodation including probation owned approved premises. This measure also provides assurance that pre-release resettlement activity is of appropriate quality, as accommodation on release is one of the main outcomes.

End-state target (applicable from February 2015): 90%

Figure CC: National (CRC) Performance of AC - Allocated Person Resettlement Services - Accommodation from Oct-15 to Sep-16 by month. England and Wales.

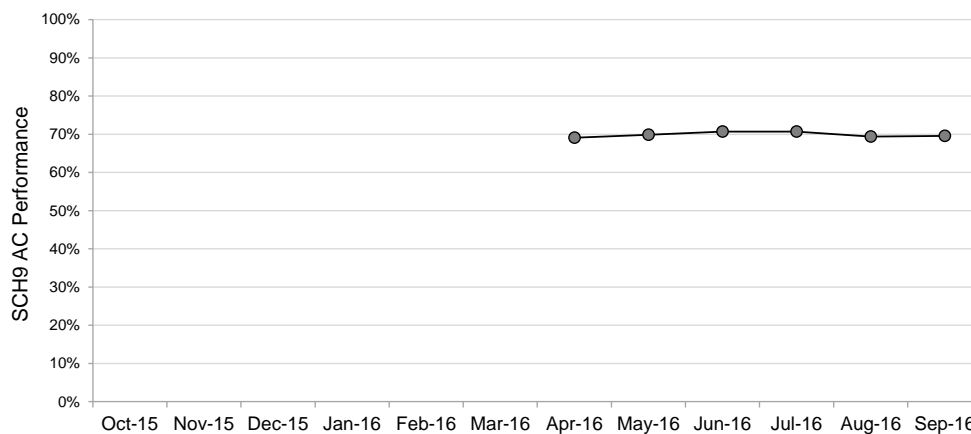


Table CCA: CRC Performance of AC - Allocated Person Resettlement Services - Accommodation for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q1 (Apr-Jun 16)	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)⁸	70%	70%	0pp
BeNCH CRC	45%	40%	-5pp
BGSW CRC	72%	73%	1pp
CGM CRC	86%	86%	0pp
C&L CRC	46%	63%	16pp
DLNR CRC	74%	70%	-4pp
DDC CRC	51%	67%	16pp
DTV CRC	77%	87%	10pp
Essex CRC	71%	68%	-3pp
HIoW CRC	71%	63%	-8pp
HLNY CRC	66%	70%	4pp
KSS CRC	60%	62%	2pp
London CRC ⁸
Merseyside CRC	91%	87%	-4pp
N&S CRC	42%	47%	5pp
Northumbria CRC	81%	80%	-2pp
S. Yorkshire CRC	63%	67%	4pp
SWM CRC	65%	57%	-8pp
T. Valley CRC	69%	62%	-7pp
Wales CRC	81%	82%	1pp
WWM CRC	76%	73%	-3pp
W. Yorkshire CRC	75%	74%	-1pp

⁸ Due to insufficiently robust coverage, London CRC data for Allocated Person Resettlement Services – Accommodation (AM C) has been removed. National performance does not include London CRC performance.

CRC Assurance Metric D – Accredited Programme Quality

CRC assurance metric D ensures that the CRCs are successfully delivering accredited programmes to the appropriate quality standards. The quality requirements are outlined in the Interventions Integrity Framework (IIF). For this service level, each CRC will be measured once every 24 months

End-state target (applicable from February 2015): 90%

This service level requires audits using the new Interventions Integrity Framework. Latest audit scores are published here, which remain in place until the provider is next audited, and will be updated as new audit scores are available.

Table CDA: CRC Performance of AD - Accredited Programme Quality for 16/17 Year to date (Apr-Sep 16). England and Wales.

	16/17 Year to date
National (all CRCs)	84%
BeNCH CRC	-
BGSW CRC	81%
CGM CRC	81%
C&L CRC	100%
DLNR CRC	75%
DDC CRC	88%
DTV CRC	94%
Essex CRC	-
HIoW CRC	-
HLNY CRC	81%
KSS CRC	-
London CRC	-
Merseyside CRC	75%
N&S CRC	-
Northumbria CRC	100%
S. Yorkshire CRC	63%
SWM CRC	81%
T. Valley CRC	94%
Wales CRC	-
WWM CRC	63%
W. Yorkshire CRC	100%

CRC Assurance Metric E – Breach referral timeliness

CRC assurance metric E ensures that CRCs are initiating breach action in a timely fashion. If an offender breaches the terms of their community sentence, or post sentence supervision conditions, the CRC must refer the offender to the authority within eight business days. The authority can then proceed with the breach process. This assurance metric should be considered alongside CRC service level measure 16; the quality measure for this process.

End-state target (applicable from February 2015): 95%

Figure CE: National (CRC) Performance of AE - Breach Referral Timeliness from Oct-15 to Sep-16 by month. England and Wales.

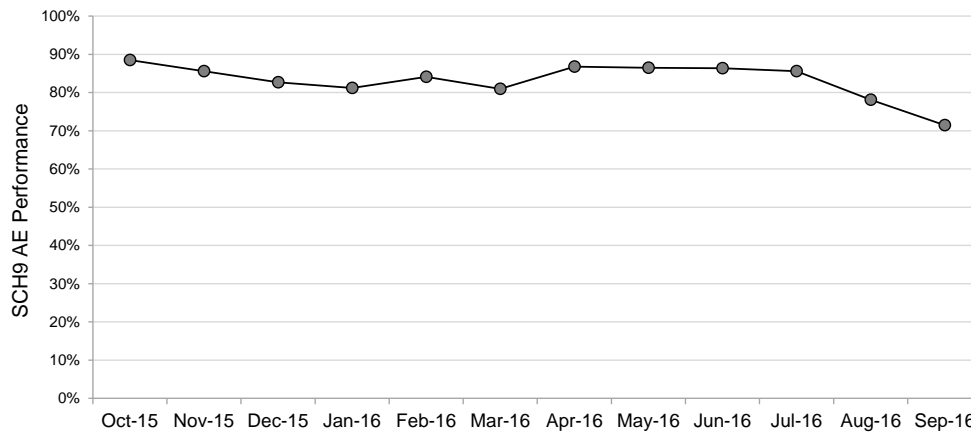
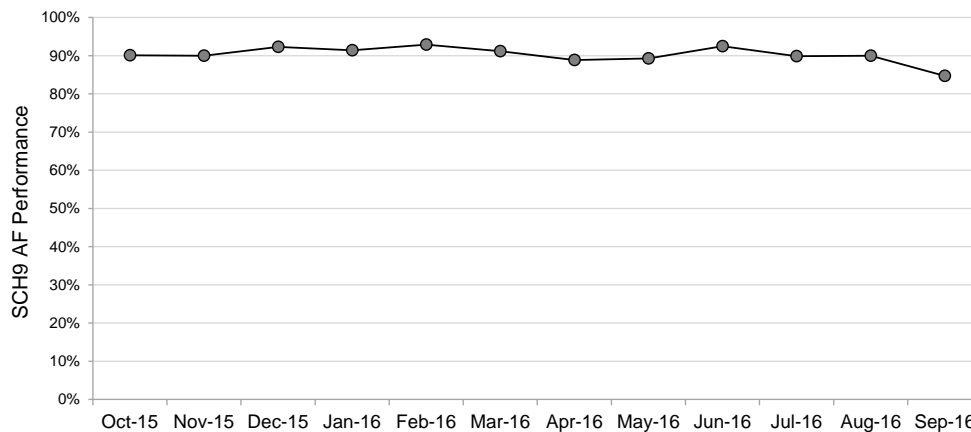


Table CEA: CRC Performance of AE - Breach Referral Timeliness for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	78%	-8pp
BeNCH CRC	54%	-3pp
BGSW CRC	76%	-12pp
CGM CRC	93%	-5pp
C&L CRC	81%	-8pp
DLNR CRC	72%	-18pp
DDC CRC	82%	-11pp
DTV CRC	95%	1pp
Essex CRC	54%	-19pp
HloW CRC	94%	0pp
HLNY CRC	90%	-4pp
KSS CRC	81%	-8pp
London CRC	84%	-8pp
Merseyside CRC	82%	-15pp
N&S CRC	33%	2pp
Northumbria CRC	85%	-9pp
S. Yorkshire CRC	94%	-4pp
SWM CRC	63%	-6pp
T. Valley CRC	92%	-2pp
Wales CRC	88%	-3pp
WWM CRC	84%	-10pp
W. Yorkshire CRC	84%	-6pp

CRC Assurance Metric F – Recall referral timeliness

CRC assurance metric F ensures that when a breach of an offender's licence (that leads to a recall recommendation) occurs, that the recall recommendation is provided to the authority within 24 hours of the breach of licence occurring. This measure ensures that for instances where an offender has breached their licence and is being recalled to custody, that action is being taken in a very timely manner.

End-state target (applicable from February 2015): 95%**Figure CF:** National (CRC) Performance of AF - Recall Referral Timeliness from Oct-15 to Sep-16 by month. England and Wales.**Table CFA:** CRC Performance of AF - Recall Referral Timeliness for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all CRCs)	88%	-2pp
BeNCH CRC	93%	6pp
BGSW CRC	81%	-15pp
CGM CRC	98%	0pp
C&L CRC	100%	0pp
DLNR CRC	76%	-11pp
DDC CRC	73%	5pp
DTV CRC	-	-
Essex CRC	88%	-10pp
HIoW CRC	98%	1pp
HLNY CRC	95%	-3pp
KSS CRC	90%	-1pp
London CRC	71%	-5pp
Merseyside CRC	93%	-4pp
N&S CRC	93%	6pp
Northumbria CRC	98%	1pp
S. Yorkshire CRC	97%	-3pp
SWM CRC	88%	-1pp
T. Valley CRC	92%	-6pp
Wales CRC	94%	-1pp
WWM CRC	95%	-5pp
W. Yorkshire CRC	92%	-2pp

CRC Assurance Metric G – Risk escalation quality

CRC assurance metric G ensures that a CRC only raises a risk escalation referral with the authority for offenders who are genuinely increasing in risk. A risk escalation referral is the first step in the process for an offender to be transferred from a CRC to the NPS. This should only be done when the offender's risk increases to the point that they require NPS management. This assurance metric measures, as a success, the instances in which a CRC referral is accepted by the NPS for further risk analysis, and counts instances in which the authority deem a risk escalation referral to be unnecessary as failures.

End-state target (applicable from February 2015): 90%

This Service Level monitors a new process in the way offenders are transferred between providers when their risk level changes. Performance on this activity is collected and reported regularly, but due to variability in how this process is recorded across the country, robust and comparable performance is not available for publication at this time.

NPS Performance of service level measures

NPS Service Level 1 – Pre-Sentence Report Timeliness

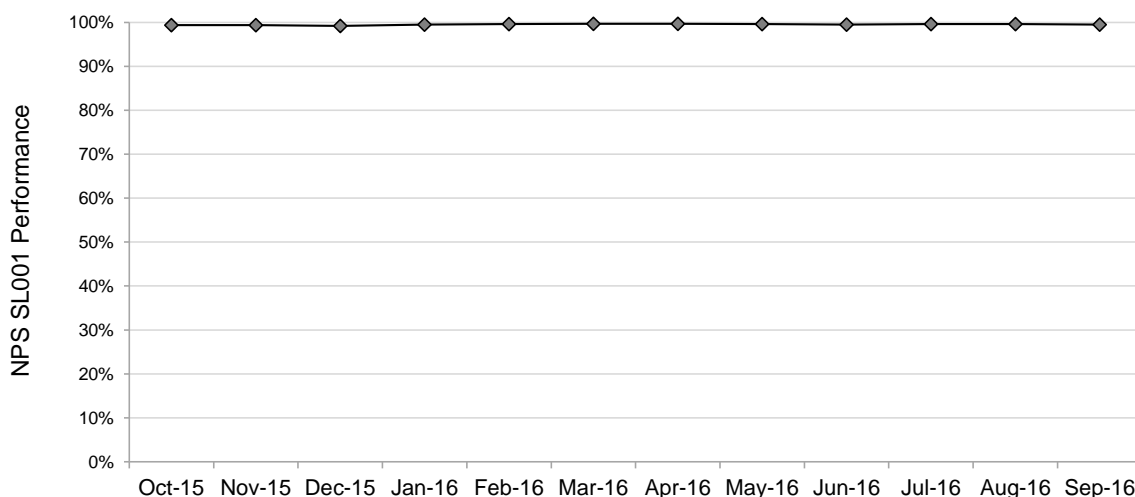
NPS service level 1 ensures that the NPS is providing a timely service to the courts with respect to the preparation of pre-sentence reports. A pre-sentence report is a report that must be completed prior to sentencing, and should include an assessment of the nature and seriousness of the offence to enable the court to consider the most appropriate sentencing options. NPS service level 1 describes the percentage of pre-sentence reports that are completed by the NPS within the timescales set by the court, including remands in custody.

End-state target (applicable from April 2015): 95%

Table N1A: NPS SL001 Performance - Pre-Sentence Report Timeliness for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	100%	0pp
NPS London Division	99%	0pp
NPS Midlands Division	100%	0pp
NPS North East Division	100%	0pp
NPS North West Division	100%	0pp
NPS South East & Eastern Division	100%	0pp
NPS South West & South Central Division	100%	0pp
NPS Wales Division	99%	1pp

Figure N1: NPS SL001 Performance - Pre-Sentence Report Timeliness from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 2 – Allocation Timeliness

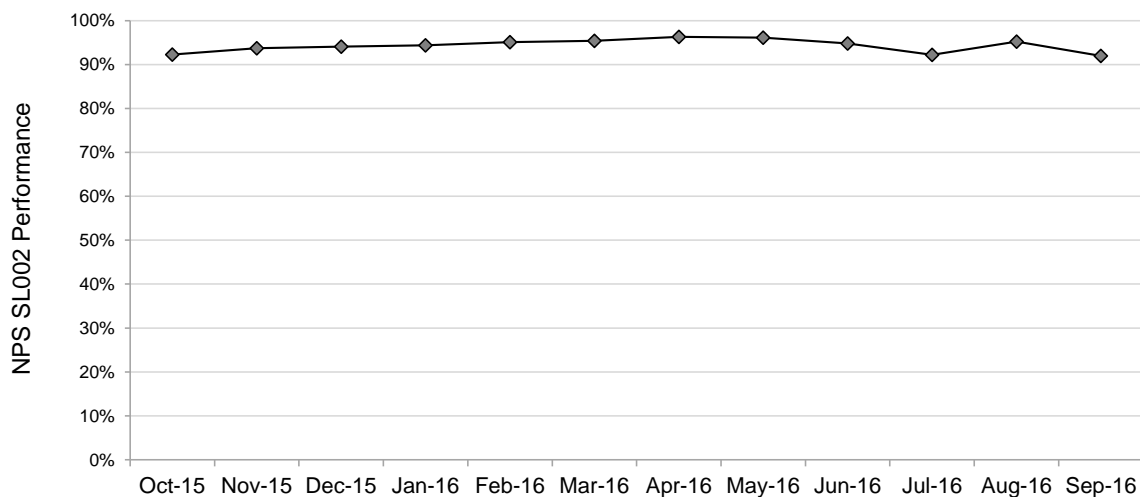
Service level measure 2 ensures that offenders are being allocated (to either NPS or CRC) in a timely manner, ensuring offenders start their sentence at the earliest opportunity with the appropriate provider following risk assessment during the sentencing process. This measure describes the proportion of cases in the relevant month, or quarter, where the NPS has allocated an offender by the end of the second full business day following the date of sentence.

End-state target (applicable from April 2015): 95%

Table N2A: NPS SL002 Performance - Allocation Timeliness (All Disposals) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	93%	-3pp
NPS London Division	91%	-4pp
NPS Midlands Division	93%	-2pp
NPS North East Division	95%	-3pp
NPS North West Division	95%	-2pp
NPS South East & Eastern Division	91%	-4pp
NPS South West & South Central Division	94%	-3pp
NPS Wales Division	93%	-1pp

Figure N2: NPS SL002 Performance - Allocation Timeliness (All Disposals) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 3 – Initial contact (Community Order and Suspended Sentence Order)

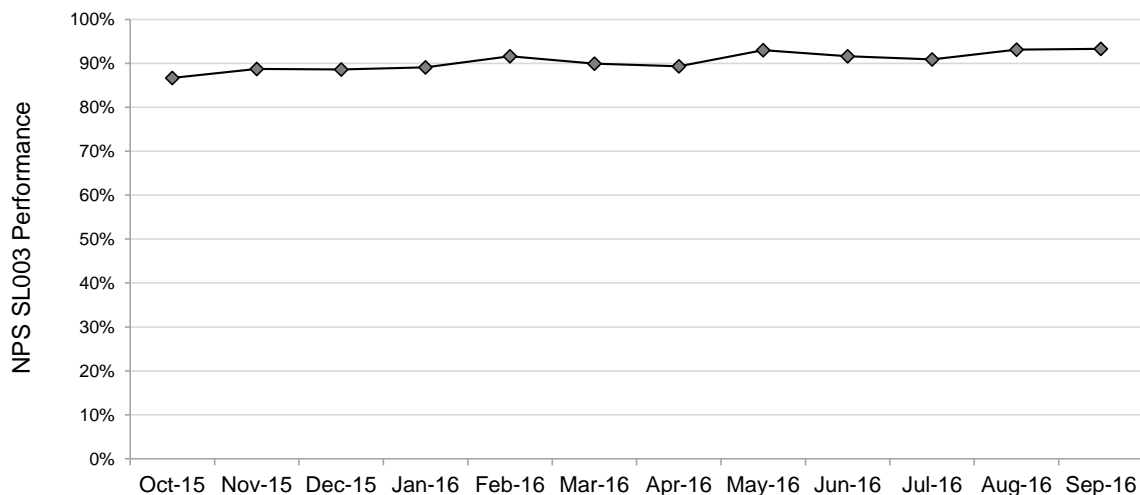
NPS service level 3 ensures that initial contact is sufficiently timely to support offender engagement and compliance and to maintain the confidence of the courts. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery. NPS service level 3 describes the percentage of retained persons – under a community order or suspended sentence order – in the relevant month who have a face-to-face appointment with the NPS (that shall be physical or by video conference) arranged to take place no later than five business days after allocation to the NPS.

End-state target (applicable from April 2017): 97%

Table N3A: NPS SL003 Performance - Initial Contact (CO & SSO) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	92%	1pp
NPS London Division	86%	7pp
NPS Midlands Division	91%	0pp
NPS North East Division	96%	1pp
NPS North West Division	98%	1pp
NPS South East & Eastern Division	89%	0pp
NPS South West & South Central Division	95%	3pp
NPS Wales Division	88%	-2pp

Figure N3: NPS SL003 Performance - Initial Contact (CO & SSO) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 4 – Initial contact (release from custody under Licence)

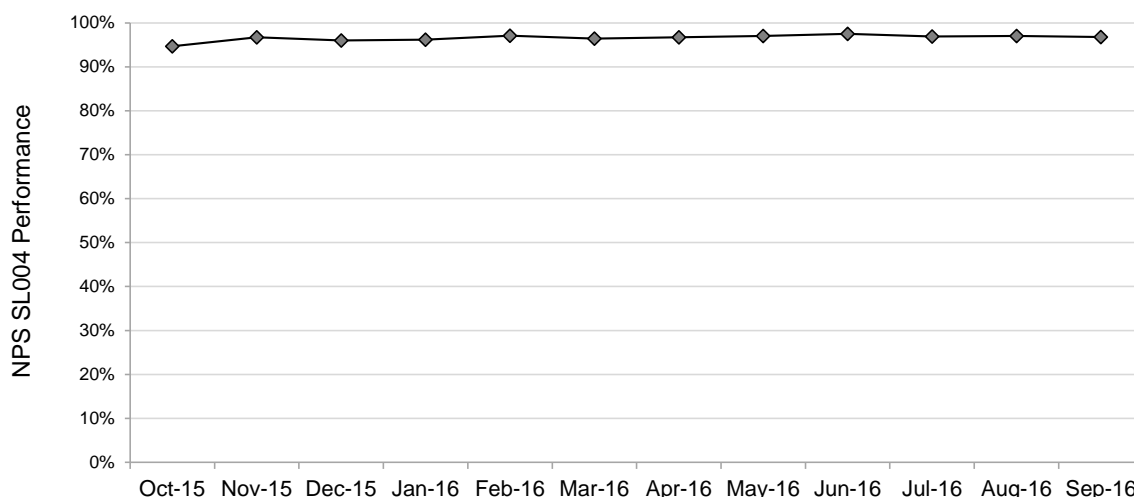
NPS service level 4 ensures that the NPS adheres to the responsibility included in the licence that the offender should ordinarily report on the day of release, thereby maximising offender engagement and compliance. This measure provides assurance that there is contact with retained persons following release from prison. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery. NPS service level 4 describes the percentage of retained persons in the relevant month or quarter who have a face-to-face appointment with the NPS (which shall be physical or by video conference) arranged to take place no later than one business day after release (including immediate release from court following a period of remand).

End-state target (applicable from April 2017): 97%

Table N4A: NPS SL004 Performance - Initial Contact (Release from custody on licence) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	97%	0pp
NPS London Division	97%	2pp
NPS Midlands Division	97%	-1pp
NPS North East Division	98%	0pp
NPS North West Division	99%	1pp
NPS South East & Eastern Division	92%	-3pp
NPS South West & South Central Division	98%	0pp
NPS Wales Division	94%	-1pp

Figure N4: NPS SL004 Performance - Initial Contact (Release from custody on licence) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 5 – Completing the Plan for Retained Persons with Community Orders and Suspended Sentence Orders

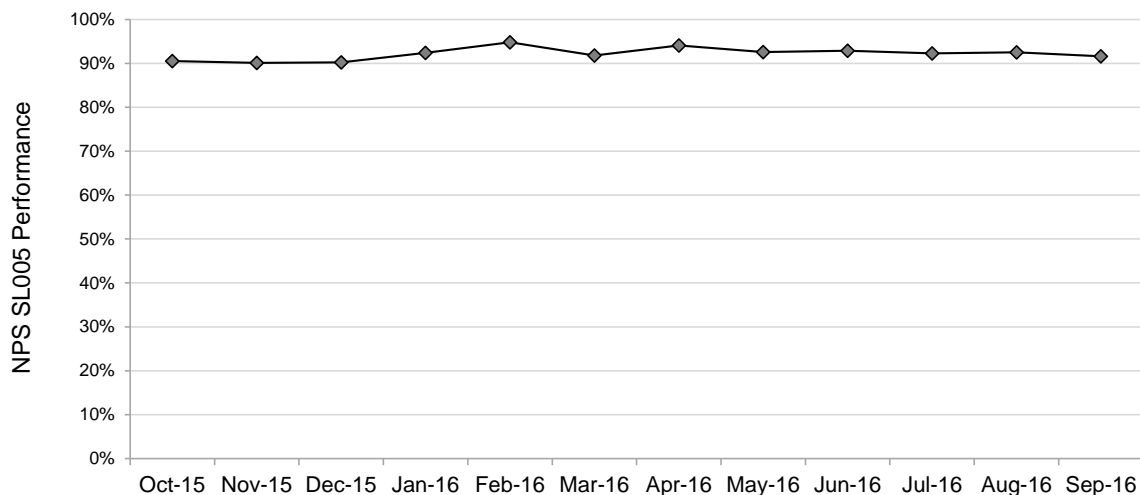
NPS service level 5 provides assurance that the NPS is undertaking appropriate public protection activity. The plan ensures high quality public protection and should be conducted early in the sentence. NPS service level 5 describes the percentage of retained persons under community orders or suspended sentence orders for whom in the relevant month or quarter the NPS has completed a plan within ten business days after the date the retained person attends their first appointment with the NPS.

End-state target (applicable from April 2017): 97%

Table N5A: NPS SL005 Performance - Completing the Plan (CO & SSO) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	92%	-1pp
NPS London Division	90%	2pp
NPS Midlands Division	93%	0pp
NPS North East Division	93%	-3pp
NPS North West Division	97%	0pp
NPS South East & Eastern Division	87%	-4pp
NPS South West & South Central Division	97%	3pp
NPS Wales Division	83%	-6pp

Figure N5: NPS SL005 Performance - Completing the Plan (CO & SSO) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 6 – Completing the Plan (Release from custody)

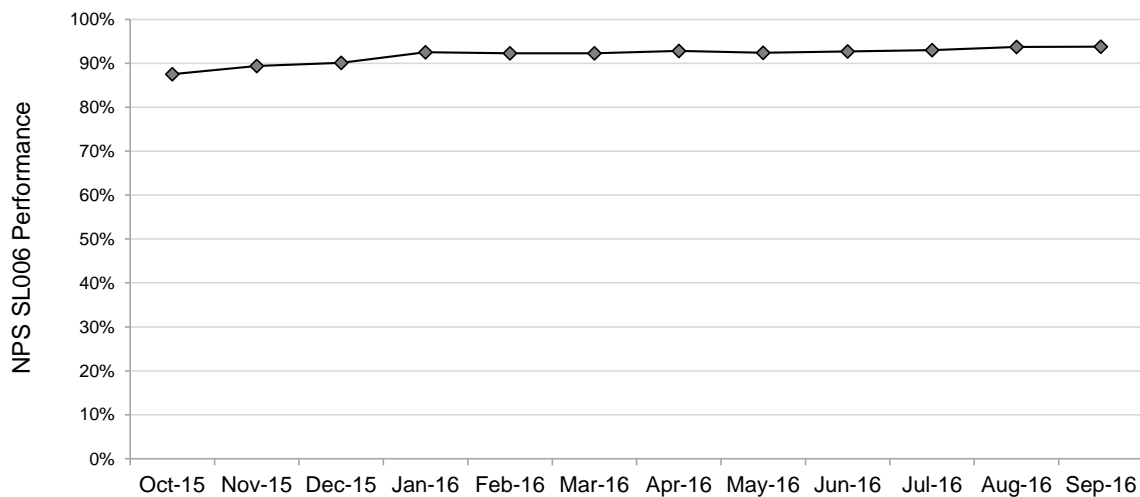
NPS service level 6 provides assurance that the NPS is undertaking appropriate public protection activity. The plan ensures high quality public protection and it is essential that this is conducted early in the sentence. NPS service level 6 describes the percentage of retained persons released from custody on licence for whom in the relevant month or quarter the NPS has completed a plan for within ten business days after the date the retained person attends their first appointment with the NPS.

End-state target (applicable from April 2017): 97%

Table N6A: NPS SL006 Performance - Completing the Plan (Release from custody) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	94%	1pp
NPS London Division	93%	5pp
NPS Midlands Division	94%	2pp
NPS North East Division	94%	-1pp
NPS North West Division	98%	0pp
NPS South East & Eastern Division	87%	-3pp
NPS South West & South Central Division	95%	1pp
NPS Wales Division	90%	2pp

Figure N6: NPS SL006 Performance - Completing the Plan (Release from custody) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 7 – Allocation of UPW Requirements

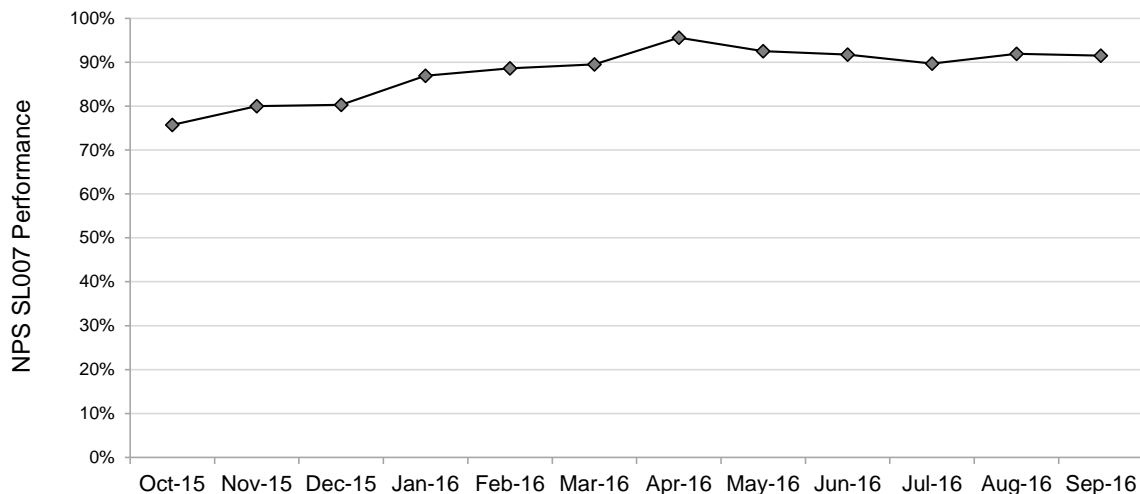
NPS Service Level 7 ensures that Unpaid Work (UPW) requirements of retained persons are notified to providers in a timely manner, in order to facilitate timely commencement of UPW requirements. This measure describes the percentage of UPW requirements of retained persons transferred to CRCs within five business days after allocation to the NPS.

End-state target (applicable from April 2015): 97%

Table N7A: NPS SL007 Performance - Allocation of Unpaid Work (UPW) Requirements for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	91%	-2pp
NPS London Division	89%	-3pp
NPS Midlands Division	94%	0pp
NPS North East Division	89%	-8pp
NPS North West Division	94%	1pp
NPS South East & Eastern Division	88%	-2pp
NPS South West & South Central Division	96%	0pp
NPS Wales Division	87%	-3pp

Figure N7: NPS SL007 Performance - Allocation of Unpaid Work (UPW) Requirements from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 8 - Rehabilitation Activity Requirement Completions

NPS service level 8 ensures that the NPS are successfully delivering an appropriate number of hours of rehabilitation activity to offenders with a RAR (Rehabilitation Activity Requirement). This measure looks over the entire length of the order for each offender, to determine whether at the point of completion, all required hours have been delivered.

End-state target (applicable from April 2017): 90%

This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. The publication of this measure is pending review in April 2017.

NPS Service Level 9 – Sex Offender Treatment Programmes (SOTP) Completions

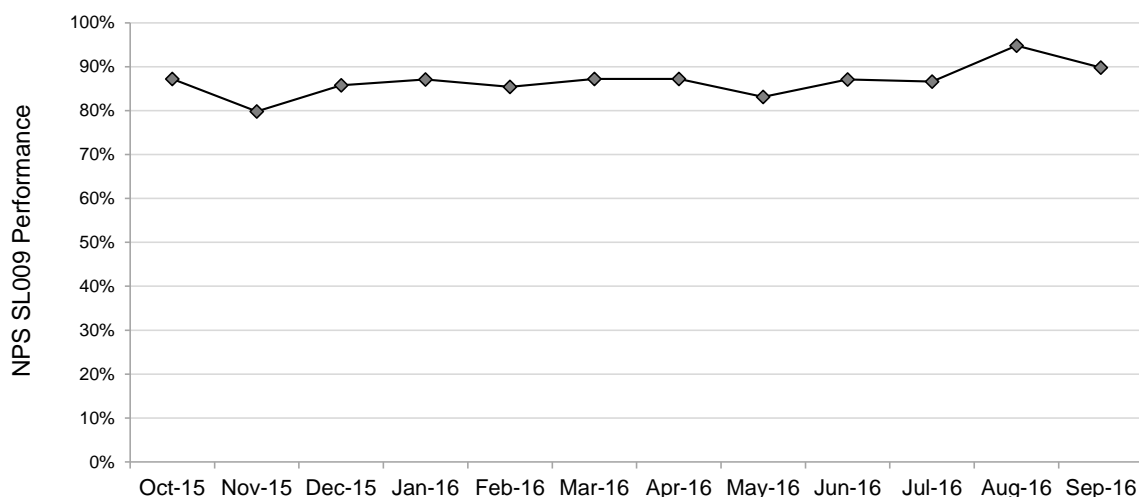
NPS service level measure 9 ensures focus on the positive completion of Sex Offender Treatment Programmes (SOTP) requirements. These are accredited programmes which are designed to address re-offending, identifying the reasons why offenders offend and reduce and monitor these factors. As well as reducing risk, programmes support risk assessment and the risk management of offenders. This measure describes the percentage of positive completions of a SOTP requirements delivered by the NPS in a month or quarter.

End-state target (applicable from April 2015): 90%

Table N9A: NPS SL009 Performance - Sex Offender Treatment Programme (SOTP) Completions for 16/17 Q1 (Apr-Jun 16) and 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q1 (Apr-Jun 16)	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)⁹	86% (r)	91%	5pp
NPS London Division	-	-	-
NPS Midlands Division	90%	92%	2pp
NPS North East Division	86%	83%	-3pp
NPS North West Division	91%	95%	4pp
NPS South East & Eastern Division	82%	87%	5pp
NPS South West & South Central Division	82%	94%	12pp
NPS Wales Division ⁹	-	-	-

Figure N9: NPS SL009 Performance - Sex Offender Treatment Programme (SOTP) Completions from Oct-15 to Sep-16 by month. England and Wales.



⁹ Due to a resolved data quality investigation, data for sex offender treatment programmes (SL009) has been revised for NPS Wales Division. National figures have been revised to include revised NPS Wales Division performance.

NPS Service Level 10 - Accredited Programme Quality

NPS service level 10 ensures that the NPS are successfully delivering accredited programmes to the appropriate quality standards. The quality requirements are outlined in the Interventions Integrity Framework (IIF). For this service level, each NPS division will be measured once every 24 months

End-state target (applicable from April 2015): 90%

This service level requires audits using the new Interventions Integrity Framework. Latest audit scores are published here, which remain in place until the provider is next audited, and will be updated as new audit scores are available.

Table N10A: NPS SL010 Performance - Accredited Programme Quality for 16/17 Year to date (Apr-Sep 16). England and Wales.

	16/17 Year to date
National (all NPS)	75%
NPS London Division	-
NPS Midlands Division	-
NPS North East Division	75%
NPS North West Division	75%
NPS South East & Eastern Division	-
NPS South West & South Central Division	-
NPS Wales Division	-

NPS Service Level 11 – Response to Risk Escalation

NPS Service Level 11 provides assurance that risk is being managed and that risk escalation referrals are being managed in a timely manner by the NPS. This will assist with public protection, risk management and managing whole system costs by incentivising efficient processing of referrals and good working relationships with providers. This measure describes the proportion of cases where the response to a risk escalation referral has been communicated to the CRC within one business day following receipt of the referral.

End-state target (applicable from April 2017): 97%

This Service Level monitors a new process in the way offenders are transferred between providers when their risk level changes. Performance on this activity is collected and reported regularly, but due to variability in how this process is recorded across the country, robust and comparable performance is not available for publication at this time.

NPS Service Level 12 – Recall Timeliness

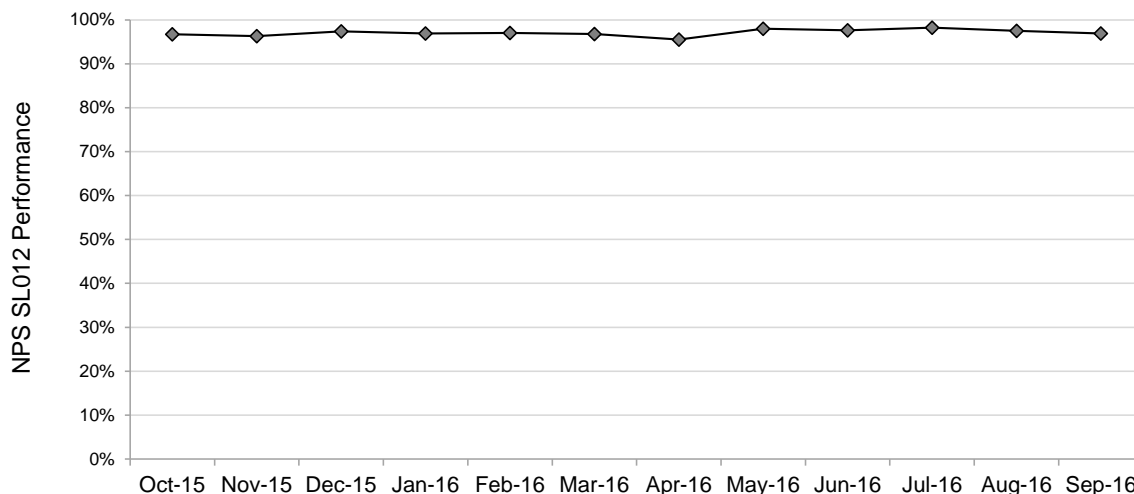
NPS service level 12 provides assurance that risk is being managed and that licence conditions are being enforced in a timely manner, which is important for sentence delivery and public protection. This measure describes the percentage of standard and fixed-term recall referrals made within 24 hours of the NPS becoming aware of the alleged breach occurring.

End-state target (applicable from April 2015): 95%

Table N12A: NPS SL012 Performance - Recall Timeliness for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	97%	0pp
NPS London Division	98%	2pp
NPS Midlands Division	97%	0pp
NPS North East Division	98%	0pp
NPS North West Division	100%	2pp
NPS South East & Eastern Division	96%	1pp
NPS South West & South Central Division	97%	-1pp
NPS Wales Division	95%	-2pp

Figure N12: NPS SL012 Performance - Recall Timeliness from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 13 – Recall referral quality

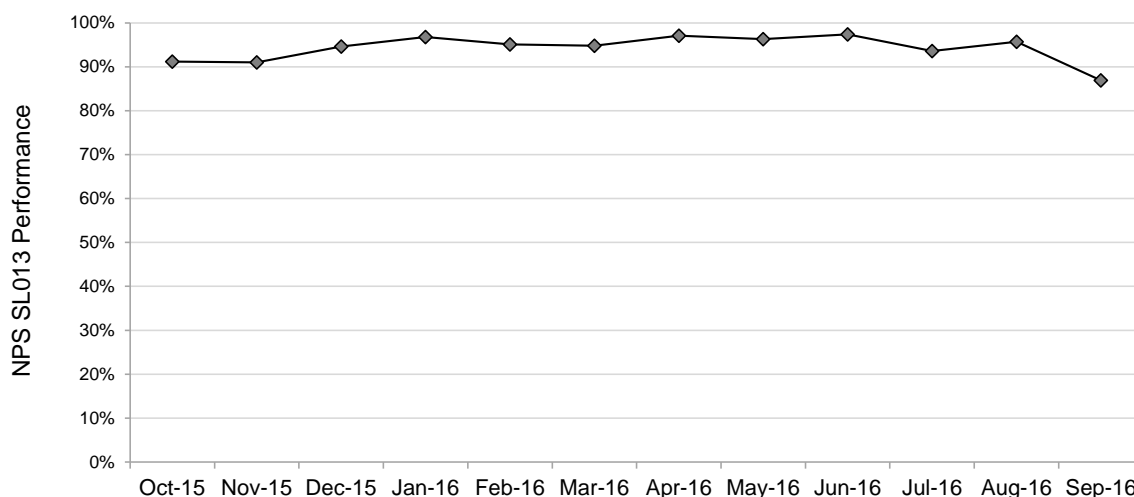
NPS service level 13 provides assurance that decisions regarding recall can be made expediently, based on comprehensive mandatory information, without any delay, which may otherwise increase the risk to the public. This measure describes the percentage of recalls where all mandatory supporting documents are supplied to the authority to enable an immediate recall decision to be made.

End-state target (applicable from April 2015): 90%

Table N13A: NPS SL013 Performance - Recall Referral Quality for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	92%	-5pp
NPS London Division	84%	-10pp
NPS Midlands Division	91%	-6pp
NPS North East Division	95%	-2pp
NPS North West Division	94%	-4pp
NPS South East & Eastern Division	94%	-3pp
NPS South West & South Central Division	95%	-2pp
NPS Wales Division	86%	-11pp

Figure N13: NPS SL013 Performance - Recall Referral Quality from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 14 – Breach Timeliness (NPS)

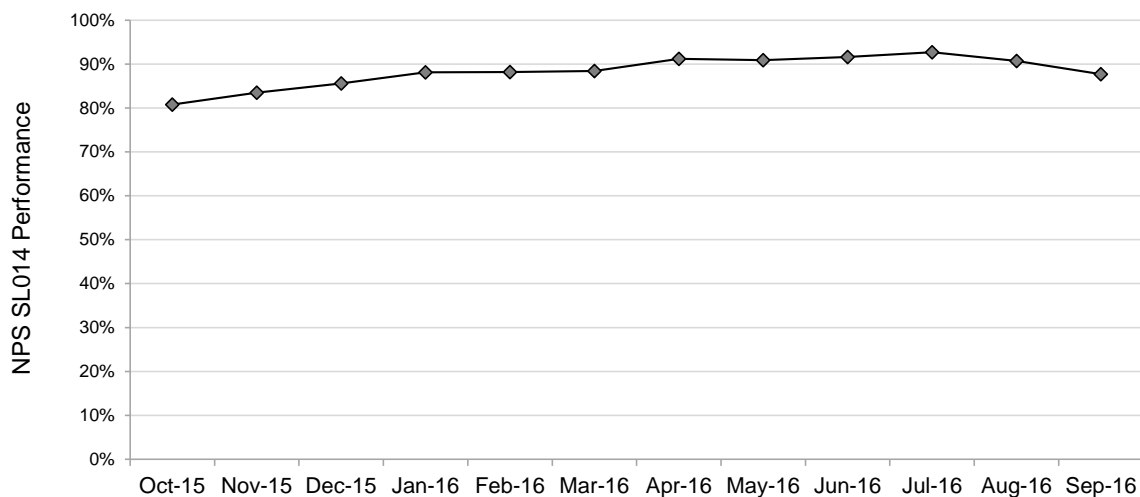
NPS service level 14 provides assurance that sentences managed by NPS are being enforced in a timely manner which is important for sentence delivery and public protection. Breach is an action to bring an allegation that an offender has failed to comply with requirements of an order or post sentence supervision so that the NPS can start prosecution proceedings. NPS Service level 14 describes the percentage of alleged breaches of a community order, suspended sentence order, post sentence supervision period or supervision default order by a retained person presented to court by the NPS within ten business days of the NPS becoming aware of the alleged breach occurring.

End-state target (applicable from April 2017): 95%

Table N14A: NPS SL014 Performance - Breach Timeliness for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	90%	-1pp
NPS London Division	94%	4pp
NPS Midlands Division	91%	3pp
NPS North East Division	83%	-12pp
NPS North West Division	94%	1pp
NPS South East & Eastern Division	84%	0pp
NPS South West & South Central Division	96%	4pp
NPS Wales Division	91%	-2pp

Figure N14: NPS SL014 Performance - Breach Timeliness from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 15 – Response to Breach Referral (CRCs)

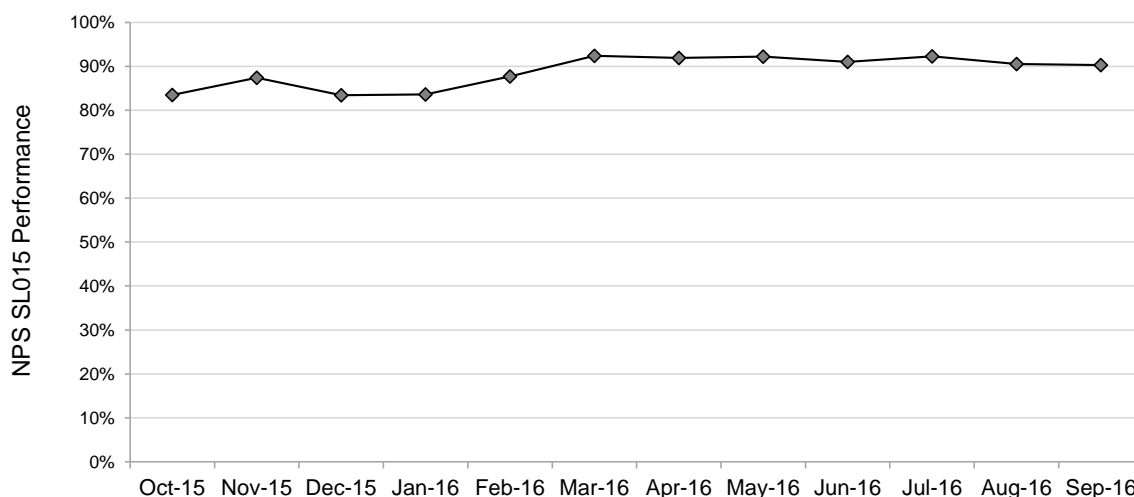
NPS service level measure 15 provides assurance that sentences managed by CRCs are being enforced in a timely manner which is important for sentence delivery and public protection. Breach is an action to bring an allegation that an offender has failed to comply with requirements of an order or post sentence supervision so that the NPS can start prosecution proceedings. NPS service level 15 describes the proportion of breach referral requests that are presented to court by the NPS within two business days of receiving an acceptable referral request from a CRC.

End-state target (applicable from April 2017): 95%

Table N15A: NPS SL015 Performance - Response to Breach Referral for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	91%	-1pp
NPS London Division	90%	-2pp
NPS Midlands Division	93%	1pp
NPS North East Division	90%	-4pp
NPS North West Division	96%	2pp
NPS South East & Eastern Division	85%	2pp
NPS South West & South Central Division	95%	-1pp
NPS Wales Division	87%	-2pp

Figure N15: NPS SL015 Performance - Response to Breach Referral from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 16 – MAPPA (Multi-agency public protection arrangements) Attendance

NPS service level measure 16 ensures the NPS fulfils its responsibility by: creating required records on ViSOR (Violent and Sex Offender Register), attendance at quarterly meetings, and attendance at each level 2 and level 3 MAPPA meeting. It is important that ViSOR records are created accurately and promptly as this is a multi-agency system used by probation, prison, and police to share key information to assist in the assessment and management of high risk offenders prior to discharge from custody and in the community. Attendance at key meetings supports this multi-agency approach and provides reassurance that risk is actively managed, which is important for sentence delivery and public protection. Individual performance in this measure is calculated for each element and then totalled to provide an overall weighting.

End-state target (applicable from April 2015): 90%

Table N16A: NPS SL016 Performance - MAPPA Attendance for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	96%	2pp
NPS London Division	97%	2pp
NPS Midlands Division	98%	1pp
NPS North East Division	100%	0pp
NPS North West Division	98%	1pp
NPS South East & Eastern Division	93%	-1pp
NPS South West & South Central Division	99%	1pp
NPS Wales Division	93%	0pp

Note that because this is a quarterly measure the national month-by-month data is not available.

NPS Service Level 17 – Serious Further Offences Reviews

An element of public protection is learning from SFOs. NPS service level 17 provides reassurance that appropriate and timely plans are in place to improve services and reduce the chances of future SFOs. This measure will enable NOMS to ensure an appropriate response is in place to implement the learning from reviews. NPS service level 17 describes the percentage of acceptable SFO reviews conducted by the NPS for retained persons within three months of notification of the SFO being submitted to NOMS.

End-state target (applicable from April 2015): 100%

Table N17A: NPS SL017 Performance - Serious Further Offence (SFO) Reviews for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q1 (Apr-Jun 16)	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	90% (r)	80%	-10pp

Note that because of low volumes, these data will generally only be published at quarterly intervals, at National level.

NPS Service Level 18 – Positive Completions of Community Orders and Suspended Sentence Orders

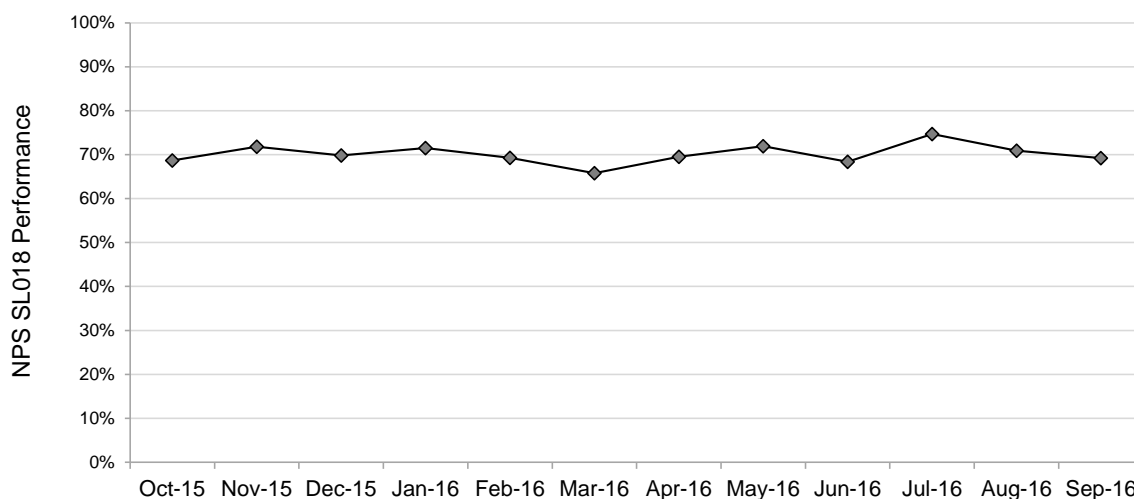
NPS service level 18 is designed to assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of retained person’s compliance over the life of the order. This measure provides assurance that the sentence is delivered in its entirety. NPS service level 18 describes the percentage of completions of community orders and suspended sentence orders by retained persons in a month which were positive.

End-state target (applicable from April 2015): 75%

Table N18A: NPS SL018 Performance - Completion of Community Orders and Suspended Sentence Orders for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	72%	2pp
NPS London Division	73%	-6pp
NPS Midlands Division	73%	5pp
NPS North East Division	70%	5pp
NPS North West Division	73%	2pp
NPS South East & Eastern Division	71%	0pp
NPS South West & South Central Division	71%	3pp
NPS Wales Division	71%	0pp

Figure N18: NPS SL018 Performance - Completion of Community Orders and Suspended Sentence Orders from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 19 – Positive Completions of Licences and Post Sentence Supervision Periods

NPS service level 19 assesses, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of retained person's compliance over the life of the licence, and considers as positive cases where there has been no period of recall to prison. This measure provides assurance that the sentence is delivered in its entirety. NPS service level 19 describes the percentage of completions of licences and, where applicable, post sentence supervision periods, by retained persons in a month which were positive.

End-state target (applicable from April 2015): 65%

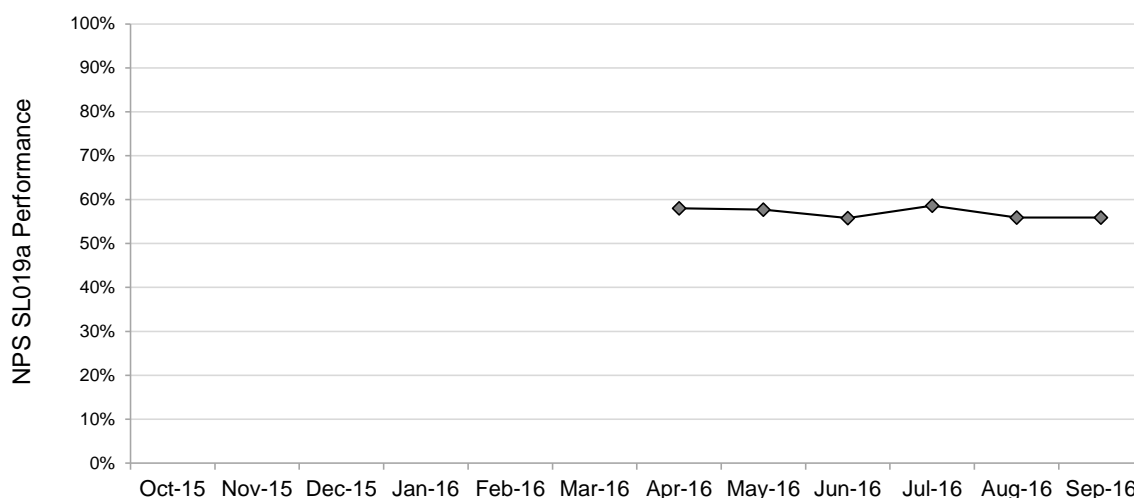
NOMS have concluded that, for performance monitoring, it is most appropriate to split this service level, and monitor separately the performance of:

- (a) offenders serving sentences of 12 months or over, and
- (b) offenders serving sentence of less than 12 months.

Table N19aA: NPS SL019a Performance - Completions of Licences and Post Sentence Supervision Periods (12 months and over) for 16/17 Q1 and Q2 (Apr-Sep 16). England and Wales.

	16/17 Q1 (Apr-Jun 16)	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	57%	57%	0pp
NPS London Division	67%	63%	-4pp
NPS Midlands Division	53%	53%	0pp
NPS North East Division	51%	52%	1pp
NPS North West Division	60%	59%	-1pp
NPS South East & Eastern Division	58%	62%	4pp
NPS South West & South Central Division	62%	59%	-3pp
NPS Wales Division	52%	51%	-2pp

Figure N19a: NPS SL019a Performance - Positive Completions of Licences and Post Sentence Supervision Periods (12 months and over) from Apr-16 to Sep-16 by month. England and Wales.



NPS Service Level 19b – Positive Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. This service level is pending review in April 2017.

NPS Service Level 20 – Reducing Reoffending

Both the CRCs and the NPS will target the reduction of reoffending. The CRCs have a separate contractual mechanism to measure their impact on the reoffending rates; for the NPS reduction in reoffending has been included as part of the performance framework. Similar principles to the CRC contractual mechanism will apply to the measurement of this service level, but full details are not yet available.

End-state target: N/A

This service level requires a specific cohort of offenders to be measured over a time period of at least a year. Therefore the ambition is to report performance for the first time on 26th January 2018, for the data period July – September 2017. Interim data is published by the Ministry of Justice.

NPS Service Level 21 – OASys Quality Assurance

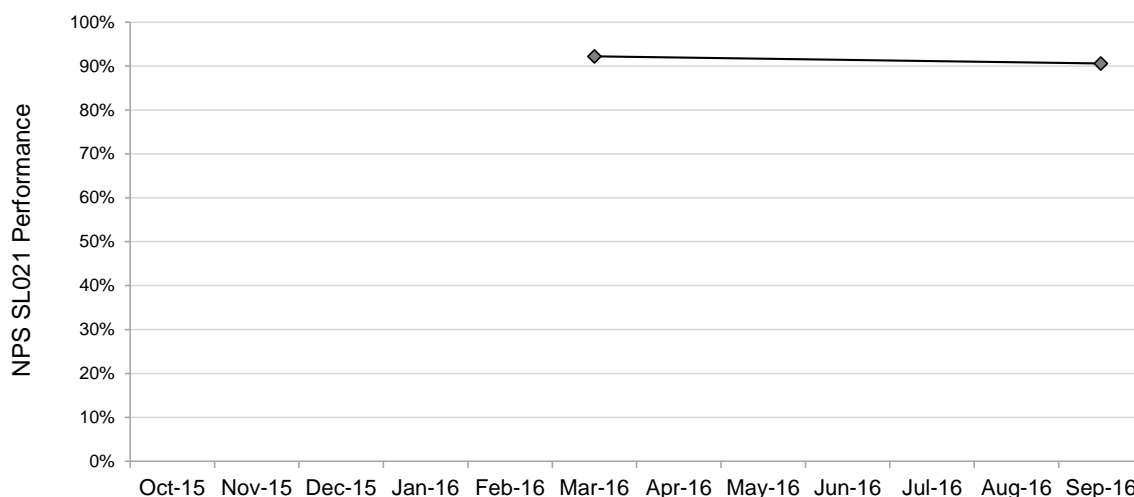
NPS service level 21 ensures consistently high quality Offender Assessment System (OASys) completion across the NPS. OASys assesses likelihood of reconviction, risk of harm, offending related needs and enables a sentence plan to be prepared. Used in the ongoing management of sentenced offenders, both in custody and in the community, it helps practitioners make sound and defensible decisions about managing risk and tackling need. OASys enables appropriate targeting to programmes and other interventions, increasing their chances of having a beneficial impact. NPS service level 21 describes the percentage of OASys quality audits that achieve the desired threshold by the NPS in the relevant quarter.

End-state target (applicable from April 2015): 90%

Table N21A: NPS SL021 Performance - OASys Quality Assurance for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs 15/16 Q4)
National (all NPS)	91%	-2pp
NPS London Division	86%	0pp
NPS Midlands Division	91%	-3pp
NPS North East Division	95%	1pp
NPS North West Division	92%	-2pp
NPS South East & Eastern Division	90%	-4pp
NPS South West & South Central Division	87%	-4pp
NPS Wales Division	97%	2pp

Figure N21: NPS SL021 Performance - OASys Quality Assurance from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 22 – Generic Parole Process - PAROM1 Return timeliness

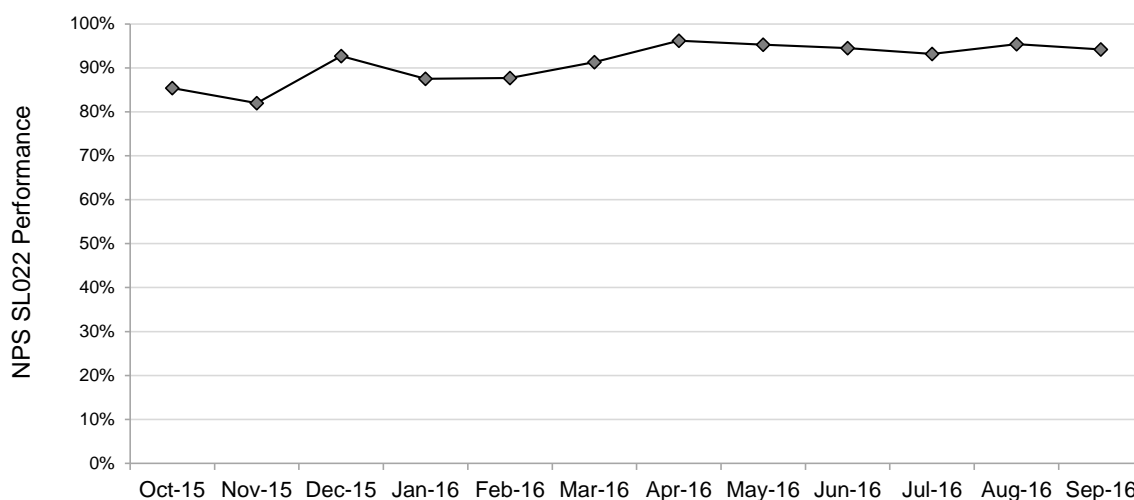
NPS service Level 22 ensures timely submission of parole reports by the NPS as part of the generic parole process for indeterminate and determinate prisoners. Parole assessment report timeliness is a component of a wider NOMS priority to improve the effectiveness of parole board oral hearings. This will assist with managing whole system costs by incentivising efficient use of resources by ensuring parole board hearings proceed to the required timeframes. NPS service level 22 describes 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 (OMPPG).

End-state target (applicable from April 2015): 90%

Table N22A: NPS SL022 Performance - Generic Parole Process (GPP) for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)	94%	-1pp
NPS London Division	90%	-1pp
NPS Midlands Division	95%	2pp
NPS North East Division	97%	-1pp
NPS North West Division	97%	-2pp
NPS South East & Eastern Division	91%	-2pp
NPS South West & South Central Division	100%	3pp
NPS Wales Division	85%	-10pp

Figure N22: NPS SL022 Performance - Generic Parole Process (GPP) from Oct-15 to Sep-16 by month. England and Wales.



NPS Service Level 23 – Quality of Engagement

NPS service level 23 assesses how well the NPS are engaging with their offenders using a feedback survey. This survey has been issued to NPS offenders once during 2015/16, to capture their views on how they are being managed. The outcome of this service level is the proportion of offenders who feel they are having an overall positive experience.

End-state target (applicable from April 2015): 75%

Note that data was not collected, and is therefore not available for publication, in this period.

NPS Service Level 24 – OASys final reviews

As outlined in the published NPS service level agreements¹⁰, work is ongoing to substitute this measure with a SFO quality measure. Full details of any replacement measure are not yet available.

End-state target: N/A

¹⁰ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/440544/NPS_SLA_English_Version.pdf

NPS Service Level 25 – Victim Feedback

NPS service level 25 assesses how well the NPS are engaging with victims of offences. A number of victims are surveyed each quarter, to capture their views on the service that they are receiving. The outcome of this service level is the proportion of victims who are either 'satisfied' or 'very satisfied' with the service.

End-state target (applicable from April 2015): 90%

Table N25A: NPS SL025 Performance - Victim Feedback for 16/17 Q1 (Apr-Jun 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National (all NPS)¹¹	98%	0pp
NPS London Division	-	-
NPS Midlands Division ¹¹
NPS North East Division	98%	0pp
NPS North West Division	-	-
NPS South East & Eastern Division	-	-
NPS South West & South Central Division	100%	3pp
NPS Wales Division	-	-

Note that because this is a quarterly measure the national month-by-month data is not available.

¹¹ Data is not available for 16/17 Q2 (Jul-Sep 16) for NPS Midlands at the time of publication. National performance in this period does not include NPS Midlands performance.

EMS Performance of service level measures

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

EMS Service Level 4A – Equipment installation and subject induction – first attempt

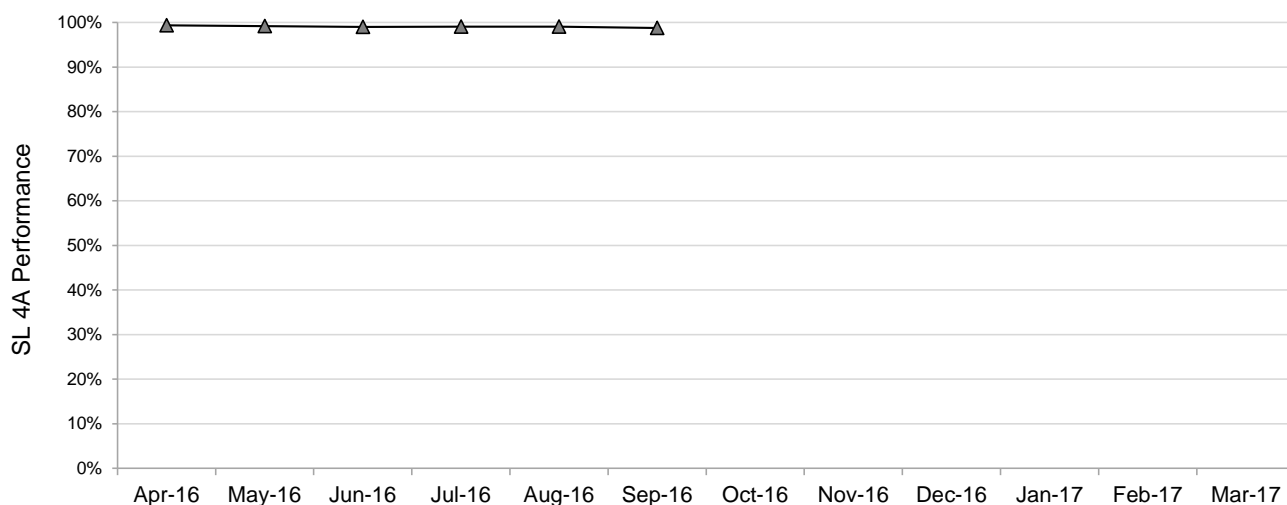
EMS service level measure 4A ensures that the initial attempt to install equipment and induct the subject is sufficiently timely to commence electronic monitoring of the subject in line with the curfew requirement given by the police, courts or prisons. This measure provides assurance that the provider is undertaking appropriate and timely commencement of service delivery.

National target (applicable from January 2017): 95%

Table E1A: EMS Performance of SL 4A - Equipment installation and subject induction - first attempt within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	99%	<i>0pp</i>

Figure E1: National (EM) Performance of SL 4A - Equipment installation and subject induction - first attempt within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 4B – Equipment installation and subject induction – further attempt(s)

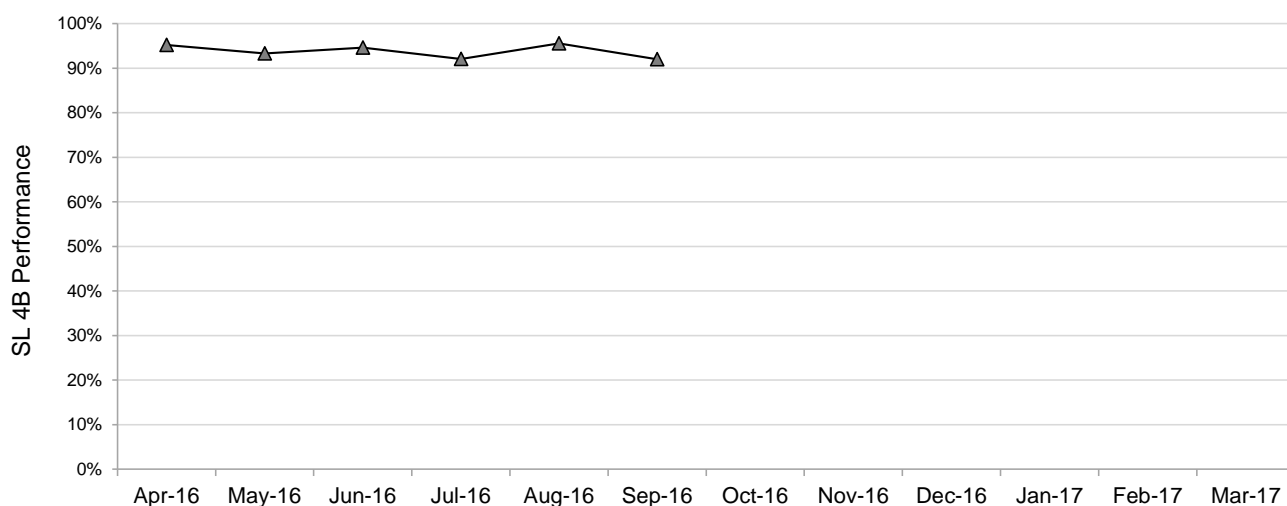
EMS service level measure 4B ensures that further attempts to install equipment and induct the subject are sufficiently timely to commence electronic monitoring of the subject in line with the curfew requirement given by the police, courts or prisons. When the provider is unable to successfully induct the subject (service level 4a) on the initial attempt, a second or third attempt is made. This measure provides assurance that the provider is undertaking appropriate and timely commencement of service delivery.

National target (applicable from January 2017): 85%

Table E2A: EMS Performance of SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	93%	-1pp

Figure E2: National (EM) Performance of SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 4C – Equipment re-installation – attempt within specified timescales

EMS service level measure 4C ensures that an attempt to re-install equipment, following an authorised break in the service, is sufficiently timely to recommence electronic monitoring of the subject in line with the curfew requirement given by the police, courts or prisons. This measure provides assurance that the provider is undertaking appropriate and timely recommencement of service delivery.

National target (applicable from January 2017): 95%

This Service Level is not available for publication at this time. Historical limitations within the IT systems have prevented consistent data gathering on this measure at a national level. The required IT fix has now been agreed and is intended to be in place from January 2017.

EMS Service Level 5A – Equipment removal – attempt within specified timescales

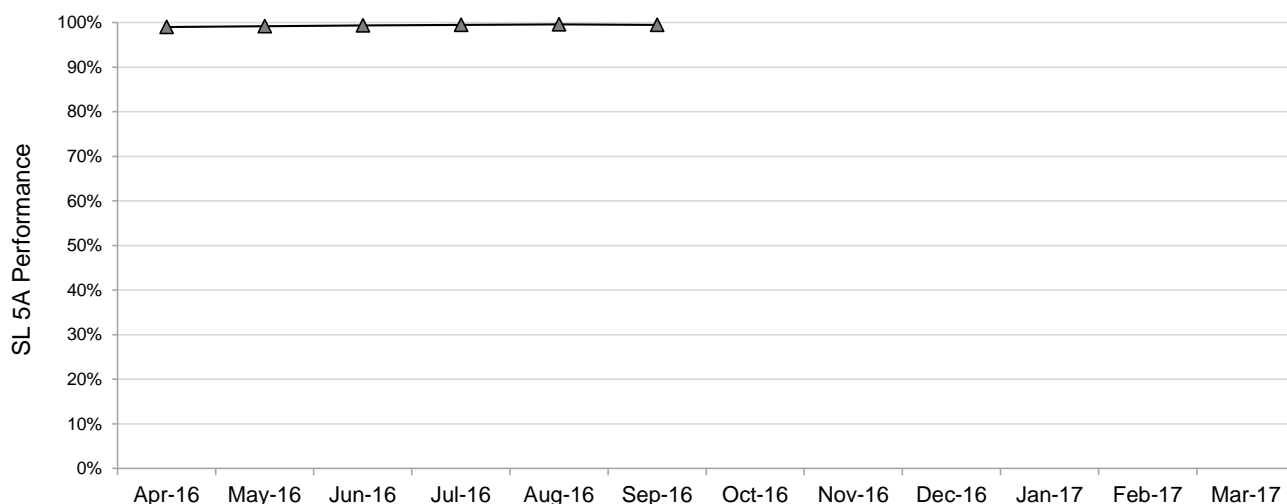
EMS service level measure 5A ensures that an attempt to recover the equipment following the conclusion of the requirement is sufficiently timely. This measure applies to all orders excluding bail. This measure provides assurance that the provider is undertaking appropriate steps cease monitoring at the correct time and to recover publicly-owned equipment.

National target (applicable from January 2017): 95%

Table E5A: EMS Performance of SL 5A - Equipment removal - attempt within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	100%	0pp

Figure E5: National (EM) Performance of SL 5A - Equipment removal - attempt within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 5B – Equipment removal (bail cases) – attempt within specified timescales

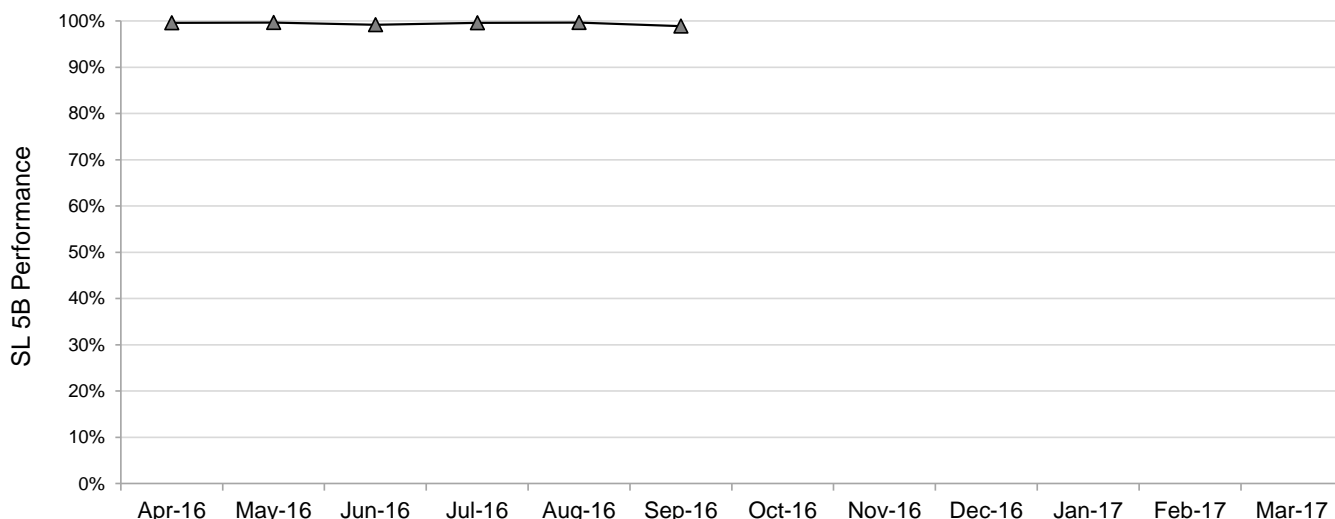
EMS service level measure 5B ensures that an attempt to recover the equipment following the conclusion of a bail requirement is sufficiently timely. This measure applies to bail orders only. This measure provides assurance that the provider is undertaking appropriate steps to cease monitoring at the correct time and to recover publicly-owned equipment.

National target (applicable from January 2017): 95%

Table E6A: EMS Performance of SL 5B - Equipment removal (bail cases) - attempt within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	99%	<i>0pp</i>

Figure E6: National (EM) Performance of SL 5B - Equipment removal (bail cases) - attempt within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 5C – Equipment check following tamper violation – attempt within specified timescales

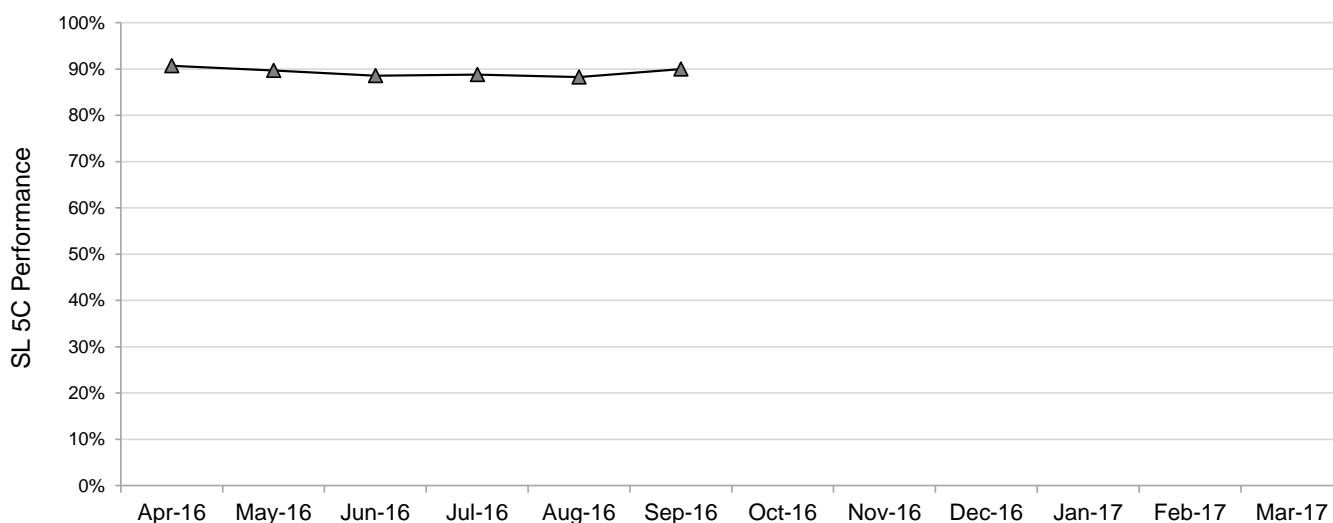
EMS service level measure 5C ensures that a visit to check the equipment following the notification of a tamper violation is sufficiently timely for the provider to check and replace tampered equipment. This measure provides assurance that the provider is undertaking appropriate steps to collect evidence for breach proceedings and also ensuring that the subject has working equipment to allow the continuation of electronic monitoring.

National target (applicable from January 2017): 85%

Table E6A: EMS Performance of SL 5C - Equipment check following tamper violation - attempt within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	89%	-1pp

Figure E6: National (EM) Performance of SL 5C - Equipment check following tamper violation - attempt within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 7B – Request for information required to commence orders – within specified timescales

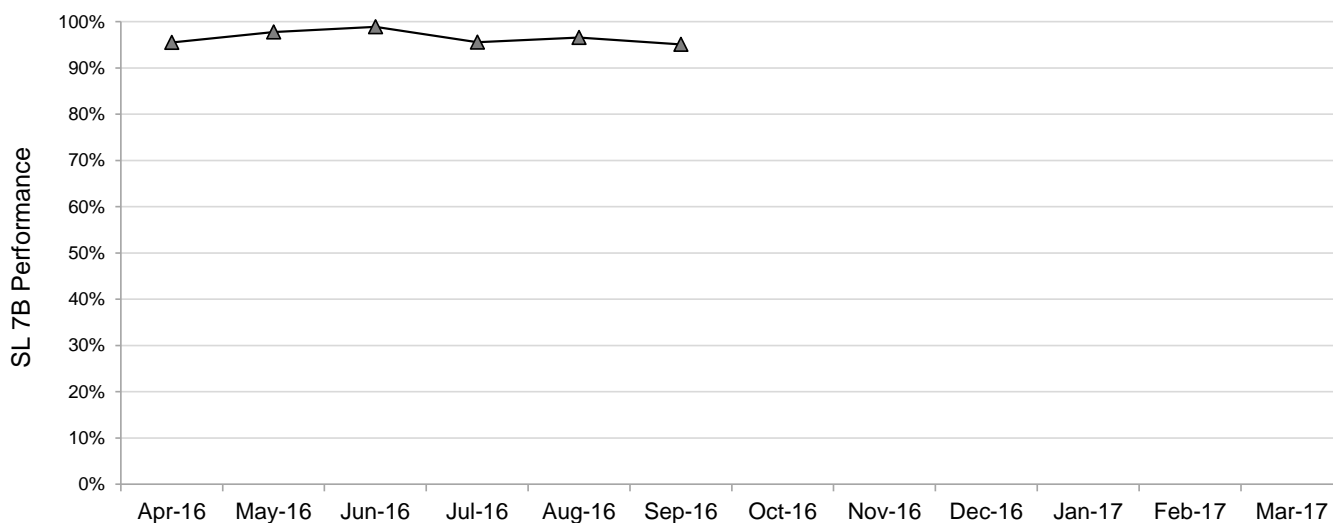
EMS service level measure 7B ensures that where there is insufficient information required to commence electronic monitoring of a subject, the provider requests the missing or incomplete information in a sufficiently timely manner. This measure provides assurance that the provider is undertaking appropriate steps to commence electronic monitoring of a subject.

National target (applicable from January 2017): 85%

Table E7A: EMS Performance of SL 7B - Request for information required to commence orders - within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	96%	-2pp

Figure E7: National (EM) Performance of SL 7B - Request for information required to commence orders - within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



EMS Service Level 8 – Call to curfew location following possible violation – within specified timescales

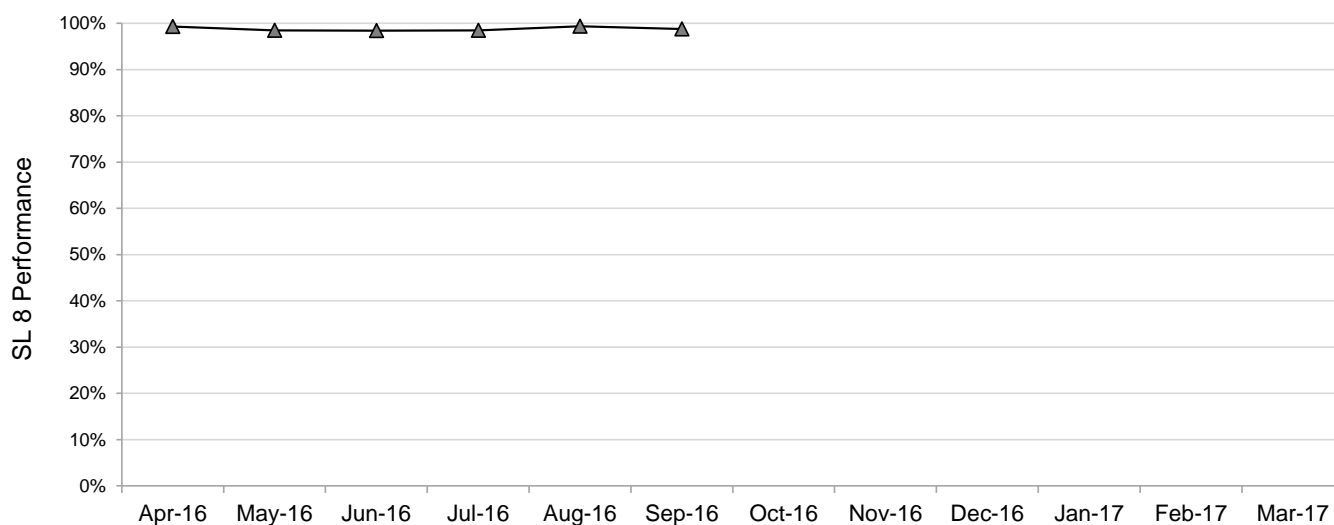
EMS service level measure 8 ensures that in the event of a possible violation, the provider contacts the subject in an appropriate and timely manner to collect information from the subject which can be used as evidence for breach proceedings. They must also replace faulty/damaged equipment to allow the continuation of electronic monitoring. This is measured in service level 5c. This measure provides assurance that the provider is undertaking appropriate steps to collect breach evidence and is also undertaking public protection activity.

National target (applicable from January 2017): 95%

Table E8: EMS Performance of SL 8 - Call to curfew location following possible violation - within specified timescales for 16/17 Q2 (Jul-Sep 16). England and Wales.

	16/17 Q2 (Jul-Sep 16)	Percentage point change (vs previous quarter)
National	99%	<i>0pp</i>

Figure E8: National (EM) Performance of SL 8 - Call to curfew location following possible violation - within specified timescales from Apr-16 to Sep-16 by month. England and Wales.



Annex A: Technical Notes – CRC

The long descriptions and rationale taken from the technical notes for each CRC service level measure. This explains what the measure is, and why the measure is monitored.

CRC Service Level Measure 1: Initial contact - Community Orders, Suspended Sentence Orders

Long Description & Rationale

The percentage of Allocated Persons of the Contractor under a Community Order or Suspended Sentence Order in a month that have a face to face appointment arranged (which shall be physical or by video conference) with the Contractor to take place no later than 5 Business Days after allocation to the Contractor by the Authority in accordance with Schedule 10.

Rationale: Service Level Measure 1 ensures that initial contact is sufficiently timely to support offender engagement and compliance and to maintain the confidence of the courts.

This measure provides assurance that there is contact with the Allocated Person once they have been allocated to the provider.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

CRC Service Level Measure 2: Initial contact - Release from custody under Licence

Long Description & Rationale

The percentage of Allocated Persons of the Contractor released from custody on Licence in a month that have a face to face appointment arranged (which shall be physical or by video conference) with the Contractor to take place no later than 1 Business Day after release (including immediate release from court following a period of remand).

Rationale: Service Level Measure 2 ensures that the Provider 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 Allocated Person following release from prison.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

CRC Service Level Measure 3: Completing the Plan for Allocated Persons with Community Orders and Suspended Sentence Orders

Long Description & Rationale

The percentage of Allocated Persons for whom in the relevant month the Contractor has completed a Plan in accordance with Schedule 7 OM8 within 10 Business Days after the date that the Allocated Person attends his first appointment with the Contractor.

Rationale: This measure provides assurance that the providers are undertaking appropriate public protection activity.

The plan is the cornerstone of high quality public protection and it is essential that this is conducted early in the sentence

Providers are mandated and therefore paid to prepare a plan at the start of a CO/SSO

CRC Service Level Measure 4: Completing the Plan for Allocated Persons released from custody

Long Description & Rationale

The percentage of Allocated Persons of the Contractor released from custody on Licence for whom the Contractor has reviewed any existing Plan and completed a Plan for in accordance with Schedule 7 OM8 within 10 Business Days after the date that the Allocated Person attends his first appointment with the Contractor.

Rationale: This measure provides assurance that the providers are undertaking appropriate public protection activity.

The plan is the cornerstone of high quality public protection and it is essential that this is conducted regularly during the sentence

Providers are mandated and therefore paid to prepare a plan at the start of a Licence

CRC Service Level Measure 5: Arrangement of Unpaid Work

Long Description & Rationale

The percentage of Allocated Persons of the Contractor and Designated Retained Persons with an Unpaid Work Requirement in a month who have had Unpaid Work Arranged for that Applicable Person by the Contractor no later than 28 calendar days after the date of allocation or assignment of that Applicable Person to the Contractor.

Rationale: Service Level Measure 5 provides assurance that all offenders are starting their Unpaid Work Requirements.

CRC Service Level Measure 6: Priority of Arrangement of Unpaid Work

Long Description & Rationale

The percentage of Allocated Persons of the Contractor and Designated Retained Persons with an Unpaid Work Requirement in a month that have had Unpaid Work Arranged for that Applicable Person by the Contractor in accordance with Schedule 7 OSR 7 no later than 7 calendar days after the date of allocation or assignment of that Applicable Person to the Contractor.

Rationale: Service Level Measure 6 ensures focus on the timely commencement of Unpaid Work Requirements.

This is in line with the mandated requirements for Unpaid Work and the existing contract for London Community Payback. It ensures there is immediacy to the prime sentence requirement for punishment.

CRC Service Level Measure 7: Completion of the Sentence of the Court

Long Description & Rationale

The percentage of Allocated Persons whose completion of the sentence of the court has been recorded by the Contractor as and when completed whether by a Negative Completion, a Positive Completion or a Neutral Completion in accordance with Paragraph 4 of Schedule 20 (Management Information).

Rationale: This provides assurance that Providers are delivering services to all offenders and informing the Authority of the actions taken for all offenders they are allocated.

CRC Service Level Measure 8: Completion of Community Orders and Suspended Sentence Orders

Long Description & Rationale

The percentage of completions of Community Orders and Suspended Sentence Orders by Allocated Persons of the Contractor in a month where the reason for that completion of the Community Order or Suspended Sentence Order is positive.

Rationale: To assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of Relevant Applicable Persons' compliance over the life of the order.

This measure provides assurance that the sentence is delivered in its entirety. In addition to ensuring that providers are delivering the services they are paid to do so this also provides assurance for sentencers and other stakeholders that the Authority will be holding providers to account that sentences are delivered. The measure definition will ensure the right balance is taken to ensure we do not disincentivise appropriate breach and recall decisions.

CRC Service Level Measure 9a – Completion of Licences and Post Sentence Supervision Periods (custodial Sentences of at least 12mths)

Long Description & Rationale

The percentage of completions of Licences and, where applicable, Post Sentence Supervision Periods by Allocated Persons of the Contractor in a month where the reason for that completion of the Licence and, where applicable, Post Sentence Supervision Period is positive, and the length of that Sentence is greater than or equal to 12 months.

Rationale: To assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of Allocated Persons' compliance over the life of the licence.

This measure provides assurance that the sentence is delivered in its entirety. In addition to ensuring that providers are delivering the services they are paid to do so this also provides assurance for sentencers and other stakeholders that the Authority will be holding providers to account that sentences are delivered. The measure definition will ensure the right balance is taken to ensure we do not disincentivise appropriate breach and recall decisions.

CRC Service Level Measure 10: Contractor Delivery of Unpaid Work Requirement

Long Description & Rationale

The percentage of positive completions of Unpaid Work Requirements by Allocated Persons of the Contractor and Designated Retained Persons in a month where that Allocated Person or Designated Retained Person is subject to a Community Order, Supervision Default Order or Suspended Sentence Order that contains an Unpaid Work Requirement and where that Allocated Person has not been recorded as a Negative Completion for Service Level 8.

Rationale: To ensure focus on the positive completion of Unpaid Work Requirements

This is in line with the FFS Pay Mech WAV and provides assurance that the sentence requirement is delivered. This also fulfils the Authority's commitments to the National Audit Office.

CRC Service Level Measure 11: Contractor Delivery of a Programme Requirement

Long Description & Rationale

The percentage of Positive Completions of a Programme Requirement by Allocated Persons of the Contractor and Designated Retained Persons in a month where that Allocated Person or Designated Retained Person is subject to a Community Order or Suspended Sentence Order that contains a Programme Requirement and that Allocated Person or Designated Retained Person has not been recorded as a Negative Completion for Service Level Measure 8.

Rationale: This measure is to ensure programme integrity and improved programme outcomes.

This is in line with the FFS Payment Mechanism WAV and provides assurance that the sentence requirement is delivered. This also fulfils the Authority's commitments to the National Audit Office.

CRC Service Level Measure 12: Contractor Delivery of Rehabilitation Activity Requirements

Long Description & Rationale

The percentage of positive completions of Rehabilitation Activity Requirements by Allocated Persons of the Contractor and Designated Retained Persons in a month where that Allocated Person is subject to a Community Order or Suspended Sentence Order and where that Allocated Person has not been recorded as a Negative Completion for Service Level Measure 8

Rationale: To ensure focus on the positive completion of Rehabilitation Activity Requirements.

This is in line with the FFS Payment Mechanism WAV and provides assurance that the sentence requirement is delivered. This also fulfils the Authority's commitments to the National Audit Office.

CRC Service Level Measure 13: Completion of Resettlement Plans

Long Description & Rationale

The percentage of Resettlement Persons for whom the Contractor has completed a Resettlement Plan no later than 5 Business Days after the Authority has completed Basic Custody Screening Tool in accordance with Schedule 7 R 1

Rationale: This is to ensure that the mandated resettlement plan is completed for all offenders regardless of the cohort they are in. This aligns with the Payment Mechanism as providers will be paid to deliver this.

CRC Service Level Measure 14: Pre-release planning

Long Description & Rationale

The percentage of Allocated Persons in a month who have received pre-release activity and planning no more than 12 weeks prior to that Allocated Persons date of release from custody other than Allocated Persons who will be in custody for less than 12 weeks.

Rationale: This is a proxy measure to provide assurance that sentenced prisoners receive the resettlement services they require and providers are mandated and paid to deliver in resettlement prisons in their CPA. This will include pre-release planning for all sentenced prisoners.

CRC Service Level Measure 15: Contribution to Assessments for Discharge

Long Description & Rationale

The percentage of Allocated Persons released on Home Detention Curfew or on Release on Temporary Licence where the Contractor has provided information for use in the decision making process.

Rationale: To ensure that Home Detention Curfew (HDC) Assessments and Release on Temporary Licence (ROTL) assessments for Relevant Applicable Persons (Resettlement Persons) have a provider contribution for release on Home Detention Curfew and/or ROTL.

This will be undertaken by the Provider where the Relevant Applicable Person is being released to for ROTL/HDC. It will ensure prison Governors can take appropriate decisions and that the ROTL/HDC address is appropriate for release.

CRC Service Level Measure 16: Quality of Breach referral

Long Description & Rationale

The percentage of Breach Information packs from the Contractor that the Authority is able to use for a Breach Presentation without the need for additional information

(excluding information that only becomes available after the date that the original Breach Information Pack is completed) in accordance with Schedule 10 paragraph 4(c).

Rationale: This is to provide assurance that appropriate decisions are taken with regard to the breaching of Allocated Persons and ensure that poor quality referrals do not increase costs to CJS - either NPS time dealing with them or court adjournments, etc.

CRC Service Level Measure 17: Recall referral quality

Long Description & Rationale

The percentage of Recalls that the Authority is able to make following receipt of a recommendation to Recall (where applicable) and Recall Information from the Contractor in accordance with Schedule 10 paragraph 6(a) without the need for additional information (excluding additional information that only become available after the date that the original Breach Information pack is compiled).

Rationale: This measure is to provide assurance that appropriate decisions are taken with regard to the recalling of Allocated Persons to custody and ensure that poor quality referrals do not increase costs to CJS - either NPS time dealing with them or prison places being taken unnecessarily.

CRC Assurance Metric A: Quality of engagement with Allocated Persons

Long Description & Rationale

The percentage of Offender Surveys conducted by the Contractor that demonstrate an Overall Positive Experience by the Allocated Person in each six month period.

Rationale: To gain feedback from offenders and to evaluate and improve the quality and effectiveness of offender engagement.

This will provide assurance that the Provider delivers on their commitments to providing high quality offender management as outlined in their bids. Offender engagement is essential to public protection, reducing reoffending and successfully completing sentences.

CRC Assurance Metric B: Serious Further Offences Reviews

Long Description & Rationale

The percentage of acceptable Serious Further Offence Action Plans conducted by the Contractor within 3 months of an Allocated Person of the Contractor being charged with a Serious Further Offence.

Rationale: A Key element of public protection is learning from Serious Further Offences. Financially penalising CRCs for SFOs or for their response risks undermining their engagement in the review and therefore learning and improving from them. However we want to ensure that appropriate plans are in place to improve services and reduce the chances of future SFOs. This measure will enable us to ensure an appropriate response is in place to implement the learning from Reviews.

This measure will inform Ministers and senior officials of high profile SFO's committed by offenders who have been subject to supervision in the community, and to ensure any management or operational lessons learned are addressed and where necessary embedded in performance improvement initiatives.

CRC Assurance Metric C: Allocated Person Resettlement Services - Accommodation

Long Description & Rationale

The percentage of Allocated Persons in the relevant month that on release from custody have Settled Accommodation

Rationale: The purpose of this measure is to identify the number of people discharged from custody with accommodation secured for release. Collation of this data will indicate the effectiveness of the provider and its partners in supporting offenders into accommodation.

Measuring these at release from prison will provide assurance that quality resettlement services are being delivered in custody in line with mandated services. Whilst we will not reward Providers for these 'interim outcomes' we do want to be able to deal with any decrease in offenders leaving prison or ending their community supervision with homes, employment or on training/education. These are long standing measures and are key to successful rehabilitation so we want to maintain the evidence base in terms of offenders achieving these outcomes.

CRC Assurance Metric D: Accredited Programme Quality

Long Description & Rationale

The percentage of Accredited Programs meeting required quality assurance to show adherence to accreditations standards which shall be calculated in accordance with the process set out in Appendix 4 of Schedule 9 of the CRC contract.

CRC Assurance Metric E: Breach referral timeliness

Long Description & Rationale

The percentage of alleged breaches of a Community Order, Suspended Sentence Order, Post Sentence Supervision Period or Supervision Default Order by an Allocated Person of the Contractor referred to the Authority in accordance with Schedule 7 OM27 or OM28 and Schedule 10 paragraph 4(c) for Breach Presentation within 8 Business Days after the Contractor becoming aware of the alleged breach occurring

Rationale: This supports the quality service level measure and provides assurance that sentences are being enforced in a timely manner which is important for sentence delivery and public protection

CRC Assurance Metric F: Recall referral timeliness

Long Description & Rationale

The percentage of recommendations to Recall an Allocated Person of the Contractor made to the Authority by the Contractor within 24 hours of the Contractor becoming aware of the alleged breach occurring

Rationale: This metric supports Service Level Measure 17 and provides assurance that risk is being managed and that sentences are being enforced in a timely manner, which is important for sentence delivery and public protection.

CRC Assurance Metric G: Risk escalation quality

Long Description & Rationale

The percentage of risk escalation referrals made by the Contractor pursuant to Schedule 7 OM 24 that are accepted by the Authority.

Rationale: This provides assurance that risk is being managed and that referrals to NPS are appropriate. This will assist with public protection, risk management and managing whole system costs by incentivising high quality referrals and good working relationships. It is not a Service Level as we do not want risk escalation decisions to be influenced by financial penalties but through use as an Assurance Metric it will provide us with a tool for dealing with poor referrals to NPS.

Annex B: Technical Notes – NPS

The long descriptions and rationale taken from the technical notes for each NPS service level. This explains what the measure is, and why the measure is monitored.

NPS SL001. Pre-Sentence Report Timeliness

Long Description & Rationale

The percentage of Pre-Sentence Reports completed by the National Probation Service within the timescales set by the court (including remands in custody).

Rationale: To ensure the National Probation Service is providing a timely service to the courts with respect to the preparation of Pre-Sentence Reports.

NPS SL002. Allocation Timeliness

Long Description & Rationale

The proportion of cases in the relevant month where the NPS has allocated an offender by the end of the second full business day following the date of sentence.

Rationale: To ensure offenders are being allocated in a timely manner.

NPS SL003. Initial contact - Community Orders, Suspended Sentence Orders

Long Description & Rationale

The percentage of Retained Persons (under a Community Order or Suspended Sentence Order) in the relevant month who have a face to face appointment with the NPS arranged (which shall be physical or by video conference) to take place no later than 5 business days after allocation to the NPS.

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.

NPS SL004. Initial contact - Release from custody under Licence

Long Description & Rationale

The percentage of Retained Persons in the relevant month who have a face to face appointment with the NPS arranged (which shall be physical or by video conference) to take place no later than 1 business day after release (including immediate release from court following a period of remand).

Rationale: This ensures that the NPS 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 Retained Person following release from prison.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

NPS SL005. Completing the Plan for Retained Persons with Community Orders and Suspended Sentence Orders

Long Description & Rationale

The percentage of Retained Persons under Community Orders or Suspended Sentence Orders for whom in the relevant month the NPS has completed a Plan for within 10

business days after the date the Retained Person attends their first appointment with the NPS.

Rationale: This measure provides assurance that the NPS is undertaking appropriate public protection activity.

The plan is the cornerstone of high quality public protection and it is essential that this is conducted early in the sentence

NPS SL006. Completing the Plan for Retained Persons released from custody

Long Description & Rationale

The percentage of Retained Persons released from custody on licence for whom in the relevant month the NPS has completed a Plan for within 10 business days after the date the Retained Person attends their first appointment with the NPS.

Rationale: This measure provides assurance that the NPS is undertaking appropriate public protection activity.

The plan is the cornerstone of high quality public protection and it is essential that this is conducted early in the sentence

NPS SL007. Allocation of UPW Requirements

Long Description & Rationale

The percentage of UPW Requirements of Retained Persons transferred to CRCs within 5 business days after allocation to the NPS.

Rationale: This ensures that UPW requirements of Retained Persons are notified to Providers in a timely manner and to facilitate timely commencement of UPW requirements.

NPS SL008. Rehabilitation Activity Requirement Completions

Long Description & Rationale

The percentage of positive completions of Rehabilitation Activity Requirements by Retained Persons in a month where that Retained Person is subject to a Community Order or Suspended Sentence Order

Rationale: To ensure focus on the positive completion of Rehabilitation Activity Requirements.

NPS SL009. Sex Offender Treatment Programmes (SOTP) Completions

Long Description & Rationale

The percentage of positive completions of a SOTP Requirements delivered by the National Probation Service in a month.

Rationale: To ensure focus on the positive completion of SOTP Requirements

NPS SL010. Accredited Programme Quality

Long Description & Rationale

The percentage rating calculated by NOMS Interventions Services following assessment of delivery meeting required quality assurance to show adherence to accreditation standards

NPS SL011. Response to Risk Escalation

Long Description & Rationale

The proportion of cases where the response to a risk escalation referral has been communicated to the Community Rehabilitation Company within one business day following receipt of the referral.

Rationale: To provide assurance that risk is being managed and that risk escalation referrals are being managed in a timely manner by the National Probation Service (NPS). This will assist with public protection, risk management and managing whole system costs by incentivising efficient processing of referrals and good working relationships with Providers.

NPS SL012. Recall Timeliness

Long Description & Rationale

The percentage of standard and fixed-term recall referrals made within 24 hours of the NPS becoming aware of the alleged breach occurring.

Rationale: This metric provides assurance that risk is being managed and that licence conditions are being enforced in a timely manner, which is important for sentence delivery and public protection.

NPS SL013. Recall referral quality

Long Description & Rationale

The percentage of recalls where all mandatory supporting documents are supplied to the Authority to enable an immediate recall decision to be made.

Rationale: This measure is to provide assurance that decisions regarding recall can be made expediently, based on comprehensive mandatory information, without any delay, which may otherwise increase the risk to the public, which in turn could lead to an adverse view of the Authority.

NPS SL014. Breach Timeliness (NPS)

Long Description & Rationale

The percentage of alleged breaches of a Community Order, Suspended Sentence Order, Post Sentence Supervision Period of Supervision Default Order by a Retained Person presented to court by the NPS within 10 business days of the NPS becoming aware of the alleged breach occurring.

NPS SL015. Response to Breach Referral (CRCs)

Long Description & Rationale

The proportion of breach referral requests that are presented to court by the National Probation Service within 2 business days of receiving an acceptable referral request from a Community Rehabilitation Company.

Rationale: This provides assurance that sentences are being enforced in a timely manner which is important for sentence delivery and public protection

NPS SL016. MAPPA Attendance

Long Description & Rationale

To ensure the National Probation Service fulfils its responsibility by:

- Creating required records on VISOR
- Attendance at quarterly SMB meetings
- Attendance at each level 2 and level 3 MAPPA meeting

NPS SL017. Serious Further Offences Reviews

Long Description & Rationale

The percentage of acceptable Serious Further Offence Reviews conducted by the NPS for Retained Persons within 3 months of notification of the SFO being submitted to NOMS .

Rationale: An element of public protection is learning from Serious Further Offences. NOMS want to ensure that appropriate plans are in place to improve services and reduce the chances of future SFOs. This measure will enable us to ensure an appropriate response is in place to implement the learning from Reviews. The metric definition will depend on the SFO Review process being finalised

This measure will inform Ministers and senior officials of high profile SFO's committed by offenders who have been subject to supervision in the community, and to ensure any management or operational lessons learned are addressed and where necessary embedded in performance improvement initiatives.

NPS SL018. Completions of Community Orders and Suspended Sentence Orders

Long Description & Rationale

Percentage of completions of Community Orders and Suspended Sentence Orders by Retained Persons in a month which were positive

Rationale: To assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of Retained Person's compliance over the life of the order.

This measure provides assurance that the sentence is delivered in its entirety.

NPS SL019. Positive Completions of Licences and Post Sentence Supervision Periods

Long Description & Rationale

Percentage of completions of Licences and, where applicable, Post Sentence Supervision Periods, by Retained Persons in a month which were positive.

Rationale: To assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of Retained Person's compliance over the life of the licence.

This measure provides assurance that the sentence is delivered in its entirety.

NPS SL020. Reducing Reoffending

Long Description & Rationale

Not yet available

NPS SL021. OASys Quality Assurance

Long Description & Rationale

The percentage of OASys assessments are assessed as either "Satisfactory" or "Good" on the OASys Quality Assurance

Rationale: To support, evaluate the delivery of and help ensure consistently high quality completion of OASys Assessments.

NPS SL022. Generic Parole Process - PAROM1 Return timeliness

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.

Rationale: To ensure timely submission of parole reports by the NPS as part of the Generic Parole Process for indeterminate prisoners.

NPS SL023. Quality of Engagement

Long Description & Rationale

Percentage of Retained Persons with an overall positive experience of engagement in each six month period.

Rationale: To gain feedback from offenders and to evaluate and improve the quality and effectiveness of offender engagement.

NPS SL024. OASYS final reviews

Long Description & Rationale

N/A

NPS SL025. Victim Feedback

Long Description & Rationale

Percentage of victims surveyed who are satisfied or very satisfied with service they received.

Rationale: To evaluate the quality of service delivered to the victims of crime.

Annex C: Technical Notes – EMS

The long descriptions and rationale for each EMS service level. Long descriptions are taken from the technical notes. This explains what the measure is, and why the measure is monitored.

EM Service Level Measure 4A: Equipment Installation and Subject induction – First attempt within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive a notification of a new monitoring requirement. Where the information supplied in the request is complete there is a requirement that the EMS provider makes a first installation attempt within defined timescales of receipt, as follows:

- i) the first day of monitoring requirement where the notification is received before 15:00 of that day and the curfew start time is before 23:00 for adult subjects and 22:00 for juvenile subjects.
- ii) the second day of monitoring requirement where the notification is received after 15:00 on the first day of monitoring requirement or the curfew start time is after 23:00 for adult subjects and 22:00 for juvenile subjects
- iii) the deadline times for installation are 23:59:59 for adult subjects and 22:00 for juvenile subjects, except where the curfew start time is at or after 23:00 (or after 21:00 for juvenile subjects) in which case the deadline time is the earlier of two hours after the curfew start time or 01:00 the next day.

Rationale: Service Level Measure 4a ensures that a visit has been made to install the equipment and induct the subject.

This measure provides assurance that the provider has made the necessary steps to initiate the electronic monitoring of the subject.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery

EM Service Level Measure 4B: Equipment Installation and Subject induction – Further attempt(s) within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive a notification of a new monitoring requirement. Where the information supplied in the request is complete there is a requirement that the EM provider makes a first installation attempt within defined timescales of receipt. Where a first attempt to install monitoring equipment is unsuccessful the provider should make a second (and for juvenile subjects, where required, a third) attempt to install monitoring equipment, each attempt being made within defined timescales, as follows:

- i) the second day of monitoring requirement for the second attempt (and the third day of monitoring requirement for the third attempt for juveniles only).
- ii) the deadline times for installation are 23:59:59 for adult subjects and 22:00 for juvenile subjects, except where the curfew start time is after 23:00 (or 21:00 for juvenile subjects) in which case the deadline time is the earlier of two hours after the curfew start time or 01:00 the next day.

Rationale: Service Level Measure 4b ensures that a visit has been made to install the equipment and induct the subject.

This measure provides assurance that the provider has made the necessary steps to initiate the electronic monitoring of the subject.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

EM Service Level Measure 4C: Equipment re-installation – attempt within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive a notification to re-install monitoring equipment following an address variation or authorised absence. Where the information supplied in the request is complete there is a requirement for the EM provider to make up to two attempts (3 for juveniles) to re-install the monitoring equipment, each attempt being made within defined timescales, as follows:

- i) on the first day of monitoring for first attempts (unless the notification is received after 15:00 on the first day of monitoring or the curfew start time is after 21:00 for juvenile subjects or 23:00 for adult subjects in which case the second day of monitoring is acceptable.
- ii) on the second day of monitoring requirement (third day if the curfew start time is after 23:00/21:00) if a second attempt is required.
- iii) for juveniles only, on the third day of monitoring requirement (fourth day if the curfew start time is after 21:00) if a third attempt is required.
- iv) the deadline times for installation are 23:59:59 for adult subjects and 22:00 for juvenile subjects, except where the curfew start time is after 23:00 (or 21:00 for juvenile subjects) in which case the deadline time is the earlier of two hours after the curfew start time or 01:00.

Rationale: Service Level Measure 4c ensures that following a break in service, a visit has been made to reinstall the equipment.

This measure provides assurance that the provider has made the necessary steps to continue the electronic monitoring of the subject.

The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

EM Service Level Measure 5A: Equipment removal – attempt within specified timescales

Long Description & Rationale

The EMS service provider should make a first attempt to remove monitoring equipment within defined timescales as follows:

- 1) By 23:59hrs on the day that the monitoring requirement ends for an adult subject
- 2) By 21:59hrs on the day that the monitoring requirement ends for a juvenile subject

Rationale: Service Level Measure 5a ensures that monitoring is ceased at the correct time and that publicly-owned equipment is recovered.

EM Service Level Measure 5B: Equipment removal (bail cases) – attempt within specified timescales

Long Description & Rationale

The EMS service provider should make a first attempt to remove monitoring equipment for bail cases within defined timescales on the day that the monitoring requirement ends.

The EMS service provider will receive a notification informing them of the end of the requirement to monitor a bail subject. Following receipt of the notification the provider should remove the monitoring equipment within defined timescales which depend on when the notification was received, whether the subject is a juvenile or adult and the time at which the curfew period is scheduled to start. Where the number of removal visits outside of the defined timescales exceeds an agreed proportion, then a per case service credit is applied for each case above the agreed proportion.

Rationale: Service Level Measure 5b ensures that monitoring is ceased at the correct time and that publicly-owned equipment is recovered.

EM Service Level Measure 5C: Equipment check following tamper violation – attempt within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive an alert when a subject has tampered with their equipment. On receipt of this alert the EMS service provider shall visit the subject's address within specified timescales, as listed below, to check the equipment. The timescales are:

- i) Within 4 hours if there are 4 or more hours remaining in the current curfew period from the time that the tamper occurs.
- ii) Within 1 hour of the start of the next curfew period if there are 3 or more but less than 4 hours remaining in the current curfew period from the time that the tamper occurs.
- iii) Within 4 hours, less the time remaining in the current curfew period, of the next curfew period if there are less than 3 hours remaining in the current curfew period from the time that the tamper occurs.
- iv) Within 4 hours of the next curfew period if the tamper occurs outside of a curfew period.

Rationale: Service Level Measure 5c provides assurance that the provider collects evidence of tamper violations for the NPS to use in breach proceedings and ensures a Subject has working equipment which allows them to be electronically monitored. This measure provides assurance that all subjects have working equipment. The timeliness element is to incentivise good public protection practice and compliance with sentence delivery.

EM Service Level Measure 7B: Request for information required to commence orders – within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive a notification of a new monitoring requirement or requirement to reinstall monitoring equipment. On receipt of a notification the Service Provider shall check the notification for incomplete information. Where information relating to one of fourteen specific categories is found to be incomplete, the Service Provider will request the missing data, within defined timescales, as follows:

- i) within two hours of the notification being received if it is received before 15:00 on a working day,
- ii) by 10:00 of the next working day where the notification is received on a non-working day or at or after 15:00 on a working day.

Rationale: Service Level Measure 7B ensures that the provider has collected all the information needed to electronically monitor a subject. This measure provides assurance that the provider has made the necessary steps to initiate the electronic monitoring of the subject. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery.

EM Service Level Measure 8: Call to curfew location following possible violation – within specified timescales

Long Description & Rationale

The Electronic Monitoring service provider will receive an alert that a subject has violated their curfew requirement. On receipt of this alert the Service Provider shall call the curfew location within 30 minutes.

Rationale: Service Level Measure 8 ensures that the provider collects information on the whereabouts of the subject and any information which may be used by the NPS as evidence in breach proceedings. Appropriate investigation of alerts can also indicate equipment faults. Such investigation can incentivise good public protection practice and compliance with sentence delivery.

Annex D: Glossary

Accredited/offending behaviour programmes	A structured programme that is evidence-based. Programmes are designed to address specific offending related factors which are identified as leading to offending behaviour. The programmes vary in length and complexity and are targeted according to the risk and offending related needs of the offender. Examples include; domestic violence, thinking skills, sexual offending and substance misuse. Many programmes are nationally defined and accredited by the Correctional Services Advice and Accreditation Panel (CSAAP)
Allocated Person	An offender allocated to a Community Rehabilitation Company for management
Basic Custody Screening Tool (BCST)	An assessment tool used for the management of offenders at the point they begin a custodial sentence.
Breach Information Pack	A set of documents prepared by the Responsible Officer to support their decision to give notice to the Enforcement Officer to instigate breach proceedings against the offender.
Community Rehabilitation Company (CRC)	A new series of organisations responsible for the delivery of offender management to medium and lower risk offenders.
Electronic Monitoring	A way of remotely monitoring and recording information on an individual's whereabouts or movements, using an electronic tag.
Electronic Monitoring Services (EMS)	The organisation responsible for the delivery of Electronic Monitoring.
Home Detention Curfew	Home Detention Curfew (HDC) is a statutory scheme that allows the Secretary of State to release certain prisoners earlier than would otherwise be the case. It applies to prisoners who are serving sentences of between three months and under four years. It is designed to assist prisoners to resettle into the community. Prisoners released on HDC are required to comply with an electronically monitored curfew by wearing a tag and remaining at a curfew address (normally for 12 hours per day).
Licence	The period in which a prisoner is released from prison to serve the remainder of their sentence in the community. Offenders subject to post-release licence are required to adhere to specific conditions as part of their licence. Conditions for offenders released from determinate sentences are set by the governor/controller (on behalf of the Secretary of State) from the releasing prison for determinate sentences. Where the sentence is indeterminate, licence conditions are set by the Parole Board.
National Probation Service (NPS)	A new organisation responsible for the delivery of offender management to higher risk offenders.
Offender Assessment System (OASys)	A national system for recording a structured assessment of offending risk and needs and of risk of serious harm.
Offender management and Offender Manager	Offender management provides an end-to-end process of supervision by a named Offender Manager throughout a sentence. The Offender Manager is responsible for the overall management of the offender and discharges this by; determining and implementing the sentence plan and liaising with all agencies involved in delivering the requirements of

the sentence to ensure it is delivered effectively and public protection is maximised. NOMS Offender Management Model 2005.

- Offender Rehabilitation Act 2014** An Act passed by parliament that made changes to the current legislative framework to support these reforms including ensuring offenders released from custodial sentences of over 1 day will be subject to spend a minimum of 12 months supervision in the community, and making available a new 'Rehabilitation Activity Requirement' as part of a community order or suspended sentence order.
- Post-sentence supervision** Provisions in the Offender Rehabilitation created a new supervision period to be served by offenders released from custodial sentences of more than 1 day but less than 2 years. The supervision period will follow the licence period, and tops up the licence so that the total period under supervision in the community is 12 months. For example, an offender subject to a licence period of 4 months would then be subject to a supervision period of 8 months. The purpose of the post-sentence supervision period is the rehabilitation of the offender. As with licence conditions, requirements under the supervision period are imposed by the Secretary of State.
- Probation Trusts** Probation Trusts were organisations who managed the delivery of probation services to offenders prior to Transforming Rehabilitation.
- Rehabilitation Activity Requirement (RAR)** A new requirement introduced by the Offender Rehabilitation Act 2014 and will replace the existing Supervision Requirement and Activity Requirement. The intention is to create a requirement that will enable providers to work with offenders with sufficient flexibility to meet their needs and more effectively rehabilitate them.
- Recall** The process of returning an offender to custody if he or she fails to comply with any licence condition.
- Release on temporary licence (ROTL)** A mechanism that enables prisoners to participate in necessary activities, outside of the prison establishment, that directly contribute to their resettlement into the community and their development of a purposeful, law-abiding life. There are four types of temporary release licence:
- Resettlement Day Release (RDR):** to allow prisoners to re-establish their links with family and the local community, for example by taking part in community projects, working, attending training and educational courses, or establishing housing.
- Resettlement Overnight Release (ROR):** similar to resettlement day release, but with a view to the prisoner spending time overnight at their release address or an approved temporary hostel address.
- Special Purpose Licence (SPL):** a short duration temporary release, often at short notice, that allows eligible prisoners to respond to exceptional, personal circumstances and to wider criminal justice needs, for example visiting dying relatives, attending funerals, weddings, medical appointments, court, tribunals or other inquiries.
- Childcare Resettlement Licence (CRL):** for certain prisoners who are the sole carer of a child under 16 years, to enable them to maintain contact and prepare them for their parental duties on release.
- Retained Person** An offender allocated to the National Probation Service for management

- Serious Further Offences (SFOs)** The list of SFO offences is detailed in Annex C of PI 10/2011 and is based on Schedule 15a of Criminal Justice Act, 2003. The commission of such an offence by an offender subject to statutory supervision.
- Service Level Measure (SL)** Synonymous with “service level”, “performance measure” and “performance metric” and “assurance metric”. These are descriptions of the activities monitored for performance purposes.
- Subject** An individual on the EMS case management system.
- Technical Note** A technical note is a document owned by NOMS which provides the technical details of the service level measures, including how they are calculated.
- Through the Gate (TTG)** The means by which a greater number of offenders are given continuous support from custody into the community.

Further Information

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

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

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

Other enquiries about this publication should be directed to:

Performance & Analysis Group

National Offender Management Service

Ministry of Justice

5th Floor, Red Zone

Clive House

70 Petty France

London SW1H 9EX

Email: 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

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

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Alternative formats are available on request from statistics.enquiries@justice.gsi.gov.uk