








National Offender Management Service (NOMS) Annual Workforce Statistics Bulletin, 31 March 2017

Main points

43,488 full time equivalent staff in post across all of NOMS		This represents a reduction of 41 staff in post since 31 March 2016 and an increase of 561 since 31 December 2016.
18,403 band 3-5 prison officers in post		At 31 March 2017 there were 18,403 FTE officers in post, representing increases of 75 (0.4%) compared to the last year and 515 (2.9%) since the previous quarter.
4.8% shortfall of band 3-5 prison officers		Across public sector prisons, an increase in prison officers has reduced the shortfall from 5.3% in December 2016 to 4.8% in March 2017. However there was an increase to the shortfall for band 2/operational support staff, from 12.1% to 13.0%, over the same period.
Leaving rate of 9.4% amongst band 3-5 prison officers		This is an increase of 1.9 percentage points compared to the year ending 31 March 2016. The overall leaving rate across NOMS over the last year stood at 8.4%, a 1.0 point rise compared to the year ending 31 March 2016.
The proportion of prison officers with 2 years' service or less is 24.0%		This represents an increase compared to 15.7% at 31 March 2016 and 19.9% at 31 December 2016. In contrast, the proportion of officers in post with 10 years or more experience has decreased, from 63.4% at 31 March 2016 and 62.8% at 31 December 2016 to 61.0% at 31 March 2017.

This publication provides details of staffing levels, staff inflows and outflows, sickness absence rates and protected characteristics for the directly employed workforce of the National Offender Management Service (NOMS). Information presented covers Public Sector Prisons, the National Probation Service (NPS) and NOMS headquarters, including area services which provide direct operational support to prisons. Technical details and explanatory notes can be found in the accompanying Guide to NOMS Workforce Statistics.

We are changing how our quarterly bulletins look, and would welcome any feedback to commentary.champions@justice.gsi.gov.uk

For other feedback related to the content of this publication, please let us know at PAG_statistics@noms.gsi.gov.uk

1. History of the Organisation

On 1 April 2017, Her Majesty's Prison and Probation Service (HMPPS) replaced the National Offender Management Service (NOMS). HMPPS is responsible for the operational delivery and running of prison and probation services across the public and private sectors. Further information on the structure of HMPPS will be set out in the next quarterly workforce statistics bulletin and guide to be published on 17 August 2017.

However, given this bulletin covers the reporting period up to 31 March 2017, the following section sets out the history of NOMS.

NOMS was created as an Executive Agency of the Ministry of Justice in July 2008. It was responsible for commissioning and delivering Prison and Probation Services across England and Wales. Offender management, prisons and probation are devolved within Scotland and Northern Ireland. The Isle of Man and the Channel Islands also have separate prison administrations.

NOMS delivered services directly through public sector prisons and the National Probation Service and commissions services through private sector prisons and, for probation, from Community Rehabilitation Companies (CRCs). The information presented in this bulletin relates to staff employed by the former NOMS, who were all civil servants. Other workers within NOMS who were employed by third parties, either within contracted areas of delivery such as private sector prisons or CRCs or as contractors and other contingent workers, including other non-civil service public sector employees, within NOMS are not included. Also excluded are voluntary workers, NOMS staff on loan, on secondment out, and those on a career break.

2. Points to note

Data sources

The findings within this publication relating to the reporting period up to 31 December 2016 come from data stored in Oracle HRMS. Data covering the period from 1 January 2017 onwards have been extracted from the newly introduced Single Operating Platform (SOP). Whilst we are confident that the statistics compiled for this particular period remain of high quality, it must be noted that SOP has only recently come into effect and so figures are subject to further investigations whilst we fully assess the impact of any changes. As a result of this transition to a new administrative system, further details on caveats to consider when interpreting the findings can be found in the Guide to NOMS Workforce Statistics. Where data are presented at disaggregated levels (e.g. establishments), relevant sections of the accompanying bulletin tables will be marked as provisional.

Benchmarks

Benchmarks are target staffing levels agreed between the governor and deputy director of custody. This bulletin presents the benchmarks in place as at 31 March 2017 and difference between these and staff in post as a proxy for vacancies within an establishment.

From April 2017, governors were granted greater flexibility over their staffing structures, replacing benchmarks with new target staffing levels. The next workforce statistics bulletin covering staff in post as at 30 June 2017 will therefore draw on this new approach to calculating the difference to target staffing levels.

3. Total staff in post

43,488 full time equivalent staff in post across all of NOMS

This represents a reduction of 41 staff in post since 31 March 2016 and an increase of 561 since 31 December 2016

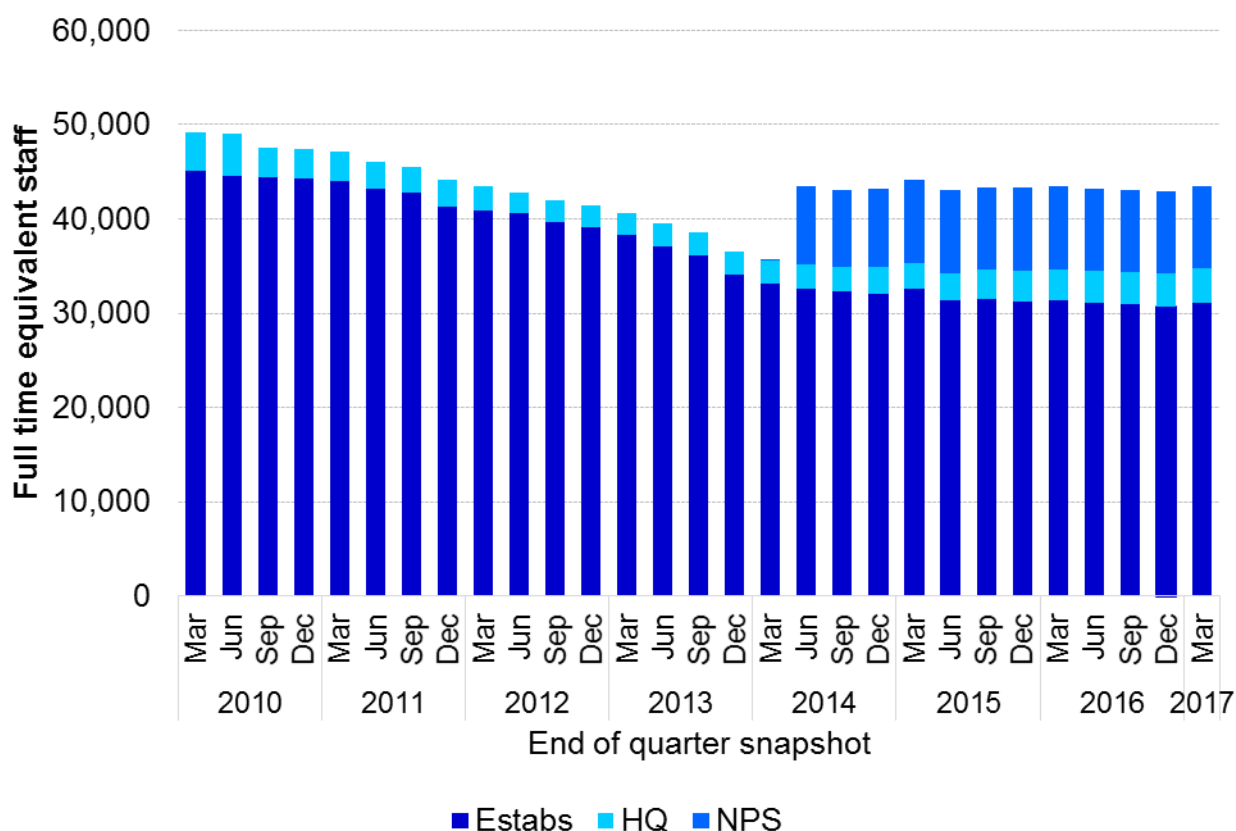
4.8% shortfall of band 3-5 prison officers at 31 March 2017

Across public sector prisons, an increase in prison officers has reduced the shortfall from 5.3% in December 2016 to 4.8% in March 2017. However there was an increase to the shortfall for band 2/operational support staff, from 12.1% to 13.0%, over the same period.

As at 31 March 2017, there were **43,488** FTE staff in post in NOMS on a full time equivalent (FTE) basis (Figure 1). This includes **8,693** FTE staff in the National Probation Service (NPS) (making up 20% of all NOMS staff), **31,139** (71.6% of NOMS staff) in Public Sector Prisons (PSPs) and **3,656** (8.4% of NOMS staff) in NOMS HQ and Area Services.

The overall number of FTE staff has fallen by **41** (0.1%) compared to 31 March 2016; this is made up of a fall of 141 (1.6%) FTE staff in the NPS, a reduction of 221 (0.7%) FTE staff in PSPs and a rise of 322 (9.6%) FTE staff in NOMS HQ and Area Services. This increase in NOMS HQ numbers was mainly as the result of the continuing movement of functions performed by psychologists, intelligence officers and HR managers out of establishments and into HQ or area services.

Figure 1: Number of NOMS staff in post on a FTE basis, 31 March 2010 to 31 March 2017 (Source: Table 1)



The latest number of FTE staff in post overall represents an increase of 561 since 31 December 2016. This consists of a fall of 31 FTE staff in the NPS, a rise of 397 (1.3%) in PSPs as well as an increase of 195 in NOMS HQ and area Services.

3.1 Staff in post by grade

At 31 March 2017, there were **23,865** FTE operational prison service staff (54.9% of NOMS staff), a reduction of **168** FTE staff (0.7%) compared to the previous year but an increase of 449 FTE staff (1.9%) against the previous quarter.

In the year ending March 2017, there were **18,403** FTE band 3 to 5 officers, an increase of **75** (0.4%) compared to the last year and 515 (2.9%) since the previous quarter.

Specifically, there were **4,544** FTE band 2/operational support staff, which represents declines of **212** (4.4%) individuals since 31 March 2016 and 69 (1.5%) staff since 31 December 2016.

There were **184** FTE operational prison service staff in grades 9-11 (i.e. deputy governor, governor and governing governor levels). This number has remained fairly steady over the last three years.

Non-operational roles across PSPs and NOMS HQ accounted for **10,803** FTE posts (24.8% of all NOMS staff), an increase of **248** FTE staff (2.4%) compared to the previous year and a rise of 132 FTE staff (1.2%) compared to the previous quarter.

In the NPS, there were **8,820** FTE staff, representing falls of **121** FTE staff (1.4%) on the previous year and 20 (0.2%) on the previous quarter. This includes **3,594** FTE probation officers in post (8.3% of NOMS staff), an increase of **322** FTE (9.9%) compared to 31 March 2016 but a fall of 21 (0.6%) from 31 December 2016.

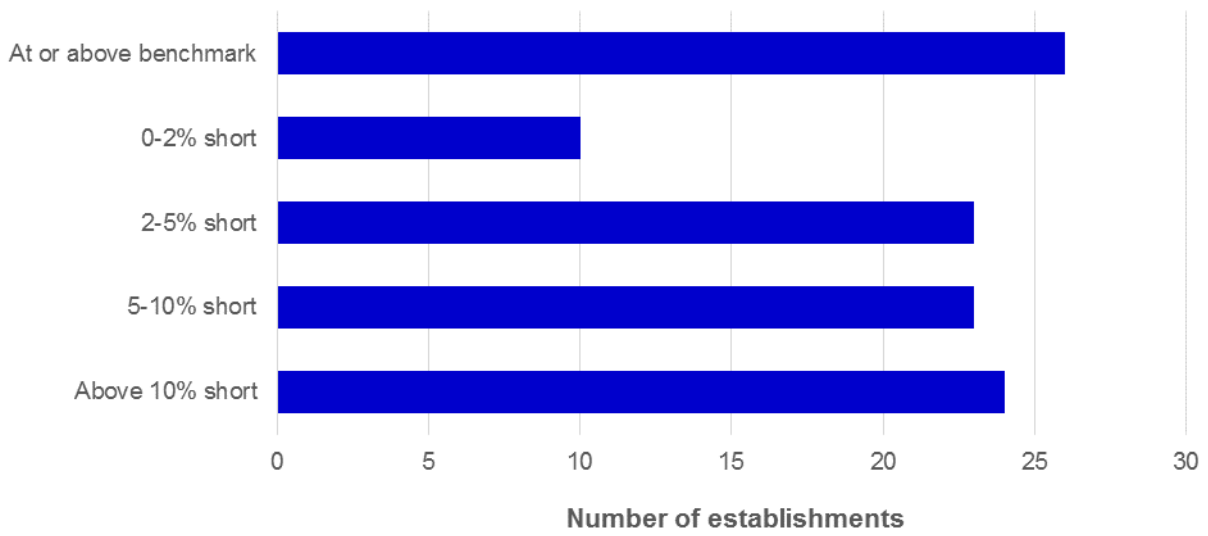
3.2 Benchmarks (PSPs)

Across all grades, the shortfall¹ to a total PSP benchmark level of 33,433 at 31 March 2017 was **2,295** FTEs (6.9%). This benchmark had increased by 628 since 31 December 2016.

Within the largest staff group, band 3-5 prison officers, the shortfall to target staffing levels at 31 March 2017 was **923** FTE (4.8%), a decrease of 0.45 percentage points from 5.3% in December 2016. 44% of prison establishments had a deficit of 5% or more prison officers (Figure 2). Band 2/operational support staff made up the second largest staff group and had an overall shortfall of **674** FTE (13.0%) against a target level, up from 12.1% on the quarter.

¹ The number of staff below the benchmark.

Figure 2: Distribution of shortfalls of band 3 to 5 officers against the benchmark as at 31 March 2017 (Source: Table 14)



4. Band 3-5 prison officers

18,403 band 3-5 prison officers in post

At 31 March 2017 there were 18,403 FTE officers in post, representing increases of 75 (0.4%) compared to the last year and 515 (2.9%) since the previous quarter.

The key operational grades in public sector prisons are the band 3 to 5 prison officers. They consist of band 3 prison officers, band 4 officer specialists, band 4 supervising officers and band 5 custodial managers.

In the year ending March 2017, there were **18,403** FTE band 3 to 5 officers, an increase of **75** (0.4%) compared to the last year and 515 (2.9%) since the previous quarter (Figure 3).

Figure 3: Number of band 3-5 officers in post on a FTE basis, 31 March 2010 to 31 March 2017 (Source: Table 3)

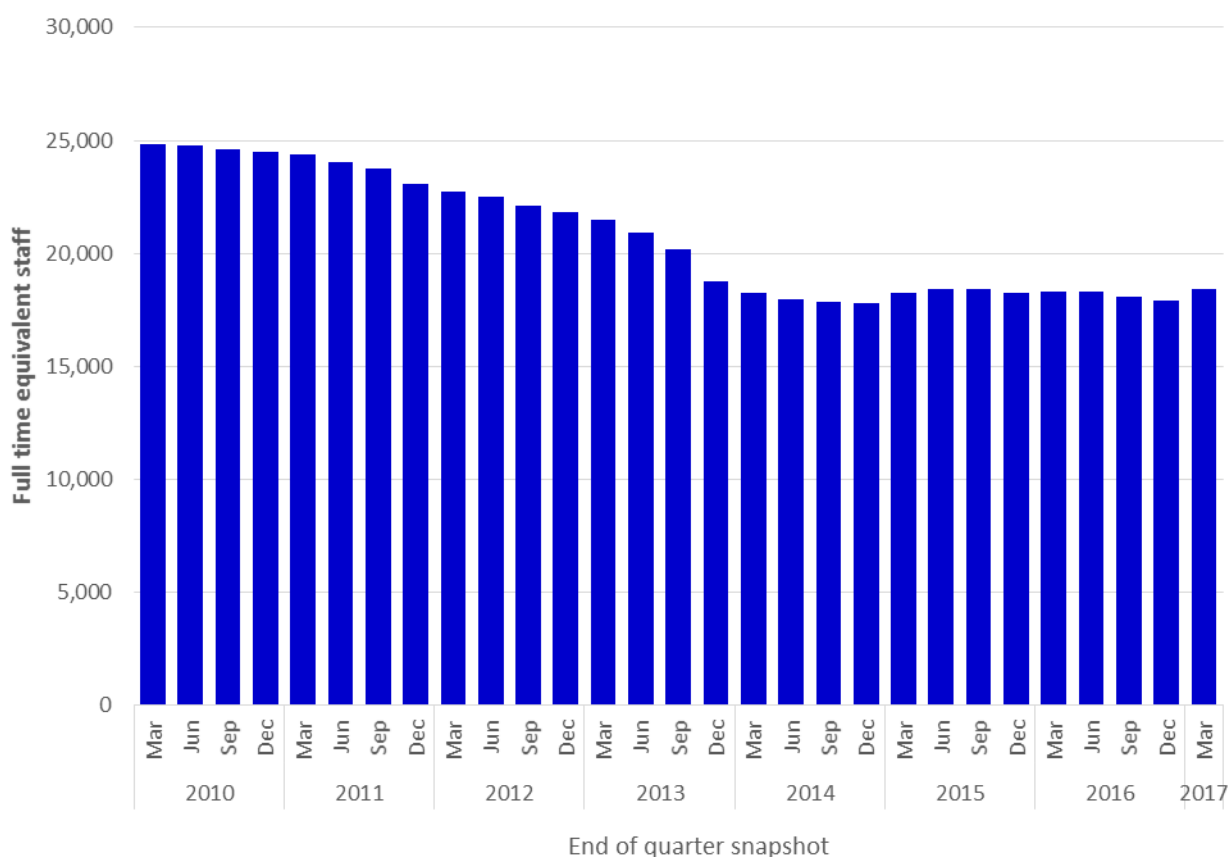
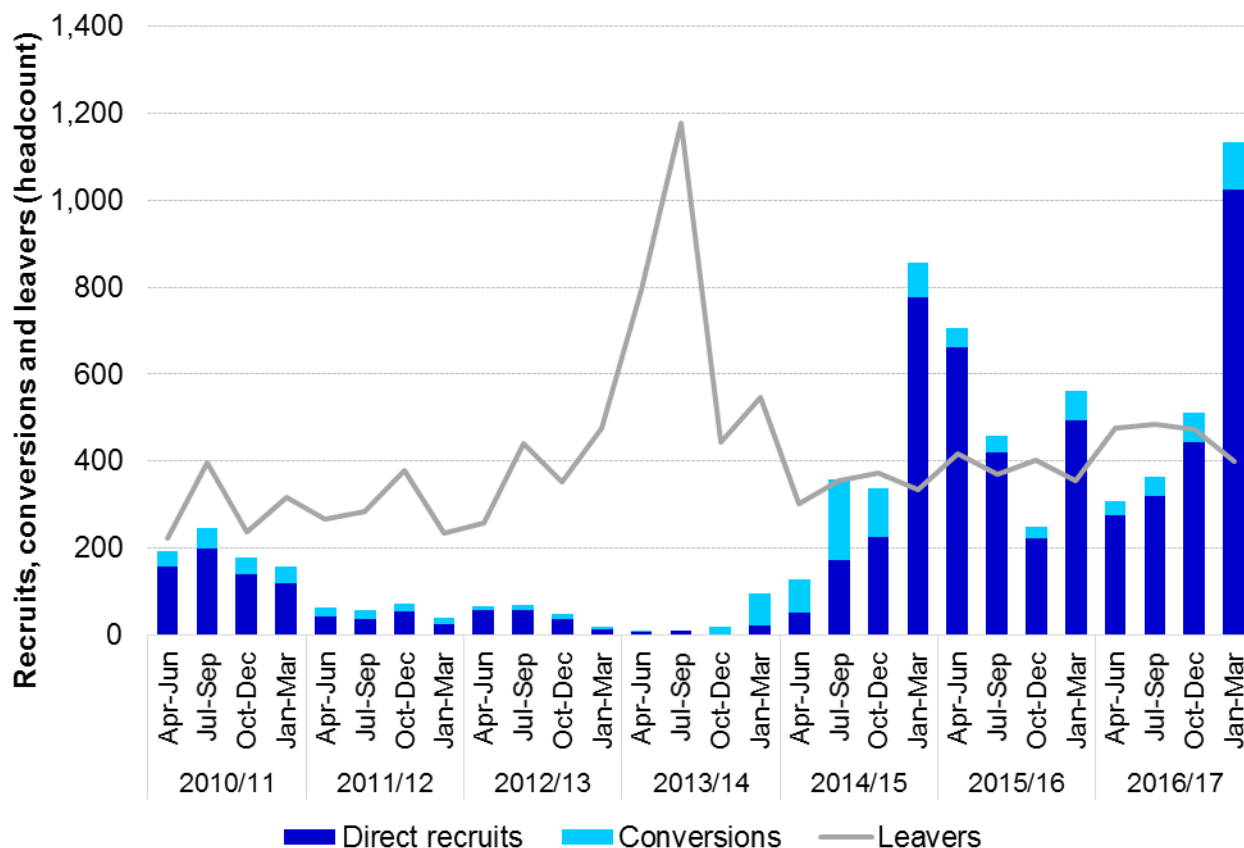


Figure 4 provides a quarterly breakdown of the number of band 3 to 5 officers newly recruited and leaving since 2010/11. This last year saw the highest level of band 3-5 officer joiners since March 2010. Over the last year, **2,314** band 3 officers have been appointed, an increase of **338** (17.1%) compared to 1,976 in the previous year. New band 3 officer appointments increased by 621 (122%) from 511 between October and December 2016 to 1,132 between January and March 2017. This was a record number of joiners in a single quarter and the second highest in a 12 month period (after 12 months ending December 2014) in the time series.

The headcount number of band 3 to 5 officers leaving NOMS in the year to 31 March 2017 was **1,834**, an increase of **290** (18.8%) compared to the 1,544 officers leaving in the previous year. Excluding periods where there were voluntary exit schemes, this was the highest number of leavers in a 12 month period in the time series. The number of band 3 to 5 officers leaving in the latest quarter fell by 73 (15.4%) compared to the previous quarter.

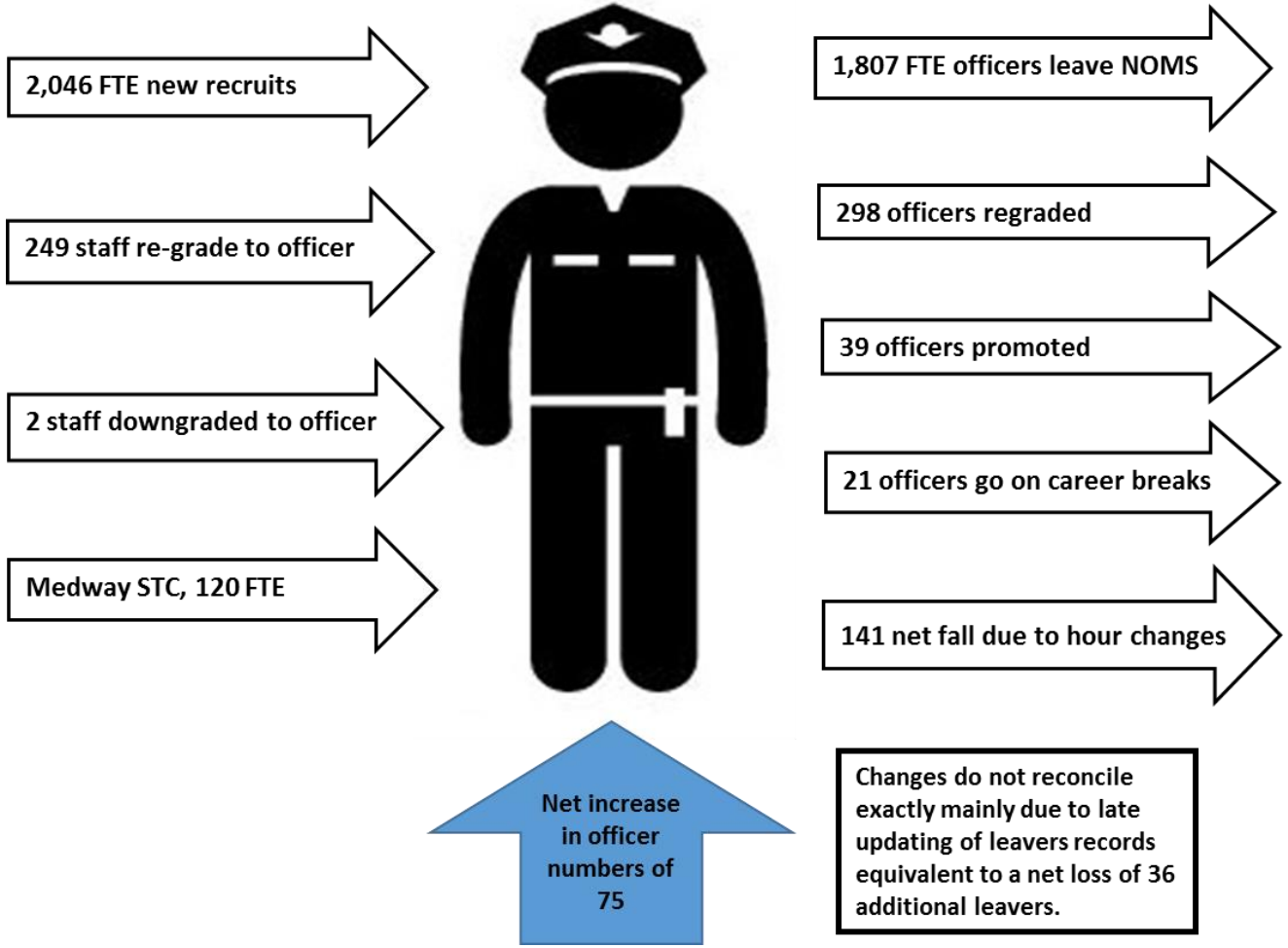
Figure 4: Newly appointed band 3 officers and band 3 to 5 officer leavers, April 2010 to March 2017 (Source: Table 15)



Joiners and leavers are not the only movements into and out of the band 3 to 5 officer grouping. For this reason, the change in FTE does not directly reflect the difference between the number of joiners and leavers. There are also typically differences in the proportion of new joiners and older officers who work part time as well as movements between grades. This change has the effect of reducing the FTE of officers available as they progress through their career.

Figure 5 provides a more complete view of officer workforce changes than just the number of appointments and leavers. In addition to those leaving, the total FTE of officers lost to the workforce due to re-grades, promotions and changes to working hours was the equivalent of 498 officers. While re-grades to band 3-5 officers and transfers in from the private sector increased the FTE by the equivalent of 371.

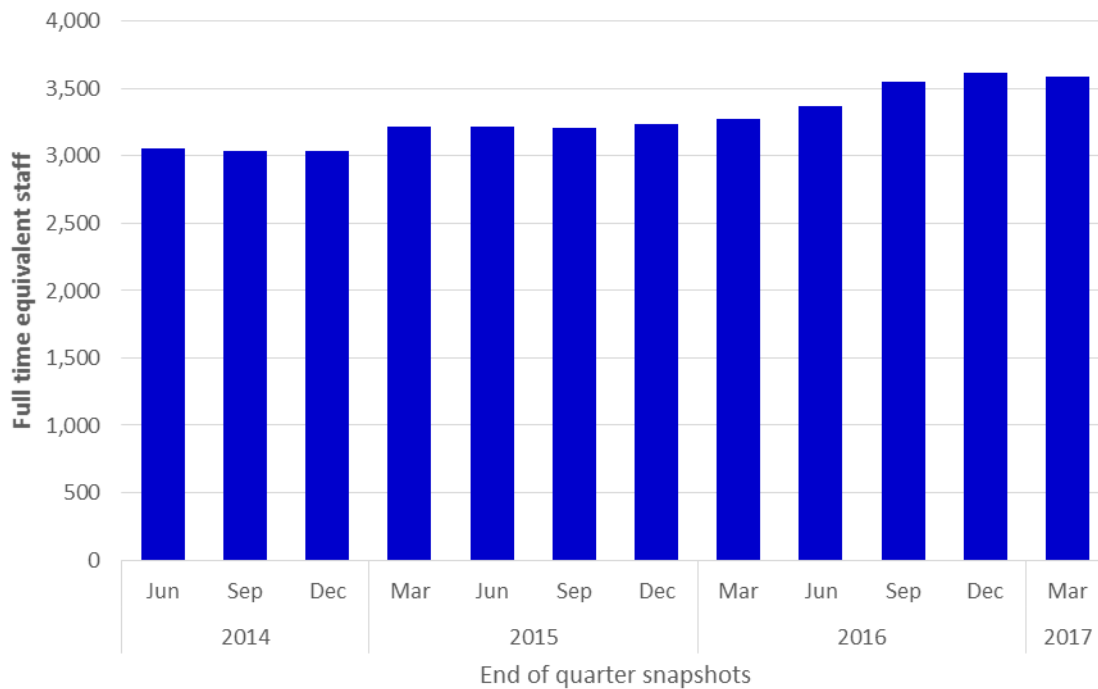
Figure 5: Movements into and out of band 3 to 5 officer grouping (FTE), 31 March 2016 to 31 March 2017 (Source: Table 15)



5. Band 4 probation officers

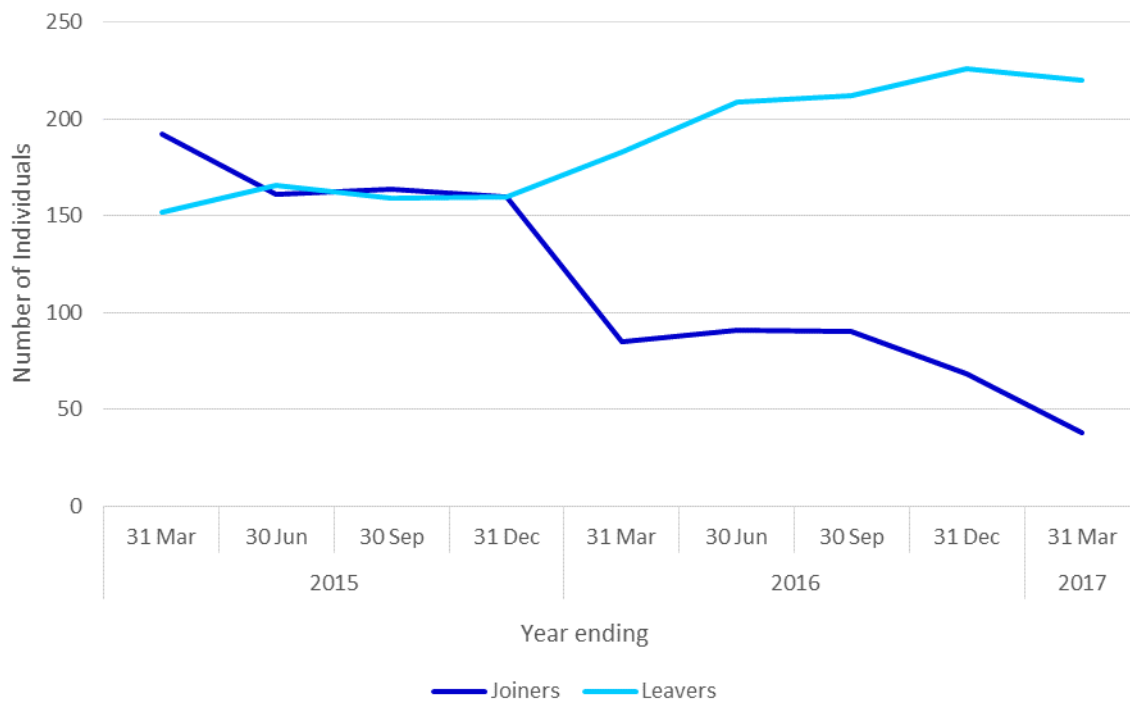
At 31 March 2017, there were **3,594** FTE probation officers in post, making up 40.7% of the NPS staffing population. This represents an increase of **322** (9.9%) compared to 31 March 2016 but a decrease of 21 (0.6%) since the last quarter (Figure 6).

Figure 6: Number of band 4 probation officers in post on a FTE basis, 30 June 2014 to 31 March 2017 (Source: Table 3)



Over the last year, **38** probation officers have been appointed, a decrease of **47** (55.3%) compared to the previous year (Figure 7). The headcount number of probation officers leaving NOMS in the year to 31 March 2017 was **220**, an increase of **37** (20.2%) compared to the 183 who left in the previous year.

Figure 7: Probation officer joiners and leavers, March 2015 to March 2017 (Source: Table 8a-c)



6. Joiners and Leavers

Leaving rate of 9.4% amongst band 3-5 prison officers

This is an increase of 1.9 percentage points compared to the year ending 31 March 2016. The overall leaving rate across NOMS over the last year stood at 8.4%, a 1.0 point rise compared to the year ending 31 March 2016.

In the last year, **4,058** staff joined NOMS, a fall of 610 (13.1%) compared to the previous year. These joiners consist of **3,262** across PSPs, **595** in the NPS and **201** in NOMS HQ and area services. Compared to the previous year, these number of joiners represent reductions of 10.5%, 12.1% and 41.7% respectively across PSPs, NPS and NOMS HQ and area services.

However, comparing the 12 months to the previous quarter, the year to 31 March 2017, saw a rise of 584 (16.8%) joiners across NOMS. This is made up of staff increases of 578 (21.5%) in PSPs and 26 (14.9%) across NOMS HQ and area services as well as a reduction of 20 (3.3%) of joiners in the NPS.

There were **4,036** leavers in the last year, an increase of 381 (10.4%) compared to the previous year. This includes **3,105** leavers from PSPs (a rise of 7.5% against the previous year), **699** from the NPS (an increase of 18.9%) and **232** from NOMS HQ and area services (29.6% higher than the previous year).

Similarly, when comparing the current year to the 12 months to 31 December 2016 (i.e. year to the previous quarter), a rise of 65 (1.6%) leavers was observed for the whole of NOMS. This includes increases of 30 (1.0%) leavers in PSPs and 21 (3.1%) in NPS as well as a rise of 14 (6.4%) in NOMS HQ and area services.

5.1 Leaving rates²

Leaving rates across NOMS have been increasing since 2010/11. The overall rate across the whole of NOMS for the year to 31 March 2017 was **8.4%** compared to 7.4% for the year to 31 March 2016.

There was a **9.4%** leaving rate amongst operational staff overall in PSPs (representing a 1.5 percentage point rise since the previous year), higher than the **7.7%** leaving rate for non-operational staff in PSPs and NOMS HQ (which itself has declined by 0.1 percentage point compared to the previous year).

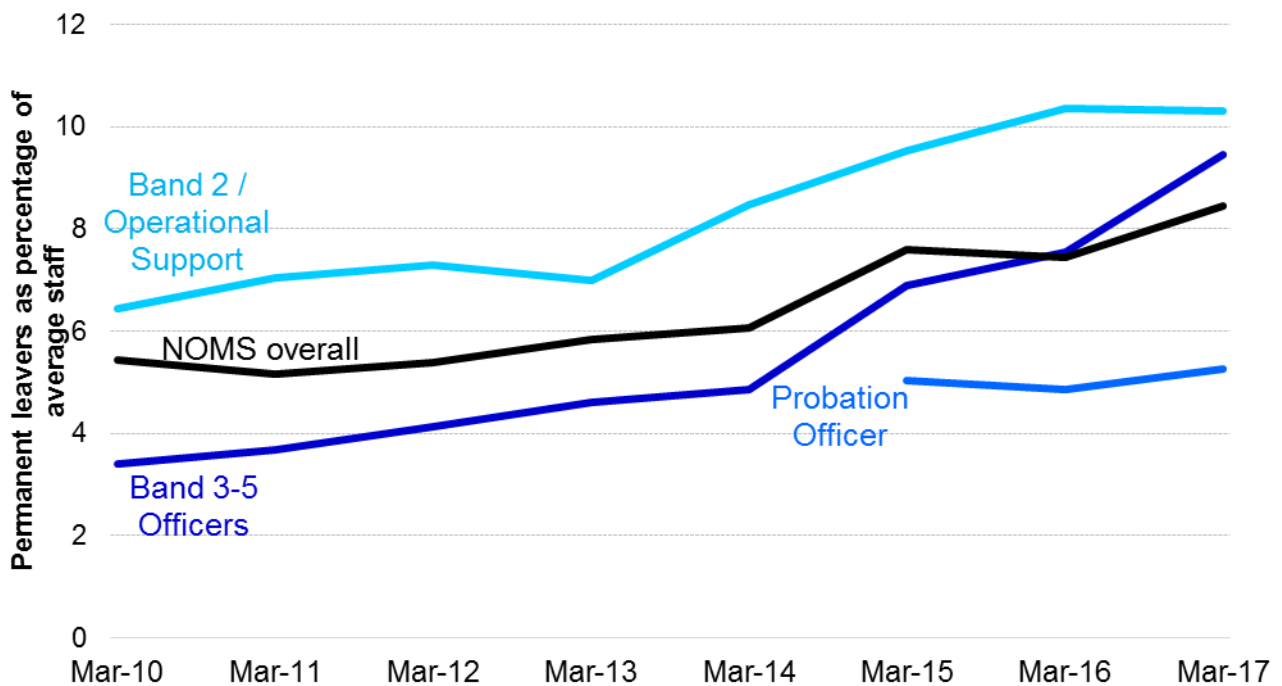
Specifically, the leaving rate for band 3 to 5 prison officers has increased at a faster pace than the overall rate to **9.4%**. The highest band 3-5 officer rate is in Kent, Surrey and Essex where the rate has increased from 10.2% to 15.7% in the 12 months to 31 March 2017. The rate for prison officers is lower than that for band 2 operational support grades, which has decreased by 0.1 percentage points to **10.3%** in the 12 months to 31 March 2017 compared to the previous year.

² Calculated as the percentage of staff with a permanent contract of employment who left NOMS for reasons other than voluntary early departure schemes and redundancy (VEDSR).

The leaving rate for staff at the NPS is 6.9% which reflects a 1.1 percentage point increase on the previous year. Probation officers had a lower leaving rate of 5.3% in the year to 31 March 2017 although this was an increase of 0.4 percentage points since the previous year.

The two most common reasons for leaving are due to staff resigning, which made up 49.4% of all leavers (up from 44.6% from the previous year), followed by retirees who accounted for 18.3% of leavers (down from 22.0% from the previous year). Both reasons for leaving have consistently been the most common over the years.

Figure 8: Annual leaving rates of permanent staff in key operational grades (excluding VEDSR), year to March 2010 to year to March 2017 (Source: Table 8d)



7. Length of Service

The proportion of prison officers with 2 years' service or less is 24.0%

This represents an increase compared to 15.7% at 31 March 2016 and 19.9% at 31 December 2016. In contrast, the proportion of officers in post with 10 years or more experience has decreased, from 63.4% at 31 March 2016 and 62.8% at 31 December 2016 to 61.0% at 31 March 2017.

Length of service information has been calculated for NOMS staff from the most recent hire date. Where staff have transferred in from another Government Department or have transferred in through NOMS taking over a function, length of service is calculated from entry to NOMS.

Across NOMS overall, **39.7%** of FTE staff in post had 2 years' service or less. This is an increase from 36.1% at 31 March 2016 and 38.2% at 31 December 2016. Meanwhile, 44.6% of NOMS FTE staff in post overall had 10 years or more experience at the time of leaving which represents an increase from 44.2% at 31 March 2016 but a fall from 44.8% at 31 December 2016.

However, it must be noted that the NPS was created in NOMS on 1 June 2014 and the service of NPS staff in Probation Trusts prior to the creation of the NPS is not included. Therefore, the figures relating to the length of service of NPS staff, and which are included in the NOMS overall figures, do not necessarily represent their full experience, but rather the length of service from entry to NOMS.

The proportion of band 3-5 prison officers with 2 years' service or less has risen to **24.0%** compared to 15.7% at 31 March 2016 and 19.9% at 31 December 2016. In contrast, the proportion of officers in post with 10 years or more experience has decreased, from 63.4% at 31 March 2016 and 62.8% at 31 December 2016 to **61.0%** at 31 March 2017.

At 31 March 2017, **31.3%** of band 2/operational support FTE staff in post had 2 years' service or less, a rise from 28.3% at 31 March 2016 and 30.7% at 31 December 2016. Meanwhile **45.4%** of band 2/operational support FTE staff in post had 10 years or more experience which is an increase from 40.7% at 31 March 2016 and 43.7% at 31 December 2016.

In the 12 months to 31 March 2017, **13.5%** of band 3-5 officers left NOMS with less than 1 years' service and **27.4%** with less than 2 years' service. This represents a decrease from 20.8% of leavers with less than 1 years' service in the year ending 31 December 2016 but an increase from 23.6% for those with less than 2 years' service.

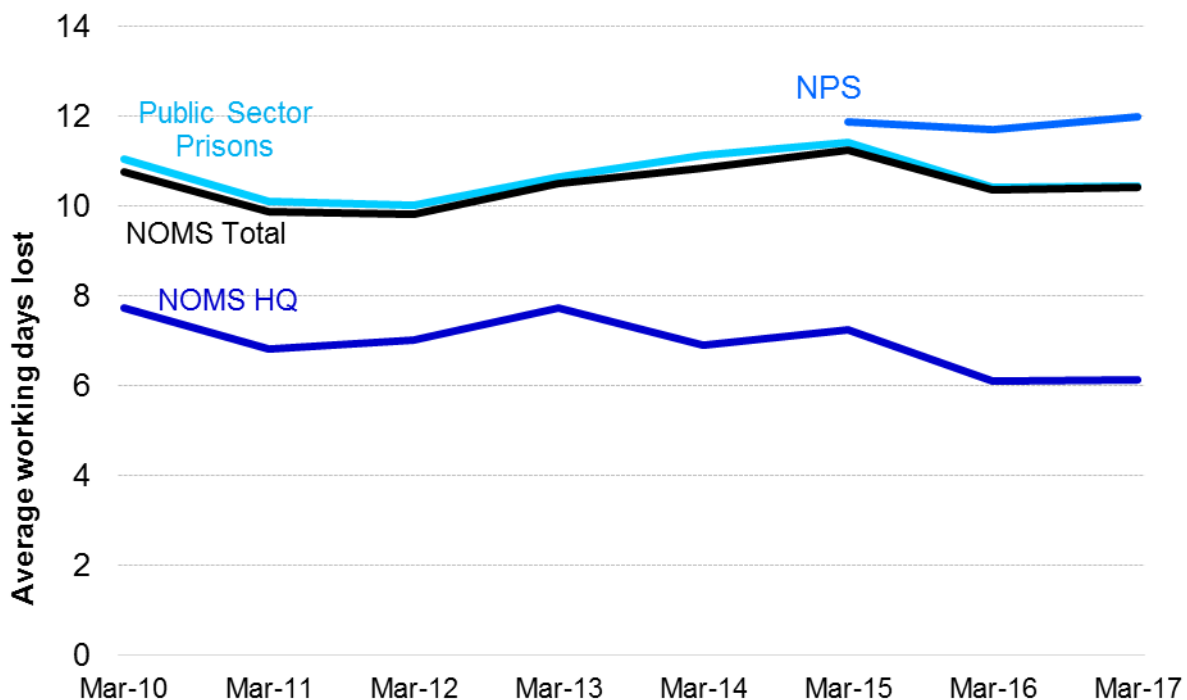
8. Sickness absence

In each of the last two years, NOMS staff lost an average of **10.4** working days to sickness absence. This is a reduction of 0.8 days compared to the year ending 31 March 2015 when the highest sickness rates in the time series were recorded for NOMS overall, at 11.2 average working days lost (AWDL).

NPS staff had the highest (AWDL) at **12.0** followed by PSPs (10.4 AWDL) and NOMS HQ & area services (6.1 AWDL) (Figure 9). Although the AWDL for PSP and NOMS HQ & area services staff for the year ending 31 March 2017 represent no change compared to the previous year, they mark an increase of **0.3** days for the NPS.

The rate for all of NOMS has varied between 9.8 and 11.2 in the years since 2009/10.

Figure 9: Average working days lost to sickness absence, year to 31 March 2010 to year to 31 March 2017 (Source: Table 18)



The most common category of sickness absence in terms of days lost is mental and behavioural disorders, which includes stress related absences. In the last year, **31.9%** of absences were for mental and behavioural disorders. This category was most prevalent for probation officers where 42.3% of working days lost were attributed to mental and behavioural disorders.

Musculoskeletal absences accounted for the second largest proportion of working days lost (12.5%) and was the main reason for band 3-5 prison officer sickness (32.5%). Together the top two categories accounted for **44.4%** of all working days lost.

Across prison regions/categories, Young People's Estate have the highest sick rate at 13.5 AWDL, whilst North East Probation Service represents the probation division with the highest number of ADWL at 13.2.

9. Equality and Diversity

Data on the protected characteristics race, disability, sexual orientation and religion/belief are collected from self-declared, non-compulsory fields. Consequently, only figures for which declaration rates have reached a threshold of 60% or above have been reported in the following section.

9.1 Age

The largest individual age group across all of NOMS at 31 March 2017 was 50-59 year olds with 13,897 staff (30.2%). The number of staff aged under 30 increased by 406 in the 12 months to 31 March 2017 compared to the previous year and make up 14.0% of the NOMS workforce. PSPs had a slightly older workforce compared to the NPS and NOMS HQ and area services. PSPs consisted of 64.3% of staff who were aged 40 or over compared to 61.3% among NPS staff and 61.5% among NOMS HQ staff.

Over half of joiners to NOMS are aged under 30 (52.7%) whilst those aged 50-59 make up the highest proportion of leavers (23.7%).

9.2 Gender

As at 31 March 2017, 47.3% of NOMS staff overall were female. Female representation was substantially higher within the NPS at 75.6% compared to 57.8% in NOMS HQ and 37.8% in public sector prisons. These rates have been consistent since 31 March 2016.

Across all of NOMS, over the 12 months to 31 March 2017, 47.9% of joiners and 42.7% of leavers were female.

9.3 Full time/part time status

Full time/part time is a status which may fluctuate across an individual's career. Part time as a grouping covers a wide range of working patterns and working hours. Within NOMS overall, 14.4% of the workforce were identified as working part time. Working on a part time basis is more common amongst staff in the NPS. At 31 March 2017, 25.5% of NPS staff were working part time, compared to 11.6% of staff within PSP and 10.7% of staff in HQ and area services.

Only 4.0% of joiners identified as working part time, which is to be expected given this period usually marks the start of an individual's career, whilst 18.5% of leavers were recognised as having part time status.

9.4 Race

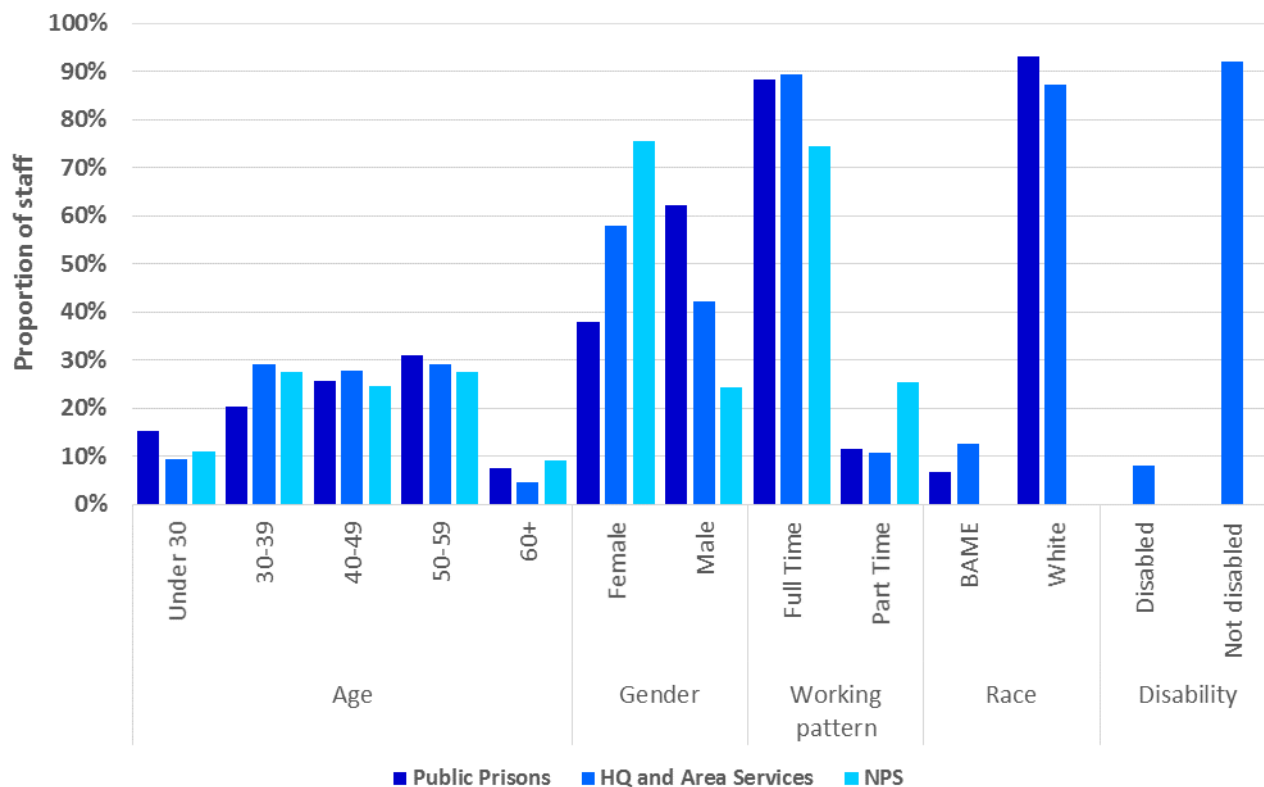
At 31 March 2017, 8.2% of NOMS staff who had declared their race were classified as Black, Asian and Minority Ethnic (BAME). PSP staff had the lower representation rates with 6.8% of staff who declared their race as BAME, compared to 12.7% of staff in NOMS HQ and area services. The proportion of NPS staff who had declared their race was deemed too low to derive the representation rate of NPS BAME staff.

In the 12 months to 31 March 2017, 8.9% of leavers across all of NOMS who had declared their race were classified as BAME. The proportion of joiners with a declared race was deemed too low to derive the representation rate of this group of individuals.

9.5 Disability

At 31 March 2017, 8.1% of staff in NOMS HQ and area services who had declared their disability status had declared a disability. The declaration rates for NOMS overall, PSP and NPS staff as well as joiners and leavers were deemed too low to derive a disability status representation rate for each.

Figure 10: Protected characteristics of NOMS staff, as at 31 March 2017



Note: Results shown in Figure 10 for race and disability represent proportions based on those who declared their race and/or disability status only.

9.6 Other Protected Characteristics

Of the new joiners to NOMS who declared their sexual orientation, 5.3% identified as lesbian, gay or bisexual. Furthermore, of NOMS joiners who declared their religious status, 5.7% recognised themselves as non-Christian (ie. other religion or no religion).

Declaration rates of religion/belief as well as sexual orientation for NOMS overall, PSP, HQ and area service, NPS as well as leavers were deemed too low for any meaningful consideration of the representation rate.

No data are currently available for the other protected characteristics of Marriage and Civil Partnership, Pregnancy and Maternity.

Data are not collected for Gender Reassignment as those in receipt of gender recognition certificates are recorded as their legal gender, and are not identified as being transgender in accordance with the Gender Recognition Act 2004 and the Equality Act 2010.

Further Information

Accompanying files

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

- A technical guide providing details of the NOMS workforce structure as well as how the data is collected and processed. Information on the revisions policy and disclosure relevant to NOMS staffing data is also included
- A set of summary tables for the latest quarter and year as well as over time

Official Statistics

The statistics in this bulletin are classified as official statistics. The Statistics and Registration Service Act 2007 defines 'official statistics' as all those statistical outputs produced by the UK Statistics Authority's executive office (the Office for National Statistics), by central Government departments and agencies, by the devolved administrations in Northern Ireland, Scotland and Wales, and by other Crown bodies (over 200 bodies in total). The statistics in this bulletin comply with all aspects of the Code of Practice for Official Statistics. The Code encourages and supports producers of statistics to maintain their independence and to ensure adequate resourcing for statistical production. It helps producers and users of statistics by setting out the necessary principles and practices to produce statistics that are trustworthy, high quality and of public value.

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