



Ministry of  
**JUSTICE**

# **Provisional Quarterly Criminal Justice System Information – March 2010**

Ministry of Justice  
Statistics bulletin

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## Introduction

This quarterly statistical bulletin presents an overview on key metrics about the Criminal Justice System (CJS). It contains information on:

- The number of Offences Brought to Justice (OBTJ)
- Public Confidence in the fairness and effectiveness of the CJS
- Victim and Witness Satisfaction
- Asset Recovery
- Confiscation Orders
- Enforcement

This bulletin is produced in accordance with arrangements approved by the UK Statistics Authority. It follows a consistent format and is updated quarterly. The main body of the bulletin compares the most recent data for the period ending March 2010, to an earlier period, typically a year earlier where data are available. Longer term trends are also presented.

Appendix A provides a quarterly breakdown of the asset recovery information, as reported in the England, Wales and Northern Ireland total in the Recovery of criminal assets section.

Appendix B presents the data for OBTJ by CJS area and offence group. These figures are used in the 'Offences Brought to Justice Crime map'.

Appendix C presents victim and witness satisfaction with the CJS broken down by ethnicity and gender, for cases closed in the 12 months to December 2009.

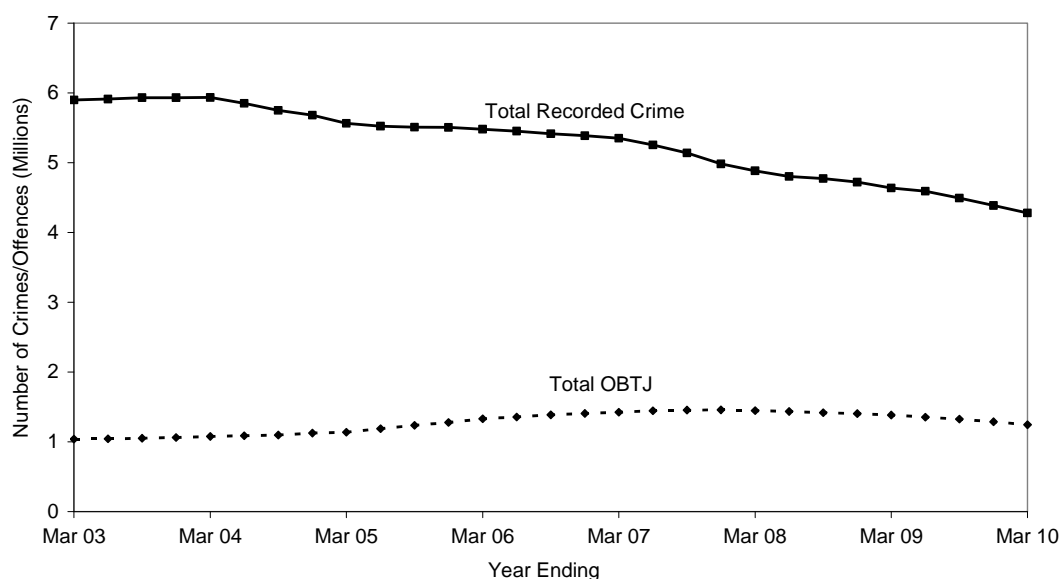
Further information about the performance measures reported in this bulletin, along with additional data, is published at:

[www.justice.gov.uk/publications/criminal-justice-system-performance.htm](http://www.justice.gov.uk/publications/criminal-justice-system-performance.htm)

## Effectiveness and efficiency of the Criminal Justice System in bringing offences to justice

The number of Offences Brought to Justice (OBTJ) in England and Wales in the year ending March 2010 was 1.24 million. This is a fall of 10 per cent compared with the year ending March 2009<sup>a</sup> of 1.39 million. This was driven by a fall in the use of out of court disposals. Over the same period the number of recorded crimes fell 8 per cent from 4.64 million to 4.28 million.

**Figure 1: Rolling annual Offences Brought to Justice (OBTJ)<sup>(1)</sup> and recorded crime**



(1) The numbers of Offences Brought to Justice (OBTJ) for 2009 onwards are un-validated data from the courts and police, therefore provided as management information as they are provisional and likely to change.

The number of serious violent OBTJ has risen 3 per cent between the year ending March 2009<sup>a</sup> and the year ending March 2010 from 9,321 to 9,627. The number of recorded crimes for these offences has fallen 1 per cent over the same period from 42,479 to 41,861.

The number of serious sexual OBTJ has risen 2 per cent between the year ending March 2009<sup>a</sup> and the year ending March 2010 from 12,114 to 12,412. The number of recorded crimes for these offences has risen 6 per cent over the same period from 36,751 to 39,065.

The number of serious acquisitive OBTJ has fallen 15 per cent between the year ending March 2009<sup>a</sup> and the year ending March 2010 from 115,007 to 98,329. The number of recorded crimes for these offences has fallen 12 per cent over the same period from 904,808 to 797,618.

<sup>a</sup> Excludes convictions data for Cardiff magistrates' court for April, July and August 2008. See explanatory notes for further information.

## Public confidence in the fairness and effectiveness of the Criminal Justice System

From the British Crime Survey (BCS), the proportion of adults who think that the Criminal Justice System (CJS) as a whole is fair was 59 per cent for twelve months to March 2010, remaining stable in comparison with 59 per cent for the twelve months to March 2009.

The proportion of adults who think that the CJS as a whole is effective was 41 per cent for the twelve months to March 2010. In comparison with 38 per cent for the twelve months to March 2009, this is a statistically significant increase.

The BCS is a face to face survey run by the Home Office in which a sample of people resident in England and Wales are asked about their experiences of crime and their attitudes towards crime-related issues, including the CJS.

There are seven lead-in questions to each of the headline CJS measures. These were designed to ensure respondents considered the full CJS when answering the overall fairness and effectiveness questions. The lead-in questions were not designed to provide performance information, but they do provide useful indications on confidence. The results are available at:

[www.justice.gov.uk/publications/criminal-justice-system-performance.htm](http://www.justice.gov.uk/publications/criminal-justice-system-performance.htm)

## Experience of the Criminal Justice System for victims and witnesses

There was a statistically significant increase in the proportion of victims and witnesses who were satisfied with their overall contact with the Criminal Justice System (CJS) between the twelve months to March 2009 and the twelve months to March 2010, increasing from 83 per cent to 84 per cent<sup>b</sup>.

Data are taken from the Witness and Victim Experience Survey (WAVES). WAVES interviews victims and prosecution witnesses aged 18 and over whose case resulted in a charge, after the case has closed. Sensitive cases, such as sexual offences, domestic violence, crimes involving a fatality, and any crime where the defendant is a member of the victim's or witness' household, are excluded on ethical grounds. WAVES asks victims and witnesses about all aspects of their experience with the CJS, from reporting a crime to the police, to the final outcome of the case at court.

Table A shows data for various key measures of victim and witness satisfaction with aspects of the CJS. To help understand how services are being received and how they might be improved, the provision of key services offered to assist victims/witnesses within the CJS is also measured. Results for this are presented in Table B.

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<sup>b</sup> This is based on cases closed in the twelve months to March 2009 and to March 2010 respectively.

**Table A: Victim and Witness satisfaction with the Criminal Justice System**

Satisfaction with the CJS	Levels of satisfaction <sup>3</sup>	Percentages <sup>1</sup> and base sizes <sup>2</sup>	
		12 months to March 2009	12 months to March 2010 <sup>4</sup>
<b>Satisfied with overall contact with the CJS</b>	Satisfied	83	84*
	Neutral	2	2
	Dissatisfied	14	13*
	<i>Base</i>	<i>37,340</i>	<i>37,781</i>
Satisfied with information provided about the CJS process	Satisfied	84	85*
	Neutral	2	2
	Dissatisfied	13	12*
	<i>Base</i>	<i>37,340</i>	<i>37,781</i>
Satisfied with how well they've been kept informed of case progress	Satisfied	78	79*
	Neutral	2	2
	Dissatisfied	19	18*
	<i>Base</i>	<i>37,340</i>	<i>37,781</i>
Satisfied with the way they were treated by CJS staff	Satisfied	90	91*
	Neutral	2	2
	Dissatisfied	7	6*
	<i>Base</i>	<i>37,340</i>	<i>37,781</i>
Satisfied with how they were dealt with prior to attending court	Satisfied	87	86*
	Neutral	2	1
	Dissatisfied	11	12*
	<i>Base</i>	<i>8,200</i>	<i>7,702</i>
Satisfied with consideration shown before giving evidence in court	Satisfied	91	91
	Neutral	1	1
	Dissatisfied	8	8
	<i>Base</i>	<i>4,660</i>	<i>4,358</i>
Satisfied with court facilities	Satisfied	86	87*
	Neutral	2	2
	Dissatisfied	10	9*
	<i>Base</i>	<i>8,190</i>	<i>7,693</i>
Victims satisfied with their contact with the Youth Offending Team	Satisfied	83	80
	Neutral	3	3
	Dissatisfied	12	15
	<i>Base</i>	<i>1,004</i>	<i>967</i>
Satisfied with the support that the Witness Service provided	Satisfied	96	96
	Neutral	1	1
	Dissatisfied	3	3
	<i>Base</i>	<i>5,647</i>	<i>5,173</i>
Victims satisfied with their contact with Victim Support	Satisfied	83	87*
	Neutral	4	3*
	Dissatisfied	12	9*
	<i>Base</i>	<i>4,316</i>	<i>5,366</i>

\* Denotes a statistically significant change at the 5 per cent significance level.

1. Percentages of victims and witnesses, unless otherwise specified.

2. The number of respondents answering each question is shown as "base" in italics.

3. Respondents indicated whether they were "completely", "very" or "fairly" satisfied/dissatisfied. These responses have been aggregated to overall categories representing 'satisfied' or 'dissatisfied'. 'Neutral' respondents stated that they were "Neither satisfied nor dissatisfied".

4. Data are provisional.

Note. Percentages may not sum to 100 due to rounding.

Source: Witness & Victim Experience Survey (Ministry of Justice).

**Table B: Victim and Witness satisfaction with the Criminal Justice System, provision of key services**

Services offered within the CJS		Percentages <sup>1</sup> and base sizes <sup>2</sup>	
		12 months to March 2009	12 months to March 2010 <sup>3</sup>
Victims offered the opportunity to make a Victim Personal Statement	Percentage	41	43*
	<i>Base</i>	<i>19,447</i>	<i>19,032</i>
Victims who felt their views as set out in the Victim Personal Statement were taken into account during the CJS process	Percentage	68	68
	<i>Base</i>	<i>4,468</i>	<i>4,693</i>
Of those who required emotional/practical support, those who were offered relevant services	Percentage	70	71
	<i>Base</i>	<i>3,719</i>	<i>3,696</i>
Offered a court familiarisation visit before the trial	Percentage	63	67*
	<i>Base</i>	<i>8,200</i>	<i>7,702</i>

\* Denotes a statistically significant change at the 5 per cent significance level.

1. Percentages of victims and witnesses, unless otherwise specified.

2. The number of respondents answering each question is shown as "base" in italics.

3. Data are provisional.

Note. Percentages may not sum to 100 due to rounding.

Source: Witness & Victim Experience Survey (Ministry of Justice).

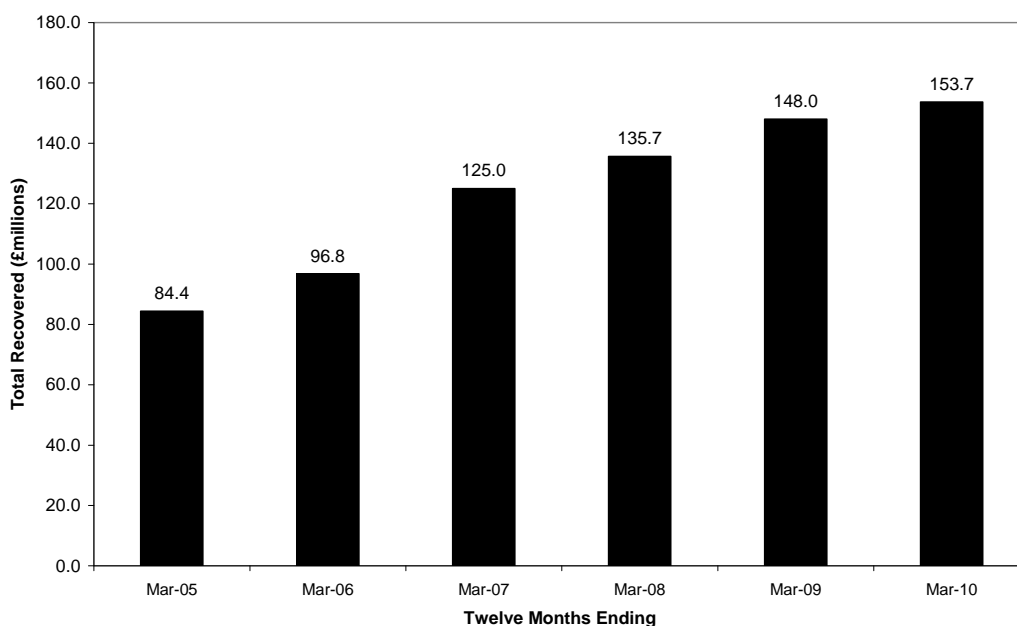
Victim satisfaction with the police (from police user satisfaction surveys), was 83 per cent for the year ending March 2009 in comparison to the baseline of 81 per cent for the year to March 2008<sup>c</sup> (statistically significant increase).

<sup>c</sup> Victim satisfaction with the police data are available on an annual basis. For further information on this survey please refer to the link provided in the explanatory notes.

## Recovery of criminal assets

The value of assets recovered across England, Wales and Northern Ireland for April 2009 to March 2010 was £154 million, an increase from £148 million for the 12 months ending March 2009.

**Figure 2: The value of assets recovered across England, Wales and Northern Ireland**



## Confiscation

The amount collected, including compensation, from the enforcement of confiscation<sup>d</sup> orders across England and Wales between April 2009 and March 2010 was £63.6 million<sup>e</sup>.

The value of new confiscation orders obtained across England and Wales from April 2009 to March 2010 was £102 million. This compares with a figure of £119 million for April 2008 to March 2009.

The number of confiscation orders obtained across England and Wales from April 2009 to March 2010 was 4,659. This compares with a figure of 4,759 for April 2008 to March 2009.

The number of restraint orders<sup>f</sup> obtained across England and Wales from April 2009 to March 2010 was 1,213. This compares with a figure of 1,372 for April 2008 to March 2009.

<sup>d</sup> Confiscation is a process for the removal of assets from a convicted criminal. A confiscation order is made to the Crown Court after conviction to deprive the criminal of the benefit obtained from crime.

<sup>e</sup> The amount collected for 2009/10 confiscation enforcement applies only to orders enforced by HMCS and CPS branch and are thus not comparable with 2008/9 which applies to orders collected across all agencies.

<sup>f</sup> A restraint order is an order to freeze the assets of a suspect.



## Enforcement

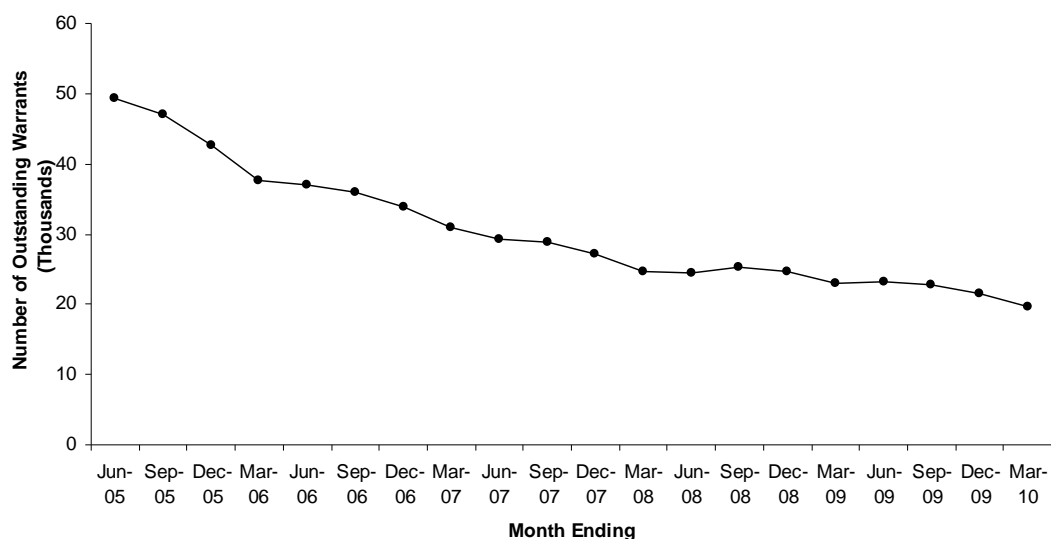
### Payment Rate for Financial Impositions

The payment rate for financial impositions across England and Wales was 86 per cent for April 2009 to March 2010. This compares with a payment rate of 85 per cent for April 2008 to March 2009. The payment rate is calculated by dividing the amount paid to Her Majesty’s Court Service over a month, quarter or financial year (or year to date) by the new net amount owed<sup>9</sup> over the same period.

### Failure to Appear Warrants

The number of outstanding Failure to Appear<sup>h</sup> warrants has decreased from 23,043 at the end of March 2009 to 19,620 at the end of March 2010.

**Figure 3: Number of outstanding Failure to Appear warrants**



The Failure to Appear warrant stock/flow ratio was 2.6 at the end of March 2010. The stock/flow ratio was 2.7 at the end of March 2009, (the stock/flow ratio is calculated as the number of warrants outstanding at the end of the most recent month divided by the average number of warrants received monthly during the most recent 3 months).

<sup>9</sup> Amount imposed plus net transfers minus value of fines legally cancelled minus value of fines administratively cancelled and plus the value of fines written back.

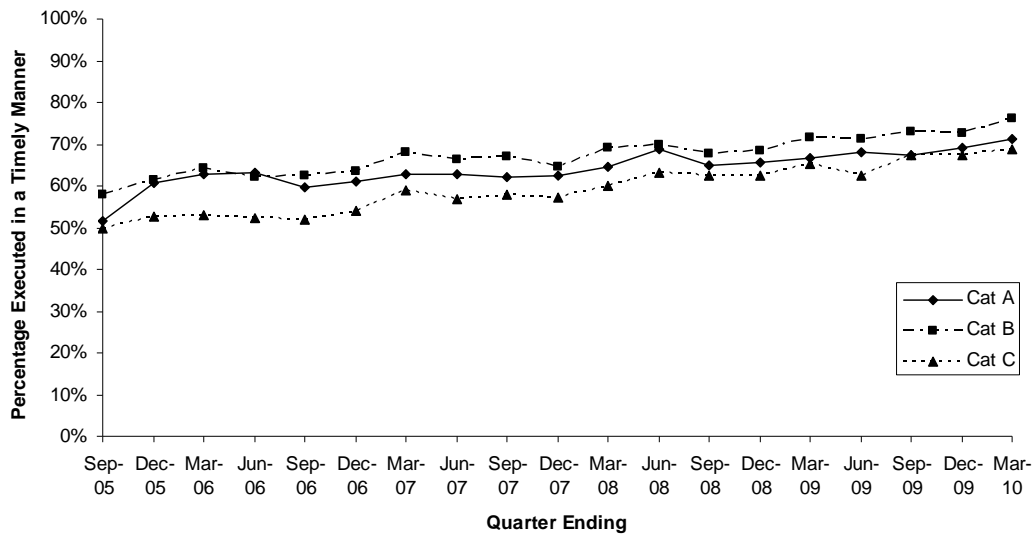
<sup>h</sup> Failure to Appear warrants are issued when a defendant commits a bail offence by failing to appear in court.

The proportion of Category A Failure to Appear warrants executed in a timely manner (within 14 days of receipt), for the quarter ending March 2010, was 71 per cent. For the quarter ending March 2009 the figure was 67 per cent.

The proportion of Category B Failure to Appear warrants executed in a timely manner (within 21 days of receipt), for the quarter ending March 2010, was 76 per cent. For the quarter ending March 2009 the figure was 72 per cent.

The proportion of Category C Failure to Appear warrants executed in a timely manner (within 28 days of receipt), for the quarter ending March 2010, was 69 per cent. For the quarter ending March 2009 the figure was 65 per cent.

**Figure 4: Failure to Appear warrants executed in a timely manner**

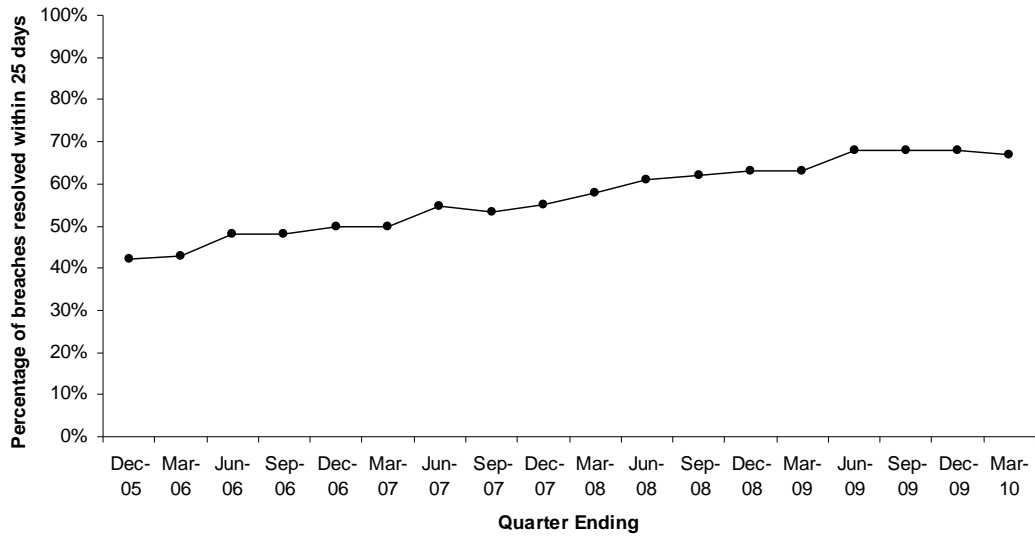


### Community Penalty Breaches

For the quarter ending March 2010, 67 per cent of community penalty breaches were resolved within 25 working days of the relevant Unacceptable Failure to Comply<sup>i</sup>, compared to 63 per cent for the quarter ending March 2009.

<sup>i</sup> The relevant Unacceptable Failure to Comply is the absence or behaviour which is deemed as unacceptable under Offender Management National Standards and is used by the offender manager/responsible officer to summons the offender to court.

**Figure 5: The percentage of community breaches resolved within 25 working days of the relevant unacceptable failure to comply**



## Appendix A: Asset recovery raw quarterly performance data

Table A1 gives the quarterly break down of the value of assets recovered in England, Wales and Northern Ireland.

**Table A1: Value of assets recovered each financial quarter**

<b>Financial quarter to</b>	<b>Value of assets recovered (£ millions)</b>
Jun-07	28.99
Sep-07	31.09
Dec-07	34.27
Mar-08	41.35
Jun-08	33.20
Sep-08	35.20
Dec-08	37.30
Mar-09	42.30
Jun-09	31.02
Sep-09	26.50
Dec-09	52.52
Mar-10	43.67

## Appendix B: Offences Brought to Justice figures by offence group for England and Wales by Criminal Justice System area

Since January 2009, the police forces in England and Wales have published recorded crime figures as online 'crime maps'. The figures are divided into five offence groups – burglary, violence, vehicle crime, robbery, and other notifiable offences. This table presents the data for Offences Brought to Justice (OBTJ) in a similar format, for use in the 'Offences Brought to Justice Crime map'. Data are provided for the 12 month period ending March 2010, and for the 12 month period ending March 2009. Crime maps are found here: <http://maps.police.uk/>

**Table A2.1: Offences Brought to Justice – by offence group and LCJB area, year ending March 2009**

CJS areas	12 months ending March 2009					Other	All
	Burglary	Violence*	Vehicle	Robbery**	Other notifiable offences	Other notifiable offences	All notifiable offences
<b>England and Wales</b>	<b>72,038</b>	<b>89,925</b>	<b>51,186</b>	<b>27,379</b>	<b>1,146,981</b>	<b>1,387,509</b>	
Avon and Somerset	2,124	1,841	1,701	471	33,052	39,189	
Bedfordshire	703	1,320	467	348	10,166	13,004	
Cambridgeshire	995	977	614	301	15,584	18,471	
Cheshire	1,204	1,161	911	431	19,657	23,364	
Cleveland	1,135	1,264	726	350	18,460	21,935	
Cumbria	366	719	211	120	11,100	12,516	
Derbyshire	1,192	1,267	799	364	17,692	21,314	
Devon and Cornwall	1,431	1,631	1,099	367	28,215	32,743	
Dorset	465	653	254	198	12,149	13,719	
Durham	762	1,167	197	223	11,933	14,282	
Dyfed Powys	509	620	121	217	10,305	11,772	
Essex	1,655	1,785	1,155	758	31,732	37,085	
Gloucestershire	923	715	911	197	11,407	14,153	
Greater Manchester	3,856	4,987	2,792	1,605	58,930	72,170	
Gwent	484	888	521	90	13,484	15,467	
Hampshire	1,598	2,036	644	554	36,220	41,052	
Hertfordshire	1,572	1,878	1,016	336	20,741	25,543	
Humberside	1,409	1,574	741	321	22,590	26,635	
Kent	2,229	2,254	1,808	657	34,012	40,960	
Lancashire	2,645	2,610	1,864	760	34,942	42,821	
Leicestershire	1,440	1,252	856	485	18,140	22,173	
Lincolnshire	897	964	197	196	12,417	14,671	
London	10,798	15,437	6,096	7,083	191,738	231,152	
Merseyside	1,977	2,236	1,475	569	40,287	46,544	
Norfolk	1,118	770	872	244	16,220	19,224	
North Wales	676	942	505	277	16,515	18,915	
North Yorkshire	732	759	388	220	14,349	16,448	
Northamptonshire	935	1,657	721	322	10,497	14,132	
Northumbria	1,884	3,240	1,604	588	38,177	45,493	
Nottinghamshire	2,279	2,980	1,130	545	20,511	27,445	
South Wales	1,819	1,844	1,735	733	27,038	33,169	
South Yorkshire	2,808	4,409	4,784	693	30,271	42,965	
Staffordshire	1,052	1,947	596	264	16,903	20,762	
Suffolk	578	1,427	432	184	14,608	17,229	
Surrey	457	790	312	420	13,936	15,915	
Sussex	1,032	2,425	500	610	29,578	34,145	
Thames Valley	2,141	2,124	1,751	950	41,643	48,609	
Warwickshire	562	905	493	120	8,097	10,177	
West Mercia	1,100	1,594	771	336	22,731	26,532	
West Midlands	3,306	6,736	1,940	1,979	57,985	71,946	
West Yorkshire	6,491	3,445	4,788	1,647	42,040	58,411	
Wiltshire	699	695	688	246	10,929	13,257	

**Table A2.2: Offences Brought to Justice – by offence group and LCJB area, year ending March 2010**

CJS areas	12 months ending March 2010					Other	All
	Burglary	Violence*	Vehicle	Robbery**	Other notifiable offences	notifiable offences	
<b>England and Wales</b>	<b>63,299</b>	<b>82,699</b>	<b>40,586</b>	<b>24,766</b>	<b>1,032,419</b>	<b>1,243,769</b>	
Avon and Somerset	1,580	1,663	1,098	465	30,197	<b>35,003</b>	
Bedfordshire	648	1,211	358	298	8,857	<b>11,372</b>	
Cambridgeshire	869	974	654	430	14,354	<b>17,281</b>	
Cheshire	931	1,104	756	343	16,698	<b>19,832</b>	
Cleveland	897	1,260	630	267	17,046	<b>20,100</b>	
Cumbria	364	696	147	138	10,062	<b>11,407</b>	
Derbyshire	957	1,095	580	278	13,847	<b>16,757</b>	
Devon and Cornwall	1,266	1,694	834	353	25,113	<b>29,260</b>	
Dorset	584	667	275	127	10,404	<b>12,057</b>	
Durham	718	1,158	384	196	11,277	<b>13,733</b>	
Dyfed Powys	478	520	137	184	9,659	<b>10,978</b>	
Essex	1,930	1,916	1,538	708	29,997	<b>36,089</b>	
Gloucestershire	829	601	563	133	9,379	<b>11,505</b>	
Greater Manchester	3,768	4,813	2,126	1,365	49,021	<b>61,093</b>	
Gwent	520	862	288	97	12,679	<b>14,446</b>	
Hampshire	1,443	1,991	688	472	34,662	<b>39,256</b>	
Hertfordshire	1,330	1,740	925	348	19,741	<b>24,084</b>	
Humburside	1,250	1,715	721	335	19,856	<b>23,877</b>	
Kent	2,086	2,178	1,467	466	32,011	<b>38,208</b>	
Lancashire	2,347	2,716	1,846	627	31,528	<b>39,064</b>	
Leicestershire	1,279	1,203	882	366	16,517	<b>20,247</b>	
Lincolnshire	536	816	194	150	10,663	<b>12,359</b>	
London	9,504	11,496	4,906	7,121	178,847	<b>211,874</b>	
Merseyside	1,611	2,032	929	530	36,658	<b>41,760</b>	
Norfolk	796	769	622	199	13,035	<b>15,421</b>	
North Wales	521	981	287	250	15,666	<b>17,705</b>	
North Yorkshire	566	820	377	204	13,016	<b>14,983</b>	
Northamptonshire	543	1,588	416	241	10,472	<b>13,260</b>	
Northumbria	1,397	3,004	1,039	523	33,516	<b>39,479</b>	
Nottinghamshire	1,476	3,440	791	541	20,560	<b>26,808</b>	
South Wales	1,670	2,135	1,272	524	27,224	<b>32,825</b>	
South Yorkshire	2,968	3,842	4,099	675	28,051	<b>39,635</b>	
Staffordshire	838	1,764	361	393	14,873	<b>18,229</b>	
Suffolk	599	1,313	344	135	12,381	<b>14,772</b>	
Surrey	548	697	250	291	12,780	<b>14,566</b>	
Sussex	973	1,964	395	522	27,123	<b>30,977</b>	
Thames Valley	1,453	1,986	1,001	745	31,673	<b>36,858</b>	
Warwickshire	398	791	145	105	7,059	<b>8,498</b>	
West Mercia	876	1,489	414	316	18,218	<b>21,313</b>	
West Midlands	2,951	5,703	1,566	1,754	45,358	<b>57,332</b>	
West Yorkshire	6,406	3,577	3,979	1,306	42,328	<b>57,596</b>	
Wiltshire	595	715	302	245	10,013	<b>11,870</b>	

(1) The count of OBTJ was introduced in 2000 to measure the performance of the Criminal Justice System in England and Wales. An offence is considered to have been brought to justice when a notifiable offence (recorded crime) results in an offender being cautioned, convicted, receiving a penalty notices for disorder or a cannabis warning, or has the offence taken into consideration.

(2) The number of OBTJ is in part affected by the number of recorded crimes in an area. If recorded crime in an area falls there will be fewer offences which can potentially be brought to justice.

(3) It is important to note that there is a difference in the method of counting offences between the recorded crime figures and the OBTJ measure. A single recorded crime can result in more than one conviction or caution and can therefore lead to more than one offence being counted as brought to justice. For example; if a crime is recorded and as result three offenders are convicted each for two offences against the same victim, this counts as a single recorded crime but as six offences brought to justice. In addition, for most offences there will be a delay between the crime being recorded and it being brought to justice; this may result in it being included in the recorded crime figures for one period and the OBTJ figures for a later period. Thirdly, a crime may be brought to justice as a different offence to the crime which was recorded originally. E.g. a crime which was recorded as Grievous Bodily Harm could, following investigation and all evidence considered, result in a conviction for Actual Bodily Harm. These factors should be borne in mind when the two series are being compared.

(4) The numbers of OBJT for 2009 and 2010 are un-validated data from the courts service and police administrative systems, and are therefore provided as management information only as they are provisional and likely to change. All administrative systems by their nature can update information previously held; business process means that some information relating to a period already published can be subsequently included or amended. Specifically, these counts of OBJT are updated from the figures previously published in the quarterly Criminal Justice System Performance Information bulletin. The final OBJT counts will be published as 'National Statistics' in Criminal Statistics England & Wales, available annually on the Ministry of Justice website.

(5) Both the OBJT and recorded crime data included in the crime maps cover the same offence groups. It should be noted these offence groups are aggregates of offences published elsewhere in 'Criminal Statistics England & Wales' and 'Crime in England & Wales'.

(6) Data shown as available at 28/07/2010.

(7) Excludes convictions data for Cardiff magistrates' court for April, July and August 2008. See explanatory notes for further information.

(8) Excludes Penalty Notice for Disorder (PND) data for Jan-Mar 2010 for Cleveland, PND data for Mar 2010 for Gloucestershire, and cautions data for Jan-Mar 2010 for Lincolnshire as these data are not yet available.

\*Violence includes murder, attempted murder, manslaughter and wounding (including malicious wounding).

\*\*Robbery includes theft from the person.

## Appendix C: Victim and witness satisfaction with the Criminal Justice System broken down by ethnicity and gender

The latest available data for victim and witness satisfaction with the Criminal Justice System broken down by ethnicity and gender are provided for cases closed 12 months to December 2009.

Table A3.1 shows the proportion of victims and witnesses who were satisfied or dissatisfied with their contact with the Criminal Justice System (CJS) broken down by ethnicity.

Although the majority of victims and witnesses were satisfied, significantly fewer people in the Black and Mixed ethnic groups (80% and 78% respectively) reported being satisfied than in the White group (84%).

Significantly more people in the Black and Mixed ethnic groups (both 18%) reported being dissatisfied than in the White group (13%). The difference in the proportion of Black and Asian groups reporting being dissatisfied (18% and 13% respectively) was also significant.

These differences are statistically significant at the 5% level.

**Table A3.1: Satisfaction of victims and witnesses with their overall contact with the CJS by ethnicity, cases closed in the 12 months to December 2009**

	Percentages and base sizes					Total
	White	Asian	Black	Mixed	Chinese or Other	
Satisfied	84	84	80	78	86	<b>84</b>
Neither satisfied nor dissatisfied	2	2	1	3	2	<b>2</b>
Dissatisfied	13	13	18	18	11	<b>13</b>
<i>Base</i>	<i>33,153</i>	<i>1,543</i>	<i>967</i>	<i>467</i>	<i>139</i>	<b>36,269</b>

- (1) - denotes where base sizes are too small to provide reliable estimates.  
 (2) Figures may not sum to 100 due to rounding.  
 (3) Respondents who did not state their ethnicity are excluded.

*Source: Witness and Victim Experience Survey, Ministry of Justice*

Table A3.2 shows the proportion of victims and witnesses who were satisfied or dissatisfied with their contact with the CJS broken down by gender.

The differences between males and females are not statistically significant at the 5% level.



**Table A3.2: Satisfaction of victims and witnesses with their overall contact with the CJS by sex, cases closed in the 12 months to December 2009**

	Percentages and base sizes		
	Male	Female	Total
Satisfied	83	84	<b>84</b>
Neither satisfied nor dissatisfied	2	2	<b>2</b>
Dissatisfied	14	13	<b>13</b>
<i>Base</i>	<i>21,881</i>	<i>16,142</i>	<b>38,023</b>

(1) Figures may not sum to 100 due to rounding.

(2) Respondents who stated they were transgender or did not state their sex are excluded.

*Source: Witness and Victim Experience Survey, Ministry of Justice*

## Explanatory notes

This bulletin covers the quarterly release of information on the key metrics about the Criminal Justice System (CJS).

Previously, this bulletin presented progress against the Public Service Agreement 24 (PSA 24) indicators as set under HM Treasury's 2007 Comprehensive Spending Review. The data in this publication are now presented wherever possible, alongside data from the same period in the previous year.

## Release policy

Quarterly information on the performance of the CJS (including performance at Local Criminal Justice Board (LCJB) level) has been published since October 2003. Archived data from May 2005 to May 2010 is available at:

[http://webarchive.nationalarchives.gov.uk/20100623215624/http://cjsonline.gov.uk/aims\\_and\\_objectives/performance\\_figures/](http://webarchive.nationalarchives.gov.uk/20100623215624/http://cjsonline.gov.uk/aims_and_objectives/performance_figures/)

The data in this Bulletin was classified as Official Statistics in September 2009 and is produced to the standards set out in the UK Statistics Authority's Code of Practice for Official Statistics: [www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html](http://www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html)

## Key quality issues

### Revisions

All statistics quoted in this quarterly bulletin are provisional and subject to revision unless otherwise stated. Throughout the tables in this bulletin, all period figures denoted by (r) are based on revised data and replace those provided in the last bulletin. Data are finalised following the publication of the Criminal Statistics Annual Report, the next publication is due on 21<sup>st</sup> October 2010.

### Issues

Data for victim satisfaction with the police is the same as published in the previous quarter. These data are only available on an annual basis.

During 2008, data (prosecutions, convictions and remands data) from Cardiff Magistrates' court for April, July and August were corrupted during the transmission to the Ministry of Justice. Despite all efforts by the court staff and IT departments it has proved impossible to retrieve the information. These data are excluded from this report.

## Reliability

Every effort is made to ensure that the figures presented in this publication are accurate and complete. However, it is important to note that some of this data has been extracted by the courts and police forces from a variety of administrative data systems and the detail supplied is therefore subject to the inaccuracies inherent in any large-scale recording system. It is important that users of the data take these limitations into account when using and interpreting the data presented in this bulletin.

## Survey Quality

The data on public confidence and victim and witness satisfaction are based on sample surveys, the British Crime Survey (BCS) and Witness and Victim Experience Survey (WAVES). Surveys are subject to sampling and non sampling errors. The BCS and WAVES are high quality surveys, nevertheless limitations remain. With regard to the sampling error, the margins of error can be calculated. In this bulletin estimates over time are described as differences only when they are statistically significant<sup>1</sup>. Information on confidence intervals is available on request from the Ministry of Justice Statistical team.

## Definitions

### Effectiveness and efficiency of the CJS in bringing offences to justice

Bringing offences to justice is a key measure of the effectiveness of the CJS. An offence is said to have been brought to justice when a recorded crime results in an offender being convicted, cautioned, issued with a penalty notice for disorder or a cannabis warning, or having an offence taken into consideration at court. The number of Offences Brought to Justice (OBTJs) is in part affected by the number of recorded crimes in an area. If recorded crime in an area falls there will be fewer offences which can potentially be brought to justice.

Comparing the volume of OBTJs with the volume of recorded crime provides a proxy measure of the effectiveness of the CJS in bringing crime to justice. However, there are differences in how recorded crime and OBTJs are measured that mean caution must be taken when comparing the two. For example: an offence may be brought to justice in a different period to the corresponding recorded crime, one crime could result in a number of offenders brought to justice (e.g. a gang committing a burglary), and a crime recorded by the police as one crime (e.g. Grievous Bodily Harm) may, once all the evidence has been considered, be subsequently brought to justice as an alternative offence (e.g. Actual Bodily Harm). England and Wales data excludes British Transport Police.

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<sup>1</sup> Tests of statistical significance are used to identify which differences are unlikely to have occurred by chance. In this bulletin tests at the 5% significance levels have been applied, the level at which there is a one in twenty chance of an observed difference being solely due to chance.

## **Public confidence in the fairness and effectiveness of the Criminal Justice System**

The level of public confidence in the fairness and effectiveness of the CJS is measured through the BCS.

For each of these, the measure is the proportion of those interviewed who say that they are 'very' or 'fairly' confident, recorded from a four point scale. Don't know and refusal responses are excluded. The questions asked are as follows:

- How confident are you that the CJS as a whole is effective?
- How confident are you that the CJS as a whole is fair?

These questions follow lead-in questions covering issues of effectiveness and fairness.

The BCS is a face-to-face survey run by the Home Office, in which people resident in households in England and Wales are asked about their experiences of crime and their attitudes towards different crime-related issues such as the police and CJS.

In 2009/10, 44,638 respondents aged 16 and over were interviewed (a response rate of 76%). The survey is weighted to adjust for possible non-response bias and ensure the sample reflects the profile of the general population.

Further information on the BCS can be found at:

<http://www.homeoffice.gov.uk/rds/pdfs10/crimestats-userguide.pdf>

## **Experience of the CJS for victims and witnesses**

Victim and witness satisfaction with the CJS is measured through the WAVES.

WAVES is a national quarterly telephone survey of victims and witnesses focusing exclusively on victims and prosecution witnesses involved in cases which resulted in a criminal charge and which have been closed (i.e. an outcome or verdict has been reached, either at court or because the case was dropped by the prosecution)<sup>k</sup>. It includes victims and witnesses who attend court as well as those who do not. The survey, undertaken by Ipsos-MORI, conducts over 37,000 interviews a year.

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<sup>k</sup> LCJBs responsible for collecting samples are advised to consider anyone as a victim if they were the injured party in a case, regardless of whether they gave evidence in court. All others who were not the injured party are considered as witnesses. Anyone who gave a witness statement and was listed as a witness is eligible for inclusion, regardless of whether they gave evidence in court. At the beginning of the telephone interview, respondents are asked to clarify whether they were a victim or a witness. This self-classification measure is used for analysis.

WAVES covers victims and prosecution witnesses aged 18 and over in the following crime types; violence against the person; robbery; burglary; criminal damage; theft and handling stolen goods. Victims and witnesses in sensitive cases, such as, sexual offences or domestic violence, crimes involving a fatality, and any crime where the defendant was a family member or a member of the witnesses' or victims' household, are not included on ethical grounds. Cases involving drug and motoring offences are excluded. It also excludes police officers or other CJS officials assaulted in the course of duty, and all police or expert witnesses.

WAVES asks victims and witnesses in cases where an offender was charged about all aspects of their experiences with the CJS, from their first contact with the police to their experience at court. Interviews ask people about the extent to which they were satisfied with the services they received.

WAVES data relate to the period in which the case was finalised by the CJS, rather than the interview period. Towards the end of the survey respondents are asked:

- *Overall, were you satisfied with the contact you've had with the Criminal Justice System (CJS)?*

The measure is the proportion of those interviewed who say that they are 'completely', 'very' or 'fairly' satisfied, recorded from a seven point scale. Refusals are excluded.

Respondents are questioned about their experiences of the CJS rather than about their case. Therefore seasonality is not expected within the data.

Data are weighted to adjust to the known proportion of victims and witnesses in each area (as indicated by the sample leads provided by LCJBs) and to adjust for the different sized victim and witness populations between LCJBs. The weighted distribution of respondents matches the known distribution of victims and witnesses as a whole. Data are not weighted by crime type.

Further details can be found at:

<http://webarchive.nationalarchives.gov.uk/20100402221729/http://lcjb.cjsonline.gov.uk/ncjb/114.html>

WAVES asks respondents about their experiences of a number of key services. These include:

**Victim Personal Statement (VPS)** - The VPS is a written statement that victims can give to the police. It is different from the witness statement, which is a written or video-recorded account of what happened when the crime was committed. The VPS is a record of the personal impact that the crime has had on the victim. It gives the victim a chance to explain, in their own words, how the crime has affected them – whether physically, emotionally, financially or in any other way.

**Victim Support** - Victim Support is a national charity for victims and witnesses of crime in England and Wales. They give information and offer emotional support and practical help to victims of crime, their family, friends and anyone else affected.

**Witness Service** - The Witness Service is run by the national charity Victim Support in every criminal court in England and Wales. It is separate from the police, CPS, courts and Witness Care Units. Witness Service volunteers provide help and support on the day of the trial to witnesses and victims who attend court.

**Youth Offending Team** - Youth Offending Teams are made up of representatives from the police, Probation Service, social services, health, education, drugs and alcohol misuse and housing officers. They are responsible for addressing offending by those up to the age of 17.

### **Increasing satisfaction with the police**

The level of satisfaction with police is measured through police user satisfaction surveys. The level of satisfaction for each of these measures is defined as the percentage of respondents who say that they are 'completely', 'very' or 'fairly' satisfied, recorded from a seven point scale.

Further information on the police user satisfaction survey can be found at: [http://tna.europarchive.org/20100419081706/http://www.police.homeoffice.gov.uk/publications/performance-and-measurement/US\\_Guidance\\_2008-09\\_Revised1.html](http://tna.europarchive.org/20100419081706/http://www.police.homeoffice.gov.uk/publications/performance-and-measurement/US_Guidance_2008-09_Revised1.html)

### **Recovery of criminal assets**

Asset recovery comprises:

- Confiscation (about 60 per cent of monies recovered at the end of March 2010);
- Cash forfeiture (about 32 per cent);
- Civil recovery and tax recovery (about 8 per cent);
- International asset sharing (less than 1 per cent).

Multiple agencies including Police Forces, Crown Prosecution Service, Her Majesty's Court Service, Serious Fraud Office, and Serious Organised Crime Agency all do asset recovery work and contribute to the total amount collected.

### **Confiscation**

The England and Wales financial year to date figure includes the data from the 42 CJS areas and additionally the British Transport Police, UK Border Agency, East Midlands Special Operations Unit and Trading Standards. Orders included for the 42 CJS areas are those that have been investigated by a Police Force or a Regional Asset Recovery Team and prosecuted by the Crown Prosecution Service.

### **Fine enforcement**

The payment rate for financial impositions is calculated by dividing the amount paid to Her Majesty's Court Service over a month, quarter or financial year (or year to date) by the new net amount owed over the same period. The new net amount owed is the amount imposed plus net transfers minus value of fines legally cancelled minus the value of fines administratively cancelled and plus the amount of fines written back.

Since fines are not always imposed and paid within the same reporting period, it is possible to have a payment rate above 100 per cent. Similarly, the payment rate can be deflated if imposed orders are included where the required payment date has not yet been reached and the fine has not yet been paid.

### **Defendant attendance**

Failure to Appear warrants are issued when defendants fail to comply with bail, and ensure that defendants who commit a Bail Act offence by failing to appear are dealt with for that offence when they are brought back to court.

Warrants are categorised by the police on receipt as either A, B or C according to their priority. Category A warrants are for serious original offences or offenders posing a higher risk whereas Category C warrants are for low level offences. Better performance is indicated by a higher percentage.

The stock/flow ratio is calculated as the number of warrants outstanding at the end of the most recent month divided by the average number of warrants received monthly during the most recent 3 months. Better performance is indicated by a lower stock/flow ratio.

### **Community penalties**

The National Offender Management Service, Her Majesty's Court Service, the National Probation Service, the Youth Justice Board, Youth Offending Teams, the Police, electronic monitoring contractors and the Ministry of Justice work closely together to secure improvements in the compliance with and enforcement of community penalties.

The relevant failure to comply is the absence or behaviour which is deemed as unacceptable under National Standards and is used by the offender manager/responsible officer to summons the offender to court.

Further information on the probation National Standards can be found at:  
[www.probation2000.com/](http://www.probation2000.com/)

## Contact points for further information

Latest copies of this and other Ministry of Justice statistical bulletins are available at: [www.justice.gov.uk/publications/statistics.htm](http://www.justice.gov.uk/publications/statistics.htm)

These data are available broken down by Local Criminal Justice Board area at: [www.justice.gov.uk/publications/criminal-justice-system-performance.htm](http://www.justice.gov.uk/publications/criminal-justice-system-performance.htm)

Further information on recorded crime and public confidence can be found at: <http://webarchive.nationalarchives.gov.uk/20100418065544/http://www.homeoffice.gov.uk/crime-victims/crime-statistics/>

Further information on victim satisfaction with the police can be found at: <http://webarchive.nationalarchives.gov.uk/20100418065544/http://www.homeoffice.gov.uk/crime-victims/victims/index.html>

Further information on the British Crime Survey can be found at: [www.homeoffice.gov.uk/rds/bcs1.html](http://www.homeoffice.gov.uk/rds/bcs1.html)

Further information on crime maps can be found at: [www.maps.police.uk/](http://www.maps.police.uk/)

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

Tel: 020 3334 3555

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

Other enquiries about these statistics should be directed to:

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Ministry of Justice  
Justice Statistics Analytical Services  
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102 Petty France  
London  
SW1H 9AJ

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

General information about the official statistics system of the UK is available from: [www.statistics.gov.uk](http://www.statistics.gov.uk)



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