



Ministry  
of Justice

# Management information release

Management Information for  
Probation, 1 June – 30 September  
England & Wales

Ministry of Justice

17 November 2014

## Section 1 – Background

### **Background**

On 1 June 2014, as part of the Transforming Rehabilitation reforms to probation, responsibility for delivery of probation services moved from 35 probation trusts to 21 Community Rehabilitation Companies (CRCs) and the National Probation Service (NPS).

CRCs are responsible for managing offenders who pose a low or medium risk of serious harm. The NPS is responsible for managing offenders who pose a high risk of serious harm and those who have committed the most serious offences. The NPS also provides advice to the courts on issues such as sentencing, determines whether offenders should be allocated to a CRC or to the NPS, and deals with enforcement action for offenders who are alleged to have breached a court order.

This ad-hoc management information release presents the management information used by the Planning and Analysis Group (PAG) within the National Offender Management Service (NOMS) to monitor probation performance since CRCs and the NPS became responsible for delivery of probation services on 1 June 2014. The measures in this report include management information against which the performance of probation trusts was monitored before 1 June. They also include two new measures that reflect processes which were only introduced on 1 June: carrying out a Risk of Serious Recidivism (RSR) assessment and allocating cases to a CRC or to the NPS.

These data are presented at national level to examine performance across the probation system, with distinctions made between the NPS and CRCs where appropriate. Comparisons to historic information have also been made where appropriate.

## Section 2 - Public Protection

### 2.1 Serious Further Offence Notifications

A notification is triggered where an offender under statutory probation supervision is charged with a qualifying offence for the purposes of the Probation Serious Further Offence Review Procedures. If an offender is charged with a serious sexual or violent offence<sup>1</sup> he or she will be considered to have committed a serious further offence if the offence is either murder or listed in the qualifying offences based on Schedule 15 of the Criminal Justice Act 2003.

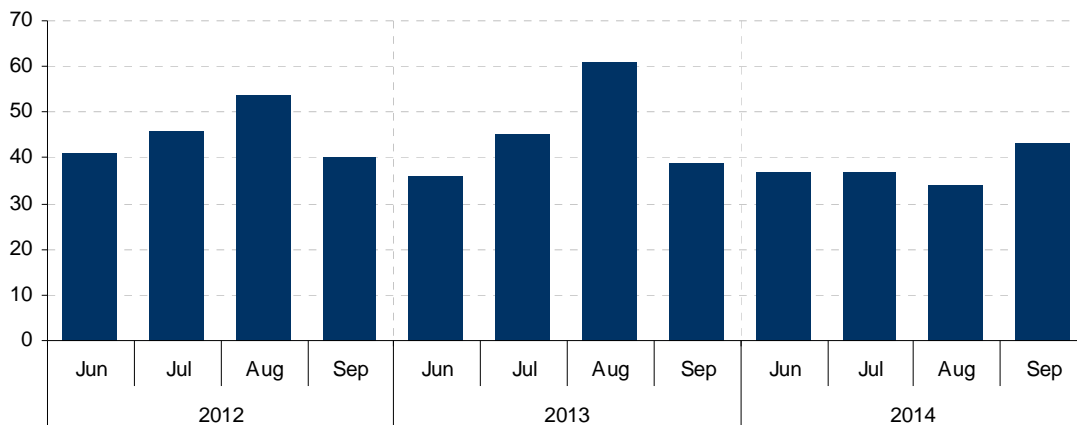
The number of SFO notifications between 1 June 2014 and 30 September 2014 was 151. This is a reduction compared with the same periods in the last 2 years, as shown in Table 1.

**Table 1: Serious Further Offence notifications 1 June and 30 September in each year**

Period	Notifications
1 June – 30 September 2012	181
1 June – 30 September 2013	181
1 June – 30 September 2014	151

Figure 1 shows that the number of SFO notifications per month for the period 1 June to 30 September for 2014, 2013 and 2012.

**Figure 1: Serious Further Offence notifications received per month between 1 June and 30 September in each year**



<sup>1</sup> An offender may be charged with more than one serious further offence.

**Table 2: Serious Further Offence notifications received per month between 1 June and 30 September in each year**

Date	SFO notifications - Probation		
	2012	2013	2014
Jun	41	36	37
Jul	46	45	37
Aug	54	61	34
Sep	40	39	43
<b>Total</b>	<b>181</b>	<b>181</b>	<b>151</b>

## 2.2 Licence Recalls

Offender managers will seek to recall an offender on licence in the community if:

- 1) his or her behaviour indicates that they present an increased Risk of Serious Harm (RoSH) to the public and can no longer be managed in the community; or
- 2) an imminent risk of further offences being committed exists; or
- 3) contact between the offender manager and the offender has broken down.

Table 3 shows a slight increase in the number of licence recalls between the first quarter of 2013/14 and the second quarter of 2014/15.

**Table 3: Licence Recalls each quarter between Q1 2013/14 and Q2 2014/15<sup>2</sup>**

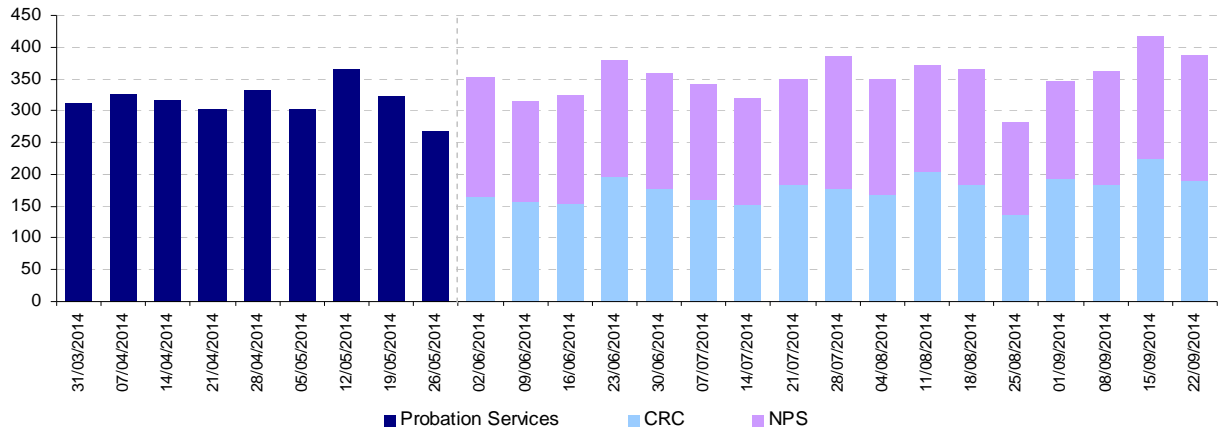
Period	Licence recalls
Q1 2013/14	4348
Q2 2013/14	4499
Q3 2013/14	4472
Q4 2013/14	4196
Q1 2014/15	4216
<sup>3</sup> Q2 2014/15	4621

<sup>2</sup> The data from Q1 2013/14 to Q1 2014/15 has been sourced from the Offender Management Quarterly Statistical Publication April - June 2014.

<sup>3</sup> The data for Q2 2014/15 is based on unpublished weekly data, the data in this quarter begins on Tuesday 1<sup>st</sup> July to avoid double counting.

Figure 2 shows the number of recalls in weekly intervals from week commencing 31 March 2014 to 22 September 2014 and splits the national data into CRC and NPS from 1 June onwards. Figure 2 shows that the variation in the weekly data is consistent between CRC and NPS.

**Figure 2: Licence recalls between week commencing 31 March and 22 September 2014**



**Table 4: Licence recalls between week commencing 31 March and 22 September 2014**

Week	Probation Trusts	NPS	CRC	Total
31/03/2014	313			313
07/04/2014	327			327
14/04/2014	317			317
21/04/2014	304			304
28/04/2014	332			332
05/05/2014	303			303
12/05/2014	364			364
19/05/2014	324			324
26/05/2014	269			269
02/06/2014		188	165	353
09/06/2014		158	156	314
16/06/2014		171	153	324
23/06/2014		182	196	378
30/06/2014		182	176	358
07/07/2014		183	160	343
14/07/2014		166	152	318
21/07/2014		166	183	349
28/07/2014		208	177	385
04/08/2014		180	168	348
11/08/2014		168	205	373
18/08/2014		182	183	365
25/08/2014		144	138	282
01/09/2014		155	192	347
08/09/2014		180	183	363
15/09/2014		192	225	417
22/09/2014		199	190	389

## Section 3 - Staffing

This section presents workforce figures from 1 June 2014 to 30 September 2014 compared with historical baselines where possible and appropriate. The areas covered in this publication are sickness, staff-in-post, joiners and leavers.

The new arrangements meant that there was a change in the way that workforce figures were recorded across probation. Due to the split of staff between the NPS and CRCs, much of the data presented in this publication are either newly collected data from 1 June 2014, or incomparable to historic figures.

The sources of data in this publication are as follows:

- i) NPS workforce data from Phoenix HR System.<sup>4</sup>
- ii) CRC workforce data from CRC Workforce Returns.<sup>5</sup>

### 3.1 Sickness

Staff sickness absence is recorded and collected for a number of different reasons and these data are used for a variety of different purposes. The main measure used is annualised Average Working Days Lost (AWDL). This measure looks at the average number of days' absence in each month per each notional full time equivalent (FTE) member of staff, multiplied up by 12 to represent an annualised number. Table 5 shows that from June 2014 to September 2014, there has been an increase in sickness from 9.9 to 11.9 AWDL nationally.

**Table 5: Annualised AWDL from June 2014 to September 2014**

	June 2014	July 2014	August 2014	September 2014
NPS	9.0	10.9	10.9	11.7
CRC	10.7	11.8	11.2	12.1
<b>National</b>	<b>9.9</b>	<b>11.4</b>	<b>11.0</b>	<b>11.9</b>

Figure 3 shows the annualised Average Working Days Lost (AWDL) in each month. For NPS and CRCs, annualised AWDL is shown for June 2014 to September 2014. This is compared with the annualised AWDL in probation in the previous year, for consistent comparison and to capture seasonal fluctuations which are evident in sickness absence. The broken line in Figure 3 represents the historic 5 year average of annualised AWDL in probation. The period from June 2013 to April 2014 shows a gradual rise in sickness in Probation Trusts. The period from June 2014 to September 2014

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<sup>4</sup> The records of staff transferring to the NPS were partially migrated to Phoenix HR System in June 2014. A validation exercise of this data took place in September 2014, in which additional data relating to staff has been appended.

<sup>5</sup> To capture workforce figures for CRCs, a workforce data collection template (CRC Workforce Return) was implemented in June 2014. CRCs are required to submit returns on a monthly basis to enable the monitoring of staffing levels and to inform statutory returns.

shows an increase in AWDL compared to the previous year, but follows a similar seasonal pattern to the previous year and to the historic 5 year trend.

**Figure 3: Probation sickness trends**

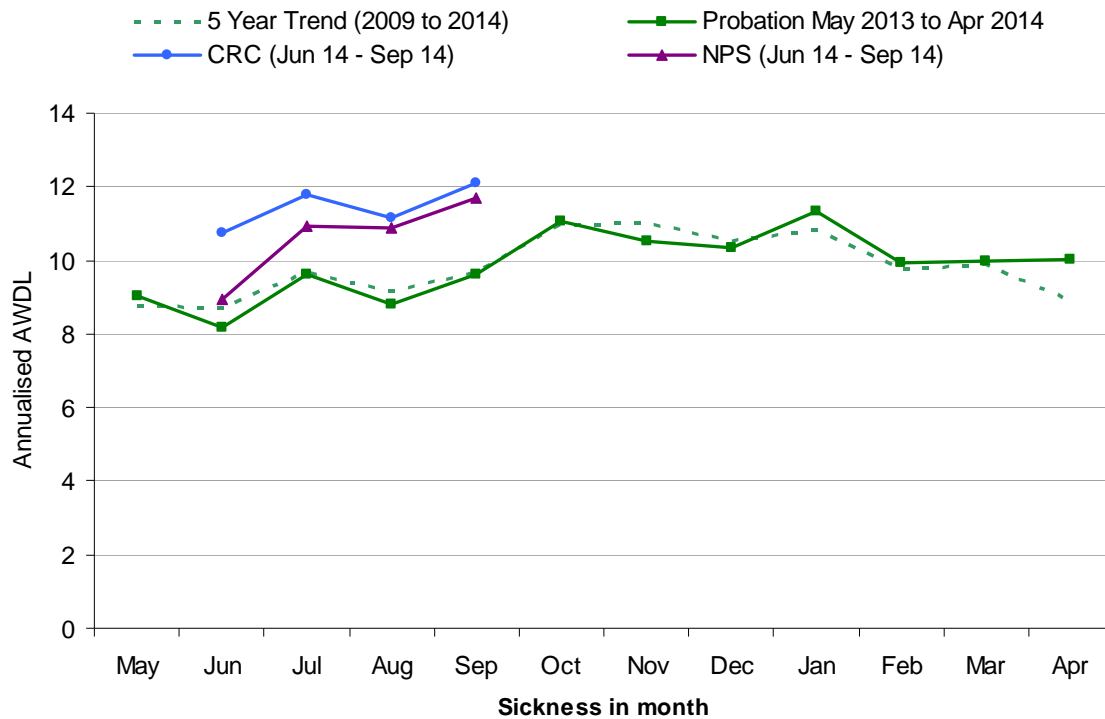
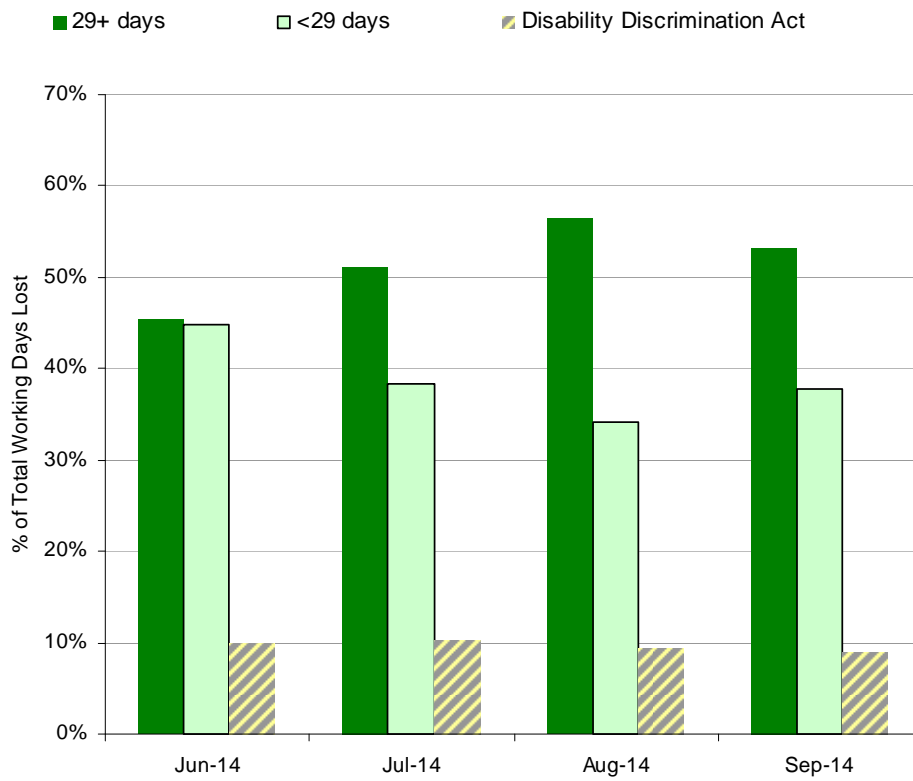


Figure 4a shows the length of sickness absence that is contributing to the total working days lost in each month for CRCs. Long term sickness (one sickness absence period greater than or equal to 29 calendar days) is contributing more towards the total working days lost, with over 50% of working days lost from July to September 2014 being as a result of absences of 29 days or more. DDA represents any sickness absence which falls within the meaning of the Disability Discrimination Act<sup>6</sup>. Figure 4b shows a similar picture for the NPS, with long term sickness consistently contributing to 67% of total sickness absence between July and September 2014.

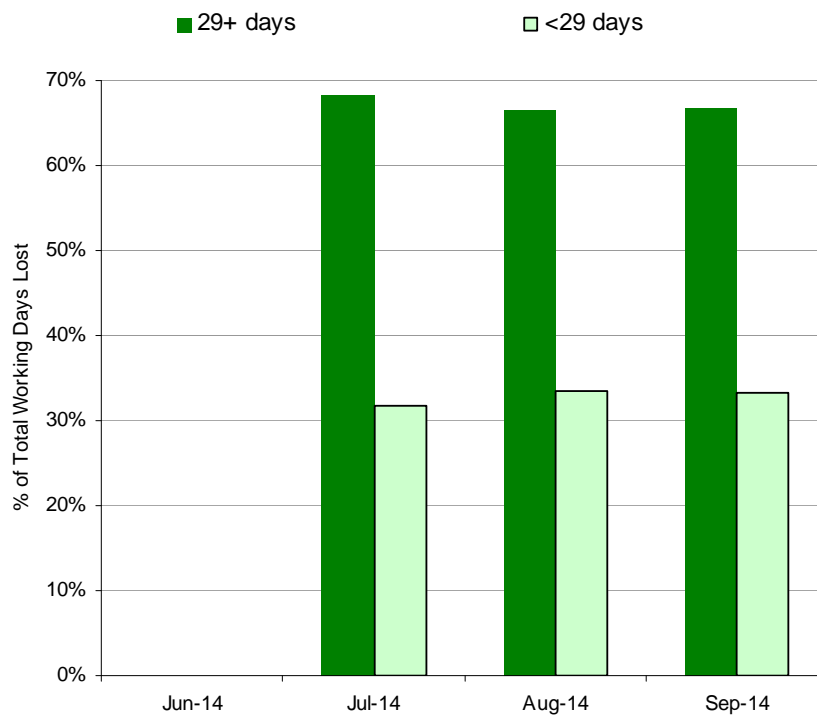
<sup>6</sup> <http://www.legislation.gov.uk/ukpga/2005/13/contents>



**Figure 4a: Sickness absence length in CRCs**



**Figure 4b: Sickness absence length in NPS**



### 3.2 Staff in Post

The overall staffing levels in both NPS and CRCs have remained fairly constant from June 2014 to September 2014, with a marginal increase in funded staff in post in CRCs and a small decrease in funded staff in post in the NPS. Staffing levels across probation are 500 higher overall in comparison to pre-transition levels.

Table 6 shows all funded staff in post in the NPS and CRCs.

**Table 6: Funded Staff in Post (FTE)**

	Probation Services	CRC	NPS	Total
Jan-14	16,200			<b>16,200</b>
Feb-14	16,200			<b>16,200</b>
Mar-14	16,100			<b>16,100</b>
Apr-14	16,100			<b>16,100</b>
May-14 <sup>1</sup>				-
Jun-14		8,330	8,300	<b>16,630</b>
Jul-14		8,330	8,280	<b>16,610</b>
Aug-14		8,380	8,260	<b>16,640</b>
Sep-14		8,450	8,200	<b>16,650</b>

<sup>1</sup> - Data for May 2014 are unavailable

Tables 7a and 7b show a breakdown of the funded staff in post within CRCs and NPS by bands. The tables show that the overall increase in staff in post in CRCs is attributable primarily to rises in Bands 1 to 3 and the overall fall in NPS staff is attributable to a fall in NPS Bands 1 to 3. The level of Probation Officers within both sectors has remained fairly stable.

**Table 7a: Funded Staff in Post (FTE) in CRCs from June to September 2014<sup>7</sup>**

CRC Staff	Jun 14	Jul 14	Aug 14	Sept 14
CEO	20	20	20	20
Manager Bands A to D	210	210	210	200
Probation Officer Band 4	2,040	2,030	2,040	2,040
Other Bands 5 to 6	900	880	880	900
Bands 1 to 3, including Probation Support Officers	5,150	5,180	5,210	5,280
Other	10	10	20	0
<b>Total</b>	<b>8,330</b>	<b>8,330</b>	<b>8,380</b>	<b>8,450</b>

<sup>7</sup> Please note that staffing figures are rounded and therefore staff in post figures may not directly tally with figures for joiners and leavers

**Table 7b: Funded Staff in Post (FTE) in NPS from June to September 2014<sup>8</sup>**

<b>NPS Staff</b>	<b>Jun 14</b>	<b>Jul 14</b>	<b>Aug 14</b>	<b>Sept 14</b>
NPS Manager Bands A to D	110	130	130	120
Probation Officer Band 4	3,060	3,040	3,050	3,030
Other NPS Bands 4 to 6	1,250	1,260	1,270	1,260
NPS Bands 1 to 3, including Probation Support Officers	3,880	3,850	3,800	3,770
Staff in Non NPS Grades	-	-	10	10
<b>Total</b>	<b>8,300</b>	<b>8,280</b>	<b>8,260</b>	<b>8,200</b>

### **3.3 Joiners and Leavers**

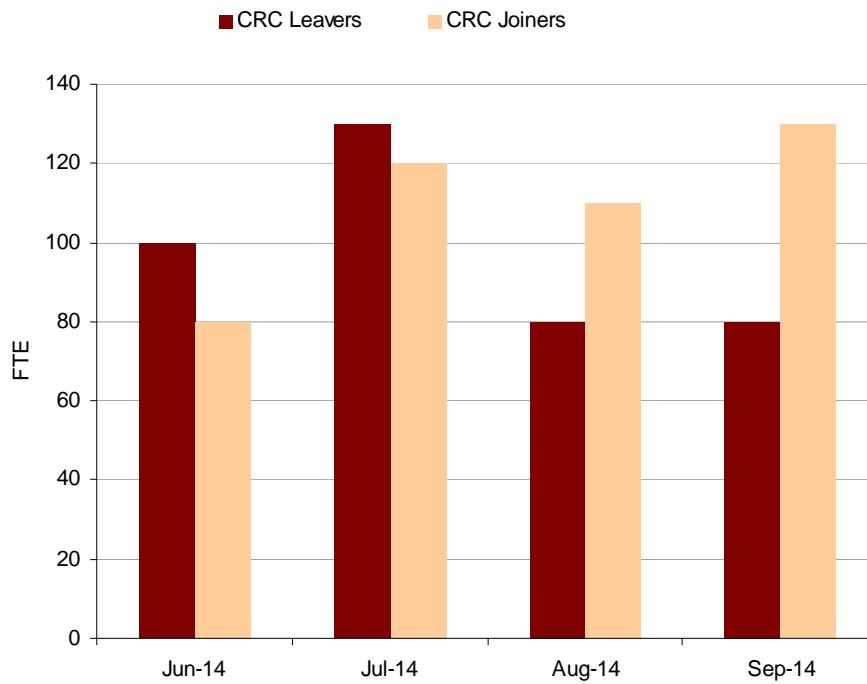
Figure 5 shows the levels of joiners and leavers in CRCs. Figure 6 shows the levels of joiners and leavers in NPS. Leavers have been consistently higher than joiners in NPS, leading to a constant net decrease in staff in post month-on-month since June 2014. There has been an upward trend in joiners in CRCs since June 2014, while for the same period in NPS, the levels of joiners has been constant and lower than in CRCs.

The NPS are recruiting probation officers in 3 cohorts during each year, to commence the 15-month Probation Qualification Framework training course. The first cohort for autumn 2014 is around 276 new starters.

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<sup>8</sup> Please note that staffing figures are rounded and therefore staff in post figures may not directly tally with figures for joiners and leavers

**Figure 5: Joiners and Leavers in CRCs (FTE)<sup>9</sup>**



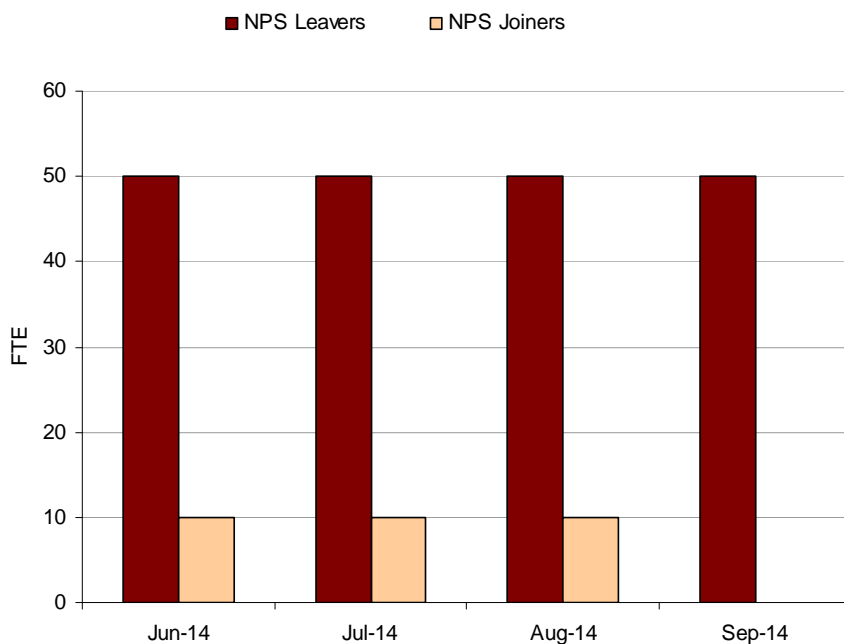
**Table 8: Joiners and Leavers in CRCs (FTE)<sup>10</sup>**

	June 2014	July 2014	August 2014	September 2014
CRC Joiners	80	120	110	130
CRC Leavers	100	130	80	80

<sup>9</sup> Please note that staffing figures are rounded and therefore staff in post figures may not directly tally with figures for joiners and leavers

<sup>10</sup> Please note that staffing figures are rounded and therefore staff in post figures may not directly tally with figures for joiners and leavers

**Figure 6: Joiners and Leavers in NPS (FTE)**



**Table 9: Joiners and Leavers in NPS (FTE)**

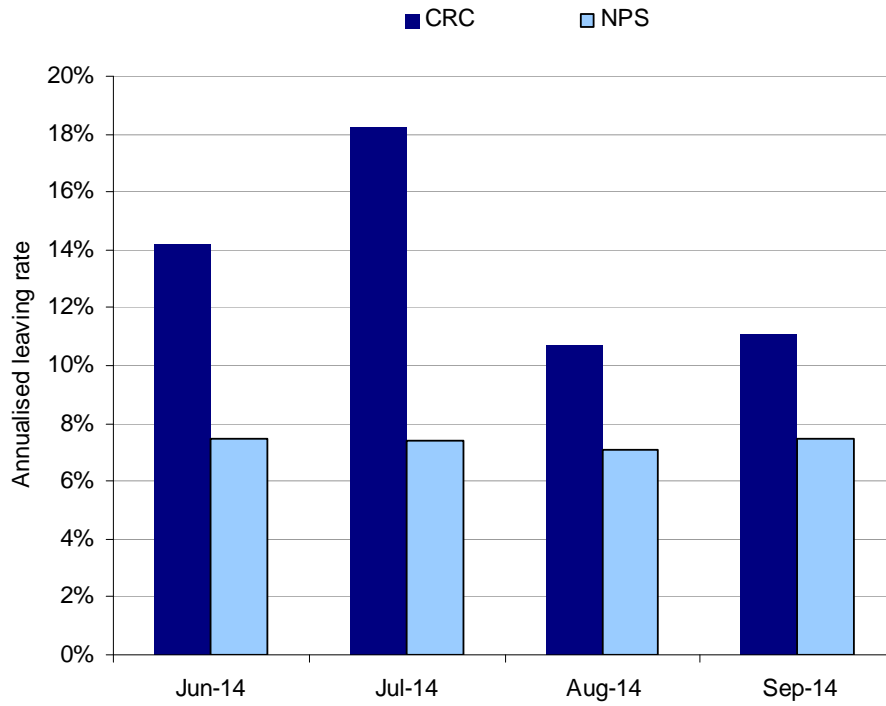
	June 2014	July 2014	August 2014	September 2014
NPS Joiners	10	10	10	~
NPS Leavers	50	50	50	50

Figure 7 shows the annualised turnover rate<sup>11</sup> for CRCs and NPS. The annualised turnover rate in CRCs is higher than NPS, despite a downward trend since July 2014, but Figure 5 shows that this is replenished by joiners. The leaving rate in NPS has been approximately consistent from June 2014 to September 2014.

It should be noted that Figure 7 and Table 10 represent annualised turnover figures based on monthly figures. These figures are therefore likely to be more volatile than annual figures, and are unlikely to represent actual turnover across the entire year.

<sup>11</sup> For CRCs, leavers (FTE) in the month divided by the staff in post (FTE including staff seconded in, excluding staff seconded out) at the end of the month, multiplied up by 12 to represent an annualised figure. For NPS, leavers (FTE) in the month divided by the funded staff in post (FTE) at the end of the month, multiplied up by 12 to represent an annualised figure.

**Figure 7: Annualised turnover rates in NPS and CRCs**



**Table 10: Annualised turnover rates in NPS and CRCs**

	June 2014	July 2014	August 2014	September 2014
NPS	7.5%	7.4%	7.1%	7.5%
CRC	14.2%	18.2%	10.7%	11.1%

## Section 4 – Performance

When responsibility for delivery of probation services in England and Wales transferred on 1 June to CRCs and the NPS, critical performance measures (or ‘metrics’) from the previous structure that were used to monitor performance of the 35 probation trusts were carried forward. Once ownership of CRCs transfers to new owners, this rolled-forward set of measures will be replaced with a new performance framework for both the CRCs and the NPS.

In the interim, the rolled-forward probation trust metrics are monitored monthly and comparisons are made with the previous year. The measures cover three main areas of performance:

- timeliness of service delivery;
- delivery of the sentence of the court;
- completion of sentence requirements.

The performance for metrics that measure rates have been charted as time series – using monthly management information data from April 2012 to September 2014. The metrics measuring volumes show absolute figures from each month, compared year on year.

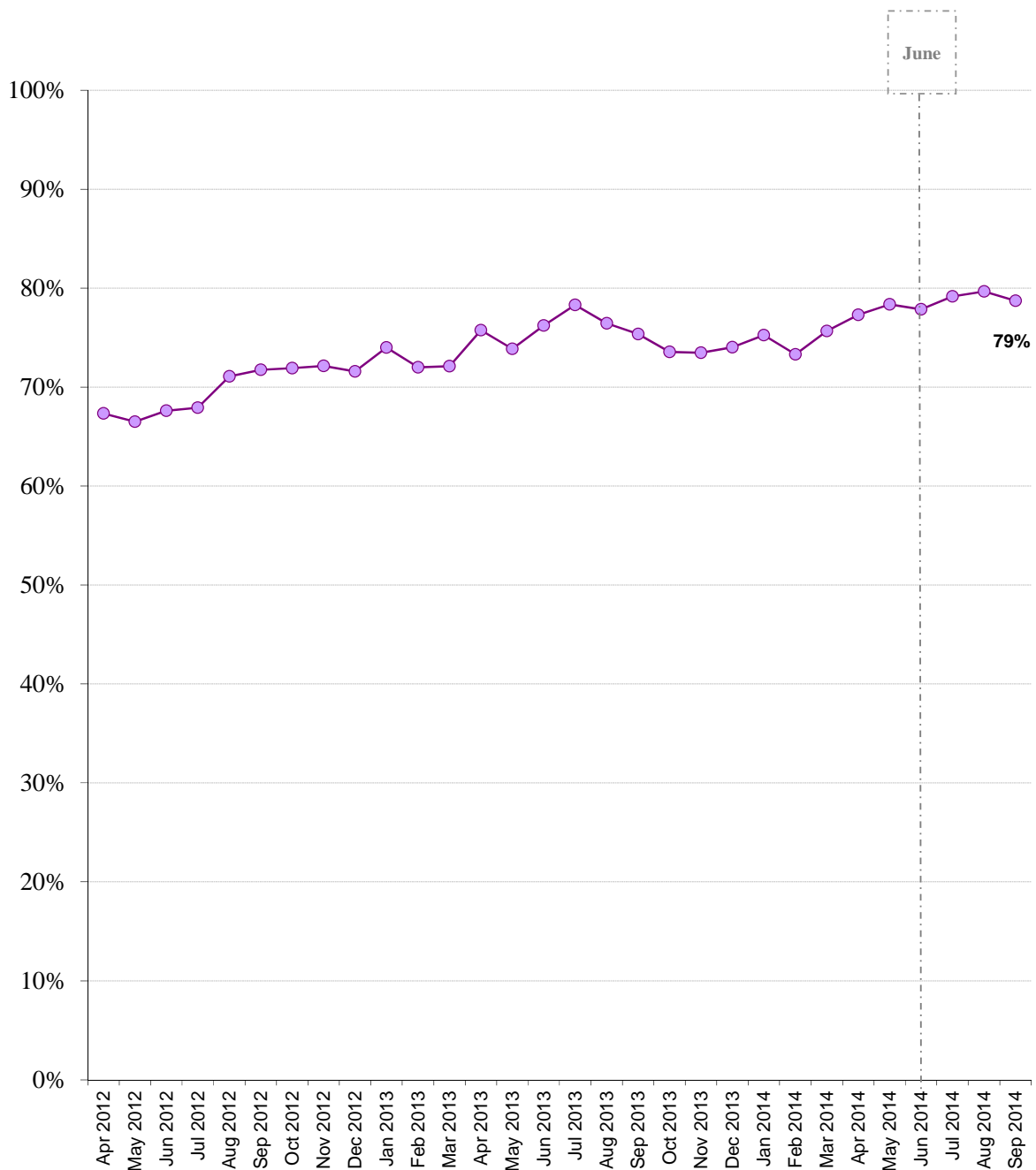
It is worth noting that since the introduction of the new probation arrangements, the NPS and CRCs are managing cohorts of offenders that have different characteristics and demographics. This should be considered when comparing performance between the NPS and CRCs.

i) Oral and Fast Delivery Reports

The metric is a measure of the service provided by probation to courts in providing Pre-Sentence Reports (PSRs).

Figure 8 shows a long-term increase, apparent from June 2012 onwards, in the use of Oral and Fast PSRs compared to Standard PSRs. Since 1 June 2014, there has been a further slight increase in the proportion of the Oral and Fast PSRs being used compared to Standard PSRs.

**Figure 8: Oral and Fast Delivery Reports between April 2012 and September 2014**



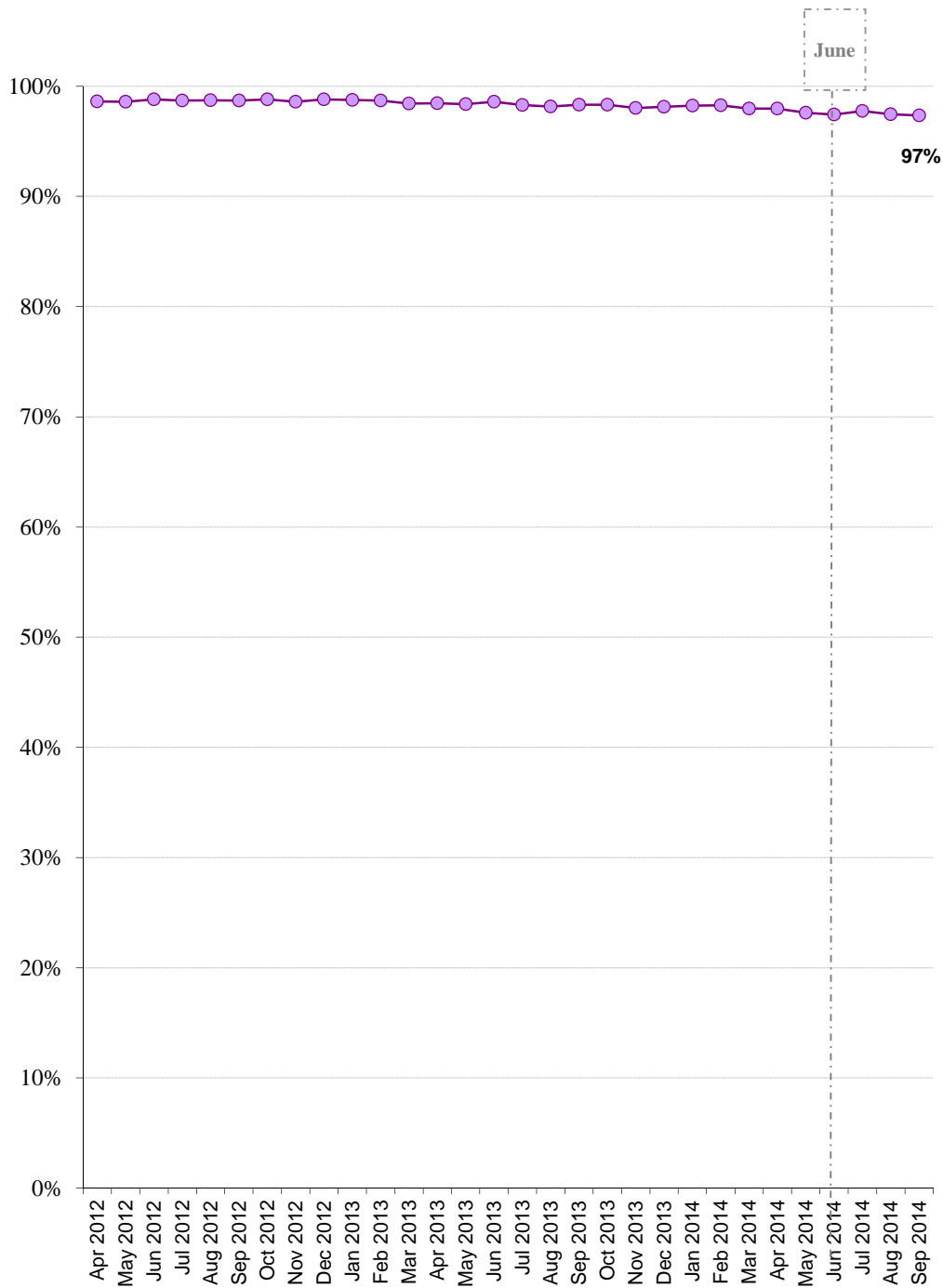


#### 4.1 Timeliness

##### ii) Court Report Timeliness (including Remand In Custody)

The metric is another measure of probation's service to courts, covering completion of PSRs within the agreed timescales set by the court. Figure 9 illustrates that performance has remained stable since 1 June 2014 and is comparable with periods prior to this.

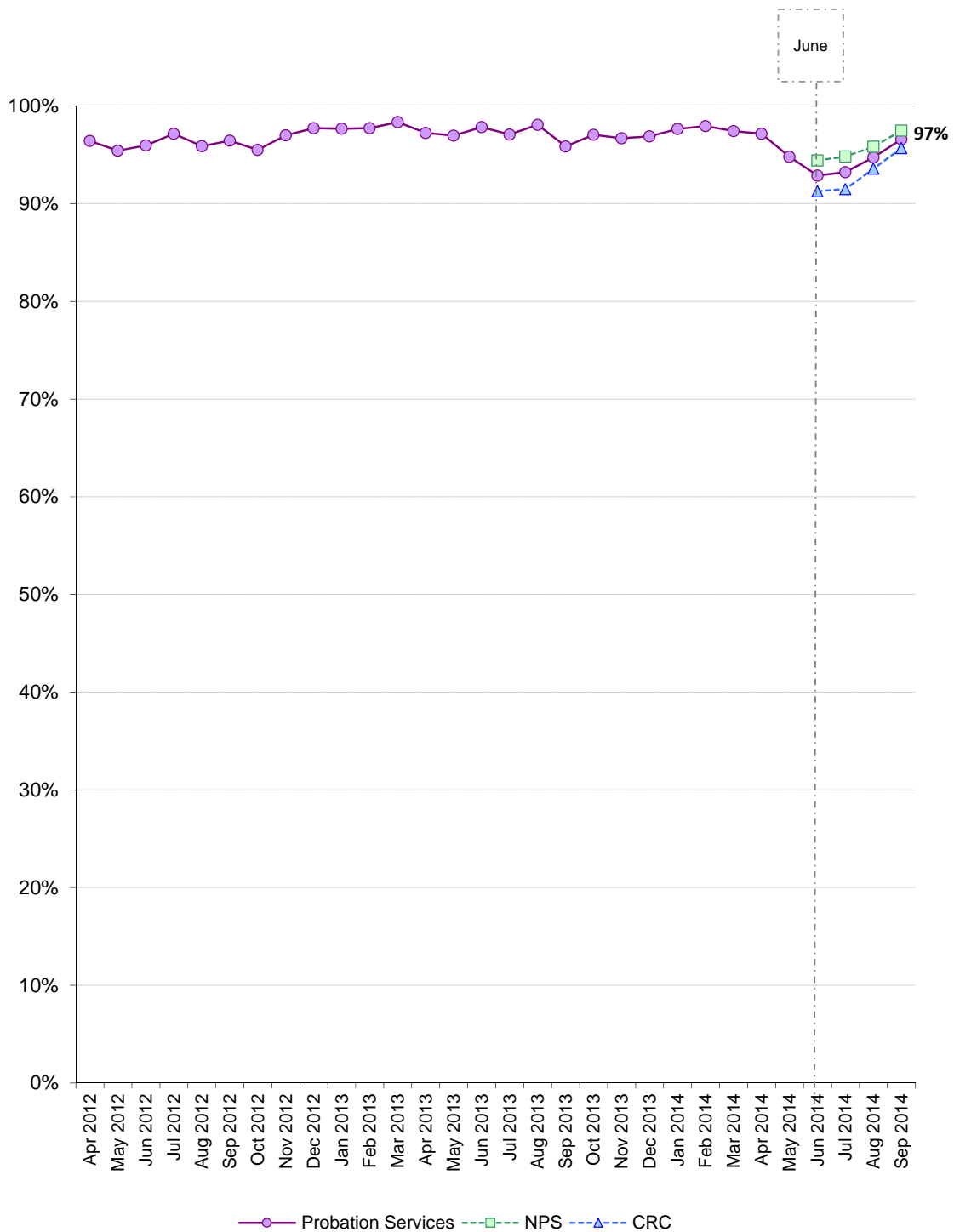
**Figure 9: Court Report Timeliness between April 2012 and September 2014**



iii) Licence recall timeliness

The metric measures the timeliness of licence recall processes, from the probation decision to request revocation of licence, through NOMS’s issue of the revocation, to the police returning the offender to custody. Performance against this metric decreased in the months running up to June 2014, but then increased after that point. In September 2014, performance across all probation providers (both CRCs and the NPS) was 97%.

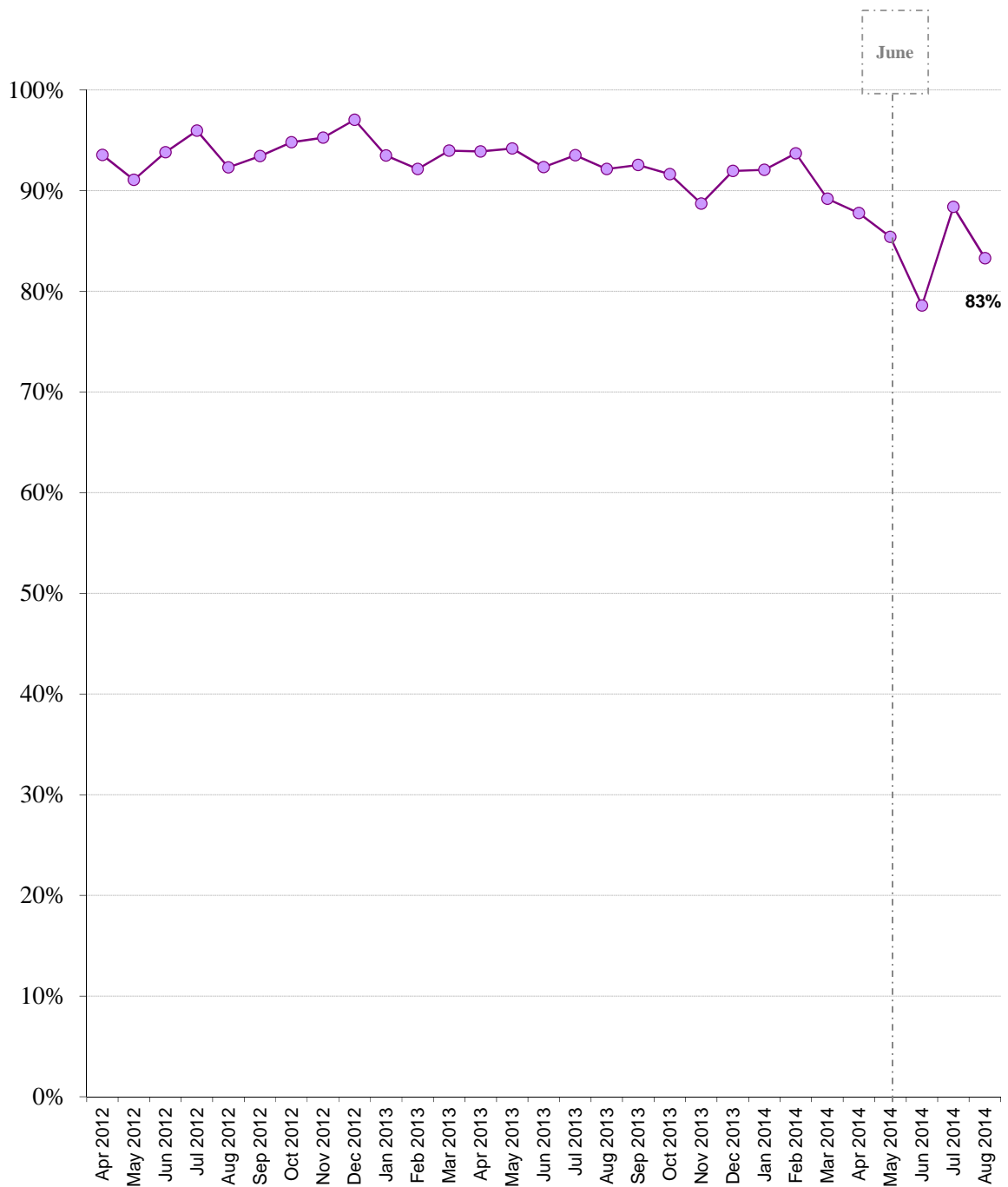
**Figure 10: Licence recall timeliness between April 2012 and September 2014**



iv) Generic Parole Process – PAROM1 Return timeliness

This metric measures the timeliness of the submission of parole reports by probation as part of the Generic Parole Process for indeterminate prisoners. Figure 11 shows that from February 2014 onwards there has been a fall in the percentage of PAROM1 forms completed within agreed timescales.

**Figure 11: Percentage of PAROM1 reports sent within timescales between April 2012 and August 2014<sup>12</sup>**



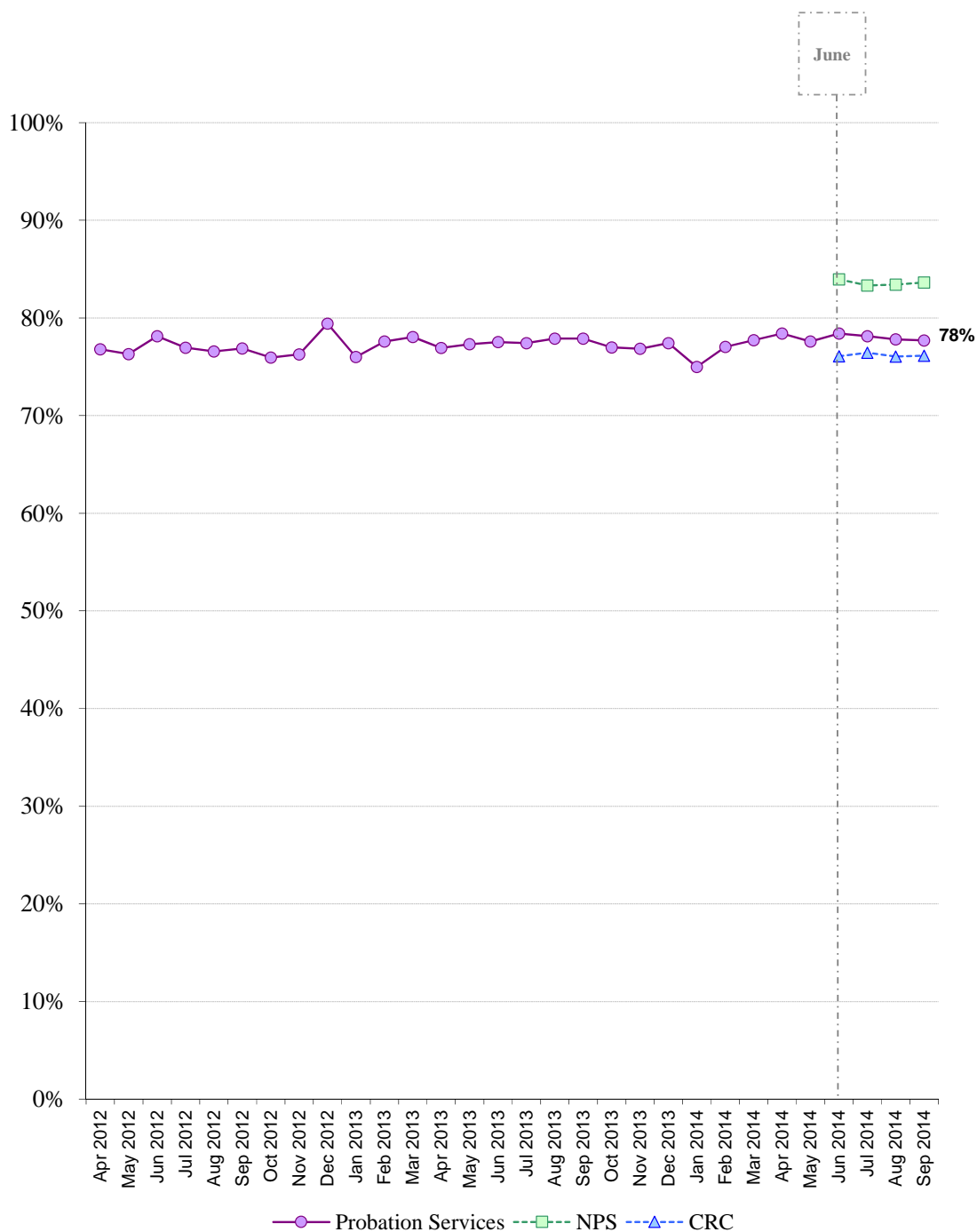
<sup>12</sup> Since this measure is reported one month in arrears, the latest data available is August 2014.

## 4.2 Delivering the sentence of the court

### v) Order and Licence completions

This is a measure of offender compliance at the point of termination of their order or licence. It shows the proportion of these that have terminated successfully: i.e. which have run their full course without being revoked for breach or a further offence, or which have been revoked early for good progress. The percentage of orders and licences successfully completed has remained consistent in the period from 1 June 2014 onwards and continues to follow a long term trend that ranges between 75% and 80%.

**Figure 12: Percentage of Orders and Licences successful between April 2012 and September 2014**

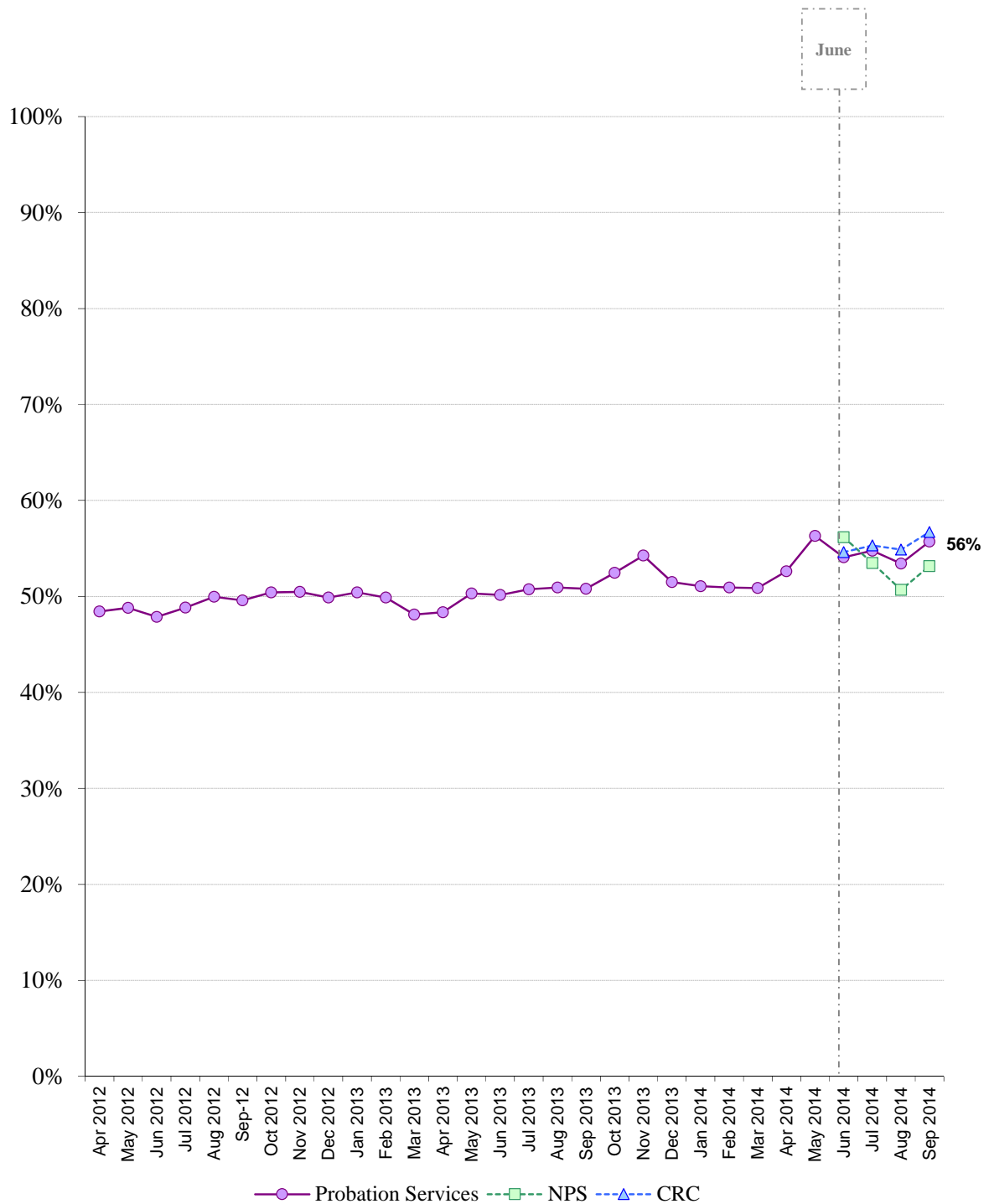


vi) Employment at termination

The purpose of this metric is to assess the employment status of offenders at the end of their order or licence to support a reduction in the levels of reoffending.

The percentage of offenders with employment at termination has been on an upward trend for the past two years. Figure 13 shows that this upward trend has continued since 1 June 2014.

**Figure 13: Percentage of offenders in employment at termination of their order or licence between April 2012 and September 2014**

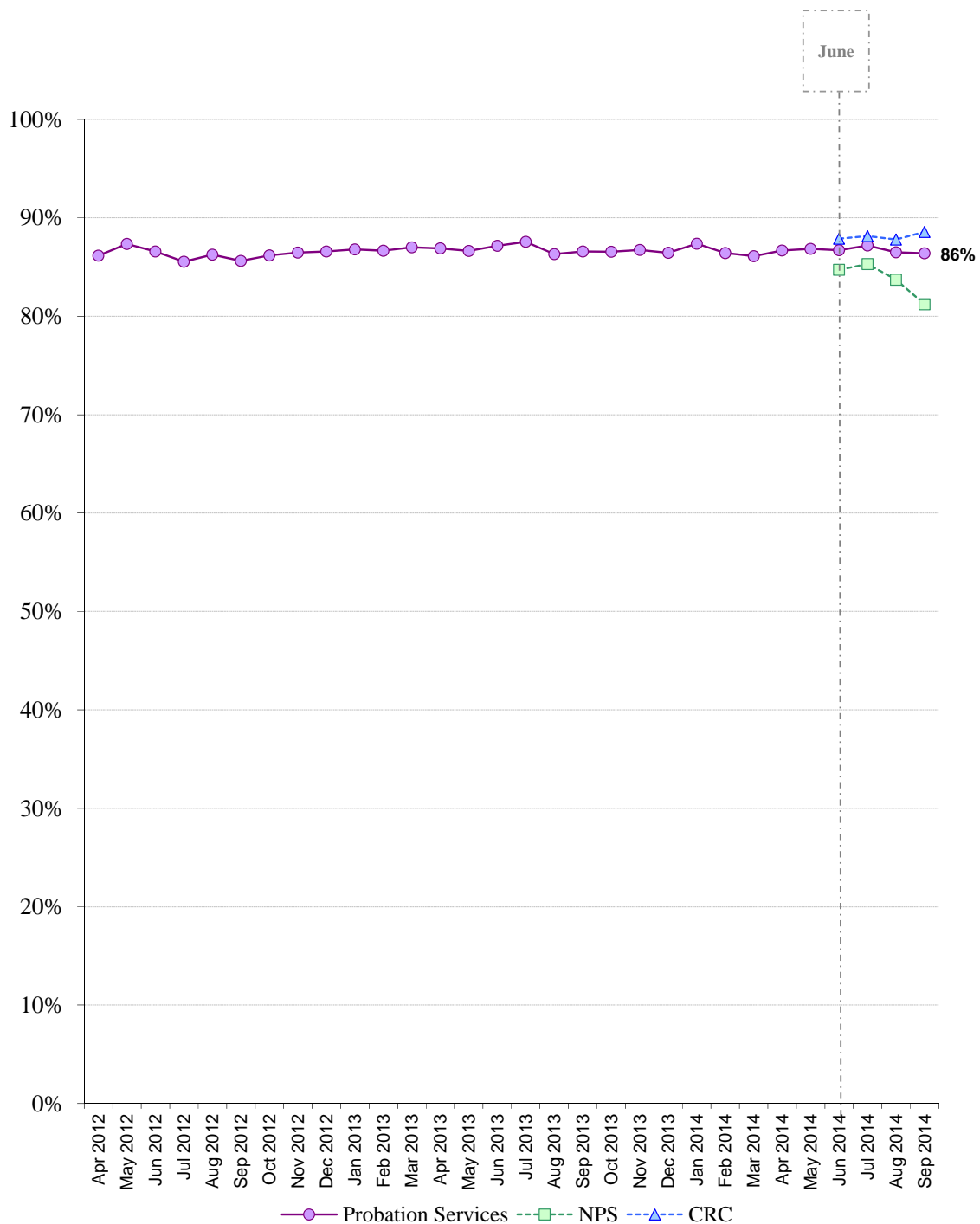


vii) Accommodation at termination

This metric assesses the accommodation status of offenders at the end of their order or licence to support reduction in levels of reoffending.

Since 1 June 2014 the overall combined performance of CRC and NPS remains consistent with national performance prior to this date. Figure 14 shows that NPS performance against this measure has fallen slightly from 85% in June 2014 to 81% in September 2014.

**Figure 14: Percentage of offenders in settled or suitable accommodation at termination of their order or licence between April 2012 and September 2014**



### 4.3 Completions

Requirements available as part of a sentence served in part or in full in the community can include a range of activities, programmes and interventions. Items viii) – xiii) set out the volumes of such requirements delivered successfully (they do not represent the completion rate). Volumes for each of these requirements need to be considered in the wider context of overall probation caseload, which has decreased in recent years (as shown in Table 11). Changes to the volume or case mix of overall caseloads may affect completion volumes for particular interventions.

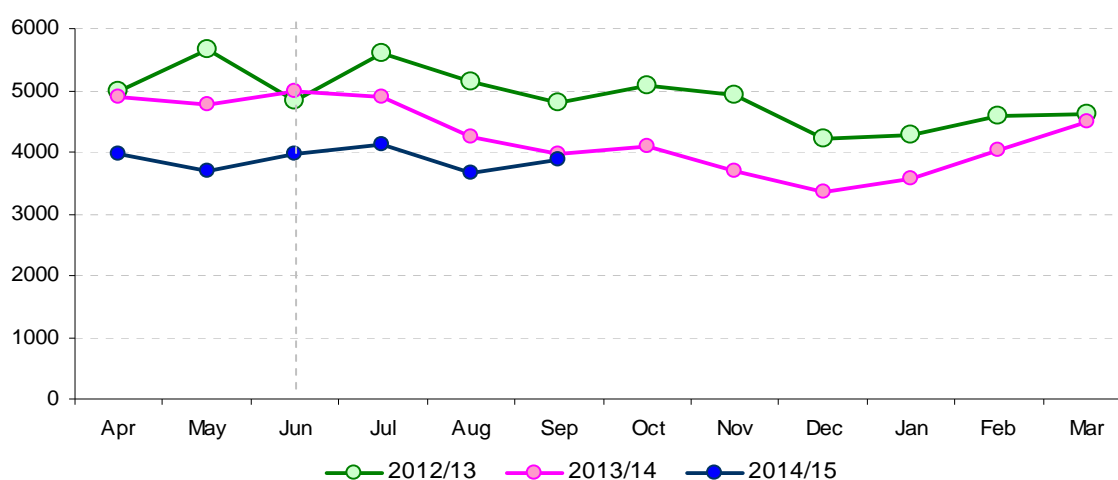
**Table 11: April snapshot of probation caseload (offenders) for 2012, 2013 and 2014**

	Date	Caseload
National	01/04/2012	236,200
National	01/04/2013	224,300
National	01/04/2014	223,900

#### viii) Unpaid work

Figure 15 shows the volume of unpaid work completions per month for 2014/15 so far and for the previous two financial years. The level of monthly completions is unchanged from the start of this year through to June 2014 and beyond. The overall year on year fall may be attributable to the decreasing trend in community orders being imposed by the courts.

**Figure 15: Number of Unpaid work completions in April 2014 to September 2014 and the previous two years**

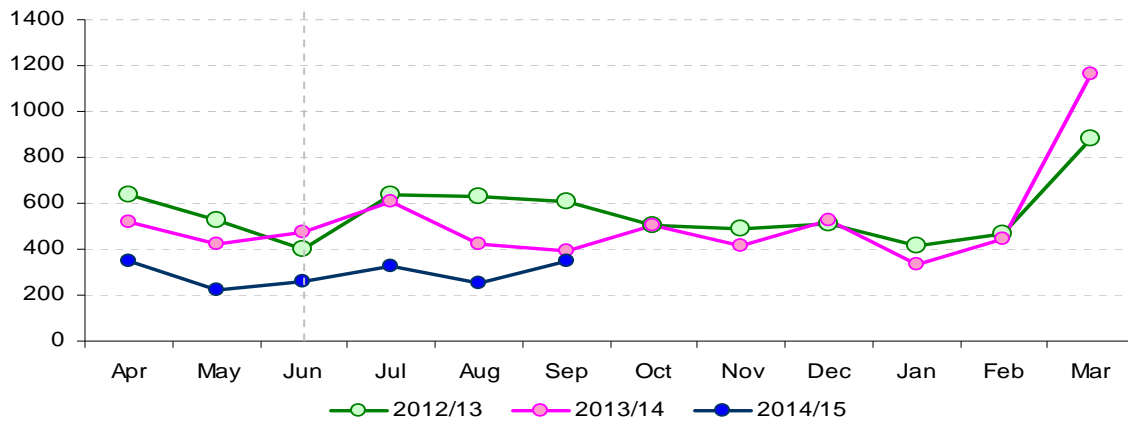


#### ix) Offender Behaviour Programme (OBP) Completions

NOMS currently commissions a number of accredited offending behaviour programmes which are designed to reduce reoffending by helping offenders to learn new skills that improve the way in which they think and solve problems: for example by helping them to cope with pressures, to consider the consequences of their actions, to see things from the perspective of others, and to act less impulsively.

Figure 16 shows the volume of OBP completions, and illustrates that performance in 2014/15 to date has been consistent before and after 1 June 2014. There has been a year on year drop to date between 2013/14 and 2014/15 but this is also apparent between 2012/13 to 2013/14.

**Figure 16: Number of OBP completions in April 2014 to September 2014 and the previous two years**

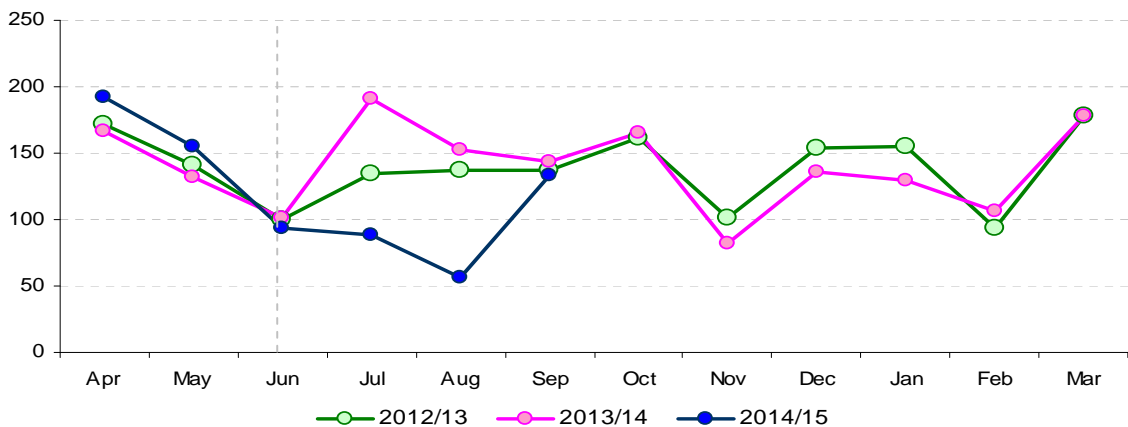


ix) Sex Offender Treatment Programme Completions

Sex offender treatment programmes aim to reduce reoffending by adult male sex offenders. A range of programmes are available to meet the level of risk and need of the offender.

The slight downward trend in completions continued after 1 June 2014. However, Figure 17 demonstrates volumes increased in September and are now in line with volumes completed in September of the previous two years.

**Figure 17: Number of SOTP completions in April 2014 to September 2014 and the previous two years**



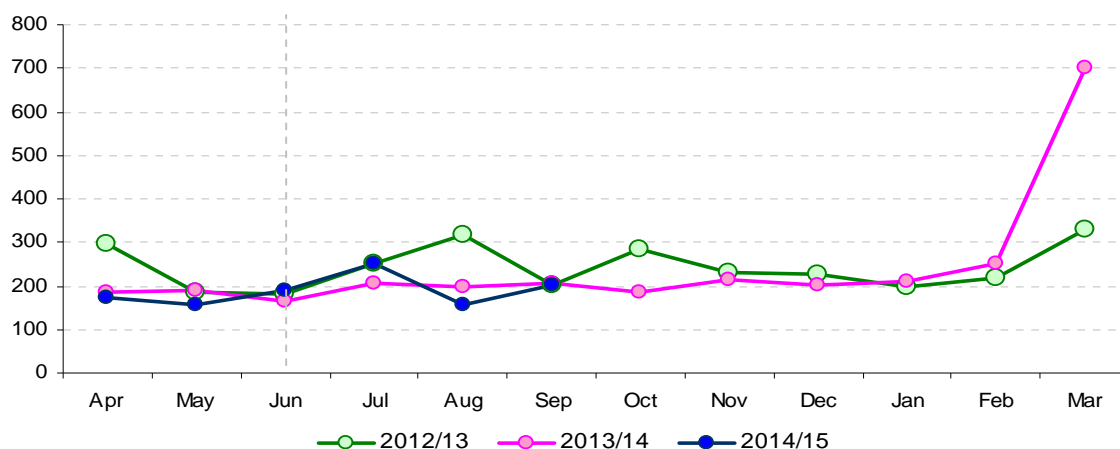
x) Domestic Violence Completions

NOMS accredited programmes for domestic violence are programmes targeted at men who are or were in heterosexual relationships at the time the offence was committed. They aim to reduce aggressive behaviour through teaching social skills, emotional management techniques and challenging attitudes and beliefs to help change behaviour.

The volume of domestic violence completions in 2014/15 is comparable and in line with the last two years. Figure 18 shows volumes of domestic violence programme completions, and indicates that there has been not notable change in delivery since 1 June 2014.



**Figure 18: Number of Domestic Violence completions in April 2014 to September 2014 and the previous years**

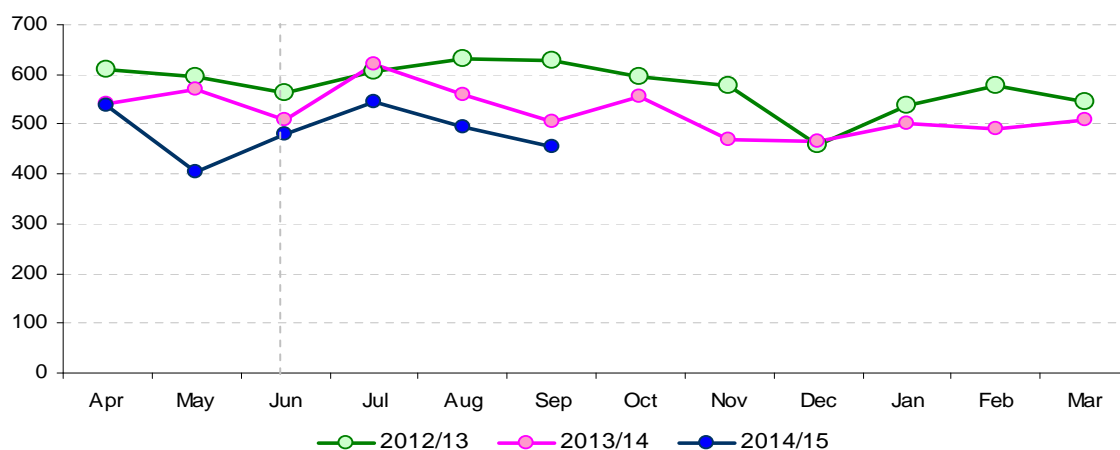


xi) Drug Rehabilitation Requirement Completions

The drug rehabilitation requirement (DRR) is the primary means for offenders serving sentences in the community to address identified drug misuse. The DRR is an intensive vehicle for tackling drug misuse and offending of many of the most serious and persistent drug misusing offenders.

Figure 19 shows volumes of DRR programme completions, and shows that the monthly completions of DRRs in 2014/15 followed the trend in 2013/14, with the exception of May.

**Figure 19: Number of DRR completions in April 2014 to September 2014 and the previous years**



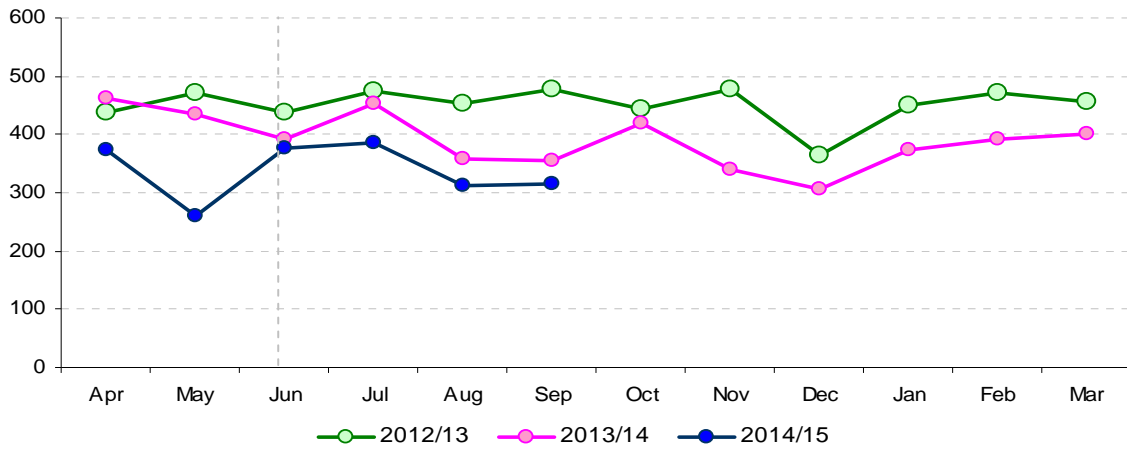
xii) Alcohol Treatment Requirement Completions

The alcohol treatment requirement (ATR) provides access to a tailored treatment programme with the aim of reducing or eliminating alcohol dependency and is targeted at offenders with the most

serious alcohol misuse and offending who require intensive, specialist, care-planned treatment and integrated care involving a range of agencies.

Similarly to the performance delivery of DRR completions, the delivery of ATR completions in 2014/15 to date follows the same seasonal trend, with the exception of May, as 2013/14 as shown in Figure 20.

**Figure 20: Number of ATR completions in April 2014 to September 2014 and the previous years**



## Section 5 – New processes: risk assessment and case allocation

As part of the allocation process, NPS staff use a new additional tool that was introduced from June 2014 onwards to assess how likely offenders are to commit a seriously harmful re-offence within the next 2 years, based on a Risk of Serious Recidivism (RSR) measure. The RSR tool is primarily based on static factors but can include dynamic factors too. This tool supplements the existing, wider risk assessment process, involving a risk of serious harm screening and the professional judgment of the member of NPS staff carrying out the allocation, which is used to assess the level of risk of serious harm to inform the allocation decision.

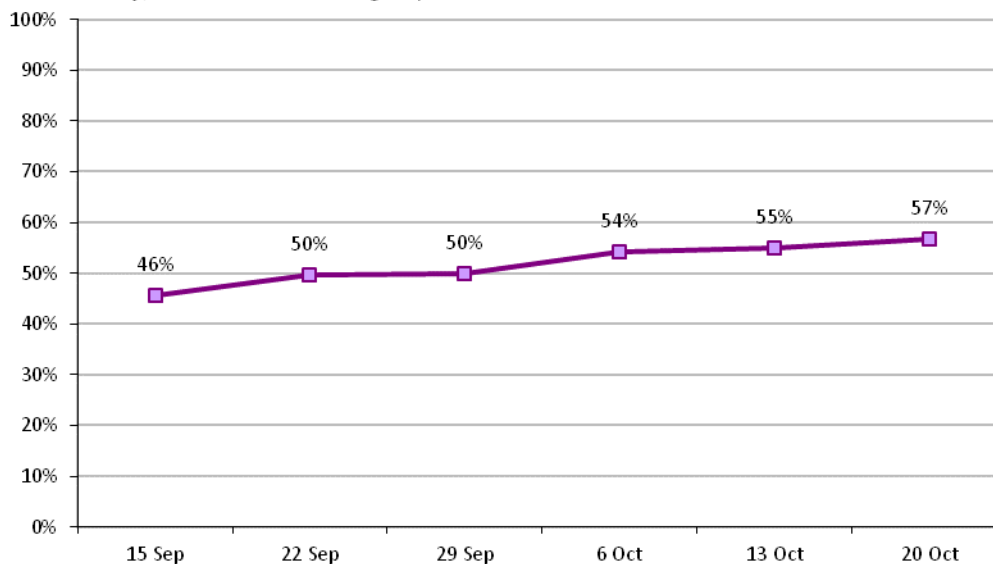
This section sets out information on the completion of the new RSR tool and on timeliness of allocation decisions.

### 5.1 Recording of RSR assessment

Figure 21 shows, for each week independently, the proportion of offenders for whom an RSR assessment was recorded on the nDelius case management system. Each weekly figure is independent, not cumulative. Where an RSR assessment has been fully completed but not recorded on nDelius, it will not appear in these figures.

Figure 21 shows that since 15 September 2014, the proportion of offenders for whom an RSR assessment was completed and recorded on nDelius has increased from 46% to 57%.

**Figure 21 - RSR (Risk of Serious Recidivism) assessment completion rate**  
*Nationally, Weeks commencing Sept 15th - Oct 20th, 2014*



### 5.2 Case Allocation to CRCs

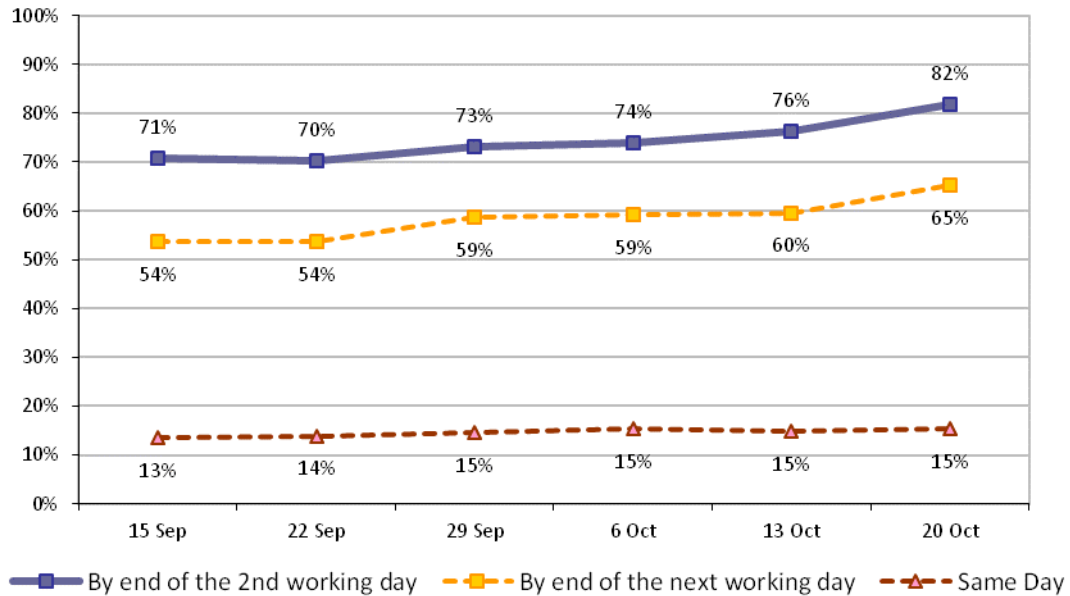
Figure 22 shows, for each week independently, the timeliness of NPS allocation decisions to CRCs. The NPS remains responsible for managing offenders unless and until they are allocated to a CRC.

Figure 22 shows that for the week commencing 20 October, 82% of cases allocated to CRCs were allocated by the end of the second full working day following the date of sentence. 65% of cases

allocated to CRCs were allocated by the end of the next full working day following the date of sentence. Both these measures have seen an upward trend since 1 June.

For the avoidance of doubt, a case sentenced at any time on 16 January which was allocated at any time on 17 January would count as allocated by the end of the next full working day.

**Figure 22 - Time to Allocate a Case**  
*Nationally, Weeks commencing Sept 15th - Oct 20th, 2014*



## Contact points for further information

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