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of Justice

Community Performance Quarterly Management Information release

April 2015 – March 2016

National Offender Management Service

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

Overview

Since the introduction of the Offender Rehabilitation Act (ORA) as part of Transforming Rehabilitation, the National Probation Service (NPS) and Community Rehabilitation Companies (CRCs) have been monitored against new performance frameworks to make sure their delivery of services is timely, consistent and of high quality. Management Information (MI) against these performance frameworks will be published on a regular basis by NOMS in the "Community Performance Quarterly MI release". These publications will be released on the final Thursday of October, January, April and July every year*, beginning on 29 October 2015. The publication will cover all performance metrics from both frameworks, at a national level and broken down to lower levels of geography where appropriate. These publications may also include other current or historic management information, such as volumes, to provide context. There will also be an annual release of performance MI to accompany the management information addendum.

* Full release Schedule:

28 July 2016 - performance MI from April 2015 - March 2016

27 October 2016 – performance MI from April - June 2016

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

27 April 2017 - performance MI from October - December 2016

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

26 October 2017 - performance MI from April - June 2017

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

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

Service level performance

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

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

where:

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

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

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

Current performance expectations

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

Figure A: Example performance expectation trajectory

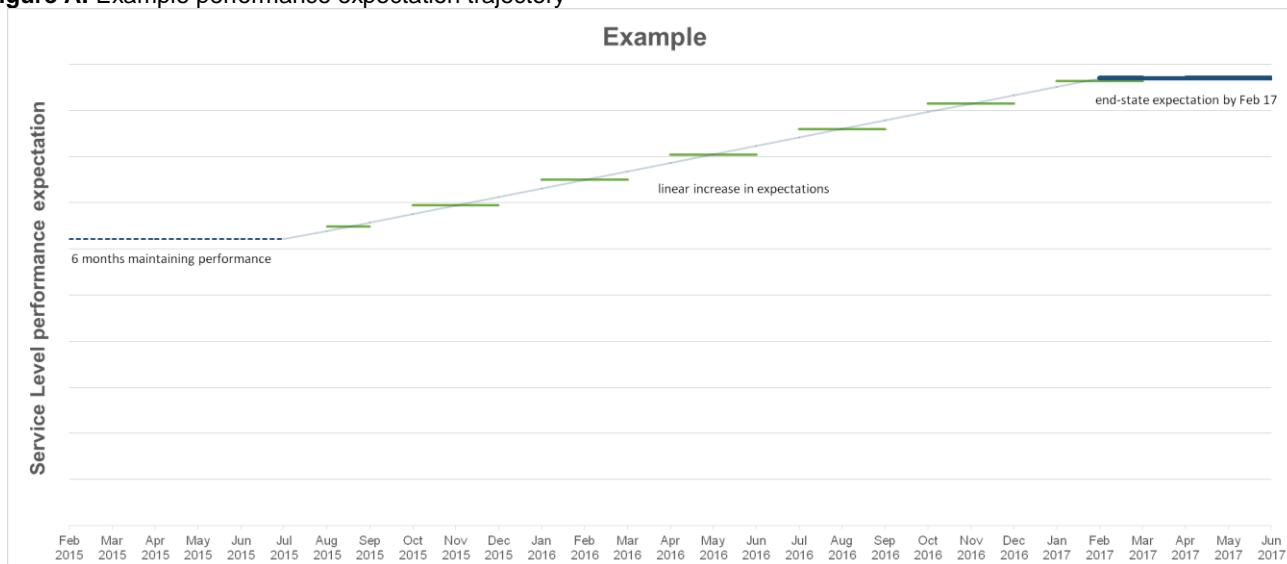


Table A below shows how each measure is categorised in relation to performance expectations, this status is also reflected in the relevant section of the publication.

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

Organisation	Performance expectation	Service Levels
CRC	6 months to maintain; 18 months ramp-up	SLM1; SLM2; SLM3; SLM4; SLM5; SLM6; SLM10; SLM11; SLM12; SLM13; SLM14; SLM15; SLM16; SLM17
	End-state target expected from outset	SLM 7; SLM8; SLM9; All Assurance Metrics
NPS	6 months to maintain; 18 months ramp-up	SL3, SL4, SL5, SL6, SL8, SL9, SL11, SL14, SL15
	End-state target expected from outset	SL1, SL2, SL7, SL10, SL12, SL13, SL16, SL17, SL18, SL19, SL21, SL22, SL23, SL25
	Not applicable	SL20, SL24

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

End-state performance targets

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

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

Reducing Reoffending

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

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

Transparency

This publication is for transparency purposes, and represents that view of the authority concerning performance in the probation system. The publication presents a comprehensive view of performance in a system where both NPS and CRCs may be required to undertake activity to support the management of an offender, or deliver specific services. These figures are representative of performance, and quality assured in line with the corporate requirements of NOMS, however given that these figures have been drawn from administrative IT system they may be, as with any large scale recording system, subject to possible errors with data entry and processing. However, it should be noted that probation providers are responsible for ensuring the accuracy of their own data.

Figures contained in this document do not necessarily provide the authority's view in relation to other aspects of the probation system or related contracts; for example relief events, or service credits.

More about this publication

All performance figures in this publication are supported by sufficient volumes of underlying data (for statistical purposes this will be at least 30 observations). Where the data allow, and the majority of CRCs or NPS Divisions have sufficient observations, figures are provided at the lowest level of granularity. If data are not sufficient at the lowest level of granularity, the figures displayed will be aggregate. The possible aggregation are (ordered from most granular to most aggregated):

- Quarterly performance, CRC level or NPS Divisional level
- Monthly performance, national level (CRC or NPS)
- Quarterly performance, national level (CRC or NPS)

Transforming Rehabilitation: background

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

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

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

Guidance on comparing performance levels

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

New performance frameworks to monitor delivery under the new arrangements

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

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

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

Service Credits

August and September 2015 were the first months for which service credit(s) were applied to CRCs in the instance of under-performance against expectation. Service credits are based on performance against service levels, but take a more holistic view of system performance, which considers the increasing trajectory of performance expectations as well as other factors. Performance figures included in this publication cannot be used to calculate or even estimate whether service credits are due, or their financial value.

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

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

Community Rehabilitation Company Names

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

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

CRC Performance of service level measures

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

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

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

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

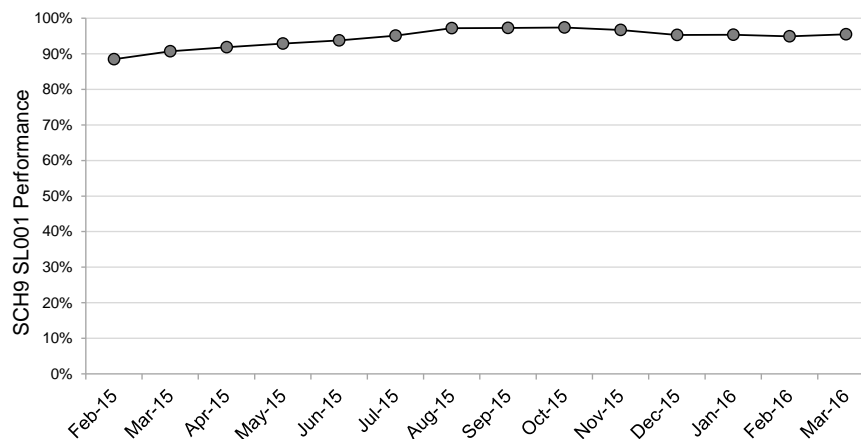


Table C1A: CRC Performance of SL001 - Initial Offender Contact (CO & SSO) for 14/15 and 15/16 by quarter. England and Wales

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	90%	93%	96%	97%	95%
BeNCH CRC	91%	91%	92%	92%	87%
BGSW CRC	83%	90%	96%	98%	98%
CGM CRC	97%	98%	99%	100%	99%
C&L CRC	89%	91%	95%	93%	94%
DLNR CRC	95%	97%	99%	98%	99%
DDC CRC	78%	87%	98%	98%	98%
DTV CRC	96%	97%	99%	99%	95%
Essex CRC	95%	99%	99%	97%	98%
HioW CRC	95%	99%	100%	100%	100%
HLNY CRC	98%	99%	100%	99%	98%
KSS CRC	84%	65%	85%	98%	99%
London CRC	85%	89%	93%	89%	89%
Merseyside CRC	86%	97%	98%	99%	99%
N&S CRC	93%	95%	94%	90%	37%
Northumbria CRC	84%	92%	97%	98%	98%
S. Yorkshire CRC	89%	97%	100%	99%	98%
SWM CRC	91%	95%	99%	99%	99%
T. Valley CRC	91%	92%	96%	95%	97%
Wales CRC	87%	98%	99%	100%	99%
WWM CRC	86%	96%	99%	99%	99%
W. Yorkshire CRC	91%	98%	99%	99%	99%

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

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

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

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

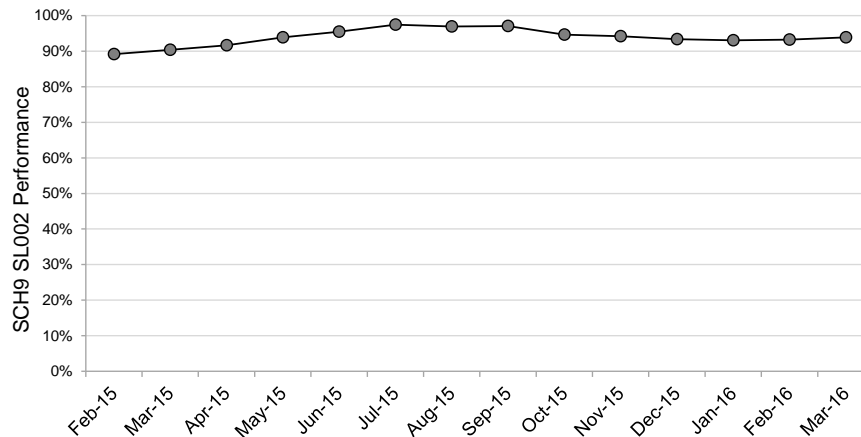


Table C2A: CRC Performance of SL002 - Initial Offender Contact (Licence) for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	90%	94%	97%	94%	93%
BeNCH CRC	88%	90%	90%	88%	93%
BGSW CRC	92%	96%	98%	100%	99%
CGM CRC	98%	99%	99%	99%	98%
C&L CRC	91%	88%	96%	94%	94%
DLNR CRC	91%	94%	98%	96%	97%
DDC CRC	90%	94%	98%	98%	95%
DTV CRC	92%	99%	100%	99%	99%
Essex CRC	100%	94%	99%	80%	83%
HIoW CRC	94%	96%	99%	98%	100%
HLNY CRC	97%	98%	100%	99%	99%
KSS CRC	87%	92%	96%	98%	98%
London CRC	80%	86%	92%	82%	77%
Merseyside CRC	90%	93%	98%	96%	97%
N&S CRC	91%	96%	94%	96%	92%
Northumbria CRC	91%	94%	97%	96%	95%
S. Yorkshire CRC	81%	98%	99%	97%	98%
SWM CRC	91%	94%	100%	97%	98%
T. Valley CRC	89%	87%	91%	94%	97%
Wales CRC	92%	98%	100%	100%	98%
WWM CRC	82%	97%	100%	97%	98%
W. Yorkshire CRC	92%	97%	99%	97%	96%

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

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

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

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

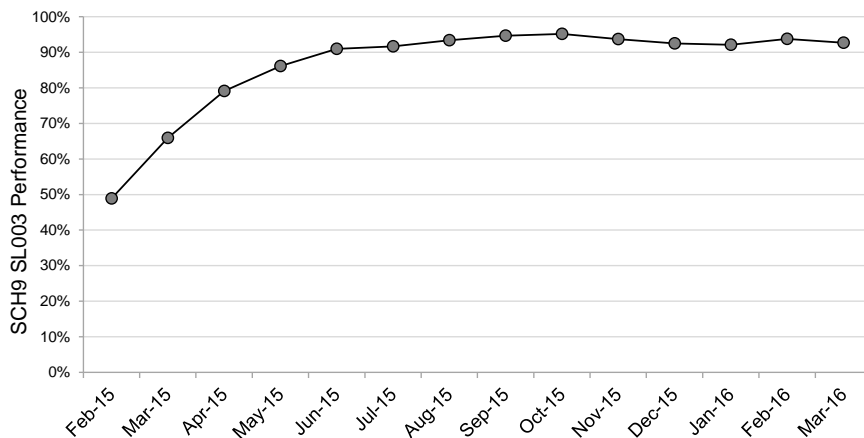


Table C3A: CRC Performance of SL003 - Plan Completion (CO & SSO) for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)³	58%	85%	93%	94%	93%
BeNCH CRC ³	-	-	-	-	-
BGSW CRC	40%	72%	90%	94%	94%
CGM CRC	81%	98%	99%	98%	99%
C&L CRC	19%	53%	84%	83%	82%
DLNR CRC	58%	84%	92%	92%	92%
DDC CRC	40%	63%	87%	89%	94%
DTV CRC	80%	91%	94%	97%	94%
Essex CRC	56%	95%	96%	82%	72%
HiW CRC	85%	99%	98%	99%	99%
HLNY CRC	94%	98%	98%	97%	96%
KSS CRC	56%	83%	91%	96%	97%
London CRC ³	-	-	-	-	-
Merseyside CRC	32%	97%	98%	99%	99%
N&S CRC	27%	64%	79%	71%	73%
Northumbria CRC	40%	79%	88%	91%	89%
S. Yorkshire CRC	80%	95%	98%	94%	91%
SWM CRC	63%	84%	91%	95%	91%
T. Valley CRC	54%	72%	90%	91%	92%
Wales CRC	42%	87%	93%	97%	96%
WWM CRC	71%	96%	98%	98%	97%
W. Yorkshire CRC	52%	96%	98%	98%	94%

³ Due to ongoing data quality investigations, data for completing sentence plans (SLM 003) have been removed for London CRC and Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC. National figures do not include London CRC and Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC performance.

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

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

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

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

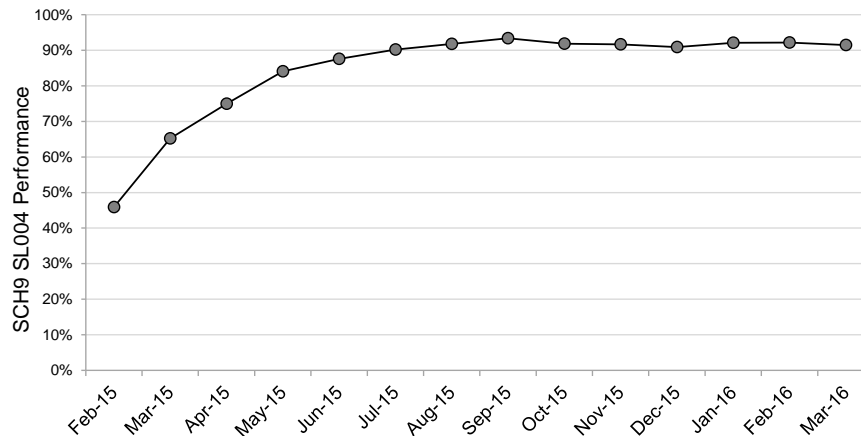


Table C4A: CRC Performance of SL004 - Plan Completion (Licence) for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)⁴	56%	83%	92%	90% (r)	91%
BeNCH CRC ⁴	-	-	-	-	-
BGSW CRC	33%	72%	84%	90% (r)	93%
CGM CRC	80%	96%	98%	98% (r)	97%
C&L CRC	24%	41%	80%	71% (r)	69%
DLNR CRC	53%	81%	90%	87% (r)	88%
DDC CRC	41%	70%	85%	85% (r)	89%
DTV CRC	79%	95%	90%	95% (r)	92%
Essex CRC	58%	78%	96%	67% (r)	69%
HiW CRC	73%	97%	98%	97% (r)	98%
HLNY CRC	93%	96%	96%	94% (r)	95%
KSS CRC	35%	59%	88%	91% (r)	96%
London CRC ⁴	-	-	-	-	-
Merseyside CRC	28%	97%	99%	96% (r)	96%
N&S CRC	45%	70%	65%	56% (r)	52%
Northumbria CRC	49%	85%	93%	94% (r)	92%
S. Yorkshire CRC	77%	95%	99%	88% (r)	87%
SWM CRC	58%	78%	90%	89% (r)	89%
T. Valley CRC	43%	69%	85%	87% (r)	93%
Wales CRC	46%	84%	94%	95%	96%
WWM CRC	60%	93%	100%	98% (r)	96%
W. Yorkshire CRC	63%	98%	99%	98% (r)	97%

⁴ Due to ongoing data quality investigations, data for completing sentence plans (SLM 004) have been removed for London CRC and Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC. National figures do not include London CRC and Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC performance.

CRC Service Level Measure 5 – Arrangement of Unpaid Work

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

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

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

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

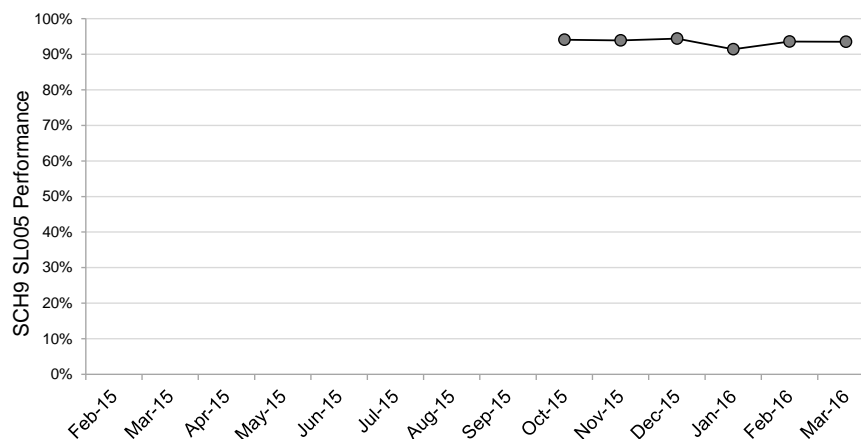


Table C5A: CRC Performance of SL005 - Arrangement of Unpaid Work for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	-	-	94%	93%
BeNCH CRC	-	-	-	91%	87%
BGSW CRC	-	-	-	98%	98%
CGM CRC	-	-	-	95%	94%
C&L CRC	-	-	-	96%	89%
DLNR CRC	-	-	-	97%	99%
DDC CRC	-	-	-	91%	97%
DTV CRC	-	-	-	97%	99%
Essex CRC	-	-	-	94%	96%
HiW CRC	-	-	-	100%	100%
HLNY CRC	-	-	-	98%	96%
KSS CRC	-	-	-	97%	99%
London CRC	-	-	-	88%	78%
Merseyside CRC	-	-	-	99%	99%
N&S CRC	-	-	-	86%	81%
Northumbria CRC	-	-	-	89%	97%
S. Yorkshire CRC	-	-	-	99%	94%
SWM CRC	-	-	-	96%	98%
T. Valley CRC	-	-	-	97%	98%
Wales CRC	-	-	-	94%	98%
WWM CRC	-	-	-	99%	97%
W. Yorkshire CRC	-	-	-	89%	95%

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

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

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

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

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

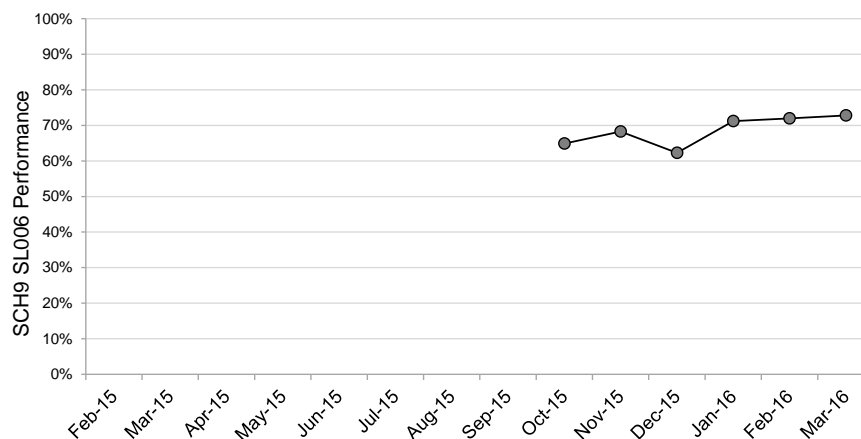


Table C6A: CRC Performance of SL006 - Priority of Arrangement of Unpaid Work for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	-	-	65%	72%
BeNCH CRC	-	-	-	39%	63%
BGSW CRC	-	-	-	90%	86%
CGM CRC	-	-	-	72%	76%
C&L CRC	-	-	-	68%	68%
DLNR CRC	-	-	-	75%	86%
DDC CRC	-	-	-	78%	87%
DTV CRC	-	-	-	86%	81%
Essex CRC	-	-	-	42%	79%
HloW CRC	-	-	-	95%	96%
HLNY CRC	-	-	-	87%	80%
KSS CRC	-	-	-	82%	86%
London CRC	-	-	-	36%	32%
Merseyside CRC	-	-	-	88%	95%
N&S CRC	-	-	-	27%	9%
Northumbria CRC	-	-	-	54%	80%
S. Yorkshire CRC	-	-	-	87%	71%
SWM CRC	-	-	-	81%	84%
T. Valley CRC	-	-	-	85%	93%
Wales CRC	-	-	-	70%	88%
WWM CRC	-	-	-	90%	78%
W. Yorkshire CRC	-	-	-	25%	83%

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

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

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

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

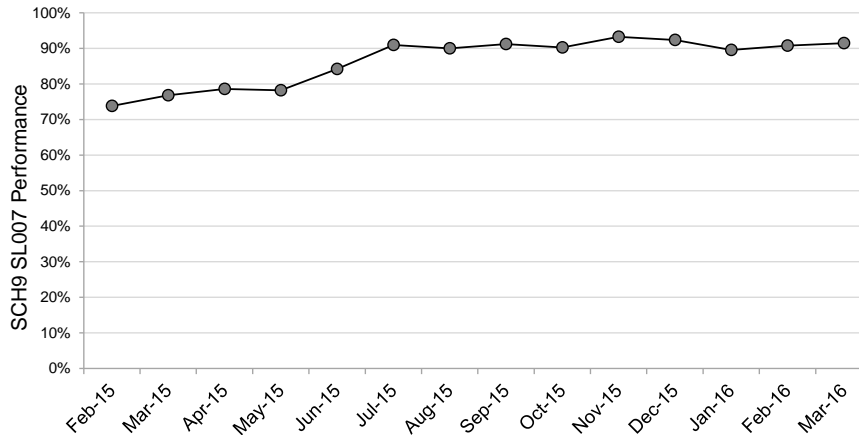


Table C7A: CRC Performance of SL007 - Completion of the Sentence of the Court for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	75%	80%	91%	92%	91%
BeNCH CRC	74%	76%	88%	92%	88%
BGSW CRC	83%	83%	88%	91%	90%
CGM CRC	84%	86%	93%	94%	95%
C&L CRC	79%	87%	91%	94%	90%
DLNR CRC	78%	80%	95%	96%	95%
DDC CRC	78%	86%	93%	92%	90%
DTV CRC	74%	83%	95%	95%	93%
Essex CRC	76%	86%	93%	89%	89%
HloW CRC	90%	94%	98%	98%	98%
HLNY CRC	89%	94%	96%	97%	95%
KSS CRC	67%	72%	88%	92%	89%
London CRC	59%	58%	82%	80%	78%
Merseyside CRC	78%	87%	94%	96%	93%
N&S CRC	88%	91%	95%	91%	94%
Northumbria CRC	80%	84%	85%	91%	88%
S. Yorkshire CRC	73%	74%	85%	91%	87%
SWM CRC	77%	88%	93%	95%	95%
T. Valley CRC	75%	78%	92%	96%	94%
Wales CRC	80%	92%	97%	98%	98%
WWM CRC	78%	82%	95%	96%	95%
W. Yorkshire CRC	72%	83%	92%	93%	91%

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

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

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

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

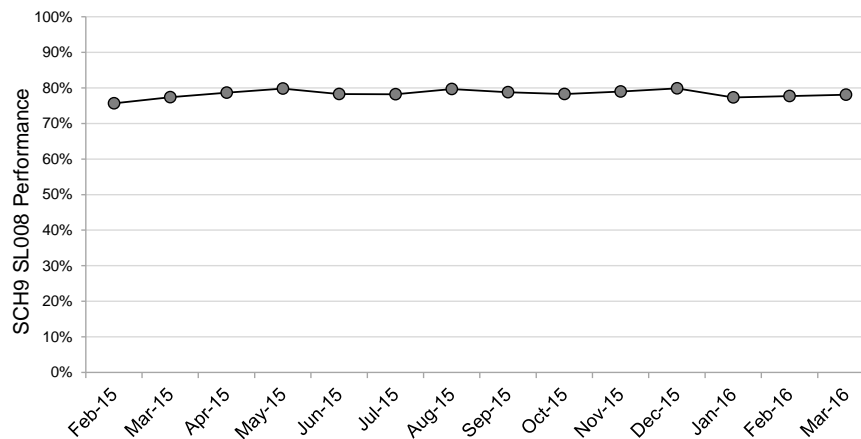


Table C8A: CRC Performance of SL008 - Completion of Community Orders and Suspended Sentence Orders for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	77%	79%	79%	79%	78%
BeNCH CRC	81%	80%	82%	83%	80%
BGSW CRC	73%	78%	78%	77%	78%
CGM CRC	77%	77%	79%	80%	77%
C&L CRC	78%	77%	78%	80%	84%
DLNR CRC	73%	73%	76%	77%	77%
DDC CRC	76%	78%	77%	81%	76%
DTV CRC	78%	82%	80%	78%	77%
Essex CRC	76%	85%	84%	82%	84%
HloW CRC	75%	79%	79%	78%	73%
HLNY CRC	73%	77%	77%	77%	73%
KSS CRC	79%	80%	78%	78%	70%
London CRC	81%	85%	85%	84%	85%
Merseyside CRC	84%	81%	78%	80%	79%
N&S CRC	74%	76%	78%	81%	82%
Northumbria CRC	79%	80%	74%	78%	77%
S. Yorkshire CRC	75%	76%	76%	76%	70%
SWM CRC	76%	76%	78%	77%	77%
T. Valley CRC	77%	78%	75%	75%	78%
Wales CRC	73%	77%	76%	77%	77%
WWM CRC	76%	80%	80%	83%	82%
W. Yorkshire CRC	70%	73%	76%	73%	66%

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

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

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

Figure C9a: National (CRC) Performance of SL009a - Completion of Licences and Post Sentence Supervision (>= 12m) from Feb-15 to Mar-16 by month. England and Wales.

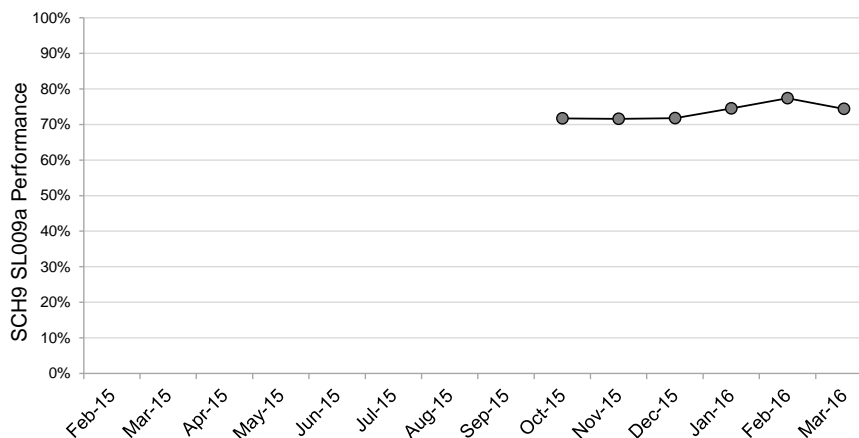


Table C9aA: CRC Performance of SL009a - Completion of Licences and Post Sentence Supervision (>= 12m) for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	-	-	72%	75%
BeNCH CRC	-	-	-	64%	74%
BGSW CRC	-	-	-	73%	73%
CGM CRC	-	-	-	71%	78%
C&L CRC	-	-	-	83%	85%
DLNR CRC	-	-	-	52%	62%
DDC CRC	-	-	-	74%	80%
DTV CRC	-	-	-	77%	84%
Essex CRC	-	-	-	81%	85%
HiW CRC	-	-	-	72%	77%
HLNY CRC	-	-	-	50%	57%
KSS CRC	-	-	-	71%	74%
London CRC	-	-	-	87%	89%
Merseyside CRC	-	-	-	69%	75%
N&S CRC	-	-	-	77%	72%
Northumbria CRC	-	-	-	62%	74%
S. Yorkshire CRC	-	-	-	46%	49%
SWM CRC	-	-	-	76%	76%
T. Valley CRC	-	-	-	81%	85%
Wales CRC	-	-	-	65%	64%
WWM CRC	-	-	-	69%	85%
W. Yorkshire CRC	-	-	-	81%	74%

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

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

CRC Service Level Measure 9a – Completion of Licences and Post Sentence Supervision Periods (12 months and over), already has stable volumes in the system, so the first performance figures were published covering the October – December 2015 (15/16 Q3) period.

CRC Service Level Measure 9b – Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. This service level will be reviewed in April 2016, with the ambition to report performance for the first time on 27th October 2016, for the data period April – June 2016.

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

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

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

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

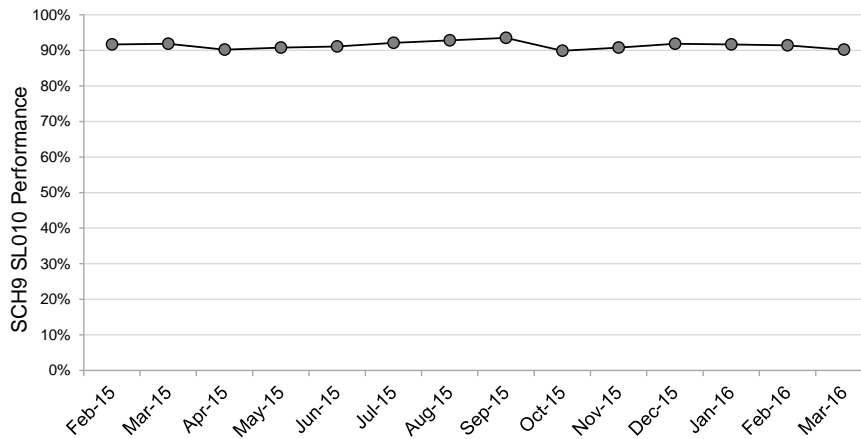


Table C10A: CRC Performance of SL010 - Contractor Delivery of Unpaid Work Requirement for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	92%	91%	93%	91%	91%
BeNCH CRC	97%	94%	94%	92%	91%
BGSW CRC	91%	87%	93%	89%	86%
CGM CRC	93%	92%	95%	95%	92%
C&L CRC	94%	92%	95%	90%	88%
DLNR CRC	98%	97%	98%	98%	97%
DDC CRC	89%	89%	92%	91%	90%
DTV CRC	91%	93%	95%	88%	93%
Essex CRC	95%	93%	94%	92%	90%
HloW CRC	97%	96%	96%	97%	97%
HLNY CRC	92%	90%	96%	91%	92%
KSS CRC	89%	91%	91%	91%	95%
London CRC	87%	85%	90%	85%	86%
Merseyside CRC	94%	88%	88%	95%	93%
N&S CRC	96%	97%	96%	92%	94%
Northumbria CRC	89%	86%	83%	75%	84%
S. Yorkshire CRC	89%	86%	90%	86%	81%
SWM CRC	95%	96%	94%	92%	92%
T. Valley CRC	94%	93%	96%	91%	93%
Wales CRC	92%	92%	94%	93%	94%
WWM CRC	94%	95%	96%	96%	95%
W. Yorkshire CRC	88%	87%	87%	88%	90%

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

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

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

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

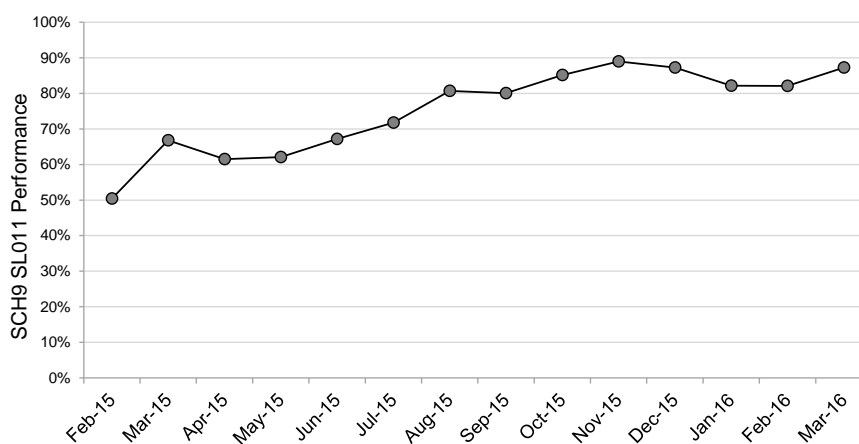


Table C11A: CRC Performance of SL011 - Contractor Delivery of Programme Requirement for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)⁵	61% (r)	63% (r)	77% (r)	87% (r)	84%
BeNCH CRC	53%	55%	63%	75%	77%
BGSW CRC	67%	67%	86%	96%	82%
CGM CRC	73%	67%	87%	85%	86%
C&L CRC	71%	71%	76%	-	-
DLNR CRC	86%	74%	90%	95%	95%
DDC CRC	72%	84%	86%	98%	91%
DTV CRC	-	91%	-	-	-
Essex CRC	70%	86%	90%	89%	82%
HloW CRC	51%	94%	98%	98%	88%
HLNY CRC	76%	78%	74%	89%	90%
KSS CRC ⁵	-	-	-	-	-
London CRC	44%	47%	60%	81%	81%
Merseyside CRC ⁵	-	-	-	-	-
N&S CRC ⁵	-	-	-	-	-
Northumbria CRC	11%	43%	75%	83%	76%
S. Yorkshire CRC	64%	43%	-	-	-
SWM CRC	49%	52%	78%	80%	80%
T. Valley CRC	84%	71%	73%	93%	93%
Wales CRC	76%	76%	90%	95%	90%
WWM CRC	48%	68%	78%	88%	81%
W. Yorkshire CRC	-	-	-	-	-

⁵ Due to ongoing data quality investigations, data for contractor delivery of programme requirement (SLM011) has been removed for Kent, Surrey & Sussex CRC, Norfolk & Suffolk CRC, and Merseyside CRC. National figures do not include Kent, Surrey & Sussex CRC, Norfolk & Suffolk CRC, and Merseyside CRC performance.

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

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

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

This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. Therefore this service level will be reported for the first time on 27th October 2016, providing the performance data for April – June 2016.

CRC Service Level Measure 13 – Completion of Resettlement Plans

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

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

Figure C13: National (CRC) Performance of SL013 - Completion of Resettlement Plans from Feb-15 to Mar-16 by month. England and Wales⁶.

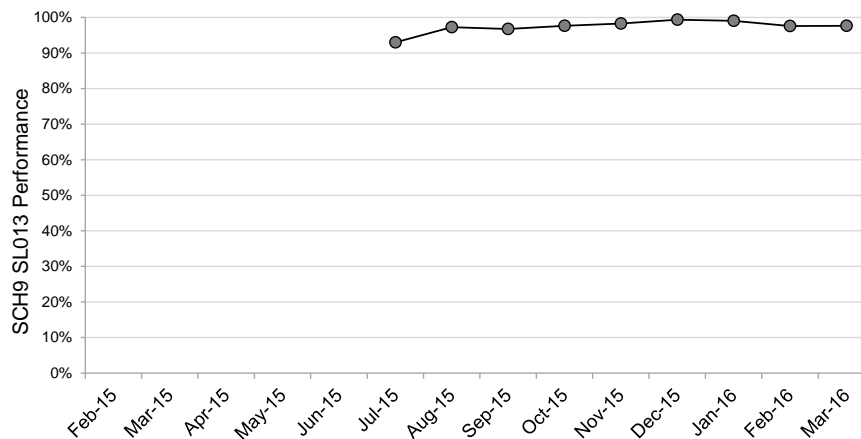


Table C13A: CRC Performance of SL013 - Completion of Resettlement Plans for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	-	96%	98%	98%
BeNCH CRC	-	-	99%	100%	100%
BGSW CRC	-	-	97%	98%	97%
CGM CRC	-	-	98%	99%	99%
C&L CRC	-	-	99%	99%	99%
DLNR CRC	-	-	99%	99%	100%
DDC CRC	-	-	97%	96%	99%
DTV CRC	-	-	99%	99%	100%
Essex CRC	-	-	99%	98%	98%
HIoW CRC	-	-	95%	94%	97%
HLNY CRC	-	-	96%	98%	100%
KSS CRC	-	-	98%	99%	99%
London CRC	-	-	87%	97%	94%
Merseyside CRC	-	-	99%	99%	98%
N&S CRC	-	-	64%	99%	100%
Northumbria CRC	-	-	99%	98%	98%
S. Yorkshire CRC	-	-	98%	99%	97%
SWM CRC	-	-	100%	99%	99%
T. Valley CRC	-	-	97%	99%	100%
Wales CRC	-	-	96%	99%	99%
WWM CRC	-	-	100%	100%	100%
W. Yorkshire CRC	-	-	100%	100%	100%

⁶ This service was introduced in May 2015. Due to the bedding in of new operational practice, stable data for performance reporting purposes were first available from July 2015.

CRC Service Level Measure 14 – Pre-release planning

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

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

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

CRC Service Level Measure 15 – Contribution to Assessments for Discharge

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

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

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

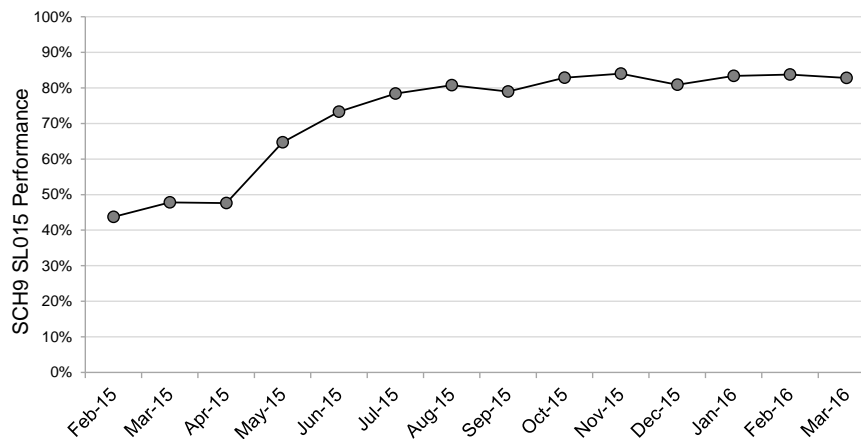


Table C15A: CRC Performance of SL015 - Contribution to Assessments for Discharge for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	46%	64%	79%	83%	83%
BeNCH CRC	-	82%	74%	76%	89%
BGSW CRC	-	88%	96%	99%	93%
CGM CRC	75%	96%	100%	98%	98%
C&L CRC	-	78%	91%	90%	94%
DLNR CRC	75%	68%	81%	86%	93%
DDC CRC	-	-	98%	94%	94%
DTV CRC	46%	66%	96%	97%	97%
Essex CRC	74%	85%	92%	90%	77%
HloW CRC	-	98%	98%	99%	100%
HLNY CRC	-	91%	94%	97%	95%
KSS CRC	-	47%	76%	94%	96%
London CRC	14%	12%	25%	33%	42%
Merseyside CRC	-	88%	98%	98%	98%
N&S CRC	-	67%	83%	-	-
Northumbria CRC	55%	71%	83%	91%	84%
S. Yorkshire CRC	70%	79%	99%	92%	83%
SWM CRC	68%	82%	96%	95%	91%
T. Valley CRC	-	-	74%	96%	90%
Wales CRC	60%	96%	96%	99%	99%
WWM CRC	-	51%	97%	88%	95%
W. Yorkshire CRC	-	94%	99%	97%	96%

CRC Service Level Measure 16 – Quality of Breach referral

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

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

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

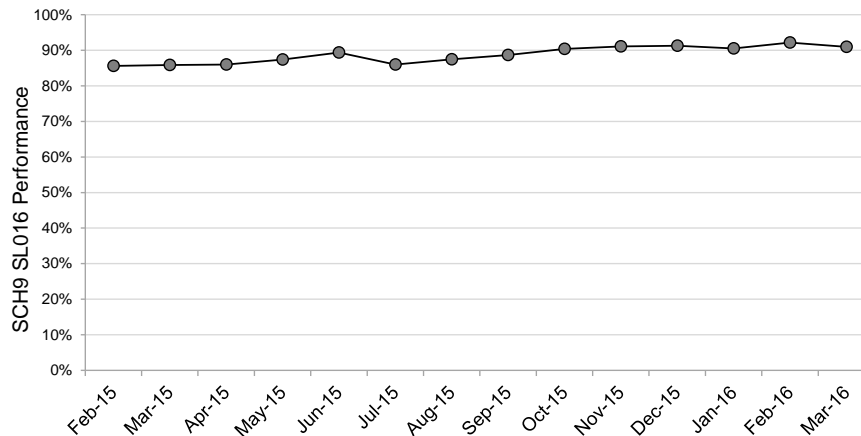


Table C16A: CRC Performance of SL016 - Quality of Breach Referral for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	86%	88%	87%	91%	91%
BeNCH CRC	82%	80%	72%	79%	75%
BGSW CRC	95%	89%	90%	93%	95%
CGM CRC	86%	93%	93%	92%	94%
C&L CRC	90%	91%	85%	84%	79%
DLNR CRC	91%	86%	89%	91%	93%
DDC CRC	92%	95%	86%	95%	97%
DTV CRC	79%	88%	93%	95%	97%
Essex CRC	84%	85%	90%	87%	73%
HIoW CRC	92%	97%	98%	98%	98%
HLNY CRC	96%	95%	94%	93%	92%
KSS CRC	91%	83%	80%	92%	97%
London CRC	75%	82%	84%	88%	87%
Merseyside CRC	92%	93%	93%	90%	86%
N&S CRC	84%	62%	70%	95%	97%
Northumbria CRC	48%	73%	94%	94%	89%
S. Yorkshire CRC	99%	97%	99%	98%	95%
SWM CRC	91%	91%	83%	91%	93%
T. Valley CRC	91%	91%	93%	97%	93%
Wales CRC	98%	98%	98%	94%	97%
WWM CRC	87%	84%	90%	96%	96%
W. Yorkshire CRC	86%	89%	87%	91%	91%

CRC Service Level Measure 17 – Recall referral quality

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

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

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

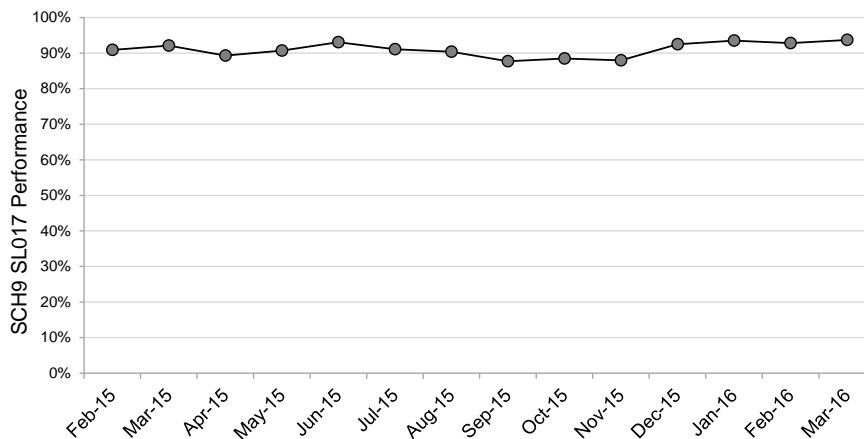


Table C17A: CRC Performance of SL017 - Recall Referral Quality for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	92%	91%	90%	90%	93%
BeNCH CRC	92%	94%	85%	93%	92%
BGSW CRC	95%	98%	94%	93%	97%
CGM CRC	91%	88%	92%	95%	96%
C&L CRC	82%	83%	89%	95%	93%
DLNR CRC	88%	91%	87%	89%	88%
DDC CRC	93%	95%	85%	96%	98%
DTV CRC	98%	94%	81%	-	100%
Essex CRC	-	86%	91%	74%	81%
HloW CRC	-	100%	94%	98%	91%
HLNY CRC	97%	90%	94%	99%	98%
KSS CRC	96%	90%	97%	94%	97%
London CRC	87%	89%	86%	79%	86%
Merseyside CRC	98%	90%	86%	97%	96%
N&S CRC	97%	93%	92%	91%	95%
Northumbria CRC	89%	97%	94%	94%	100%
S. Yorkshire CRC	91%	84%	83%	78%	92%
SWM CRC	91%	97%	92%	95%	94%
T. Valley CRC	90%	90%	91%	96%	100%
Wales CRC	96%	92%	95%	89%	98%
WWM CRC	-	89%	90%	90%	94%
W. Yorkshire CRC	93%	90%	92%	89%	98%

CRC Assurance Metric A – Quality of engagement with Allocated Persons

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

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

Table CAA: CRC Performance of AA - Quality of Engagement with Allocated Persons for 14/15 and 15/16 by quarter. England and Wales.⁷

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	78%	-	80%	-
BeNCH CRC	-	80%	-	74%	-
BGSW CRC	-	84%	-	81%	-
CGM CRC	-	88%	-	86%	-
C&L CRC	-	86%	-	86%	-
DLNR CRC	-	80%	-	82%	-
DDC CRC	-	74%	-	83%	-
DTV CRC	-	84%	-	88%	-
Essex CRC	-	67%	-	83%	-
HloW CRC	-	85%	-	86%	-
HLNY CRC	-	80%	-	80%	-
KSS CRC	-	53%	-	77%	-
London CRC	-	75%	-	78%	-
Merseyside CRC	-	76%	-	78%	-
N&S CRC	-	77%	-	75%	-
Northumbria CRC	-	83%	-	77%	-
S. Yorkshire CRC	-	68%	-	70%	-
SWM CRC	-	77%	-	74%	-
T. Valley CRC	-	79%	-	72%	-
Wales CRC	-	79%	-	84%	-
WWM CRC	-	89%	-	81%	-
W. Yorkshire CRC	-	74%	-	80%	-

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

⁷ This Service Level Measure is only reported twice per year, therefore monthly trends are not presented.

CRC Assurance Metric B – Serious Further Offences Reviews

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

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

Table CBA: CRC Performance of AB - Serious further offence (SFO) Reviews for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	-	76%	82%	88%	95%

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

CRC Assurance Metric C – Allocated Person Resettlement Services - Accommodation

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

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

This metric captures resettlement in suitable accommodation in a new format, and the coverage of recording across the country is highly variable. In line with best practice, where coverage of a measure falls below 60% it will not be published. Due to the issues with data coverage, it is not possible to report actual performance, but in the interests of transparency and the importance placed on these services, the rate of settled accommodation where data are known has been included here. The below table (CCA) shows the percentage of releases where a resettlement accommodation status has been recorded, and of those cases where recording took place the percentage of cases where the accommodation was considered suitable.

Table CCA: CRC Performance of AC - Allocated Person Resettlement Services - Accommodation for 15/16 by quarter. England and Wales.

	15/16 Q3 (Oct-Dec 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)	15/16 Q4 (Jan-Mar 16)
	Coverage of Accommodation Outcomes	Settled Accommodation (% of Recorded Outcomes) ⁸	Coverage of Accommodation Outcomes	Settled Accommodation (% of Recorded Outcomes) ⁸
National (all CRCs)	71%	80%	81%	81%
BeNCH CRC	49%	-	62%	71%
BGSW CRC	92%	79%	95%	81%
CGM CRC	96%	92%	98%	92%
C&L CRC	38%	-	34%	-
DLNR CRC	79%	82%	88%	78%
DDC CRC	80%	69%	89%	74%
DTV CRC	88%	88%	94%	93%
Essex CRC	62%	88%	75%	84%
HIoW CRC	84%	78%	94%	80%
HLNY CRC	85%	70%	97%	75%
KSS CRC	53%	-	92%	74%
London CRC	55%	-	53%	-
Merseyside CRC	78%	82%	92%	91%
N&S CRC	42%	-	65%	67%
Northumbria CRC	46%	-	96%	91%
S. Yorkshire CRC	93%	76%	95%	68%
SWM CRC	51%	-	78%	82%
Thames Valley CRC	71%	70%	92%	72%
Wales CRC	95%	90%	96%	88%
WWM CRC	77%	86%	86%	79%
W. Yorkshire CRC	73%	73%	95%	87%

⁸ Settled Accommodation data is only available where coverage is sufficiently robust. This is not the same as performance against AM C - Allocated Person Resettlement Services - Accommodation.

CRC Assurance Metric D – Accredited Programme Quality

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

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

This service level requires audits using the new Interventions Integrity Framework to commence before it can be measured. Therefore this service level will be reported for the first time when this information is available.

CRC Assurance Metric E – Breach referral timeliness

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

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

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

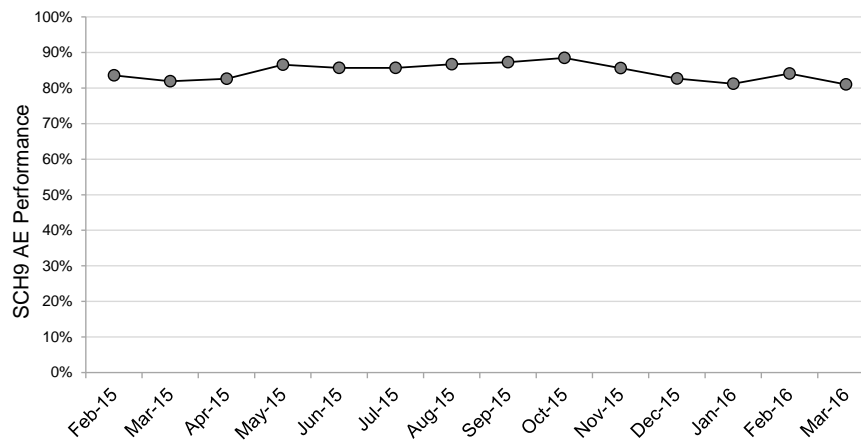


Table CEA: CRC Performance of AE - Breach Referral Timeliness for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	83%	85%	87%	86%	82%
BeNCH CRC	89%	81%	58%	58%	39%
BGSW CRC	88%	90%	88%	95%	91%
CGM CRC	84%	88%	95%	97%	98%
C&L CRC	82%	91%	92%	81%	67%
DLNR CRC	76%	75%	85%	91%	91%
DDC CRC	91%	89%	95%	94%	94%
DTV CRC	90%	93%	87%	96%	90%
Essex CRC	95%	98%	91%	90%	63%
HloW CRC	98%	99%	99%	100%	98%
HLNY CRC	79%	90%	92%	94%	93%
KSS CRC	80%	86%	88%	85%	88%
London CRC	95%	94%	95%	96%	93%
Merseyside CRC	71%	74%	91%	92%	97%
N&S CRC	87%	91%	78%	44%	11%
Northumbria CRC	89%	86%	92%	93%	92%
S. Yorkshire CRC	96%	93%	96%	99%	98%
SWM CRC	65%	69%	72%	64%	73%
T. Valley CRC	97%	96%	93%	92%	92%
Wales CRC	49%	64%	94%	94%	95%
WWM CRC	90%	88%	87%	92%	94%
W. Yorkshire CRC	76%	80%	78%	82%	86%

CRC Assurance Metric F – Recall referral timeliness

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

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

Figure CF: National (CRC) Performance of AF - Recall Referral Timeliness from Feb-15 to Mar-16 by month. England and Wales.

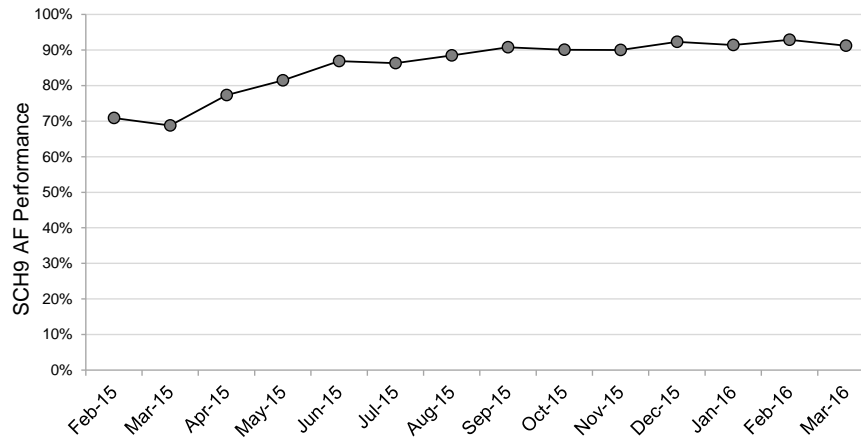


Table CFA: CRC Performance of AF - Recall Referral Timeliness for 14/15 and 15/16 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all CRCs)	70%	83%	89%	91%	92%
BeNCH CRC	55%	84%	85%	87%	77%
BGSW CRC	90%	77%	90%	95%	95%
CGM CRC	73%	98%	98%	100%	98%
C&L CRC	50%	69%	100%	100%	-
DLNR CRC	75%	94%	93%	94%	92%
DDC CRC	-	-	79%	73%	83%
DTV CRC	-	39%	69%	-	100%
Essex CRC	-	-	-	89%	92%
HloW CRC	-	-	92%	98%	98%
HLNY CRC	84%	92%	90%	98%	98%
KSS CRC	-	71%	83%	85%	93%
London CRC	64%	69%	78%	73%	67%
Merseyside CRC	-	88%	95%	97%	100%
N&S CRC	-	-	-	69%	98%
Northumbria CRC	-	92%	96%	99%	100%
S. Yorkshire CRC	84%	94%	100%	99%	100%
SWM CRC	-	49%	48%	73%	93%
T. Valley CRC	-	62%	91%	88%	94%
Wales CRC	69%	85%	98%	98%	98%
WWM CRC	-	-	-	97%	92%
W. Yorkshire CRC	81%	75%	82%	84%	86%

CRC Assurance Metric G – Risk escalation quality

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

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

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

NPS Performance of service level measures

NPS Service Level 1 – Pre-Sentence Report Timeliness

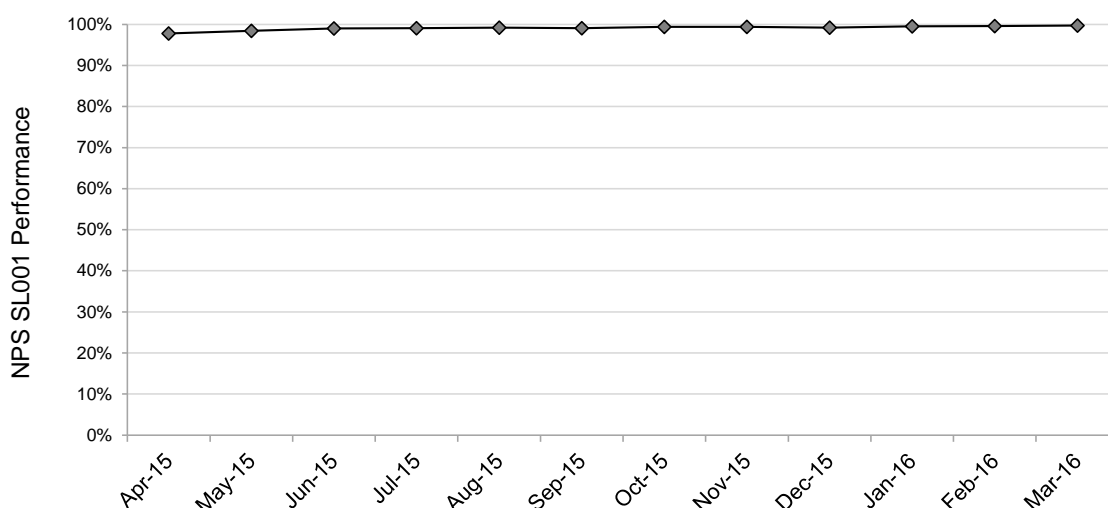
NPS service level 1 ensures that the NPS is providing a timely service to the courts with respect to the preparation of pre-sentence reports. A pre-sentence report is a report that must be completed prior to sentencing, and should include an assessment of the nature and seriousness of the offence to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

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

Table N1A: NPS SL001 Performance - Pre-Sentence Report Timeliness for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	98%	99%	99%	100%
NPS London Division	98%	99%	99%	99%
NPS Midlands Division	98%	99%	99%	100%
NPS North East Division	98%	99%	100%	100%
NPS North West Division	99%	100%	99%	100%
NPS South East & Eastern Division	98%	99%	99%	100%
NPS South West & South Central Division	98%	99%	100%	99%
NPS Wales Division	99%	98%	98%	99%

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



NPS Service Level 2 – Allocation Timeliness

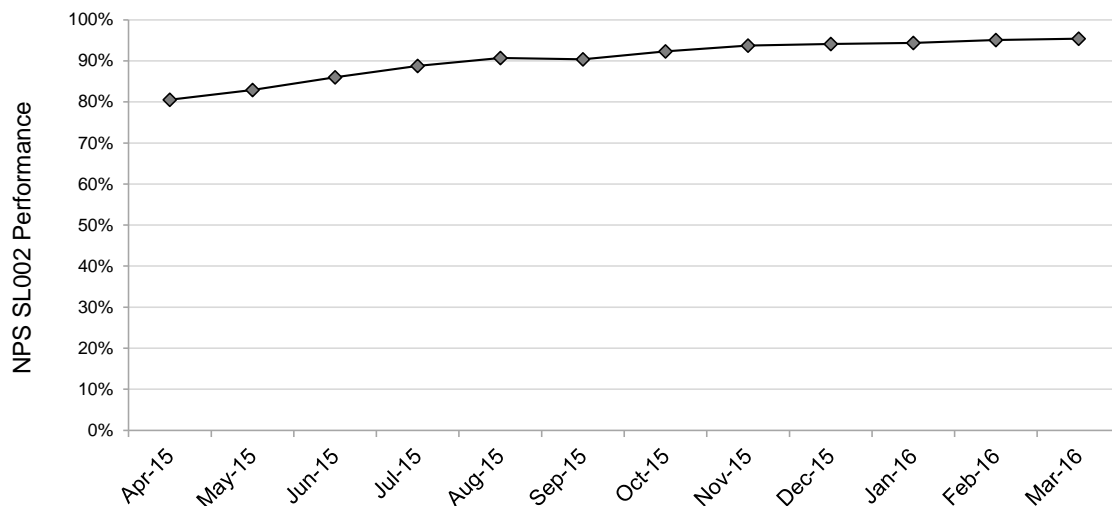
Service level measure 2 ensures that offenders are being allocated (to either NPS or CRC) in a timely manner, ensuring offenders start their sentence at the earliest opportunity with the appropriate provider following risk assessment during the sentencing process. This measure describes the proportion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

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

Table N2A: NPS SL002 Performance - Allocation Timeliness (All Disposals) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	83%	90%	93%	95%
NPS London Division	79%	87%	91%	94%
NPS Midlands Division	84%	91%	94%	95%
NPS North East Division	90%	95%	97%	98%
NPS North West Division	88%	92%	94%	96%
NPS South East & Eastern Division	78%	85%	91%	93%
NPS South West & South Central Division	81%	91%	94%	96%
NPS Wales Division	79%	86%	91%	94%

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



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

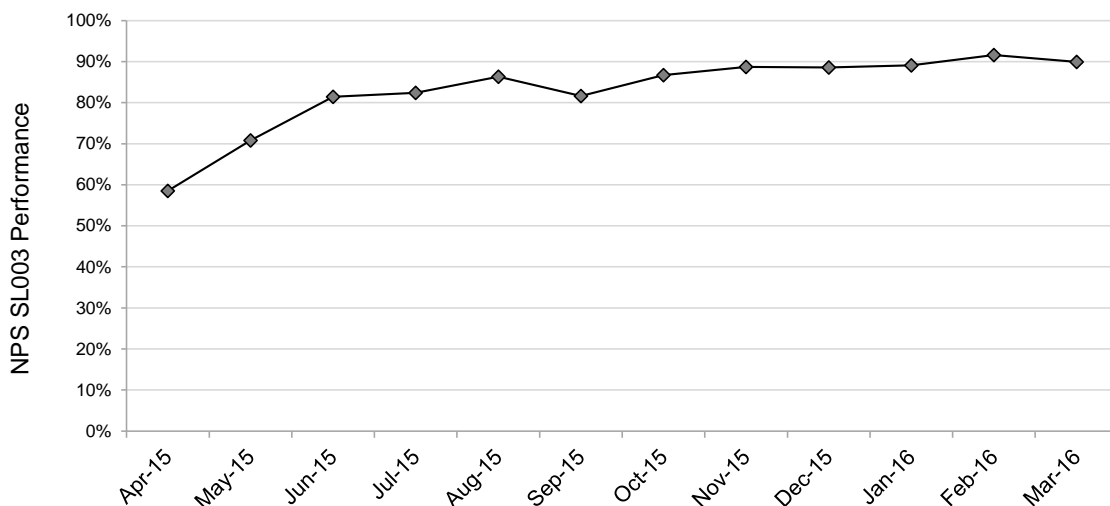
NPS service level 3 ensures that initial contact is sufficiently timely to support offender engagement and compliance and to maintain the confidence of the courts. The timeliness element of the measure is to incentivise good public protection practice and compliance with sentence delivery. NPS service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

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

Table N3A: NPS SL003 Performance - Initial Contact (CO & SSO) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	71%	83%	88%	90%
NPS London Division	57%	67%	77%	72%
NPS Midlands Division	75%	81%	90%	91%
NPS North East Division	74%	91%	91%	94%
NPS North West Division	73%	83%	91%	97%
NPS South East & Eastern Division	71%	85%	87%	89%
NPS South West & South Central Division	63%	85%	89%	92%
NPS Wales Division	78%	84%	85%	86%

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



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

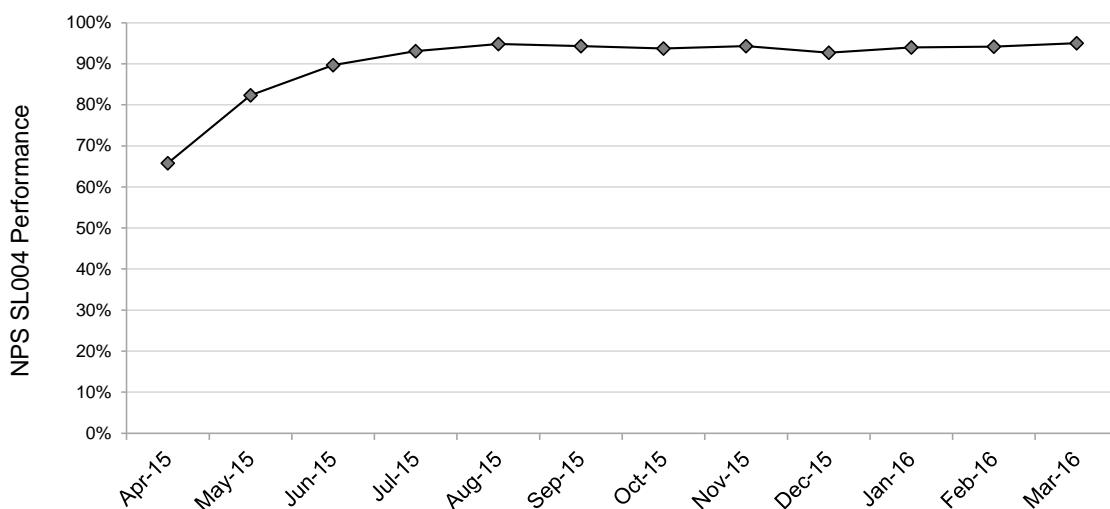
NPS service level 4 ensures that the NPS adheres to the responsibility included in the licence that the offender should ordinarily report on the day of release, thereby maximising offender engagement and compliance. This measure provides assurance that there is contact with retained persons following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

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

Table N4A: NPS SL004 Performance - Initial Contact (Release from custody on licence) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	80%	94%	94% (r)	94%
NPS London Division	77%	89%	88% (r)	90%
NPS Midlands Division	80%	95%	94% (r)	96%
NPS North East Division	76%	97%	97% (r)	97%
NPS North West Division	87%	96%	97% (r)	97%
NPS South East & Eastern Division	82%	92%	91% (r)	92%
NPS South West & South Central Division	75%	95%	95% (r)	95%
NPS Wales Division	84%	90%	90% (r)	91%

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



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

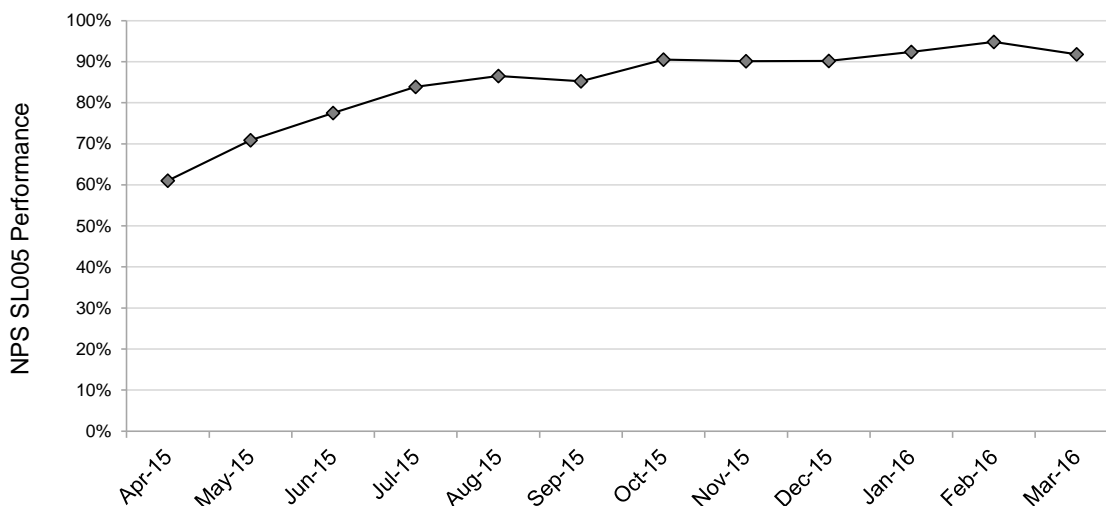
NPS service level 5 provides assurance that the NPS is undertaking appropriate public protection activity. The plan ensures high quality public protection and should be conducted early in the sentence. NPS service level 5 describes the percentage of retained persons under community orders or suspended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

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

Table N5A: NPS SL005 Performance - Completing the Plan (CO & SSO) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	71%	85%	90%	93%
NPS London Division	76%	86%	90%	90%
NPS Midlands Division	69%	85%	89%	90%
NPS North East Division	75%	88%	93%	96%
NPS North West Division	71%	85%	92%	98%
NPS South East & Eastern Division	70%	79%	85%	90%
NPS South West & South Central Division	72%	87%	92%	96%
NPS Wales Division	53%	83%	90%	84%

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



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

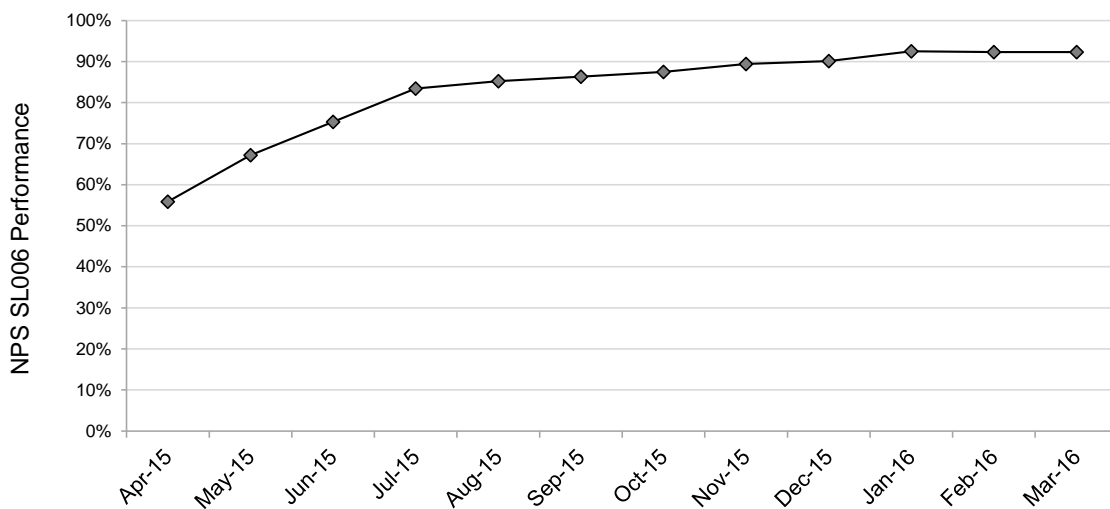
NPS service level 6 provides assurance that the NPS is undertaking appropriate public protection activity. The plan ensures high quality public protection and it is essential that this is conducted early in the sentence. NPS service level 6 describes the percentage of retained persons released from custody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

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

Table N6A: NPS SL006 Performance - Completing the Plan (Release from custody) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	67%	85%	89%	92%
NPS London Division	70%	83%	86%	91%
NPS Midlands Division	68%	85%	86%	90%
NPS North East Division	69%	91%	93%	95%
NPS North West Division	75%	88%	92%	97%
NPS South East & Eastern Division	59%	73%	84%	88%
NPS South West & South Central Division	67%	87%	91%	94%
NPS Wales Division	56%	83%	87%	87%

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



NPS Service Level 7 – Allocation of UPW Requirements

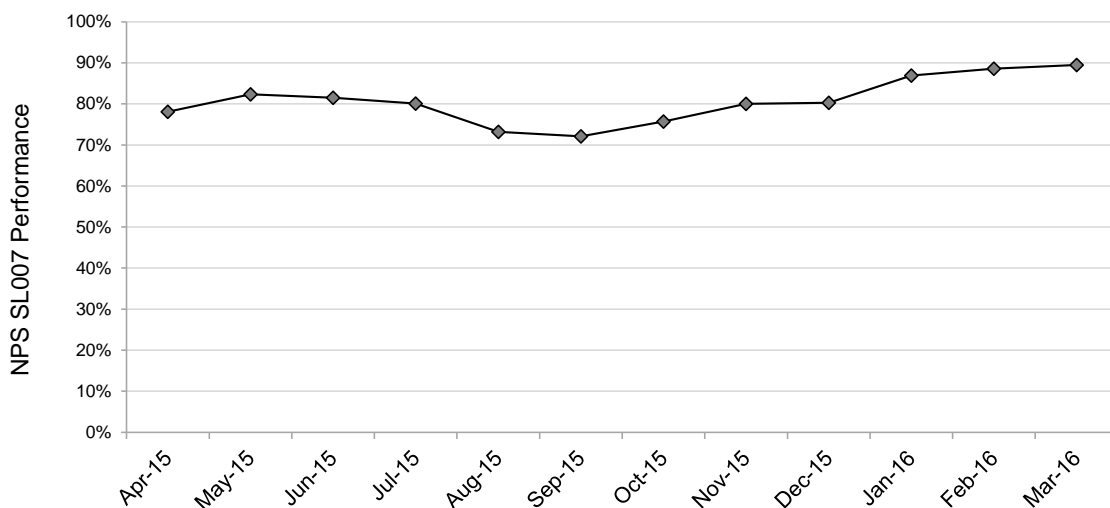
NPS Service Level 7 ensures that Unpaid Work (UPW) requirements of retained persons are notified to providers in a timely manner, in order to facilitate timely commencement of UPW requirements. This measure describes the percentage of UPW requirements of retained persons transferred to CRCs within five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

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

Table N7A: NPS SL007 Performance - Allocation of Unpaid Work (UPW) Requirements for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	81%	75% (r)	79%	88%
NPS London Division	73%	62% (r)	71%	83%
NPS Midlands Division	89%	88% (r)	82%	94%
NPS North East Division	83%	79% (r)	84%	92%
NPS North West Division	79%	70% (r)	75%	90%
NPS South East & Eastern Division	73%	72% (r)	71%	79%
NPS South West & South Central Division	86%	84% (r)	89%	91%
NPS Wales Division	78%	66% (r)	82%	90%

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



NPS Service Level 8 - Rehabilitation Activity Requirement Completions

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

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

This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. Therefore this service level will be reported for the first time on 27th October 2016, providing the performance data for April – June 2016.

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

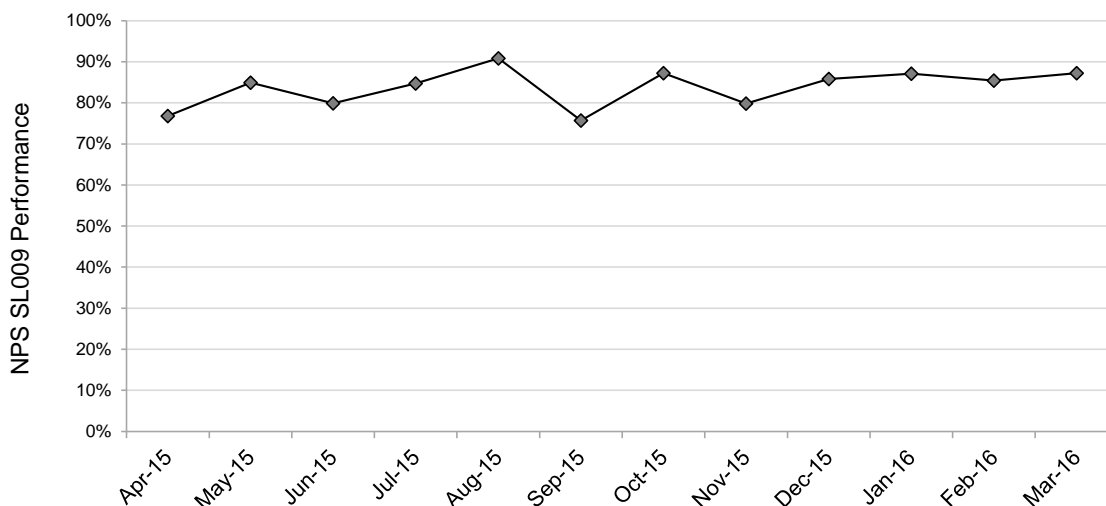
NPS service level measure 9 ensures focus on the positive completion of Sex Offender Treatment Programmes (SOTP) requirements. These are accredited programmes which are designed to address re-offending, identifying the reasons why offenders offend and reduce and monitor these factors. As well as reducing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

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

Table N9A: NPS SL009 Performance - Sex Offender Treatment Programme (SOTP) Completions for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	80%	84%	85%	87%
NPS London Division	80%	92%	-	78%
NPS Midlands Division	67%	77%	80%	84%
NPS North East Division	76%	91%	90%	84%
NPS North West Division	96%	93%	95%	94%
NPS South East & Eastern Division	88%	85%	90%	86%
NPS South West & South Central Division	81%	80%	79%	89%
NPS Wales Division	66%	-	78%	-

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



NPS Service Level 10 - Accredited Programme Quality

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

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

This service level requires audits using the new Interventions Integrity Framework to commence before it can be measured. Therefore this service level will be reported for the first time when this information is available.

NPS Service Level 11 – Response to Risk Escalation

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

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

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

NPS Service Level 12 – Recall Timeliness

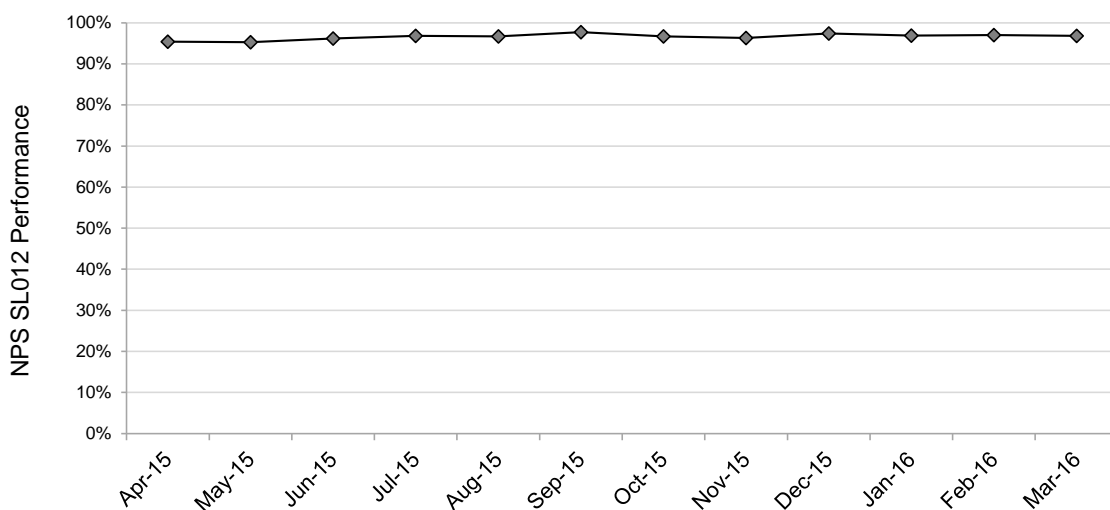
NPS service level 12 provides assurance that risk is being managed and that licence conditions are being enforced in a timely manner, which is important for sentence delivery and public protection. This measure describes the percentage of standard and fixed-term recall referrals made within 24 hours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

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

Table N12A: NPS SL012 Performance - Recall Timeliness for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	96%	97%	97%	97%
NPS London Division	93%	96%	94%	96%
NPS Midlands Division	94%	95%	96%	96%
NPS North East Division	95%	97%	99%	98%
NPS North West Division	98%	98%	99%	97%
NPS South East & Eastern Division	96%	99%	96%	95%
NPS South West & South Central Division	98%	97%	96%	97%
NPS Wales Division	97%	99%	97%	99%

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



NPS Service Level 13 – Recall referral quality

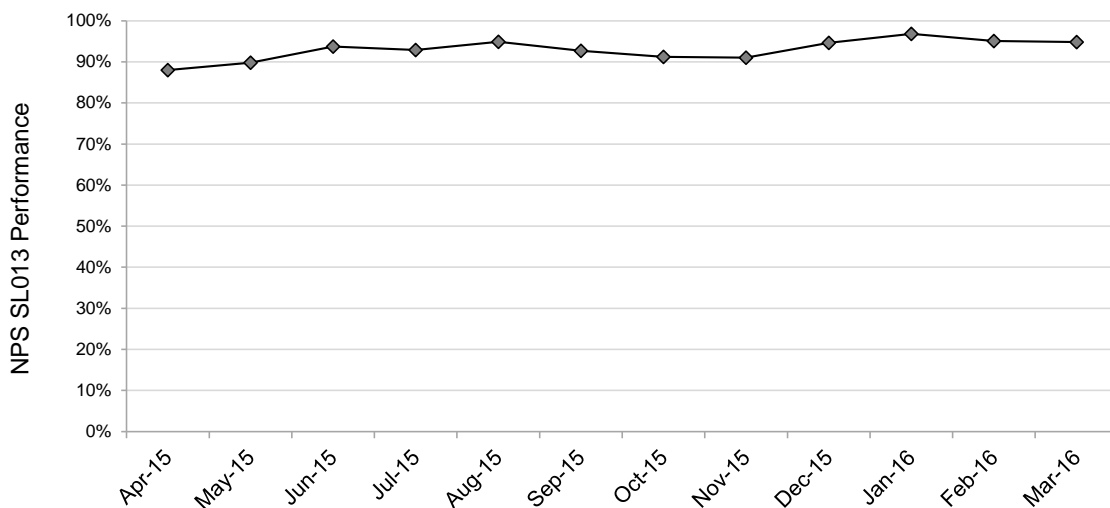
NPS service level 13 provides assurance that decisions regarding recall can be made expediently, based on comprehensive mandatory information, without any delay, which may otherwise increase the risk to the public. This measure describes the percentage of recalls where all mandatory supporting documents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

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

Table N13A: NPS SL013 Performance - Recall Referral Quality for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	91%	93%	92%	96%
NPS London Division	88%	91%	86%	92%
NPS Midlands Division	93%	94%	93%	96%
NPS North East Division	90%	93%	94%	98%
NPS North West Division	93%	94%	95%	96%
NPS South East & Eastern Division	89%	96%	89%	97%
NPS South West & South Central Division	94%	94%	95%	95%
NPS Wales Division	86%	95%	91%	94%

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



NPS Service Level 14 – Breach Timeliness (NPS)

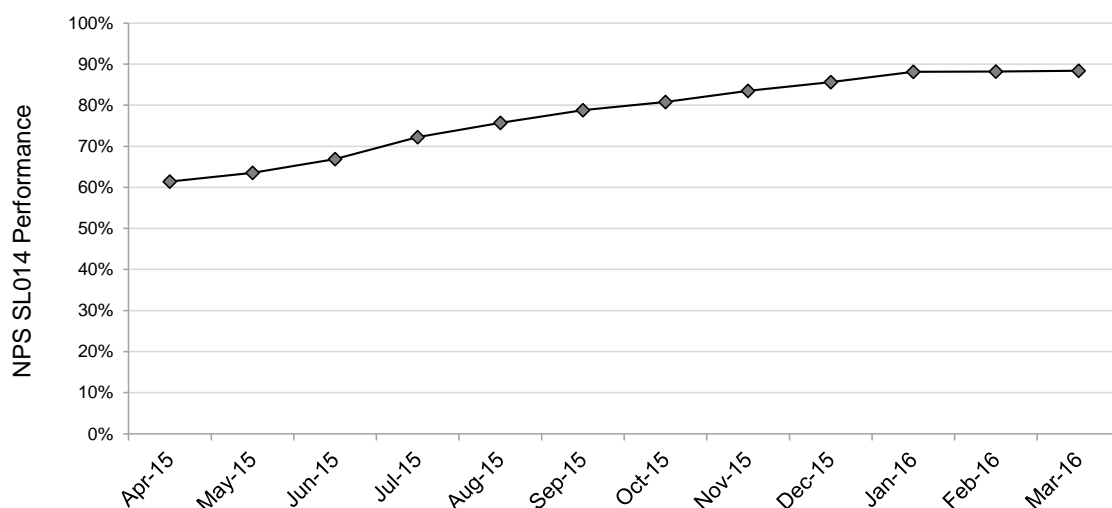
NPS service level 14 provides assurance that sentences managed by NPS are being enforced in a timely manner which is important for sentence delivery and public protection. Breach is an action to bring an allegation that an offender has failed to comply with requirements of an order or post sentence supervision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

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

Table N14A: NPS SL014 Performance - Breach Timeliness for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	64%	75%	83%	88%
NPS London Division	61%	75%	77%	85%
NPS Midlands Division	64%	74%	80%	84%
NPS North East Division	69%	83%	89%	95%
NPS North West Division	61%	73%	88%	93%
NPS South East & Eastern Division	64%	67%	79%	80%
NPS South West & South Central Division	61%	77%	82%	91%
NPS Wales Division	70%	83%	84%	85%

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



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

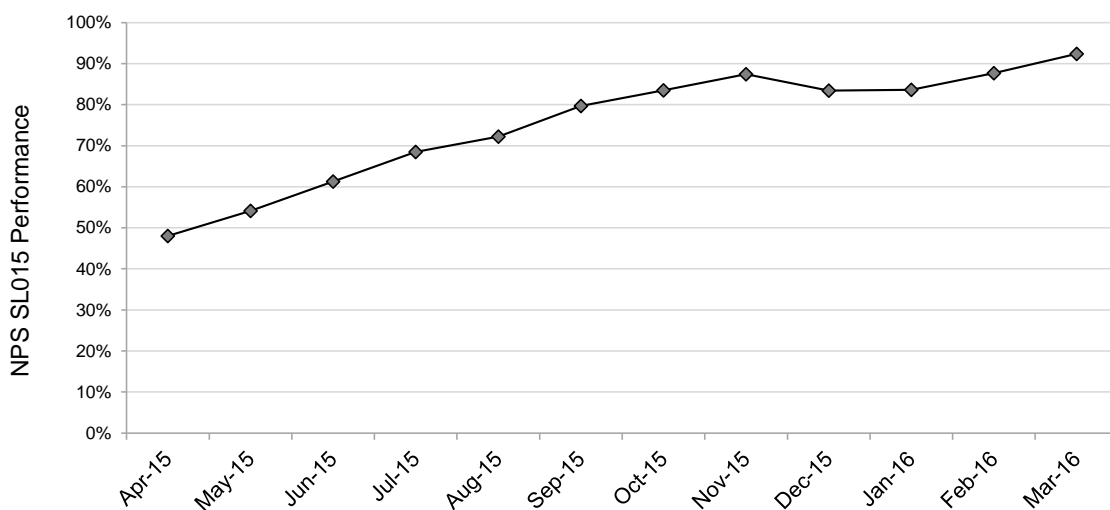
NPS service level measure 15 provides assurance that sentences managed by CRCs are being enforced in a timely manner which is important for sentence delivery and public protection. Breach is an action to bring an allegation that an offender has failed to comply with requirements of an order or post sentence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

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

Table N15A: NPS SL015 Performance - Response to Breach Referral for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	55%	74%	85%	88%
NPS London Division	66%	77%	87%	94%
NPS Midlands Division	61%	79%	81%	74%
NPS North East Division	58%	84%	89%	92%
NPS North West Division	57%	59%	83%	95%
NPS South East & Eastern Division	42%	64%	81%	85%
NPS South West & South Central Division	46%	78%	89%	94%
NPS Wales Division	56%	81%	82%	90%

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



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

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

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

Table N16A: NPS SL016 Performance - MAPPA Attendance for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	94%	95%	96%	97%
NPS London Division	91%	98%	93%	93%
NPS Midlands Division	94%	92%	98%	97%
NPS North East Division	96%	100%	99%	100%
NPS North West Division	88%	99%	95%	96%
NPS South East & Eastern Division	92%	93%	98%	97%
NPS South West & South Central Division	99%	95%	99%	99%
NPS Wales Division	98%	96%	94%	91%

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

NPS Service Level 17 – Serious Further Offences Reviews

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

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

Table N17A: NPS SL017 Performance - Serious Further Offence (SFO) Reviews for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	71%	87%	91%	93%

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

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

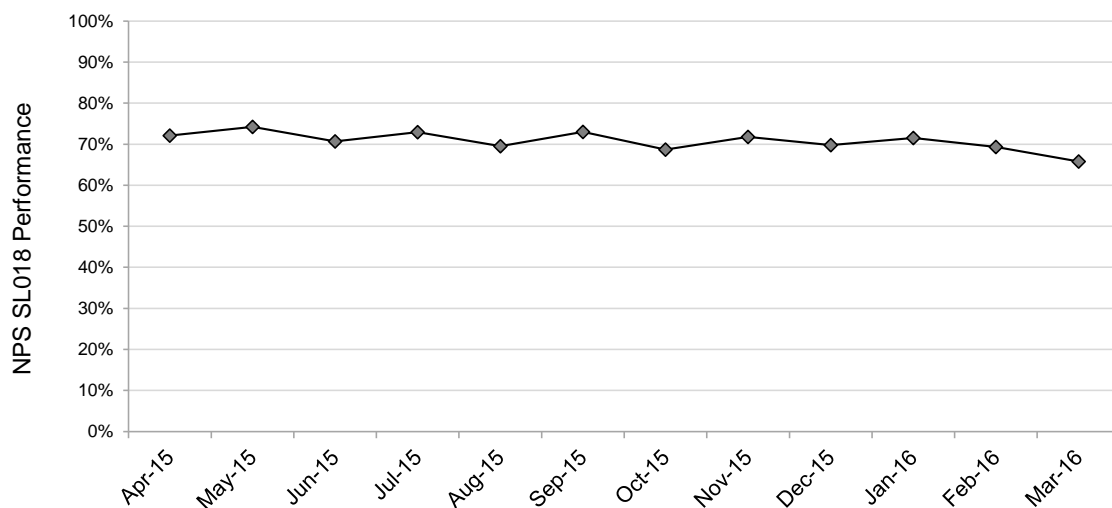
NPS service level 18 is designed to assess, of the cases that have terminated, the proportion of cases that result in a positive completion. This indicator gives an overview of retained person’s compliance over the life of the order. This measure provides assurance that the sentence is delivered in its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

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

Table N18A: NPS SL018 Performance - Completion of Community Orders and Suspended Sentence Orders for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	72%	72%	70%	69%
NPS London Division	76%	76%	72%	76%
NPS Midlands Division	70%	70%	68%	64%
NPS North East Division	74%	76%	68%	69%
NPS North West Division	74%	71%	74%	74%
NPS South East & Eastern Division	73%	75%	70%	66%
NPS South West & South Central Division	72%	67%	73%	69%
NPS Wales Division	65%	66%	64%	67%

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



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

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

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

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

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

. In future this performance metric will be reported as two separate metrics:

- NPS Service Level 19a – Positive Completions of Licences and Post Sentence Supervision Periods (12 months and over). This measure already has stable volumes in the system, and performance on this activity is collected and reported regularly, but the calculation method for this measure is currently being aligned with the equivalent CRC metric (CRC SL009) so performance will be published for the first time on 27th October 2016, for the data period April – June 2016.*
- NPS Service Level 19b – Positive Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. This service level will be reviewed in April 2016, with the ambition to report performance for the first time on 27th October 2016, for the data period April – June 2016.*

NPS Service Level 20 – Reducing Reoffending

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

End-state target: N/A

This service level requires a specific cohort of offenders to be measured over a time period of at least a year. Therefore this service level will be reported for the first time on 27th October 2017, providing the performance data for October – December 2015 cohort of offenders.

NPS Service Level 21 – OASys Quality Assurance

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

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

Table N21A: NPS SL021 Performance – OASys Quality Assurance for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	-	93%	-	92%
NPS London Division	-	85%	-	86%
NPS Midlands Division	-	94%	-	94%
NPS North East Division	-	96%	-	94%
NPS North West Division	-	94%	-	93%
NPS South East & Eastern Division	-	95%	-	94%
NPS South West & South Central Division	-	90%	-	91%
NPS Wales Division	-	96%	-	95%

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

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

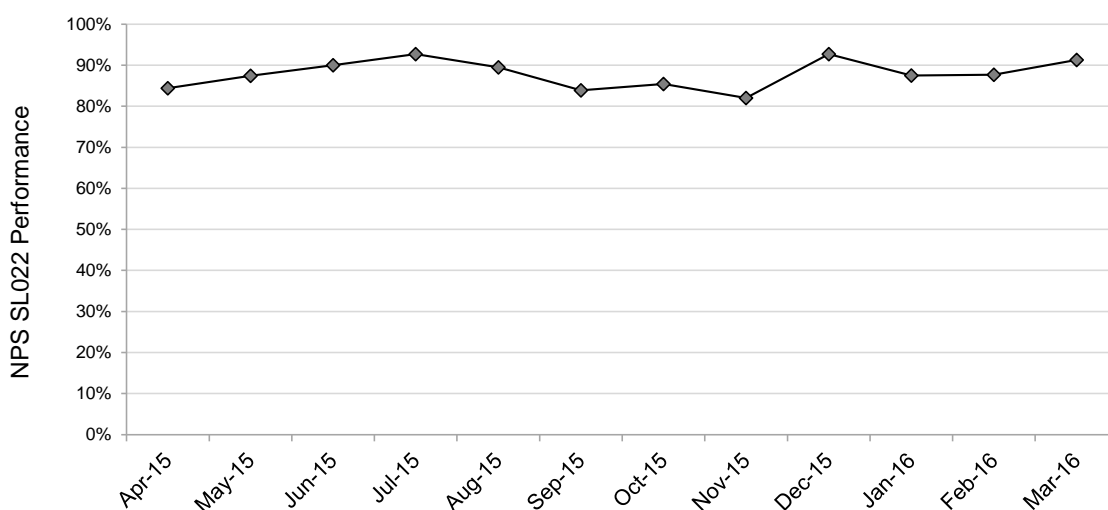
NPS service Level 22 ensures timely submission of parole reports by the NPS as part of the generic parole process for indeterminate and determinate prisoners. Parole assessment report timeliness is a component of a wider NOMS priority to improve the effectiveness of parole board oral hearings. This will assist with managing whole system costs by incentivising efficient use of resources by ensuring parole board hearings proceed to the required timeframes. NPS service level 22 describes the percentage of indeterminate and determinate parole assessment reports (PAROM1s) that are sent within the timescale specified by the NOMS Offender Management and Public Protection Group (OMPPG).

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

Table N22A: NPS SL022 Performance - Generic Parole Process (GPP) for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	87%	89%	87%	89%
NPS London Division	87%	87%	75%	82%
NPS Midlands Division	85%	83%	87%	83%
NPS North East Division	96%	96%	98%	96%
NPS North West Division	93%	95%	96%	97%
NPS South East & Eastern Division	67%	79%	70%	80%
NPS South West & South Central Division	94%	92%	92%	94%
NPS Wales Division	88%	88%	93%	93%

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



NPS Service Level 23 – Quality of Engagement

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

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

NPS administered their first survey to assess this metric in November 2015.

Table N23A: NPS SL023 Performance - Quality of Engagement for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	-	-	82%	-
NPS London Division	-	-	77%	-
NPS Midlands Division	-	-	80%	-
NPS North East Division	-	-	82%	-
NPS North West Division	-	-	87%	-
NPS South East & Eastern Division	-	-	80%	-
NPS South West & South Central Division	-	-	81%	-
NPS Wales Division	-	-	88%	-

Note that because this is an annual measure the national month-by-month data is not available. The NPS Divisions first recorded performance in November 2015.

NPS Service Level 24 – OASys final reviews

As outlined in the published NPS service level agreements⁹, work is ongoing to substitute this measure with a SFO quality measure. Full details of any replacement measure are not yet available.

End-state target: N/A

⁹ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/440544/NPS_SLA_English_Version.pdf

NPS Service Level 25 – Victim Feedback

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

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

This data is presented for the first time here. Data for the full financial year is presented.

Table N25A: NPS SL025 Performance – Victim Feedback for 15/16 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)	15/16 Q2 (Jul-Sep 15)	15/16 Q3 (Oct-Dec 15)	15/16 Q4 (Jan-Mar 16)
National (all NPS)	96%	95%	99%	98%
NPS London Division	-	94%	-	-
NPS Midlands Division	-	100%	-	97%
NPS North East Division	95%	97%	100%	100%
NPS North West Division	97%	85%	-	97%
NPS South East & Eastern Division	98%	98%	100%	100%
NPS South West & South Central Division	96%	94%	100%	97%
NPS Wales Division	-	-	-	-

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

Annex A: Technical Notes – CRC

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

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

Long Description & Rationale

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

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

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

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

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

Long Description & Rationale

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

Rationale: Service Level Measure 2 ensures that the Provider discharges the responsibility included in the Licence that the offender should ordinarily report on the day of release, thereby maximising offender engagement and compliance.

This measure provides assurance that there is contact with Allocated Person following release from prison.

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

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

Long Description & Rationale

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

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

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

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

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

Long Description & Rationale

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

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

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

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

CRC Service Level Measure 5: Arrangement of Unpaid Work

Long Description & Rationale

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

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

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

Long Description & Rationale

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

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

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

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

Long Description & Rationale

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

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

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

Long Description & Rationale

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

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

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

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

Long Description & Rationale

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

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

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

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

Long Description & Rationale

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

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

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

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

Long Description & Rationale

The percentage of Positive Completions of a Programme Requirement by Allocated Persons of the Contractor and Designated Retained Persons in a month where that Allocated Person or Designated Retained Person is subject to a Community Order or Suspended Sentence Order that contains a Programme Requirement and that Allocated

Person or Designated Retained Person has not been recorded as a Negative Completion for Service Level Measure 8.

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

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

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

Long Description & Rationale

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

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

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

CRC Service Level Measure 13: Completion of Resettlement Plans

Long Description & Rationale

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

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

CRC Service Level Measure 14: Pre-release planning

Long Description & Rationale

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

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

CRC Service Level Measure 15: Contribution to Assessments for Discharge

Long Description & Rationale

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

Rationale: To ensure that Home Detention Curfew (HDC) Assessments and Release on Temporary Licence (ROTL) assessments for Relevant Applicable Persons (Resettlement

Persons) have a provider contribution for release on Home Detention Curfew and/or ROTL.

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

CRC Service Level Measure 16: Quality of Breach referral

Long Description & Rationale

The percentage of Breach Information packs from the Contractor that the Authority is able to use for a Breach Presentation without the need for additional information (excluding information that only becomes available after the date that the original Breach Information Pack is completed) in accordance with Schedule 10 paragraph 4(c).

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

CRC Service Level Measure 17: Recall referral quality

Long Description & Rationale

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

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

CRC Assurance Metric A: Quality of engagement with Allocated Persons

Long Description & Rationale

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

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

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

CRC Assurance Metric B: Serious Further Offences Reviews

Long Description & Rationale

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

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

chances of future SFOs. This measure will enable us to ensure an appropriate response is in place to implement the learning from Reviews.

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

CRC Assurance Metric C: Allocated Person Resettlement Services - Accommodation

Long Description & Rationale

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

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

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

CRC Assurance Metric D: Accredited Programme Quality

Long Description & Rationale

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

CRC Assurance Metric E: Breach referral timeliness

Long Description & Rationale

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

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

CRC Assurance Metric F: Recall referral timeliness

Long Description & Rationale

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

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

CRC Assurance Metric G: Risk escalation quality

Long Description & Rationale

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

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

Annex B: Technical Notes – NPS

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

NPS SL001. Pre-Sentence Report Timeliness

Long Description & Rationale

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

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

NPS SL002. Allocation Timeliness

Long Description & Rationale

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

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

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

Long Description & Rationale

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

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

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

NPS SL004. Initial contact - Release from custody under Licence

Long Description & Rationale

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

Rationale: This ensures that the NPS discharges the responsibility included in the Licence that the offender should ordinarily report on the day of release, thereby maximising offender engagement and compliance.

This measure provides assurance that there is contact with Retained Person following release from prison.

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

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

Long Description & Rationale The percentage of Retained Persons under Community Orders or Suspended Sentence Orders for whom in the relevant month the NPS has completed a Plan for within 10 business days after the date the Retained Person attends their first appointment with the NPS.

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

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

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

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

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

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

NPS SL007. Allocation of UPW Requirements

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

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

NPS SL008. Rehabilitation Activity Requirement Completions

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

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

NPS SL009. Sex Offender Treatment Programmes (SOTP) Completions

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

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

NPS SL010. Accredited Programme Quality

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

NPS SL011. Response to Risk Escalation

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

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

NPS SL012. Recall Timeliness

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

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

NPS SL013. Recall referral quality

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

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

NPS SL014. Breach Timeliness (NPS)

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

NPS SL015. Response to Breach Referral (CRCs)

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

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

NPS SL016. MAPPA Attendance

- Long Description & Rationale** To ensure the National Probation Service fulfils its responsibility by:
- Creating required records on VISOR
 - Attendance at quarterly SMB meetings
 - Attendance at each level 2 and level 3 MAPPA meeting

NPS SL017. Serious Further Offences Reviews

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

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

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

NPS SL018. Completions of Community Orders and Suspended Sentence Orders

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

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

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

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

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

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

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

NPS SL020. Reducing Reoffending

Long Description & Rationale Not yet available

NPS SL021. OASys Quality Assurance

Long Description & Rationale The percentage of OASys assessments are assessed as either “Satisfactory” or “Good” on the OASys Quality Assurance

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

NPS SL022. Generic Parole Process - PAROM1 Return timeliness

Long Description & Rationale The percentage of indeterminate and determinate parole assessment reports (PAROM1s) that are sent within the timescale specified by the NOMS Offender Management and Public Protection Group.

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

NPS SL023. Quality of Engagement

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

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

NPS SL024. OASYS final reviews

Long Description & Rationale N/A

NPS SL025. Victim Feedback

Long Description & Rationale Percentage of victims surveyed who are satisfied or very satisfied with service they received.

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

Annex C: Glossary

Accredited/offending behaviour programmes	A structured programme that is evidence-based. Programmes are designed to address specific offending related factors which are identified as leading to offending behaviour. The programmes vary in length and complexity and are targeted according to the risk and offending related needs of the offender. Examples include; domestic violence, thinking skills, sexual offending and substance misuse. Many programmes are nationally defined and accredited by the Correctional Services Advice and Accreditation Panel (CSAAP)
Allocated Person	An offender allocated to a Community Rehabilitation Company for management
Basic Custody Screening Tool (BCST)	An assessment tool used for the management of offenders at the point they begin a custodial sentence.
Breach Information Pack	A set of documents prepared by the Responsible Officer to support their decision to give notice to the Enforcement Officer to instigate breach proceedings against the offender.
Community Rehabilitation Company (CRC)	A new series of organisations responsible for the delivery of offender management to medium and lower risk offenders.
Home Detention Curfew	Home Detention Curfew (HDC) is a statutory scheme that allows the Secretary of State to release certain prisoners earlier than would otherwise be the case. It applies to prisoners who are serving sentences of between three months and under four years. It is designed to assist prisoners to resettle into the community. Prisoners released on HDC are required to comply with an electronically monitored curfew by wearing a tag and remaining at a curfew address (normally for 12 hours per day).
Licence	The period in which a prisoner is released from prison to serve the remainder of their sentence in the community. Offenders subject to post-release licence are required to adhere to specific conditions as part of their licence. Conditions for offenders released from determinate sentences are set by the governor/controller (on behalf of the Secretary of State) from the releasing prison for determinate sentences. Where the sentence is indeterminate, licence conditions are set by the Parole Board.
National Probation Service (NPS)	A new organisation responsible for the delivery of offender management to higher risk offenders.
Offender Assessment System (OASys)	A national system for recording a structured assessment of offending risk and needs and of risk of serious harm.
Offender management and Offender Manager	Offender management provides an end-to-end process of supervision by a named Offender Manager throughout a sentence. The Offender Manager is responsible for the overall management of the offender and discharges this by; determining and implementing the sentence plan and liaising with all agencies involved in delivering the requirements of the sentence to ensure it is delivered effectively and public protection is maximised. NOMS Offender Management Model 2005.
Offender Rehabilitation Act 2014	An Act passed by parliament that made changes to the current legislative framework to support these reforms including ensuring offenders released from custodial sentences of over 1 day will be

subject to spend a minimum of 12 months supervision in the community, and making available a new 'Rehabilitation Activity Requirement' as part of a community order or suspended sentence order.

Post-sentence supervision Provisions in the Offender Rehabilitation created a new supervision period to be served by offenders released from custodial sentences of more than 1 day but less than 2 years. The supervision period will follow the licence period, and tops up the licence so that the total period under supervision in the community is 12 months. For example, an offender subject to a licence period of 4 months would then be subject to a supervision period of 8 months. The purpose of the post-sentence supervision period is the rehabilitation of the offender. As with licence conditions, requirements under the supervision period are imposed by the Secretary of State.

Probation Trusts Probation Trusts were organisations who managed the delivery of probation services to offenders prior to Transforming Rehabilitation.

Rehabilitation Activity Requirement (RAR) A new requirement introduced by the Offender Rehabilitation Act 2014 and will replace the existing Supervision Requirement and Activity Requirement. The intention is to create a requirement that will enable providers to work with offenders with sufficient flexibility to meet their needs and more effectively rehabilitate them.

Recall The process of returning an offender to custody if he or she fails to comply with any licence condition.

Release on temporary licence (ROTL) A mechanism that enables prisoners to participate in necessary activities, outside of the prison establishment, that directly contribute to their resettlement into the community and their development of a purposeful, law-abiding life. There are four types of temporary release licence:

Resettlement Day Release (RDR): to allow prisoners to re-establish their links with family and the local community, for example by taking part in community projects, working, attending training and educational courses, or establishing housing.

Resettlement Overnight Release (ROR): similar to resettlement day release, but with a view to the prisoner spending time overnight at their release address or an approved temporary hostel address.

Special Purpose Licence (SPL): a short duration temporary release, often at short notice, that allows eligible prisoners to respond to exceptional, personal circumstances and to wider criminal justice needs, for example visiting dying relatives, attending funerals, weddings, medical appointments, court, tribunals or other inquiries.

Childcare Resettlement Licence (CRL): for certain prisoners who are the sole carer of a child under 16 years, to enable them to maintain contact and prepare them for their parental duties on release.

Retained Person An offender allocated to the National Probation Service for management

Serious Further Offences (SFOs) The list of SFO offences is detailed in Annex C of PI 10/2011 and is based on Schedule 15a of Criminal Justice Act, 2003. The commission of such an offence by an offender subject to statutory supervision.

Service Level Measure (SLM) Synonymous with “service level”, “performance measure” and “performance metric” and “assurance metric”. These are descriptions of the activities monitored for performance purposes.

Technical Note A technical note is a document owned by NOMS which provides the technical details of the service level measures, including how they are calculated.

Through the Gate (TTG) The means by which a greater number of offenders are given continuous support from custody into the community.

Further Information

Explanatory notes

Data in this report are drawn from administrative IT systems; largely National Delius (nDelius), the current probation case management system.

Although care is taken when processing and analysing the returns, the information collected is subject to the inaccuracies inherent in any large-scale recording system. While the figures shown have been checked as far as practicable, they should be regarded as approximate and not necessarily accurate to the last whole number shown in the tables. Where figures in the tables have been rounded to the nearest whole number, the rounded components do not always add to the totals, which are calculated and rounded independently.

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

Symbols and conventions

The following symbols have been used throughout the tables in this bulletin:

..	not available
0	nil or less than half the final digit shown
-	not applicable
(p)	Provisional data
(r)	Revised data

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