



Ministry
of Justice

Justice Data Lab

What has the pilot told us? User feedback
summary

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Introduction

The Justice Data Lab (JDL) was established in April 2013 and aimed to address the needs of the Voluntary and Community Sector (VCS) primarily, who have struggled to access re-offending data and, in turn, struggled to evaluate the impact of interventions aimed at reducing re-offending rates.

In April 2015 the Justice Data Lab (JDL) conducted a feedback survey with customers who had used the service during the pilot phase and had their request analysed. The purpose of this survey was to get customer views on their experience of the JDL service and to see what lessons can be learnt. Please see Annex A for the feedback form details.

Summary

The key findings of this report are:

- Most organisations that received statistically significant results found that this had been useful, both for the sector and to use as evidence, compared to those that had inconclusive results which had more mixed responses.
- Irrespective of results the majority of organisations reported that they were able to use the information in the reports to make changes or improve the service they offer.
- The majority of organisations regularly view the JDL webpage and find the summary document and the reports published useful.
- Despite all organisations not receiving significant results, they would use the JDL again and recommend it to others.
- The majority of organisations positively rate the JDL service, both those that recorded statistically significant results and those that had inconclusive results.

Response rate and context

During the pilot phase (April 2013-March 2015), the JDL had analysed 124¹ reports for 34 organisations. Feedback was received from 12 organisations representing a 35% response rate. These 12 organisations had 96 reports published between them, representing 77% of all the JDL published reports.

The majority (8, 67%) of the organisations that responded were from the voluntary and community sector, 3 were from the public sector, while one organisation NOMS CFO² (National Offender Management Service Co-Financing Organisation) has had a mixture of requests from both sectors. The table below shows how the responses look comparing across the intervention types, users and reports published – comparing those who responded to all who used the JDL during the pilot phase:

¹ One report was published outside the pilot phase in April 2015, though the analysis was completed during the pilot.

² The NOMS CFO programme is delivered by various suppliers.

Table 1: Comparison of feedback returns by intervention type, by organisations and reports

Intervention Type	Organisations			Published reports		
	Number of feedback returns	Number of users	% repoding as proportion of all users	Number of published reports for users who gave feedback returns	Number of published reports	% responding by published reports compared to all reports
Employment	4	7	57%	79	82	96%
Accommodation	2	7	29%	4	14	29%
Relationship Building	2	4	50%	5	8	63%
Arts	1	2	50%	1	2	50%
Problem Solving	1	1	100%	1	1	100%
Education	1	1	100%	5	5	100%
Youth	1	2	50%	1	2	50%
Mentoring	0	8	0%	0	8	0%
Restorative Justice	0	1	0%	0	1	0%
Health and Well-being	0	1	0%	0	1	0%
Total	12	34	35%	96	124	77%

There is a good response rate from organisations offering employment interventions (57%) but there were no returns for organisations with restorative justice, health and well-being, and mentoring interventions. The 10 published reports on restorative justice, health and well-being, and mentoring interventions are not represented by the feedback returns and none of these reports showed statistically significant results. In terms of published reports, 96% of employment and 63% of relationship building intervention reports are represented by the feedback returns.

Assessing those who responded to the survey and their JDL results:

- 50% (6) of the organisations that responded recorded statistically significant results for the headline one year proven re-offending rate, compared to 32% (11) for all organisations that had a statistically significant result for the one year proven re-offending rate during the pilot.
- 17% (2) organisations that did not receive statistically significant results for the one year proven re-offending rate did receive statistically significant results for the frequency of proven re-offending in the first year of release, compared to 15% (5) during the pilot.
- 25% (3) of the responding organisations are repeat JDL customers; having either had requests published more than once during the pilot phase or has submitted data for a request currently in progress. These 3 organisations have had a statistically significant result for either the one year proven re-offending rate or frequency of proven re-offending.

Survey responses

Section 1: Impact of JDL analyses on your organisation/programme

How useful has the report by the Justice Data Lab been to your organisation in each of the points below?

- 83% (10 organisations) thought that the JDL analyses were either very useful or fairly useful in terms of improving their understanding of their impact on re-offending. 8 of the 10 had a statistically significant result for at least one of the 3 re-offending measures. The 2 organisations that didn't think it was useful both received inconclusive results in their reports.
- 67% (8 organisations) thought that the JDL analyses were either very useful or fairly useful in improving their understanding of the profile of their clients. 6 of these had a statistically significant result for at least one of the 3 re-offending measures.
- 75% (9 organisations) thought that the JDL analyses were very useful in helping them demonstrate their impact to staff/trustees. All but 1 of these organisations had a statistically significant result. The 3 organisations that didn't, received inconclusive results.
- 75% (9 organisations) found the JDL analyses were either very useful or fairly useful in helping them to demonstrate their impact to external organisations. Again, all but 1 of these organisations had a statistically significant result the same 3 organisations that didn't think it was useful, received inconclusive results.
- 58% (7 organisations) thought the JDL analyses were either very useful or fairly useful in supporting them to understand how they can take part in transforming rehabilitation. This was the lowest percentage across all points. The majority of these received statistically significant results. For the 5 organisations that didn't think it was useful, 3 received inconclusive results whilst the other 2 received statistically significant results for the headline one year proven re-offending rate.
- 75% (9 organisations) found that the JDL analyses were either very or fairly useful in alerting external organisations to the impact of their own organisation, most of these received statistically significant results. For the 3 organisations that responded that it was not useful, all received inconclusive results.

Overall, these messages are quite positive and show that the analyses produced by the JDL are well received by our customers. Most of the respondents that gave a 'not at all useful' and 'not very useful' comments were 3 of the 4 that received inconclusive results for all the re-offending measures. We aim to work with our customers to help understand their results and provide guidance for possible subsequent submissions to the JDL service, such as increasing the treatment group size.

The most positive response was that the JDL reports have helped organisations demonstrate their impact to staff/ trustees as well as to commissioners/ funders. This may be beneficial when it comes to applications for extra funding or other sources of income.

The lowest positive response was about supporting organisations to understand how they can take part in transforming rehabilitation (58%). The JDL team continue to work with their key partner, NPC, and the JDL Expert Panel (consisting of representatives from the sector and academia) to help inform how the JDL service can be used to understand the Transforming Rehabilitation programme.

Have you made any changes or improvements to your programme as a result of the JDL report? If so, what changes/improvements have you made?

- 67% (8 organisations) replied yes to this question. These were from a broad range of interventions and sectors, with 5 organisations having had statistically significant results for the headline one year proven re-offending rate and 2 had inconclusive results on all re-offending measures.
- There were 4 organisations that responded with no to this question, 3 of which had inconclusive results for the headline re-offending measure. As stated earlier, we aim to work with JDL customers to fully understand their results and how these can be utilised in their organisation.

Assessing the free text responses help us to understand how organisations have made any such changes. Some common themes related to funding, with 3 organisations referencing this (either providing more income in different areas of their programme, reviewed their pricing structure or using their funding more flexibly to support different categories of learners).

Have you used the JDL report as evidence on websites, brochures or meetings to advertise your programme?

- 75% (9 organisations) reported that they had used it as evidence. The 6 organisations who all received statistically significant results for the headline one year proven re-offending rate responded yes. Of the other 3 organisations, 2 who received statistically significant reductions in the frequency of proven re-offending in the first year of release and 1 other organisation that received inconclusive results.
- Those who responded no to this had all received inconclusive results in the reports.

Of the 9 who said yes to this question, 5 organisations have used the report both internally and externally, such as using the report on their website, discussing the results in forums and conferences, with university research departments and when meeting with magistrates. The 5 organisations that said they had used the report both internally and externally, as evidence, 4 of them had statistically significant results, showing that they were keen to communicate these results to a wide audience.

What do you think is the JDL impact on the sector as a whole, with organisations that work with prisoners to reduce re-offending?

- Out of the 7 that answered this question, 4 organisations thought that the JDL has had either a revolutionary or major impact, all of whom had statistically significant results.

Assessing the free text responses indicates that generally the JDL has had a positive impact and have provided a greater insight to their evidence. However a couple of responses indicate they feel that the service is not yet fully established across the sector but could become more influential once improvements to the matching processes come into effect. One organisation raised concerns that negative or inconclusive results may imply that a programme was unsuccessful. We aim to work with organisations to make sure they understand how their results should be interpreted and suggest improvements either to the data they provide us or the size of the treatment group to work towards a significant result.

The JDL team continue to work with the sector to promote and establish the service throughout the sector, with both current and potential customers, to improve the impact that the JDL service can provide.

Section 2: Usefulness of JDL website after using the service

When was the last time you viewed the JDL publication webpage?

www.gov.uk/government/collections/justice-data-lab-pilot-statistics

42% (5 organisations) have viewed the website in the past month, with another 25% (3 organisations) having viewed it in the past 6 months. For the remaining organisations that haven't viewed the webpage in the past 6 months, 3 out of 4 have had no reports from the JDL team in the past year.

The JDL has monthly publications which include updated summary reports to make sure readers are kept informed of the work that the team do and the turnover of analyses. It is good to know these are viewed beyond just the month where the organisations have their report published.

How frequently have you viewed the monthly JDL Excel summary, made available in each monthly publication?

25% (3 organisations) of organisations view this monthly, while another 58% (7 organisations) occasionally look at the Excel summary file, which provides detail on all requests analysed by the JDL team.

In addition 75% (9 organisations) of survey respondents think the JDL Excel summary is either very useful or fairly useful, of which 6 had received significant results from their request(s). The free text comments (where available) provided favourable feedback on this summary file, in that it was good to receive regular updates and that reading other reports is very interesting by providing an overview of what similar organisations in the sector are doing.

Have you looked at any other reports for organisations similar to your own that the JDL have published?

75% (9 organisations) indicated that they had looked at another similar report, of which 6 received statistically significant results. This indicates that there has been interest in organisations looking through other reports by the JDL team to help inform users of work done in other parts of the sector.

Comments received suggest that several organisations were interested in comparing results with similar organisations. Also, several organisations indicated they looked at other reports out of interest and for information to know more about what is being done in the sector.

Whilst it is good to know that reports are being looked at to help inform the sector, users should note that the analyses are not set up to enable comparisons of results between different interventions.

Section 3: JDL recommendation

Would you recommend the Justice Data Lab service to others?

100% responding indicated that they would.

Would you use the Justice Data Lab service again?

100% said that they would use the JDL again.

It is really positive to have received a full 100% response rate on both of these questions, indicating that the JDL service is well received by the respondents and the work is valued even if some have been disappointed with the results.

Section 4: Any other feedback

8 organisations provided additional feedback, 6 of which had statistically significant results for the one year re-offending rate. Most comments indicated that the service they received from the JDL team was friendly, helpful and professional and that the information provided is very helpful, with one reply specifically saying they are working on a new request to the JDL. One comment indicated that the data needing to be provided can require a lot of effort and suggested that the MoJ could look at ways to give direct access to the re-offending data held. As the data held is restricted, the JDL aims to give users a unique route to access information that otherwise would not be available and we will continue to work with the sector to explore this issue further.

Conclusion

We would like to thank those organisations who took the time to provide us with their insights on the JDL service during the pilot phase. Their thoughts are extremely useful in helping the JDL team make sure that the service is being well received by the sector and to develop on areas where possible. Whilst the response rate was not particularly high, and may not be representative of all JDL users, all information goes towards improving the service, both in terms of the analyses provided and the engagement with the sector.

This report has aimed to highlight key messages and identify any common themes that can be taken forward to be developed. The report published alongside this summary ('Justice Data Lab – Pilot Summary') explores the developments made during the pilot and highlights the areas that are to be worked on in the future to enhance the JDL service further.

Annex A – Feedback Form



Ministry
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Justice Data Lab Consultation Form

Background of respondent

Name (Enter in green box below)
Email address (Enter in green box below)
Name of organisation

1. Impact of JDL analyses on your organisation/programme

<i>a. How useful has the report by the Justice Data Lab been to your organisation in each of the points below?</i>		
	<i>Improving your understanding of your impact on re-offending</i>	
	<i>Improving your understanding of the profile of your clients</i>	
	<i>Helping you to demonstrate your impact to staff or trustees</i>	
	<i>Helping you to demonstrate your impact to commissioners or funders</i>	
	<i>Helping you to demonstrate your impact to external organisations</i>	
	<i>Supporting you to understand how you can take part in transforming rehabilitation</i>	
	<i>Allowing you to alert external organisations to the impact of our organisation</i>	

b. Have you make any changes or improvements to your programme as a result of the JDL report? If so, what changes/improvements have you made?

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-> Please enter comments here

c. Have you used the JDL report as evidence on websites or brochures or even meetings to advertise your programme?

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-> Please enter comments here

d. What do you think is the JDL impact on the sector as a whole, with organisations that work with prisoners to reduce re-offending?

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-> Please enter comments here

2. Usefulness of JDL website after using the service

www.gov.uk/government/collections/justice-data-lab-pilot-statistics

a. When was the last time you viewed the JDL publication webpage?

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b. How frequently have you viewed the monthly JDL Excel summary, made available in each monthly publication? If so, how useful do you find it?

Frequency	Usefulness

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-> Please enter comments here

c. Have you looked at any other reports for organisations similar to your own that the JDL have published? If so, please provide comments if it made any impact

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-> Please enter comments here


3. JDL recommendation

a. Would you recommend the Justice Data Lab service to others?

b. Would you use the Justice Data Lab service again?

4. Any other feedback

Please use the box below to provide any other comments you want to add:



Thank you for completing this form. Please save the document and return to justice.datalab@justice.gsi.gov.uk by 24th April 2015

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