Ministry of Justice

Community Performance Quarterly Management Information release

February to June 2015

National Offender Management Service

29th October 2015

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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:
29 October 2015 - performance MI from April - June 2015
28 January 2016 - performance MI from July - September 2015
28 April 2016 - performance MI from October - December 2015
28 July 2016 - performance MI from April 2015 - March 2016

27 October 2016 – performance MI from April – June 2016

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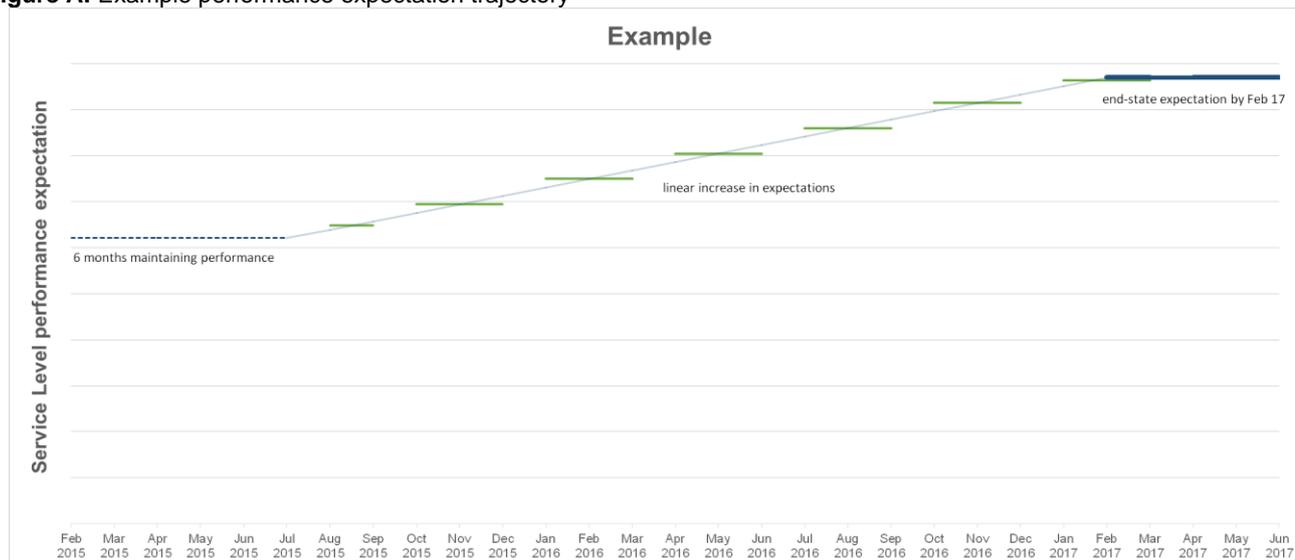
Table A below shows how each measure is categorised in relation to performance expectations, this status is also reflected in the relevant section of the publication.

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 will commence 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 commence early next year.

Reducing Reoffending

The NPS and CRCs target reducing reoffending as a high priority. No reoffending information is included in this report, since there have not yet been any cohorts, formed under the new organisations, who could be measured for reoffending purposes.

Reoffending statistics continue to be published by the Ministry of Justice:
https://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)

Figures for February and March are only included at national level.

Transforming Rehabilitation: background

In May 2013 the Ministry of Justice announced *"Transforming Rehabilitation: A Strategy for Reform"*. Full details of the strategy[1] and target operating model[2] 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

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[1] https://www.gov.uk/government/publications/transforming-rehabilitation-a-strategy-for-reform

[2] https://www.gov.uk/government/publications/rehabilitation-programme-target-operating-model

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 Jun 15 by month. England and Wales*
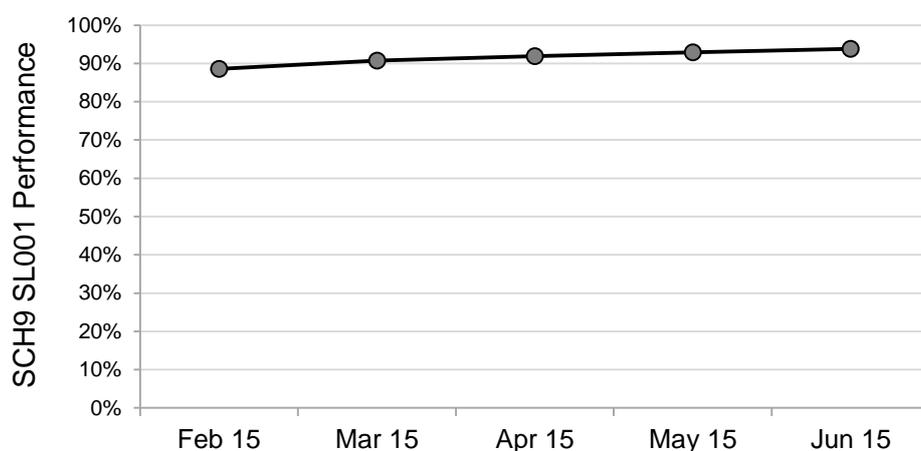
Table C1: *CRC Performance of SL001 - Initial Offender Contact (CO & SSO) from Feb 15 to Jun 15 by quarter. England and Wales*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**90%**	**93%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		91%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		90%
Cheshire & Greater Manchester CRC		98%
Cumbria & Lancashire CRC		91%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		97%
Dorset, Devon & Cornwall CRC		87%
Durham Tees Valley CRC		97%
Essex CRC		99%
Hampshire & Isle of Wight CRC		99%
Humberside, Lincolnshire & North Yorkshire CRC		99%
Kent, Surrey & Sussex CRC		65%
London CRC		89%
Merseyside CRC		97%
Norfolk & Suffolk CRC		95%
Northumbria CRC		92%
South Yorkshire CRC		97%
Staffordshire & West Midlands CRC		95%
Thames Valley CRC		92%
Wales CRC		98%
Warwickshire & West Mercia CRC		96%
West Yorkshire CRC		98%

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 SCH9 SL002 Performance - Initial Offender Contact (Licence) from Feb 15 to Jun 15 by month. England and Wales
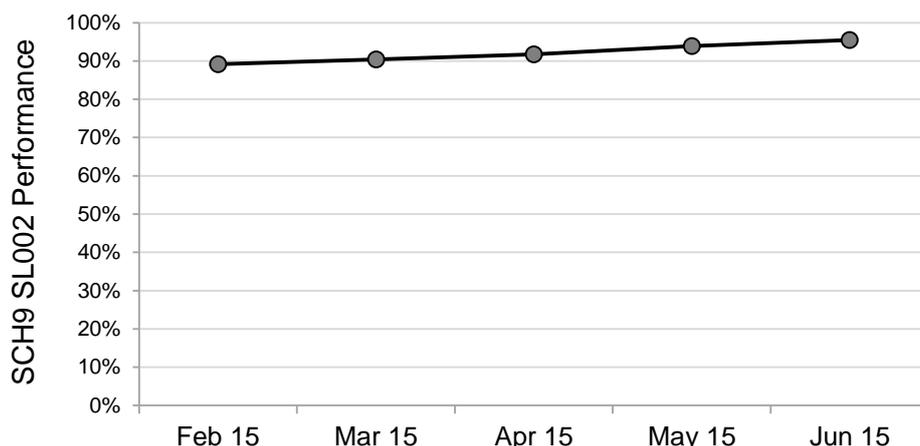
Table C2: CRC Performance of SCH9 SL002 Performance - Initial Offender Contact (Licence) from Feb 15 to Jun 15 by quarter. England and Wales

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**90%**	**94%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		90%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		96%
Cheshire & Greater Manchester CRC		99%
Cumbria & Lancashire CRC		88%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		94%
Dorset, Devon & Cornwall CRC		94%
Durham Tees Valley CRC		99%
Essex CRC		94%
Hampshire & Isle of Wight CRC		96%
Humberside, Lincolnshire & North Yorkshire CRC		98%
Kent, Surrey & Sussex CRC		92%
London CRC		86%
Merseyside CRC		93%
Norfolk & Suffolk CRC		96%
Northumbria CRC		94%
South Yorkshire CRC		98%
Staffordshire & West Midlands CRC		94%
Thames Valley CRC		87%
Wales CRC		98%
Warwickshire & West Mercia CRC		97%
West Yorkshire CRC		97%

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 SCH9 SL003 Performance - Plan Completion (CO & SSO) from Feb 15 to Jun 15 by month. England and Wales.*
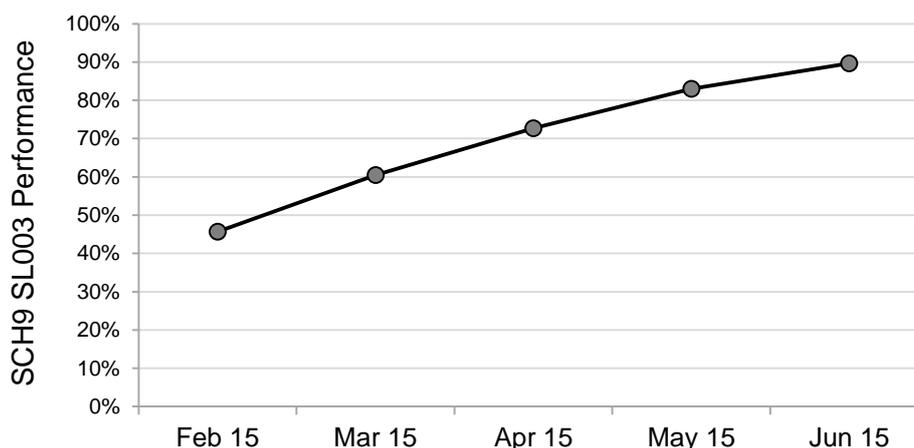
Table C3: *CRC Performance of SCH9 SL003 Performance - Plan Completion (CO & SSO) from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**54%**	**82%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		89%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		72%
Cheshire & Greater Manchester CRC		98%
Cumbria & Lancashire CRC		53%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		84%
Dorset, Devon & Cornwall CRC		63%
Durham Tees Valley CRC		91%
Essex CRC		95%
Hampshire & Isle of Wight CRC		99%
Humberside, Lincolnshire & North Yorkshire CRC		98%
Kent, Surrey & Sussex CRC		83%
London CRC		60%
Merseyside CRC		97%
Norfolk & Suffolk CRC		64%
Northumbria CRC		79%
South Yorkshire CRC		95%
Staffordshire & West Midlands CRC		84%
Thames Valley CRC		72%
Wales CRC		87%
Warwickshire & West Mercia CRC		96%
West Yorkshire CRC		96%

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 SCH9 SL004 Performance - Plan Completion (Licence) from Feb 15 to Jun 15 by month. England and Wales*
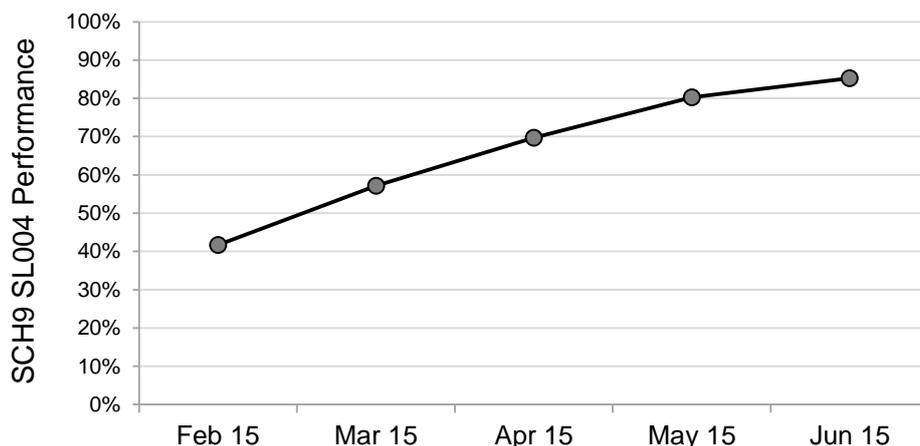
Table C4: *CRC Performance of SCH9 SL004 Performance - Plan Completion (Licence) from Feb 15 to Jun 15 by quarter. England and Wales*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**50%**	**79%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		81%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		72%
Cheshire & Greater Manchester CRC		96%
Cumbria & Lancashire CRC		41%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		81%
Dorset, Devon & Cornwall CRC		70%
Durham Tees Valley CRC		95%
Essex CRC		78%
Hampshire & Isle of Wight CRC		97%
Humberside, Lincolnshire & North Yorkshire CRC		96%
Kent, Surrey & Sussex CRC		59%
London CRC		55%
Merseyside CRC		97%
Norfolk & Suffolk CRC		70%
Northumbria CRC		85%
South Yorkshire CRC		95%
Staffordshire & West Midlands CRC		78%
Thames Valley CRC		69%
Wales CRC		84%
Warwickshire & West Mercia CRC		93%
West Yorkshire CRC		98%

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%

This service level cannot yet be published due to inconsistent recording of 'induction' sessions for unpaid meaning that no robust view of performance can be provided at this time. This service level will be reported for the first time on 28th January 2016, providing the performance data for August - September 2015.

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%

This service level cannot yet be published due to inconsistent recording of 'induction' sessions for unpaid meaning that no robust view of performance can be provided at this time. This service level will be reported for the first time on 28th January 2016, providing the performance data for August - September 2015.

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 completely 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 SCH9 SL007 Performance - Completion of the Sentence of the Court from Feb 15 to Jun 15 by month. England and Wales*
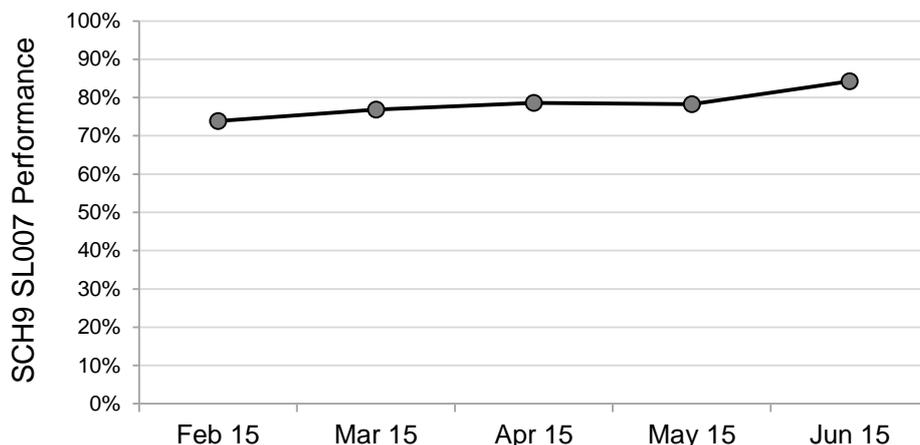
Table C7: *CRC Performance of SCH9 SL007 Performance - Completion of the Sentence of the Court from Feb 15 to Jun 15 by quarter. England and Wales*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**75%**	**80%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		76%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		83%
Cheshire & Greater Manchester CRC		86%
Cumbria & Lancashire CRC		87%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		80%
Dorset, Devon & Cornwall CRC		86%
Durham Tees Valley CRC		83%
Essex CRC		86%
Hampshire & Isle of Wight CRC		94%
Humberside, Lincolnshire & North Yorkshire CRC		94%
Kent, Surrey & Sussex CRC		72%
London CRC		58%
Merseyside CRC		87%
Norfolk & Suffolk CRC		91%
Northumbria CRC		84%
South Yorkshire CRC		74%
Staffordshire & West Midlands CRC		88%
Thames Valley CRC		78%
Wales CRC		92%
Warwickshire & West Mercia CRC		82%
West Yorkshire CRC		83%

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 SCH9 SL008 Performance - Completion of Community Orders and Suspended Sentence Orders from Feb 15 to Jun 15 by month. England and Wales.*
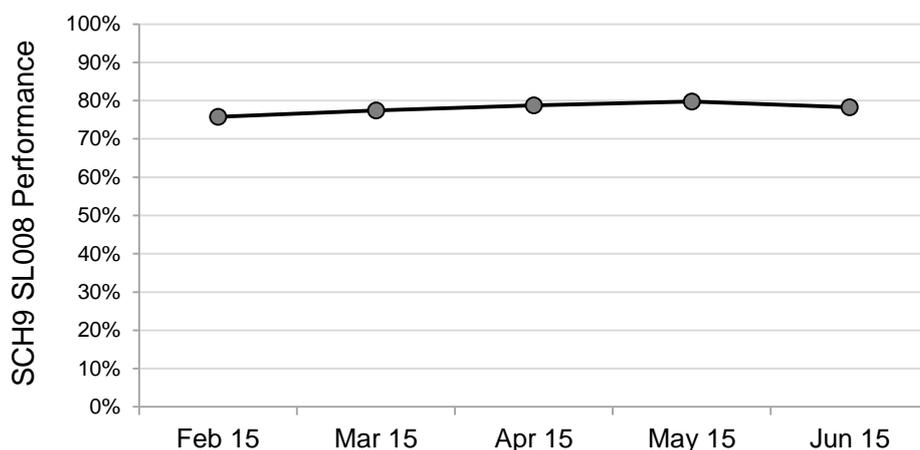
Table C8: *CRC Performance of SCH9 SL008 Performance - Completion of Community Orders and Suspended Sentence Orders from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**77%**	**79%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		80%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		78%
Cheshire & Greater Manchester CRC		77%
Cumbria & Lancashire CRC		77%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		73%
Dorset, Devon & Cornwall CRC		78%
Durham Tees Valley CRC		82%
Essex CRC		85%
Hampshire & Isle of Wight CRC		79%
Humberside, Lincolnshire & North Yorkshire CRC		77%
Kent, Surrey & Sussex CRC		80%
London CRC		85%
Merseyside CRC		81%
Norfolk & Suffolk CRC		76%
Northumbria CRC		80%
South Yorkshire CRC		76%
Staffordshire & West Midlands CRC		76%
Thames Valley CRC		78%
Wales CRC		77%
Warwickshire & West Mercia CRC		80%
West Yorkshire CRC		73%

CRC Service Level Measure 9 – Completion of Licences and Post Sentence Supervision Periods

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 instances 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%

Recent investigation into this metric has established that this service level is not yet in steady-state. The increasing number of offenders serving less than 12 months on ORA sentences are having a notable effect on the delivery against this service level. NOMS will be assessing whether, for performance monitoring, the service level can be split to monitor the performance of (a) offenders serving sentences of less than 12 months, and (b) offenders serving sentence of over 12 months, separately.

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

CRC service level measures 10 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 SCH9 SL010 Performance - Contractor Delivery of Unpaid Work Requirement from Feb 15 to Jun 15 by month. England and Wales.*
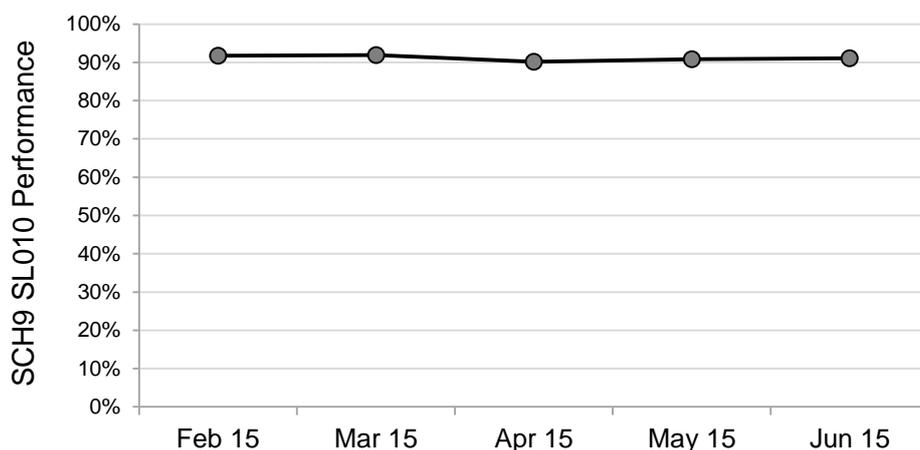
Table C10: *CRC Performance of SCH9 SL010 Performance - Contractor Delivery of Unpaid Work Requirement from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**92%**	**91%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		94%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		87%
Cheshire & Greater Manchester CRC		92%
Cumbria & Lancashire CRC		92%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		97%
Dorset, Devon & Cornwall CRC		89%
Durham Tees Valley CRC		93%
Essex CRC		93%
Hampshire & Isle of Wight CRC		96%
Humberside, Lincolnshire & North Yorkshire CRC		90%
Kent, Surrey & Sussex CRC		91%
London CRC		85%
Merseyside CRC		88%
Norfolk & Suffolk CRC		97%
Northumbria CRC		86%
South Yorkshire CRC		86%
Staffordshire & West Midlands CRC		96%
Thames Valley CRC		93%
Wales CRC		92%
Warwickshire & West Mercia CRC		95%
West Yorkshire CRC		87%

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 SCH9 SL011 Performance - Contractor Delivery of Programme Requirement from Feb 15 to Jun 15 by month. England and Wales.
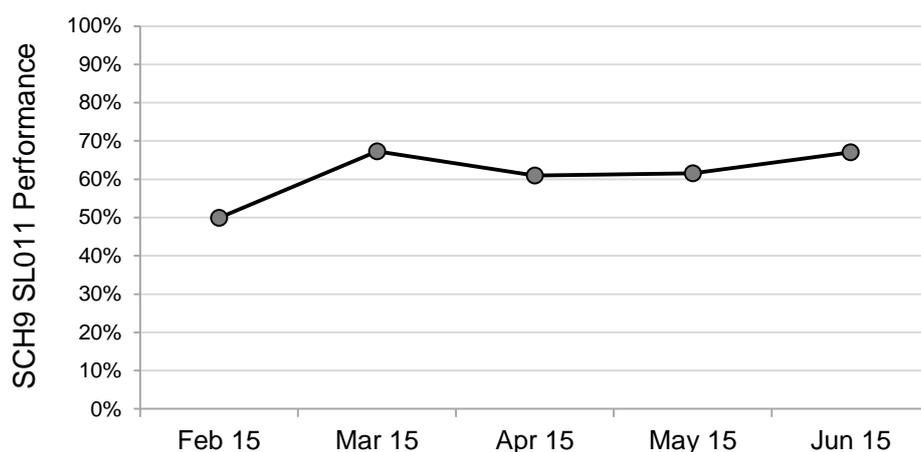
Table C11: CRC Performance of SCH9 SL011 Performance - Contractor Delivery of Programme Requirement from Feb 15 to Jun 15 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**61%**	**63%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		55%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		67%
Cheshire & Greater Manchester CRC		67%
Cumbria & Lancashire CRC		71%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		74%
Dorset, Devon & Cornwall CRC		84%
Durham Tees Valley CRC		91%
Essex CRC		86%
Hampshire & Isle of Wight CRC		94%
Humberside, Lincolnshire & North Yorkshire CRC		78%
Kent, Surrey & Sussex CRC		51%
London CRC		47%
Merseyside CRC		81%
Norfolk & Suffolk CRC		70%
Northumbria CRC		43%
South Yorkshire CRC		43%
Staffordshire & West Midlands CRC		52%
Thames Valley CRC		71%
Wales CRC		76%
Warwickshire & West Mercia CRC		68%
West Yorkshire CRC		-

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 they take 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%

Through the Gate Services commenced on 1st May 2015. At this point there is insufficient data to robustly report performance covering the whole period in question (April – June). Therefore this service level will be reported for the first time on 28th January 2016, providing the performance data for May – September 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%**

Through the Gate Services commenced on 1st May 2015. At this point there is insufficient data to robustly report performance covering the whole period in question (April – June). Therefore this service level will be reported for the first time on 28th January 2016, providing the performance data for May – September 2015.

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 5 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 SCH9 SL015 Performance - Contribution to Assessments for Discharge from Feb 15 to Jun 15 by month. England and Wales.
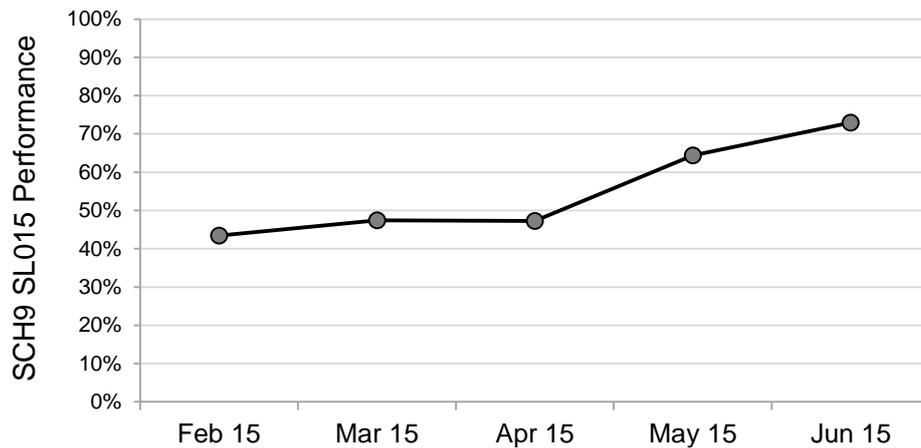
Table C15: CRC Performance of SCH9 SL015 Performance - Contribution to Assessments for Discharge from Feb 15 to Jun 15 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**46%**	**63%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		82%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		88%
Cheshire & Greater Manchester CRC		96%
Cumbria & Lancashire CRC		78%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		68%
Dorset, Devon & Cornwall CRC		-
Durham Tees Valley CRC		66%
Essex CRC		85%
Hampshire & Isle of Wight CRC		98%
Humberside, Lincolnshire & North Yorkshire CRC		91%
Kent, Surrey & Sussex CRC		46%
London CRC		12%
Merseyside CRC		87%
Norfolk & Suffolk CRC		63%
Northumbria CRC		71%
South Yorkshire CRC		78%
Staffordshire & West Midlands CRC		82%
Thames Valley CRC		-
Wales CRC		96%
Warwickshire & West Mercia CRC		51%
West Yorkshire CRC		94%

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 SCH9 SL016 Performance - Quality of Breach Referral from Feb 15 to Jun 15 by quarter. England and Wales.
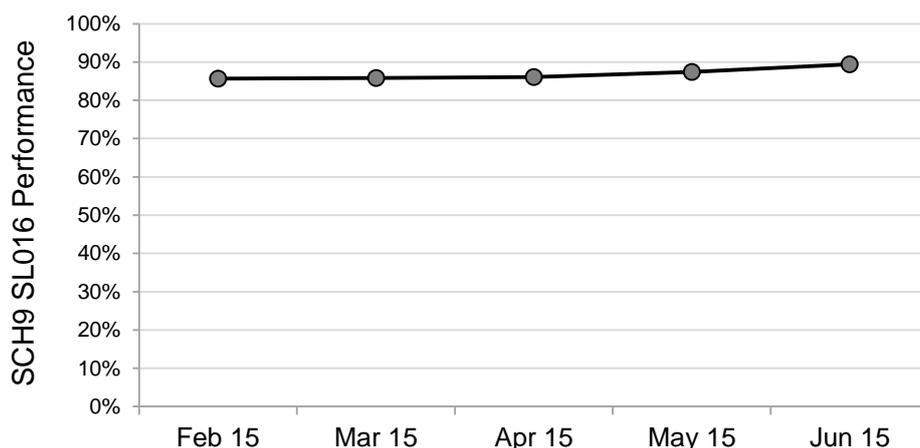
Table C16: CRC Performance of SCH9 SL016 Performance - Quality of Breach Referral from Feb 15 to Jun 15 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**86%**	**88%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		80%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		89%
Cheshire & Greater Manchester CRC		93%
Cumbria & Lancashire CRC		91%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		86%
Dorset, Devon & Cornwall CRC		95%
Durham Tees Valley CRC		88%
Essex CRC		85%
Hampshire & Isle of Wight CRC		97%
Humberside, Lincolnshire & North Yorkshire CRC		95%
Kent, Surrey & Sussex CRC		83%
London CRC		82%
Merseyside CRC		93%
Norfolk & Suffolk CRC		62%
Northumbria CRC		73%
South Yorkshire CRC		97%
Staffordshire & West Midlands CRC		91%
Thames Valley CRC		91%
Wales CRC		98%
Warwickshire & West Mercia CRC		84%
West Yorkshire CRC		89%

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 breach information 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 SCH9 SL017 Performance - Recall Referral Quality from Feb 15 to Jun 15 by month. England and Wales*
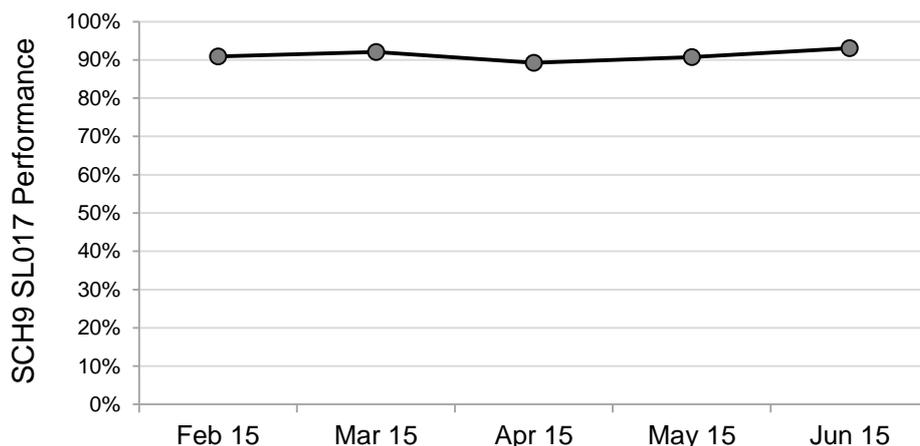
Table C17: *CRC Performance of SCH9 SL017 Performance - Recall Referral Quality from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**92%**	**91%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		94%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		98%
Cheshire & Greater Manchester CRC		88%
Cumbria & Lancashire CRC		83%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		91%
Dorset, Devon & Cornwall CRC		95%
Durham Tees Valley CRC		94%
Essex CRC		86%
Hampshire & Isle of Wight CRC		100%
Humberside, Lincolnshire & North Yorkshire CRC		90%
Kent, Surrey & Sussex CRC		90%
London CRC		89%
Merseyside CRC		90%
Norfolk & Suffolk CRC		93%
Northumbria CRC		97%
South Yorkshire CRC		84%
Staffordshire & West Midlands CRC		97%
Thames Valley CRC		90%
Wales CRC		92%
Warwickshire & West Mercia CRC		89%
West Yorkshire CRC		90%

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 CA: *CRC Performance of SCH9 AA Performance - Quality of Engagement with Allocated Persons from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	-	**78%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		80%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		84%
Cheshire & Greater Manchester CRC		88%
Cumbria & Lancashire CRC		86%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		80%
Dorset, Devon & Cornwall CRC		74%
Durham Tees Valley CRC		84%
Essex CRC		67%
Hampshire & Isle of Wight CRC		85%
Humberside, Lincolnshire & North Yorkshire CRC		80%
Kent, Surrey & Sussex CRC		53%
London CRC		75%
Merseyside CRC		76%
Norfolk & Suffolk CRC		77%
Northumbria CRC		83%
South Yorkshire CRC		68%
Staffordshire & West Midlands CRC		77%
Thames Valley CRC		79%
Wales CRC		79%
Warwickshire & West Mercia CRC		89%
West Yorkshire CRC		74%

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

CRC Assurance Metric B – Serious Further Offences Reviews

CRC assurance metric B assures 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 CB: National (CRC) Performance of SCH9 AB Performance – Serious Further Offences Reviews from Feb 15 to Jun 15 by quarter. England and Wales.

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	-	76%

CRC Assurance Metric C – Allocated Person Resettlement Services - Accommodation

CRC assurance metric C assures 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%

Suitability of accommodation on release was not recorded in probation systems until August 2015 due refinements in how accommodation on release was recorded and measured, and as a result no data is available for the first quarter of 2015-16. Therefore this assurance metric will be reported for the first time on 28th January 2016, providing the performance data for August – September 2015.

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 licence 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 SCH9 AE Performance - Breach Referral Timeliness from Feb 15 to Jun 15 by month. England and Wales.*
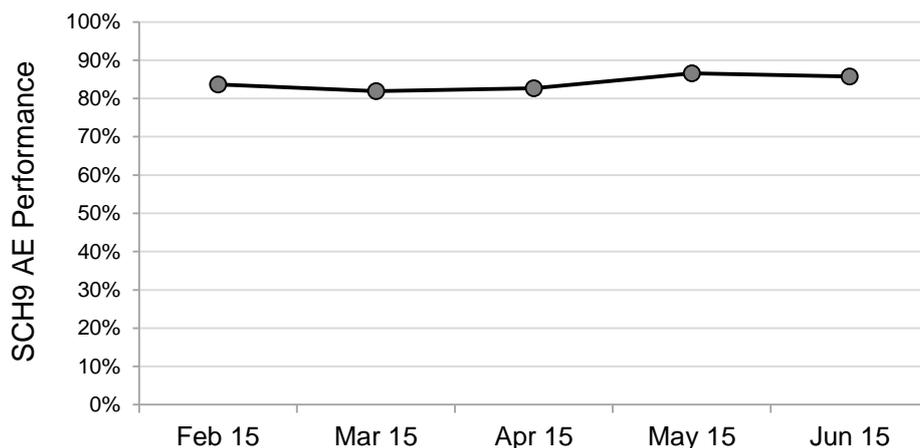
Table CE: *CRC Performance of SCH9 AE Performance - Breach Referral Timeliness from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**83%**	**85%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		81%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		90%
Cheshire & Greater Manchester CRC		88%
Cumbria & Lancashire CRC		91%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		75%
Dorset, Devon & Cornwall CRC		89%
Durham Tees Valley CRC		93%
Essex CRC		98%
Hampshire & Isle of Wight CRC		99%
Humberside, Lincolnshire & North Yorkshire CRC		90%
Kent, Surrey & Sussex CRC		86%
London CRC		94%
Merseyside CRC		74%
Norfolk & Suffolk CRC		91%
Northumbria CRC		86%
South Yorkshire CRC		93%
Staffordshire & West Midlands CRC		69%
Thames Valley CRC		96%
Wales CRC		64%
Warwickshire & West Mercia CRC		88%
West Yorkshire CRC		80%

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 SCH9 AF Performance - Recall Referral Timeliness from Feb 15 to Jun 15 by month. England and Wales.*
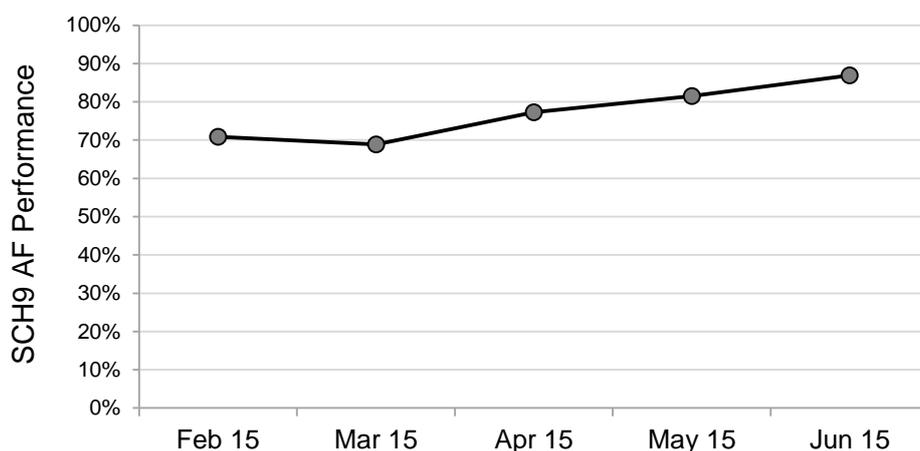
Table CF: *CRC Performance of SCH9 AF Performance - Recall Referral Timeliness from Feb 15 to Jun 15 by quarter. England and Wales.*

	14/15 Q4 (Feb-Mar 15)	15/16 Q1 (Apr-Jun 15)
National (all CRCs)	**69%**	**82%**
Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC		84%
Bristol, Gloucestershire, Somerset & Wiltshire CRC		77%
Cheshire & Greater Manchester CRC		98%
Cumbria & Lancashire CRC		68%
Derbyshire, Leicestershire, Nottinghamshire & Rutland CRC		94%
Dorset, Devon & Cornwall CRC		-
Durham Tees Valley CRC		39%
Essex CRC		-
Hampshire & Isle of Wight CRC		-
Humberside, Lincolnshire & North Yorkshire CRC		92%
Kent, Surrey & Sussex CRC		71%
London CRC		69%
Merseyside CRC		88%
Norfolk & Suffolk CRC		-
Northumbria CRC		92%
South Yorkshire CRC		94%
Staffordshire & West Midlands CRC		49%
Thames Valley CRC		60%
Wales CRC		85%
Warwickshire & West Mercia CRC		-
West Yorkshire CRC		75%

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 service level measures, as a success, the instances in which a CRC referral ends up with a full transfer to NPS due to risk escalation, 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%

Recent analysis and operational audit have demonstrated that there is substantial variation in coverage of the data feeding this measure, and that therefore statistics fed by this data cannot be assured of not under or over-reporting actual performance. Data quality work to address recording quality issues is ongoing.

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 N1: *NPS Performance of NPS SL001 - Pre-Sentence Report Timeliness from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**98%**
NPS London Division	98%
NPS Midlands Division	98%
NPS North East Division	98%
NPS North West Division	99%
NPS South East & Eastern Division	98%
NPS South West & South Central Division	99%
NPS Wales Division	99%

Figure N1: *NPS Performance of NPS SL001 - Pre-Sentence Report Timeliness from Apr 15 to Jun 15 by month. England and Wales.*
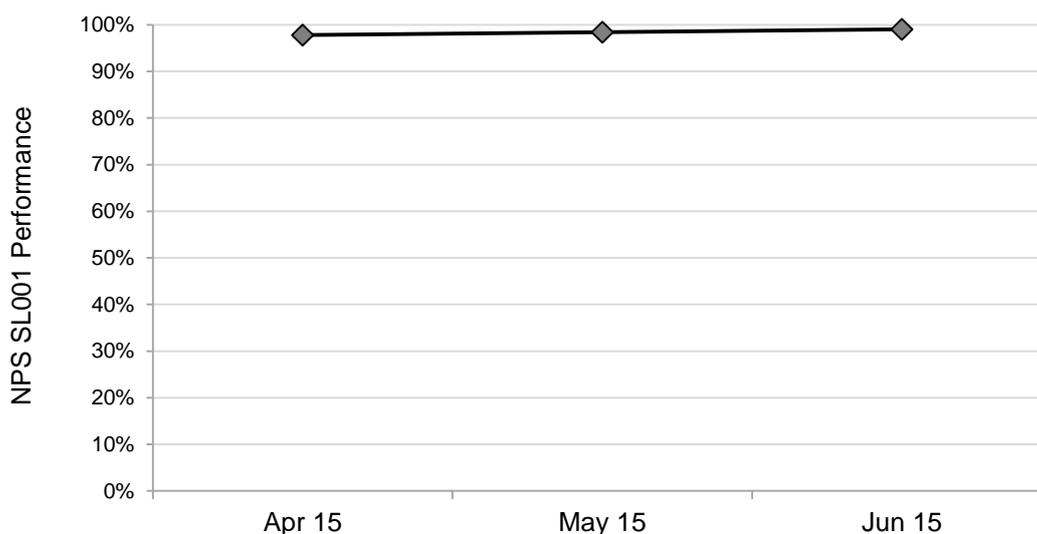
NPS Service Level 2 – Allocation Timeliness

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 N2: NPS Performance of NPS SL002 - Allocation Timeliness (All Disposals) from Apr 15 to Jun 15 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**83%**
NPS London Division	79%
NPS Midlands Division	84%
NPS North East Division	90%
NPS North West Division	88%
NPS South East & Eastern Division	78%
NPS South West & South Central Division	81%
NPS Wales Division	79%

Figure N2: NPS Performance of NPS SL002 - Allocation Timeliness (All Disposals) from Apr 15 to Jun 15 by month. England and Wales.
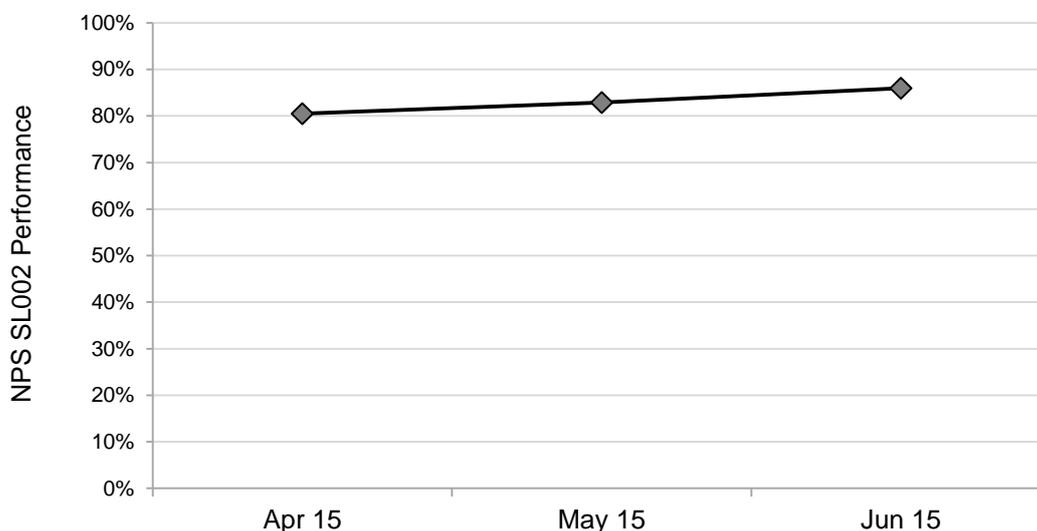
NPS Service Level 3 – Initial contact (Community Order and Suspended Sentence Order)

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 N3: *NPS Performance of NPS SL003 - Initial Contact (CO & SSO) from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**71%**
NPS London Division	57%
NPS Midlands Division	75%
NPS North East Division	74%
NPS North West Division	73%
NPS South East & Eastern Division	71%
NPS South West & South Central Division	63%
NPS Wales Division	78%

Figure N3: *NPS Performance of NPS SL003 - Initial Contact (CO & SSO) from Apr 15 to Jun 15 by month. England and Wales.*
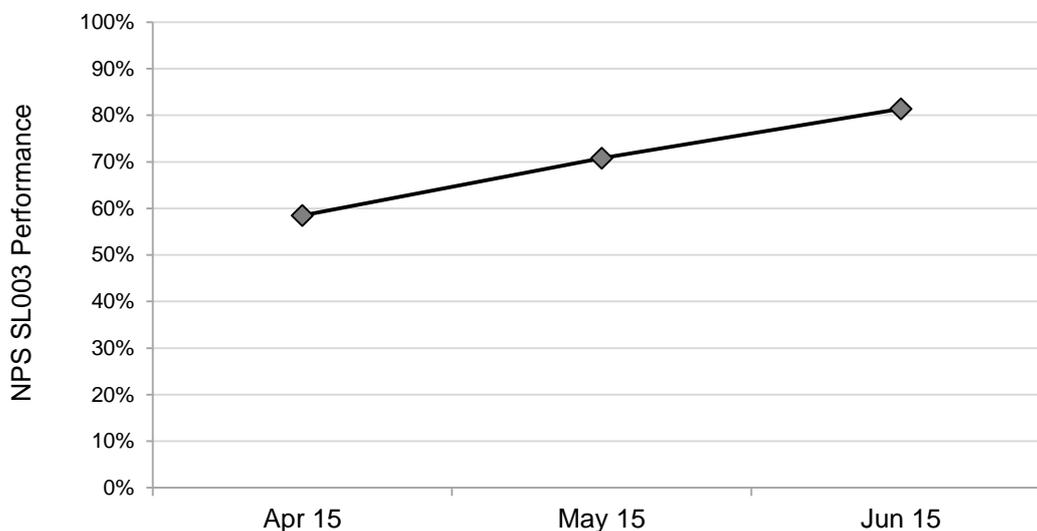
NPS Service Level 4 – Initial contact (release from custody under Licence)

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 N4: *NPS Performance of NPS SL004 - Initial Contact (Release from custody on licence) from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**80%**
NPS London Division	77%
NPS Midlands Division	81%
NPS North East Division	76%
NPS North West Division	87%
NPS South East & Eastern Division	82%
NPS South West & South Central Division	75%
NPS Wales Division	84%

Figure N4: *NPS Performance of NPS SL004 - Initial Contact (Release from custody on licence) from Apr 15 to Jun 15 by month. England and Wales.*
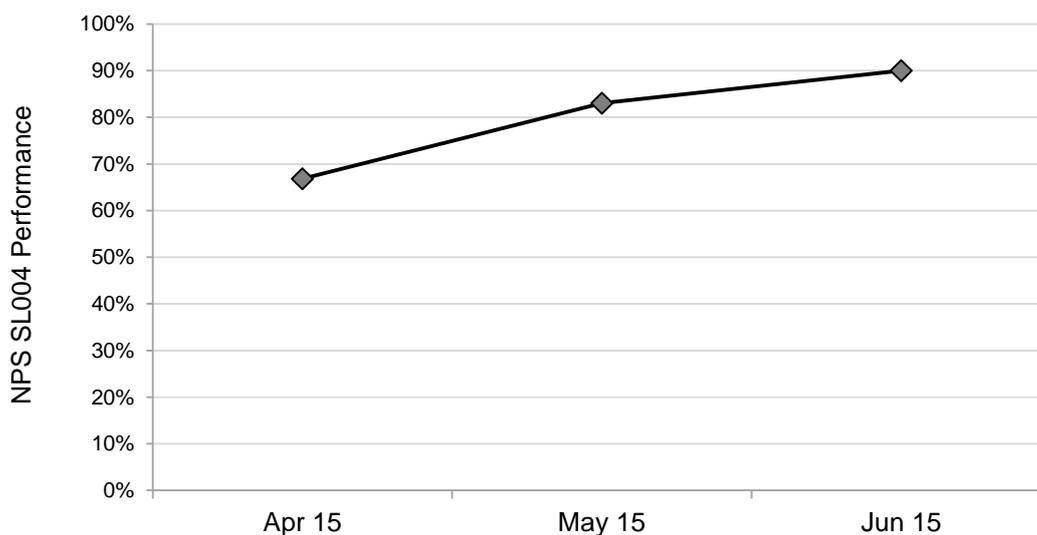
NPS Service Level 5 – Completing the Plan for Retained Persons with Community Orders and Suspended Sentence Orders

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 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 N5: *NPS Performance of NPS SL005 - Completing the Plan (CO & SSO) from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**71%**
NPS London Division	76%
NPS Midlands Division	69%
NPS North East Division	75%
NPS North West Division	71%
NPS South East & Eastern Division	70%
NPS South West & South Central Division	72%
NPS Wales Division	53%

Figure N5: *NPS Performance of NPS SL005 - Completing the Plan (CO & SSO) from Apr 15 to Jun 15 by month. England and Wales.*
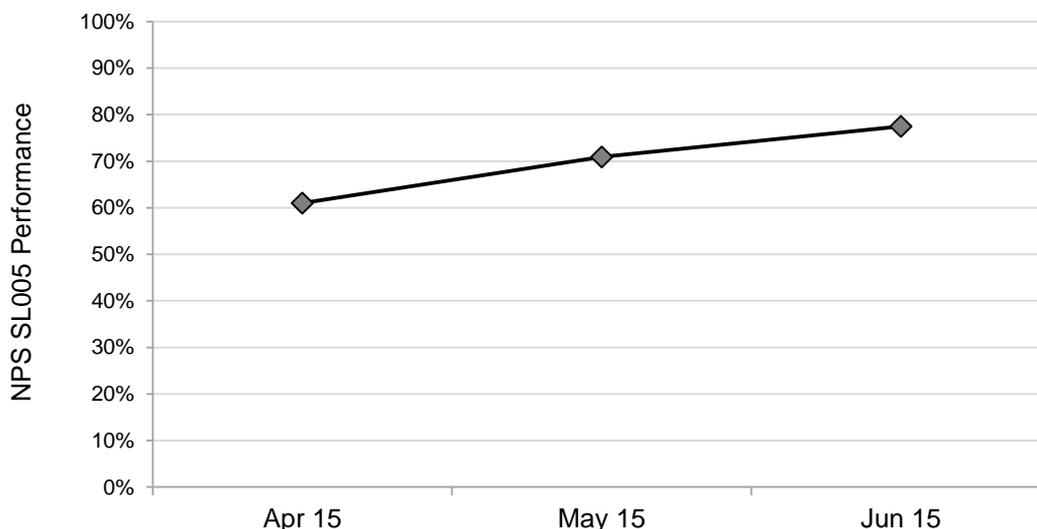
NPS Service Level 6 – Completing the Plan (Release from custody)

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 N6: *NPS Performance of NPS SL006 - Completing the Plan (Release from custody) from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**67%**
NPS London Division	70%
NPS Midlands Division	68%
NPS North East Division	69%
NPS North West Division	75%
NPS South East & Eastern Division	59%
NPS South West & South Central Division	67%
NPS Wales Division	56%

Figure N6: *NPS Performance of NPS SL006 - Completing the Plan (Release from custody) from Apr 15 to Jun 15 by month. England and Wales.*
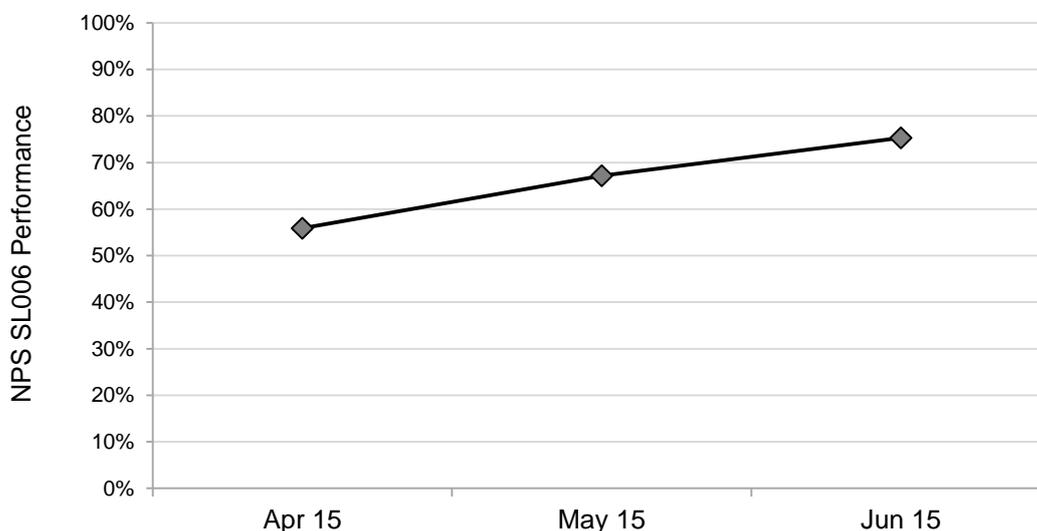
NPS Service Level 7 – Allocation of UPW Requirements

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 N7: NPS Performance of NPS SL007 - Allocation of Unpaid Work (UPW) Requirements from Apr 15 to Jun 15 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**81%**
NPS London Division	73%
NPS Midlands Division	90%
NPS North East Division	83%
NPS North West Division	80%
NPS South East & Eastern Division	74%
NPS South West & South Central Division	86%
NPS Wales Division	78%

Figure N7: NPS Performance of NPS SL007 - Allocation of Unpaid Work (UPW) Requirements from Apr 15 to Jun 15 by month. England and Wales.
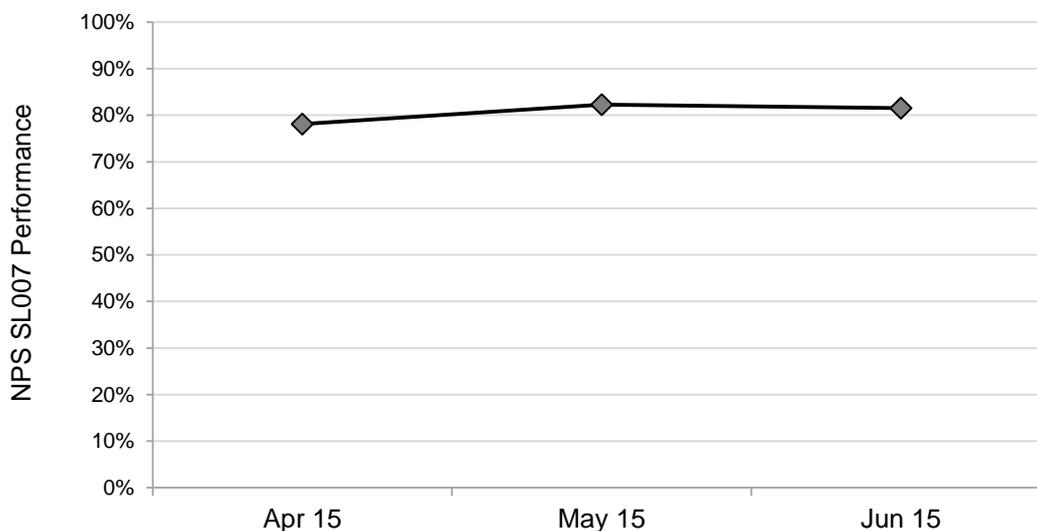
NPS Service Level 8 - Rehabilitation Activity Requirement Completions

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 N9: *NPS Performance of NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**80%**
NPS London Division	80%
NPS Midlands Division	67%
NPS North East Division	76%
NPS North West Division	96%
NPS South East & Eastern Division	88%
NPS South West & South Central Division	81%
NPS Wales Division	66%

Figure N9: *NPS Performance of NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions from Apr 15 to Jun 15 by month. England and Wales.*
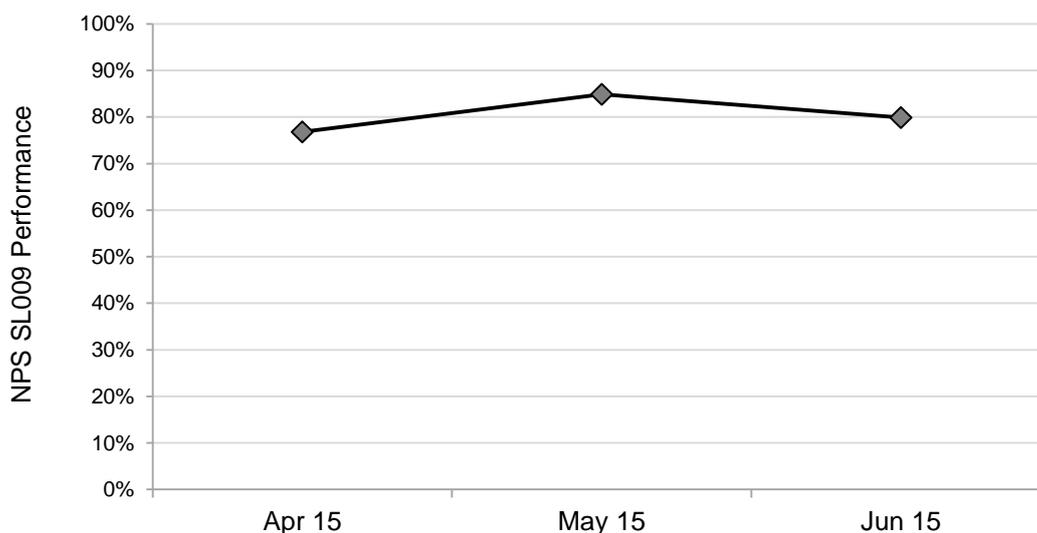
NPS Service Level 10 - Accredited Programme Quality

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%

Recent analysis and operational audit have demonstrated that there is substantial variation in coverage of the data feeding this measure, and that therefore statistics fed by this data cannot be assured of not under or over-reporting actual performance. Data quality work to address recording quality issues is ongoing.

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 N12: *NPS Performance of NPS SL012 - Recall Timeliness from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**96%**
NPS London Division	93%
NPS Midlands Division	94%
NPS North East Division	95%
NPS North West Division	98%
NPS South East & Eastern Division	96%
NPS South West & South Central Division	98%
NPS Wales Division	97%

Figure N12: *NPS Performance of NPS SL012 - Recall Timeliness from Apr 15 to Jun 15 by month. England and Wales.*
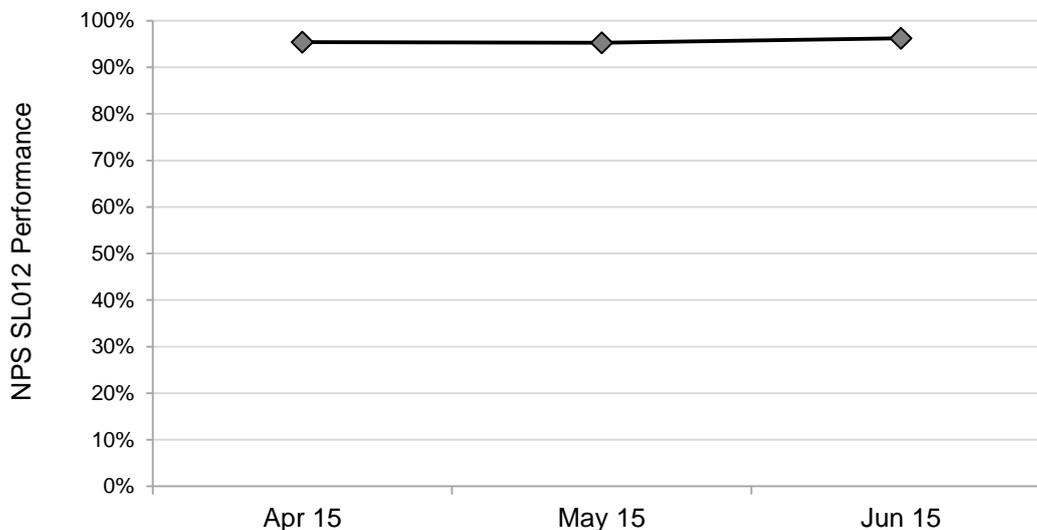
NPS Service Level 13 – Recall referral quality

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, which in turn could lead to an adverse view of the authority. 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 N13: NPS Performance of NPS SL013 - Recall Referral Quality from Apr 15 to Jun 15 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**91%**
NPS London Division	88%
NPS Midlands Division	93%
NPS North East Division	90%
NPS North West Division	93%
NPS South East & Eastern Division	89%
NPS South West & South Central Division	94%
NPS Wales Division	86%

Figure N13: NPS Performance of NPS SL013 - Recall Referral Quality from Apr 15 to Jun 15 by month. England and Wales.
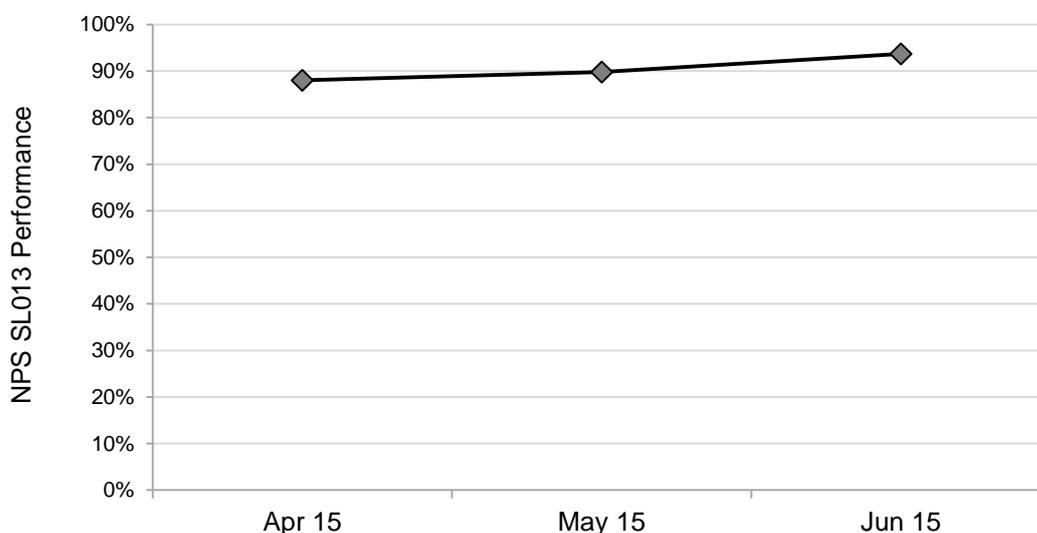
NPS Service Level 14 – Breach Timeliness (NPS)

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 licence 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 N14: *NPS Performance of NPS SL014 - Breach Timeliness from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**67%**
NPS London Division	60%
NPS Midlands Division	69%
NPS North East Division	71%
NPS North West Division	60%
NPS South East & Eastern Division	66%
NPS South West & South Central Division	69%
NPS Wales Division	77%

Figure N14: *NPS Performance of NPS SL014 - Breach Timeliness from Apr 15 to Jun 15 by month. England and Wales.*
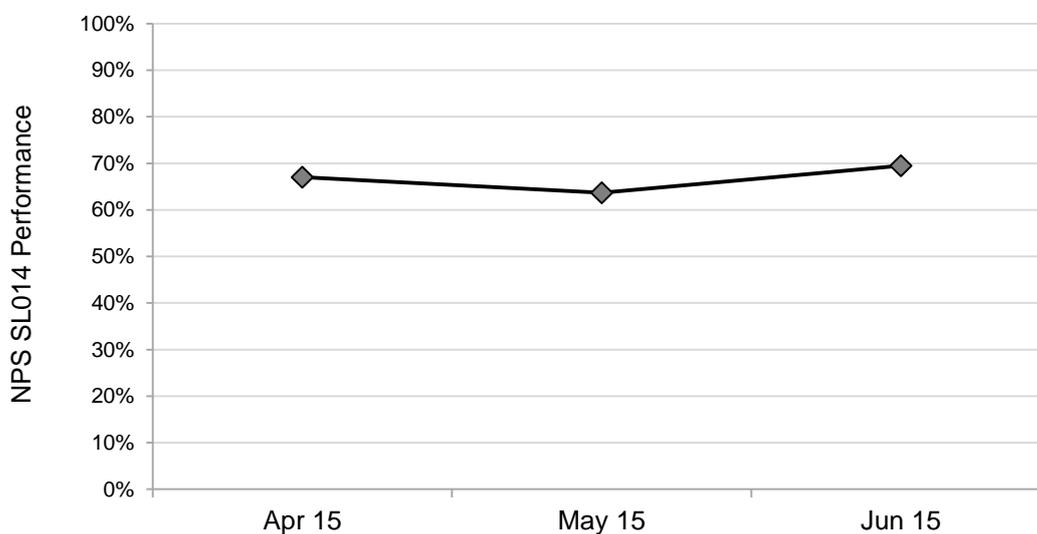
NPS Service Level 15 – Response to Breach Referral (CRCs)

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 licence 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 N15: *NPS Performance of NPS SL015 - Response to Breach Referral from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**55%**
NPS London Division	66%
NPS Midlands Division	61%
NPS North East Division	58%
NPS North West Division	57%
NPS South East & Eastern Division	42%
NPS South West & South Central Division	46%
NPS Wales Division	56%

Figure N15: *NPS Performance of NPS SL015 - Response to Breach Referral from Apr 15 to Jun 15 by month. England and Wales.*
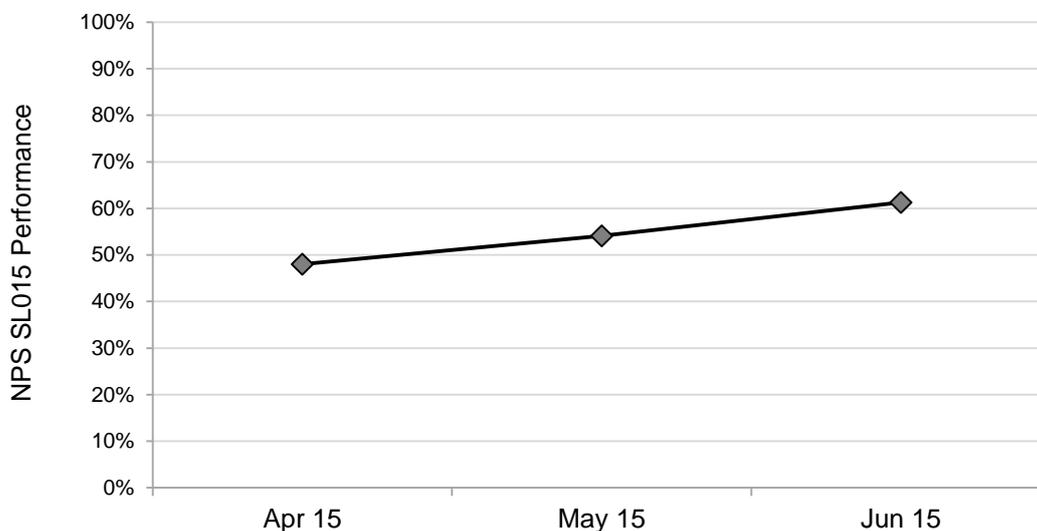
NPS Service Level 16 – MAPPA (Multi-agency public protection arrangements) Attendance

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 SMB meetings, and attendance at each level 2 and level 3 MAPPA (Multi-agency public protection arrangements) meeting. It is important that ViSOR records are created accurately and timely 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 N16: *NPS Performance of NPS SL016 - MAPPA Attendance from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**94%**
NPS London Division	91%
NPS Midlands Division	94%
NPS North East Division	96%
NPS North West Division	88%
NPS South East & Eastern Division	92%
NPS South West & South Central Division	99%
NPS Wales Division	98%

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 N17: NPS Performance of NPS SL017 - Serious Further Offence (SFO) Reviews from Apr 15 to Jun 15 by quarter. England and Wales.

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**71%**

NPS Service Level 18 – 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 N18: *NPS Performance of NPS SL018 - Completion of Community Orders and Suspended Sentence Orders from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**81%**
NPS London Division	89%
NPS Midlands Division	77%
NPS North East Division	82%
NPS North West Division	83%
NPS South East & Eastern Division	79%
NPS South West & South Central Division	81%
NPS Wales Division	70%

Figure N18: *NPS Performance of NPS SL018 - Completion of Community Orders and Suspended Sentence Orders from Apr 15 to Jun 15 by month. England and Wales.*
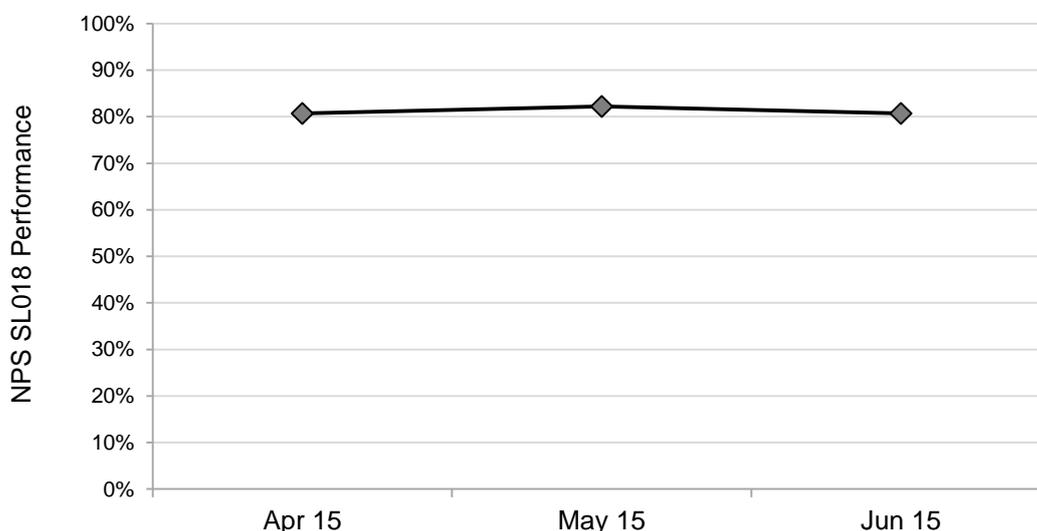
NPS Service Level 19 – Positive Completions of Licences and Post Sentence Supervision Periods

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%

Recent investigation into this metric has established that this service level is not yet in steady-state. The increasing number of offenders serving less than 12 months on ORA sentences are having a notable effect on the delivery against this service level. NOMS will be assessing whether, for performance monitoring, the service level can be split to monitor the performance of (a) offenders serving sentences of less than 12 months, and (b) offenders serving sentence of over 12 months separately.

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 in October 2017, providing the performance data for October – December 2015 cohort of offenders.

NPS Service Level 21 – OASys Quality Assurance

NPS service level 21 ensure 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%

This service level is measured twice yearly in quarter 2 (Oct-Dec 2015) and quarter 4 (Jan-Mar 2016).

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 N22: *NPS Performance of NPS SL022 - Generic Parole Process (GPP) from Apr 15 to Jun 15 by quarter. England and Wales.*

	15/16 Q1 (Apr-Jun 15)
National (all NPS Divisions)	**87%**
NPS London Division	87%
NPS Midlands Division	85%
NPS North East Division	96%
NPS North West Division	93%
NPS South East & Eastern Division	67%
NPS South West & South Central Division	94%
NPS Wales Division	88%

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

54
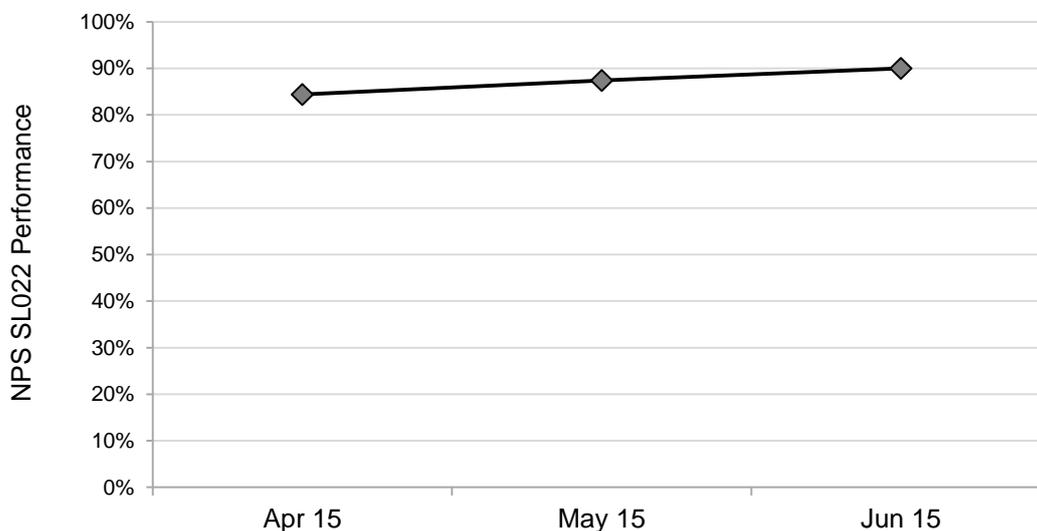
NPS Service Level 23 – Quality of Engagement

NPS service level 23 assesses how well the NPS are engaging with their offenders using a feedback survey. This survey is issued to NPS 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 April 2015):   75%

This service level cannot yet be measured, because the first survey of NPS offenders is due to take place later this year. Therefore this service level will be reported for the first time on 28th April 2016, providing the performance data for October – December 2016.

NPS Service Level 24 – OASYS final reviews

As outlined in the published NPS service level agreements[3], 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

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[3]
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%

Quarter 1 data for this Service Level measure is delayed at the point of publication and will be included in the next Community Performance Management Information Release.

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 9: Completion of Licences and Post Sentence Supervision Periods

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.

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. 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. |

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 form 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 fulfills 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.

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.

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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