



Ministry
of Justice

Community Performance Quarterly Management Information release

October 2016 – December 2016

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Community Performance Quarterly Management Information Release

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. Since March 2016 Electronic Monitoring Services (EMS) have been monitored against a national performance framework, for the same purpose. Management Information (MI) against these performance frameworks is published on a regular basis by in the "Community Performance Quarterly MI release". These publications are released on the final Thursday of October, January, April and July every year*, with the first publication released on 29 October 2015 (27 October 2016 for EMS). The publication covers all performance metrics from the three frameworks, at a national level and broken down to lower levels of geography where appropriate. These publications may in future also include other current or historic management information, such as volumes, to provide context.

* Full release Schedule:

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

26 October 2017 - performance MI from April - June 2017

25 January 2018 - performance MI from July - September 2017

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

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

The format of this quarter's publication is different to previous in this series. A national summary has been included in this document, whilst background tables covering the previous five quarters of performance are now available, including the ability to chart each service level and CRC / NPS Division. This makes for a more concise and clear publication and brings it in line with other Ministry of Justice publications.

For further background information and technical detail please refer to the accompanying guide, 'Community Performance Quarterly Management Information release - Appendices'.

Reducing Reoffending

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

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

www.gov.uk/government/collections/reoffending-statistics

Transparency

This publication is for transparency purposes, and represents that view of the authority concerning performance in the probation system. The publication presents a comprehensive view of performance in a system where EMS, 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 Her Majesty's Prison and Probation Service (HMPPS). Figures have been drawn from administrative IT system and, as with any large scale recording system, are subject to possible errors with data entry and processing. Probation providers are responsible for ensuring the accuracy of their own data.

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)

Electronic monitoring is a national contract with one provider and is therefore displayed at a national level in all cases.

Additional information

A decrease in recorded performance is noted in September 2016 across a number of Service Levels, for both NPS and CRCs. This coincided with a major update to the national Case Management System (Delius) during this month, which involved a number occasions where providers were unable to access the system. Although business continuity plans are put in place in these instances, it is reasonable to expect that this would be a contributory factor to the performance levels observed in that month.

CRC Performance of service level measures – national performance

Table C1A: National CRC Performance of all available Service Levels for 16/17 Q3 (Oct-Dec 16). England and Wales.

Measure	16/17 Q3 (Oct-Dec 16)	Percentage point change (vs last available quarter)	End-state target	Target applicable from date
SCH9 AA - Quality of Engagement with Allocated Persons	77%	-2pp	75%	February 2015
SCH9 AB - Serious Further Offences Reviews ¹	-	-	100%	February 2015
SCH9 AC - Allocated Person Resettlement Services - Accommodation	70%	0pp	90%	February 2015
SCH9 AD - Accredited Programme Quality ²	82%	-	90%	February 2015
SCH9 AE - Breach Referral Timeliness	78%	0pp	95%	February 2015
SCH9 AF - Recall Referral Timeliness	86%	-2pp	95%	February 2015
SCH9 SL001 - Initial Offender Contact (CO & SSO)	93%	-2pp	97%	February 2017
SCH9 SL002 - Initial Offender Contact (Licence)	96%	0pp	97%	February 2017
SCH9 SL003 - Plan Completion (CO & SSO) ³	88%	-2pp	97%	February 2017
SCH9 SL004 - Plan Completion (Licence) ⁴	85%	-2pp	97%	February 2017
SCH9 SL005 - Arrangement of Unpaid Work	97%	-1pp	97%	February 2017
SCH9 SL006 - Priority of Arrangement of Unpaid Work	73%	-8pp	75%	February 2017
SCH9 SL007 - Completion of the Sentence of the Court	83%	-6pp	99%	February 2015
SCH9 SL008 - Completion of COs and SSOs	79%	2pp	75%	February 2015
SCH9 SL009a - Completion of Licenses and PSS Periods (≥ 12m)	77%	2pp	65%	February 2015
SCH9 SL010 - Contractor Delivery of Unpaid Work Requirement ⁴	90%	0pp	90%	February 2017
SCH9 SL011 - Contractor Delivery of Programme Requirement ⁵	83%	1pp	90%	February 2017
SCH9 SL013 - Completion of Resettlement Plans	95%	-2pp	95%	February 2017
SCH9 SL015 - Contribution to Assessments for Discharge	82%	-4pp	97%	February 2017
SCH9 SL016 - Quality of Breach Referral	93%	0pp	90%	February 2017
SCH9 SL017 - Recall Referral Quality	79%	-9pp	90%	February 2017

¹ 16/17 Q3 data is currently unavailable for this measure. This data will be published in the 16/17 Q4 publication.

² Note that because this measure is based on audits on a two year cycle the data presented is 16/17 YTD. Data is not available in the period for Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC and Wales CRC, since audits were not performed in the financial year (16/17).

³ Due to ongoing data quality investigations, data for completing sentence plans (SL003 & SL004) have been removed for London CRC (15/16 Q3 - 16/17 Q3) and Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC (15/16 Q3 - 16/17 Q1). National figures do not include London CRC or Bedfordshire, Northamptonshire, Cambridgeshire & Hertfordshire CRC performance.

⁴ Due to ongoing data quality investigations, data for contractor delivery of unpaid work requirement (SL010) has been removed for Merseyside CRC (16/17 Q1 - 16/17 Q3) and London CRC (16/17 Q3). National figures do not include Merseyside and London CRC performance.

⁵ Due to ongoing data quality investigations, data for contractor delivery of programme requirement (SL011) have been removed for Bristol, Gloucestershire, Somerset & Wiltshire CRC (16/17 Q3), Cheshire & Greater Manchester CRC (16/17 Q3), Durham Tees Valley CRC (16/17 Q3), London CRC (16/17 Q1 - 16/17 Q3), Merseyside CRC (16/17 Q3), and South Yorkshire CRC (16/17 Q2 - 16/17 Q3). National figures do not include the performance of these CRCs.

CRC Performance of service level measures – measures not reported

CRC Service Level Measure 9b – Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. The publication of this measure is pending review in July 2017.

CRC Service Level Measure 12 – This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. The publication of this measure is pending review in July 2017.

CRC Service Level Measure 14 – This Service Level Measure cannot currently be reported due to data quality issues relating to the way this information is currently captured on the system. This metric is currently under review, and will not be published until robust information can be obtained.

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

NPS Performance of service level measures – national performance

Table N1A: NPS Performance of all available Service Levels for 16/17 Q3 (Oct-Dec 16). England and Wales.

Measure	16/17 Q3 (Oct-Dec 16)	Percentage point change (vs last available quarter)	End-state target	Target applicable from date
NPS SL001 - Pre-Sentence Report Timeliness	100%	0pp	95%	April 2015
NPS SL002 - Allocation Timeliness (All Disposals)	95%	2pp	95%	April 2015
NPS SL003 - Initial Contact (CO & SSO)	94%	1pp	97%	April 2017
NPS SL004 - Initial Contact (Release from custody on licence)	98%	1pp	97%	April 2017
NPS SL005 - Completing the Plan (CO & SSO)	93%	1pp	97%	April 2017
NPS SL006 - Completing the Plan (Release from custody)	95%	1pp	97%	April 2017
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	94%	3pp	97%	April 2015
NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions	88%	-2pp	90%	April 2015
NPS SL010 - Accredited Programme Quality ⁶	77%	-	90%	April 2015
NPS SL012 - Recall Timeliness	98%	0pp	95%	April 2015
NPS SL013 - Recall Referral Quality	87%	-5pp	90%	April 2015
NPS SL014 - Breach Timeliness	93%	3pp	95%	April 2017
NPS SL015 - Response to Breach Referral	93%	2pp	95%	April 2017
NPS SL016 - MAPPA Attendance	98%	2pp	90%	April 2015
NPS SL017 - Serious Further Offence (SFO) Reviews ⁷	-	-	100%	April 2015
NPS SL018 - Completion of COs and SSOs	73%	2pp	75%	April 2015
NPS SL019a - Completions of Licences and PSS Periods (≥12 m)	53%	1pp	65%	April 2015
NPS SL021 - OASys Quality Assurance ⁸	-	-	90%	April 2015
NPS SL022 - Generic Parole Process (GPP)	95%	1pp	90%	April 2015
NPS SL023 - Quality of Engagement	82%	-	75%	April 2015
NPS SL025 - Victim Feedback	100%	2pp	90%	April 2015

⁶ Note that because this measure is based on audits on a two year cycle the data presented is 16/17 YTD. Data is not available in the period for Wales NPS Division, since audits were not performed in the financial year (16/17).

⁷ 16/17 Q3 data is currently unavailable for this measure. This data will be published in the 16/17 Q4 publication.

⁸ This Service Level Measure is only reported twice per year, and was reported last quarter.

NPS Performance of service level measures – measures not reported

NPS Service Level 8 – This service level requires the new probation arrangements to run for a minimum of 12 months until it can be measured fairly. The publication of this measure is pending review in July 2017.

NPS Service Level 11 – This Service Level monitors a new process in the way offenders are transferred between providers when their risk level changes. Performance on this activity is collected and reported regularly, but due to variability in how this process is recorded across the country, robust and comparable performance is not available for publication at this time.

NPS Service Level 19b – Positive Completion of Licences and Post Sentence Supervision Periods (under 12 months). This measure requires sufficient bedding in of this new cohort of offenders to ensure that performance monitoring is a fair reflection of actual performance. This service level is pending review in July 2017.

NPS Service Level 20 – This service level requires a specific cohort of offenders to be measured over a time period of at least a year. Therefore the ambition is to report performance for the first time on 26th January 2018, for the data period July – September 2017. Interim data is published by the Ministry of Justice.

NPS Service Level 24 – As outlined in the published NPS service level agreements⁹, work is ongoing to substitute this measure with a SFO quality measure. Full details of any replacement measure are not yet available.

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

EMS Performance of service level measures – national performance

Note performance relates to the service delivery of radio frequency tags only. It does not include the delivery of the GPS service.

Table E1A: EMS Performance of all available Service Levels for 16/17 Q3 (Oct-Dec 16). England and Wales.

Measure	16/17 Q3 (Oct-Dec 16)	Percentage point change (vs last available quarter)	End-state target	Target applicable from date
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	96%	-2pp	95%	January 2017
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	76%	-17pp	85%	January 2017
SL 5A - Equipment removal - attempt within specified timescales	99%	-1pp	95%	January 2017
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	97%	-2pp	95%	January 2017
SL 5C - Equipment check following tamper violation - attempt within specified timescales	85%	-4pp	85%	January 2017
SL 7B - Request for information required to commence orders - within specified timescales	91%	-5pp	85%	January 2017
SL 8 - Call to curfew location following possible violation - within specified timescales	98%	-1pp	95%	January 2017

EMS Performance of service level measures – measures not reported

EMS Service Level 4C – This Service Level is not available for publication at this time. Historical limitations within the IT systems have prevented consistent data gathering on this measure at a national level. The required IT fix has now been agreed and is intended to be in place from January 2017.

Further Information

Explanatory notes

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

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

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

Symbols and conventions

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

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

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