



Ministry
of Justice

Community Performance Quarterly Management Information release

April 2016 – March 2017

Ministry of Justice

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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 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 in the "Community Performance Quarterly MI release". These publications are released on the final Thursday of January, April, July and October 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. In the future these publications may also include other current or historic management information, such as volumes, to provide context.

* Full release Schedule:

26 October 2017 - performance MI from April - June 2017

25 January 2018 - performance MI from July - September 2017

26 April 2018 – performance MI from October – December 2017

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

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

A national summary is 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

No reoffending information is included in this report because insufficient time has elapsed between the formation of the first offender cohort since the introduction of the ORA. The first reoffending outcomes for these cohorts will be published in October 2017.

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

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

Transparency

This MI release is published for transparency, 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 systems 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 aggregated. 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 Q4 (Jan-Mar 17). England and Wales.**

Measure	16/17 Q4 (Jan-Mar 17)	Percentage point change (vs last available quarter)
SCH9 AA - Quality of Engagement with Allocated Persons	-	-
SCH9 AB - Serious further offence (SFO) Reviews	-	-
SCH9 AC - Allocated Person Resettlement Services - Accommodation	70%	0pp
SCH9 AD - Accredited Programme Quality	-	-
SCH9 AE - Breach Referral Timeliness	82%	4pp
SCH9 AF - Recall Referral Timeliness	87%	1pp
SCH9 SL001 - Initial Offender Contact (CO & SSO)	98%	4pp
SCH9 SL002 - Initial Offender Contact (License)	98%	2pp
SCH9 SL003 - Plan Completion (CO & SSO)	92%	3pp
SCH9 SL004 - Plan Completion (Licence)	90%	3pp
SCH9 SL005 - Arrangement of Unpaid Work	98%	2pp
SCH9 SL006 - Priority of Arrangement of Unpaid Work	81%	7pp
SCH9 SL007 - Completion of the Sentence of the Court	86%	4pp
SCH9 SL008 - Completion of Community Orders and Suspended Sentence Orders	79%	-1pp
SCH9 SL009a - Completion of Licences and Post Sentence Supervision (>= 12m)	76%	-1pp
SCH9 SL010 - Contractor Delivery of Unpaid Work Requirement	90%	0pp
SCH9 SL011 - Contractor Delivery of Programme Requirement	79%	-4pp
SCH9 SL013 - Completion of Resettlement Plans	95%	1pp
SCH9 SL015 - Contribution to Assessments for Discharge	91%	9pp
SCH9 SL016 - Quality of Breach Referral	93%	0pp
SCH9 SL017 - Recall Referral Quality	90%	11pp

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 .

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.

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:** National NPS Performance of all available Service Levels for 16/17 Q4 (Jan-Mar 17). England and Wales.

Measure	16/17 Q4 (Jan-Mar 17)	Percentage point change (vs last available quarter)
NPS SL001 - Pre-Sentence Report Timeliness	100%	0pp
NPS SL002 - Allocation Timeliness (All Disposals)	96%	1pp
NPS SL003 - Initial Contact (CO & SSO)	96%	2pp
NPS SL004 - Initial Contact (Release from custody on licence)	98%	1pp
NPS SL005 - Completing the Plan (CO & SSO)	94%	0pp
NPS SL006 - Completing the Plan (Release from custody)	96%	1pp
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	96%	2pp
NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions	93%	4pp
NPS SL010 - Accredited Programme Quality	-	-
NPS SL012 - Recall Timeliness	97%	0pp
NPS SL013 - Recall Referral Quality	92%	5pp
NPS SL014 - Breach Timeliness	94%	1pp
NPS SL015 - Response to Breach Referral	95%	2pp
NPS SL016 - MAPPA Attendance	97%	-1pp
NPS SL017 - Serious Further Offence (SFO) Reviews	-	-
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	71%	-2pp
NPS SL019a - Completions of Licences and Post Sentence Supervision Periods (12 months and over)	55%	2pp
NPS SL021 - OASys Quality Assurance	91%	0pp
NPS SL022 - Generic Parole Process (GPP)	94%	-1pp
NPS SL023 - Quality of Engagement	-	-
NPS SL025 - Victim Feedback	98%	-1pp

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.

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.

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 agreements¹, work is ongoing to substitute this measure. Full details of any replacement measure are not yet available.

¹ 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: National EMS Performance of all available Service Levels for 16/17 Q4 (Jan-Mar 17). England and Wales.

Measure	16/17 Q4 (Jan-Mar 17)	Percentage point change (vs last available quarter)
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	98%	2pp
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	86%	10pp
SL 5A - Equipment removal - attempt within specified timescales	99%	0pp
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	99%	2pp
SL 5C - Equipment check following tamper violation - attempt within specified timescales	90%	6pp
SL 7B - Request for information required to commence orders - within specified timescales	91%	0pp
SL 8 - Call to curfew location following possible violation - within specified timescales	99%	1pp

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 in place from January 2017, however data are not available for the full period Jan-Mar 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

Contact points for further information

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