



Ministry
of Justice

Community Performance Quarterly Management Information release

Update to June 2017

Ministry of Justice

26 October 2017

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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:

25 January 2018 - performance MI from July - September 2017

26 April 2018 – performance MI from October – December 2017

26 July 2018 - performance MI from January – March 2018

25 October 2018 - performance MI from April – June 2018

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 on 26 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 17/18 Q1 (Apr-Jun 17). England and Wales.

Measure	17/18 Q1 (Apr-Jun 17)	Percentage point change (vs last available quarter)	End-state target
SCH9 AA - Quality of Engagement with Allocated Persons	79%	2pp	75%
SCH9 AB - Serious further offence (SFO) Reviews	-	-	100%
SCH9 AC - Allocated Person Resettlement Services - Accommodation	67%	-2pp	90%
SCH9 AD - Accredited Programme Quality ¹	81%	-	90%
SCH9 AE - Breach Referral Timeliness	87%	4pp	95%
SCH9 AF - Recall Referral Timeliness	89%	3pp	95%
SCH9 SL001 - Initial Offender Contact (CO & SSO)	96%	-2pp	97%
SCH9 SL002 - Initial Offender Contact (License)	98%	0pp	97%
SCH9 SL003 - Plan Completion (CO & SSO)	97%	4pp	97%
SCH9 SL004 - Plan Completion (Licence)	96%	5pp	97%
SCH9 SL005 - Arrangement of Unpaid Work	99%	1pp	97%
SCH9 SL006 - Priority of Arrangement of Unpaid Work	82%	1pp	75%
SCH9 SL007 - Completion of the Sentence of the Court	89%	3pp	99%
SCH9 SL008 - Completion of Community Orders and Suspended Sentence Orders	79%	0pp	75%
SCH9 SL009a - Completion of Licenses and Post Sentence Supervision (>= 12m)	77%	1pp	65%
SCH9 SL010 - Contractor Delivery of Unpaid Work Requirement	90%	-1pp	90%
SCH9 SL011 - Contractor Delivery of Programme Requirement	83%	2pp	90%
SCH9 SL013 - Completion of Resettlement Plans	97%	1pp	95%
SCH9 SL015 - Contribution to Assessments for Discharge	91%	0pp	97%
SCH9 SL016 - Quality of Breach Referral	89%	-4pp	90%
SCH9 SL017 - Recall Referral Quality	95%	4pp	90%

¹ Performance reflects the most recent audit available, which may have been completed in a previous quarter.

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. This cohort is monitored as part of Service Level 9 from July 2017, and will be included the next publication on 25 January 2018, covering the period July - Sept 2017.

CRC Service Level Measures 12, 14, Assurance Metric G – These metrics were not reported during April - June 2017 while a review of Service Levels was undertaken. All relevant change as a result of this review will be included the next publication on 25 January 2018, covering the period July - Sept 2017.

NPS Performance of service level measures – national performance**Table N1A: National NPS Performance of all available Service Levels for 17/18 Q1 (Apr-Jun 17). England and Wales.**

Measure	17/18 Q1 (Apr-Jun 17)	Percentage point change (vs last available quarter)	End-state target
NPS SL001 - Pre-Sentence Report Timeliness	100%	0pp	95%
NPS SL002 - Allocation Timeliness (All Disposals)	96%	0pp	95%
NPS SL003R - Initial Contact (CO & SSO)	93%	-	97%
NPS SL004R - Initial Contact (Release from custody on licence)	98%	-	97%
NPS SL005R - Completing the Plan (CO & SSO)	96%	-	97%
NPS SL006R - Completing the Plan (Release from custody)	96%	-	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	94%	-2pp	97%
NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions	94%	1pp	90%
NPS SL010 - Accredited Programme Quality ²	76%	-	90%
NPS SL012 - Recall Timeliness	99%	1pp	95%
NPS SL014 - Breach Timeliness	94%	0pp	90%
NPS SL015 - Response to Breach Referral	93%	-2pp	95%
NPS SL016 - MAPPA Attendance	97%	0pp	90%
NPS SL017 - Serious Further Offence (SFO) Reviews	-	-	100%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	73%	2pp	75%
NPS SL019 - Completions of Licences and Post Sentence Supervision Periods	60%	-	65%
NPS SL021 - OASys Quality Assurance	-	-	90%
NPS SL022 - Generic Parole Process (GPP)	96%	2pp	90%
NPS SL023 - Quality of Engagement	-	-	75%
NPS SL024 - Recall Part B Timeliness	89%	-	90%
NPS SL025 - Victim Feedback	98%	0pp	90%

As a result of a recent Service Level Review, some performance measures for the year 17/18 have undergone definitional changes respective to their corresponding 16/17 measure. These measures are not considered to be comparable with their 16/17 equivalent. These revised measures are denoted with 'R'. Service Level 8 – RAR Completions and Service Level 13 – Recall Referral Quality have been removed as Service Levels. Service Level 24 – OASys Termination Timeliness has been replaced with NPS Service Level 24 – Recall Part B Timeliness. NPS SL019a - Completions of Licences and Post Sentence Supervision Periods (12 months and over) has been merged with the previously unpublished NPS SL019b - Completions of Licences and Post Sentence Supervision Periods (12 months and over), and is now NPS SL019 - Completions of Licences and Post Sentence Supervision Periods.

² Performance reflects the most recent audit available, which may have been completed in a previous quarter.

NPS Performance of service level measures – measures not reported

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 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.

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 17/18 Q1 (Apr-Jun 17). England and Wales.

Measure	17/18 Q1 (Apr-Jun 17)	Percentage point change (vs last available quarter)	Target
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	98%	0pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	88%	2pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	98%	-	95%
SL 5A - Equipment removal - attempt within specified timescales	99%	0pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	99%	0pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	91%	1pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	89%	-2pp	85%
SL 8 - Call to curfew location following possible violation - within specified timescales	99%	0pp	95%

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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