



Ministry  
of Justice

# **Community Performance Quarterly Management Information release**

Update to September 2017

Ministry of Justice

25 January 2018

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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 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

24 January 2019 – performance MI from July – September 2018

Previous publications, can be found here:

[www.gov.uk/government/publications/community-performance-quarterly-management-information-release](http://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

Reoffending statistics are published by the Ministry of Justice:

[www.gov.uk/government/collections/reoffending-statistics](http://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 Q2 (Jul-Sep 17). England and Wales.**

Measure	17/18 Q2 (Jul-Sep 17)	Percentage point change (vs last available quarter)	End-state target
SCH9 AA - Quality of Engagement with Allocated Persons	..	-	75%
SCH9 AB - Serious further offence (SFO) Reviews	..	-	100%
SCH9 AC - Allocated Person Resettlement Services - Accommodation	65%	-2pp	90%
SCH9 AD - Accredited Programme Quality <sup>1</sup>	81%	-	90%
SCH9 AE - Breach Referral Timeliness	90%	3pp	95%
SCH9 AH - Recall Part B Timeliness	29%	-	90%
SCH9 AI - Completion of the Sentence of the Court	89%	-	99%
SCH9 AJ - Compliance of Licences and Post Sentence Supervision	78%	-	65%
SCH9 SL001R - Initial Offender Contact (CO & SSO)	95%	-	93%
SCH9 SL002R - Initial Offender Contact (License)	97%	-	93%
SCH9 SL003R - Plan Completion (CO & SSO)	96%	-	97%
SCH9 SL004R - Plan Completion (Licence)	95%	-	97%
SCH9 SL006R - Priority of Arrangement of Unpaid Work	89%	-	75%
SCH9 SL008 - Completion of Community Orders and Suspended Sentence Orders	77%	-1pp	75%
SCH9 SL010 - Contractor Delivery of Unpaid Work Requirement	87%	0pp	90%
SCH9 SL011R - Contractor Delivery of Programme Requirement	90%	-	90%
SCH9 SL013 - Completion of Resettlement Plans	96%	-1pp	95%
SCH9 SL015 - Contribution to Assessments for Discharge	93%	2pp	95%
SCH9 SL016 - Quality of Breach Referral	93%	4pp	97%
SCH9 SL018 - Recall Referral Timeliness	94%	-	95%

As a result of a Service Level Review, some performance measures from July 2017 have undergone definitional changes respective to their corresponding measure for June 2017 and earlier. These measures are not considered to be comparable with their previous equivalent. These revised measures are denoted in the publication and supporting tables with 'R'. From July 2017, Service Level 5 – Arrangement of Unpaid Work, Service Level 7 - Completion of the sentence of the court, Service Level 9a - Completion of Licences and Post Sentence Supervision Periods (12 months and over), Service Level 12 - Contractor delivery of Rehabilitation Activity Requirement, Service Level 14 - Pre-release planning, Service Level 17 - Recall referral quality, and Assurance Metric G – Risk escalation Quality have been removed as Service Levels and Assurance Metrics. Assurance Metric F - Recall referral timeliness has been reclassified as a Service Level (018), Service Level 7 - Completion of the sentence of the court has been reclassified as an Assurance Metric (Assurance Metric I). Assurance Metric H (Recall review timeliness) and Assurance Metric J (Compliance of Licences and Post Sentence Supervision) have been added as new Assurance Metrics.

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

**NPS Performance of service level measures – national performance****Table N1A: National NPS Performance of all available Service Levels for 17/18 Q2 (Jul-Sep 17). England and Wales.**

Measure	17/18 Q2 (Jul-Sep 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)	95%	2pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	99%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	96%	0pp	97%
NPS SL006R - Completing the Plan (Release from custody)	96%	0pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	95%	2pp	97%
NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions	93%	-1pp	90%
NPS SL010 - Accredited Programme Quality <sup>1</sup>	76%	-	90%
NPS SL012 - Recall Timeliness	99%	0pp	95%
NPS SL014 - Breach Timeliness	95%	1pp	95%
NPS SL015 - Response to Breach Referral	93%	0pp	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	72%	-1pp	75%
NPS SL019 - Completion of Licences and Post Sentence Supervision Periods	60%	1pp	65%
NPS SL021 - OASys Quality Assurance	-	-	90%
NPS SL022 - Generic Parole Process (GPP)	96%	0pp	90%
NPS SL023 - Quality of Engagement	-	-	75%
NPS SL024a - Recall Review Timeliness - Retained Persons	92%	0pp	90%
NPS SL024b - Response to Recall Review (Part B) - Allocated Persons	71%	17pp	90%
NPS SL025 - Victim Feedback	98%	0pp	90%

As a result of a 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 SL024a deals with NPS-controlled cases, and NPS SL024b deals with the interchange for CRC-controlled cases). 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. A target for Service Level 020 (Reducing Reoffending) is under consideration: reoffending statistics for NPS and CRC are published at [www.gov.uk/government/collections/reoffending-statistics](http://www.gov.uk/government/collections/reoffending-statistics).

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

**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 Q2 (Jul-Sep 17). England and Wales.

<b>Measure</b>	<b>17/18 Q2 (Jul-Sep 17)</b>	<b>Percentage point change (vs last available quarter)</b>	<b>Target</b>
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	99%	0pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	87%	-1pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	98%	0pp	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	92%	1pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	93%	3pp	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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General information about the official statistics system of the UK is available from [www.statistics.gov.uk](http://www.statistics.gov.uk)

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