



Ministry  
of Justice

# **Community Performance Quarterly Management Information release**

Update to December 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 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

25 April 2019 – performance MI from October – December 2018

Previous publications can be found here:

[www.gov.uk/government/collections/prisons-and-probation-statistics#performance](http://www.gov.uk/government/collections/prisons-and-probation-statistics#performance)

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.

**CRC Performance of service level measures – national performance****Table C1A: National CRC Performance of all available Service Levels for 17/18 Q3 (Oct-Dec 17). England and Wales.**

| <b>Measure</b>  | <b>17/18 Q3<br/>(Oct-Dec 17)</b> | <b>Percentage point change<br/>(vs last available quarter)</b> | <b>End-state<br/>target</b> |
|---|----------------------------------|--|-----------------------------|
| Assurance Metric A - Quality of Engagement with Allocated Persons           | -                                | -  | 75%                         |
| Assurance Metric B - Serious further offence (SFO) Reviews                  | -                                | -  | 100%                        |
| Assurance Metric C - Allocated Person Resettlement Services - Accommodation | 66%                              | 1pp  | 90%                         |
| Assurance Metric D - Accredited Programme Quality                           | -                                | -  | 90%                         |
| Assurance Metric E - Breach Referral Timeliness                             | 90%                              | 0pp  | 95%                         |
| Assurance Metric H - Recall Part B Timeliness                               | 44%                              | 14pp   | 90%                         |
| Assurance Metric I - Completion of the Sentence of the Court                | 89%                              | 1pp  | 99%                         |
| Assurance Metric J - Compliance of Licenses and Post Sentence Supervision   | 77%                              | 0pp  | 65%                         |
| SL001R - Initial Offender Contact (CO & SSO)                                | 96%                              | 2pp  | 93%                         |
| SL002R - Initial Offender Contact (License)                                 | 97%                              | 0pp  | 93%                         |
| SL003R - Plan Completion (CO & SSO)   | 96%                              | 0pp  | 97%                         |
| SL004R - Plan Completion (Licence)  | 95%                              | 0pp  | 97%                         |
| SL006R - Priority of Arrangement of Unpaid Work                             | 90%                              | 1pp  | 75%                         |
| SL008 - Completion of Community Orders and Suspended Sentence Orders        | 78%                              | 1pp  | 75%                         |
| SL010 - Contractor Delivery of Unpaid Work Requirement                      | 89%                              | 1pp  | 90%                         |
| SL011R - Contractor Delivery of Programme Requirement                       | 86%                              | 1pp  | 90%                         |
| SL013 - Completion of Resettlement Plans                                    | 96%                              | 0pp  | 95%                         |
| SL015 - Contribution to Assessments for Discharge                           | 97%                              | 4pp  | 95%                         |
| SL016 - Quality of Breach Referral  | 96%                              | 3pp  | 90%                         |
| SL018 - Recall Referral Timeliness  | 95%                              | 1pp  | 95%                         |

**NPS Performance of service level measures – national performance****Table N1A:** National NPS Performance of all available Service Levels for 17/18 Q3 (Oct-Dec 17). England and Wales.

| Measure  | 17/18 Q3<br>(Oct-Dec 17) | Percentage point change<br>(vs last available quarter) | End-state<br>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)                                  | 96%                      | 1pp  | 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)                  | 97%                      | 0pp  | 97%                 |
| NPS SL007 - Allocation of Unpaid Work (UPW) Requirements                 | 96%                      | 1pp  | 97%                 |
| NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions          | 93%                      | 0pp  | 90%                 |
| NPS SL010 - Accredited Programme Quality                                 | -                        | -  | 90%                 |
| NPS SL012 - Recall Timeliness  | 99%                      | 0pp  | 95%                 |
| NPS SL014 - Breach Timeliness  | 95%                      | 0pp  | 95%                 |
| NPS SL015 - Response to Breach Referral                                  | 96%                      | 2pp  | 95%                 |
| NPS SL016 - MAPPA Attendance   | 97%                      | -1pp   | 90%                 |
| NPS SL017 - Serious Further Offence (SFO) Reviews                        | -                        | -  | 100%                |
| NPS SL018 - Completion of Community Orders and Suspended Sentence Orders | 75%                      | 3pp  | 75%                 |
| NPS SL019 - Completion of Licences and Post Sentence Supervision Periods | 59%                      | -1pp   | 65%                 |
| NPS SL021 - OASys Quality Assurance                                      | -                        | -  | 90%                 |
| NPS SL022 - Generic Parole Process (GPP)                                 | 97%                      | 1pp  | 90%                 |
| NPS SL023 - Quality of Engagement  | -                        | -  | 75%                 |
| NPS SL024a - Recall Review Timeliness - Retained Persons                 | 94%                      | 2pp  | 90%                 |
| NPS SL024b - Response to Recall Review (Part B) - Allocated Persons      | 83%                      | 4pp  | 90%                 |
| NPS SL025 - Victim Feedback  | 96%                      | -3pp   | 90%                 |

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).

**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 Q3 (Oct-Dec 17). England and Wales.

| <b>Measure</b>  | <b>17/18 Q3<br/>(Oct-Dec 17)</b> | <b>Percentage point change<br/>(vs last available quarter)</b> | <b>Target</b> |
|---|----------------------------------|--|---------------|
| SL 4A - Equipment installation and subject induction - first attempt within specified timescales      | 97%                              | -1pp   | 95%           |
| SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales | 83%                              | -4pp   | 85%           |
| SL 4C - Equipment re-installation - attempt within specified timescales                               | 96%                              | -2pp   | 95%           |
| SL 5A - Equipment removal - attempt within specified timescales                                       | 99%                              | 0pp  | 95%           |
| SL 5B - Equipment removal (bail cases) - attempt within specified timescales                          | 98%                              | -1pp   | 95%           |
| SL 5C - Equipment check following tamper violation - attempt within specified timescales              | 87%                              | -5pp   | 85%           |
| SL 7B - Request for information required to commence orders - within specified timescales             | 88%                              | -5pp   | 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

Press enquiries should be directed to the Ministry of Justice press office:

Tel: 020 3334 3555

Email: [press.office@justice.gsi.gov.uk](mailto:press.office@justice.gsi.gov.uk)

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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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