



Criminal court statistics quarterly, England and Wales, January to March 2018 (annual 2017)

Including statistics on the use of language interpreter and translation services in courts and tribunals¹

Outstanding cases in magistrates' courts have increased



Receipts decreased by 1%, whilst disposals decreased by 4% between 2016 and 2017. Overall in 2017, receipts were higher than disposals which resulted in the number of outstanding cases increasing by 2% from 291,400 in 2016 to 296,800 at the end of 2017.

Outstanding cases in the Crown Court have fallen



Both receipts and disposals fell during 2017, by 2% and 6% respectively from 2016. Disposals remained higher than receipts in 2017, continuing to drive the decrease in outstanding cases.

The overall guilty plea rate in the Crown Court was unchanged at 67% in 2017



The guilty plea rate was unchanged from 2016 at 67%, after a fall from 70% in 2014, and was the lowest rate since 2006.

Average hearing times increased slightly from 2016 to 2017



Average hearing times have increased slightly for both guilty plea and not guilty plea trials, to 1.7 hours and 14.4 hours respectively in 2017.

The average number of days from first listing to completion in the Crown Court has decreased



For cases completing in the Crown Court the average number of days from first listing at the magistrates' court to completion in the Crown Court decreased by 19 days from 194 days in 2016 to 175 days in 2017.

Interpreters: The success rate of completed service requests has increased



The success rate for completed language interpreter and translation service requests has increased from 96% in 2016 to 97% in 2017.

This is the annual edition of the 'Criminal courts statistics quarterly' publication and will feature analysis on a calendar year basis, and provisional Q1 2018 figures.

The technical guide to Criminal court statistics can be found here:

www.gov.uk/government/publications/a-guide-to-criminal-court-statistics

¹ All the statistics on the use of language interpreter and translation services in courts and tribunals are Official Statistics, except the statistics under the new contracts which are 'Provisional Statistics'.

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Additional tables

In this annual edition of Criminal court statistics quarterly there are a number of additional tables. These include: additional breakdowns for representation status across any hearing, the average number of hearings in the Crown Court, an offence breakdown of average number of days taken from offence to completion for Crown Court criminal cases, and new Crown Court tables by offence such as grounds for sending and defendants by result and plea. A flowchart has also been added which shows the flow through the Criminal Courts system.

² This report sits alongside 'Criminal justice statistics quarterly' and the differences between the two publications are outlined in the technical guide.

1. Criminal cases in the magistrates' courts

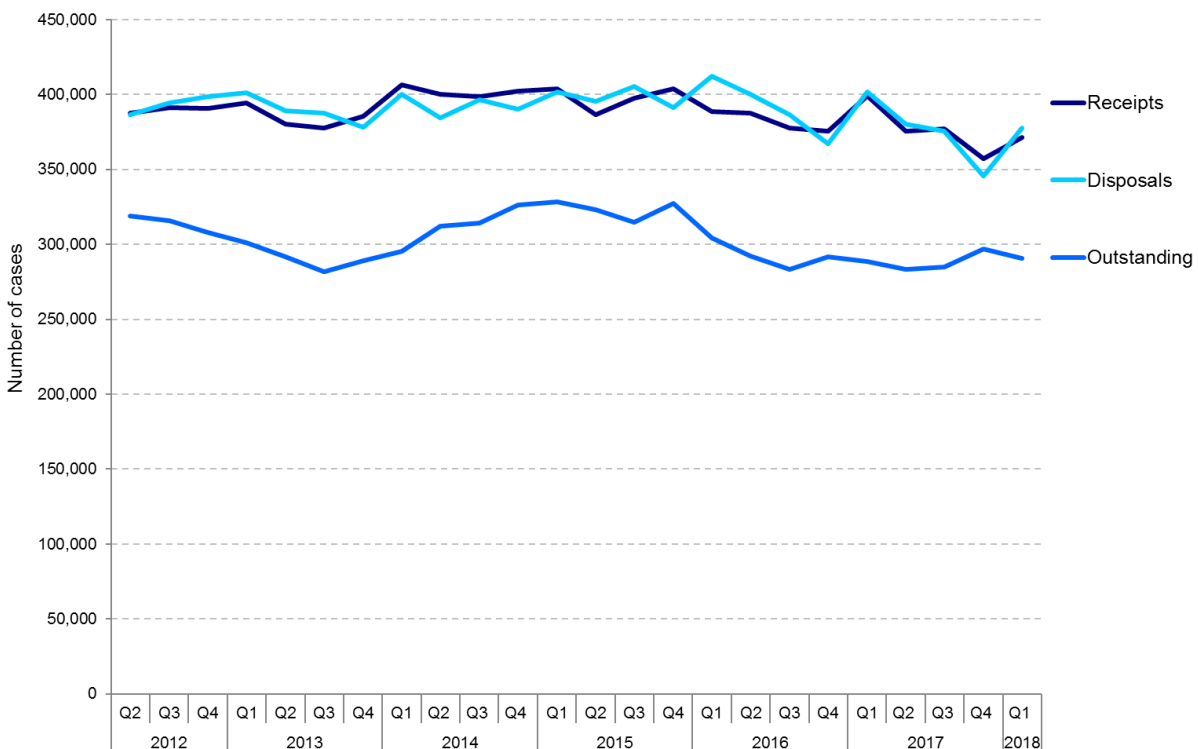
Outstanding cases in magistrates' courts have increased by 2% between 2016 and 2017

Receipts decreased by 1%, whilst disposals decreased by 4% between 2016 and 2017. Overall in 2017, receipts were higher than disposals which resulted in the number of outstanding cases increasing by 2%.

Magistrates' court caseload

The number of receipts decreased by 1% over the last year from 1.53 million in 2016 to 1.51 million in 2017, whilst disposals decreased by 4% from 1.57 million in 2016 to 1.50 million in 2017. With receipts being higher than disposals in 2017, the number of outstanding cases increased by 2% from 291,400 at the end of 2016 to 296,800 at the end of 2017.

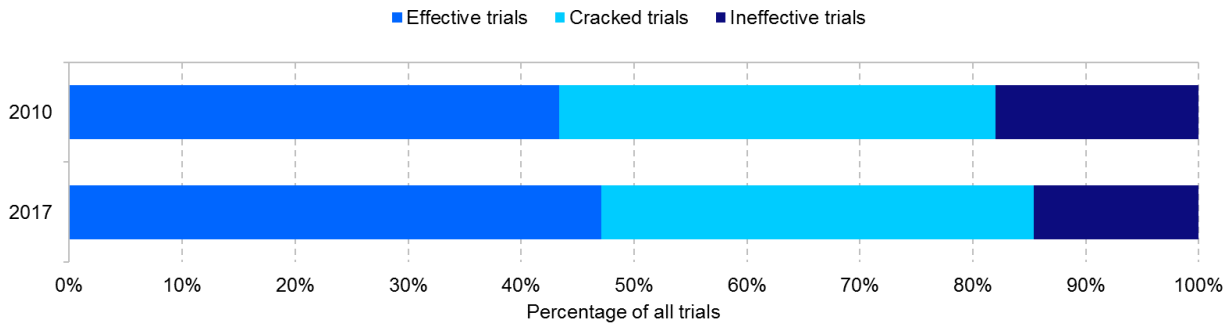
Figure 1: Quarterly magistrates' courts caseload, Q2 2012 to Q1 2018 (Source: Table M1)



In contrast to the annual comparison, receipts increased by 4% between Q4 2017 and Q1 2018, while disposals increased by 9% meaning a reduction in outstanding cases of 2% to 290,500 at the end of Q1 2018.

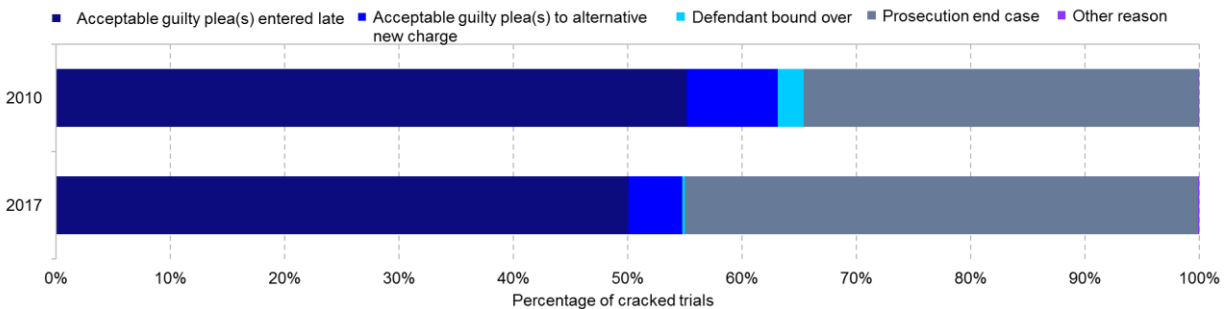
Effectiveness of magistrates' courts' trials

Figure 2: Trial effectiveness in magistrates' courts, 2010 and 2017 (Source: Table M2)



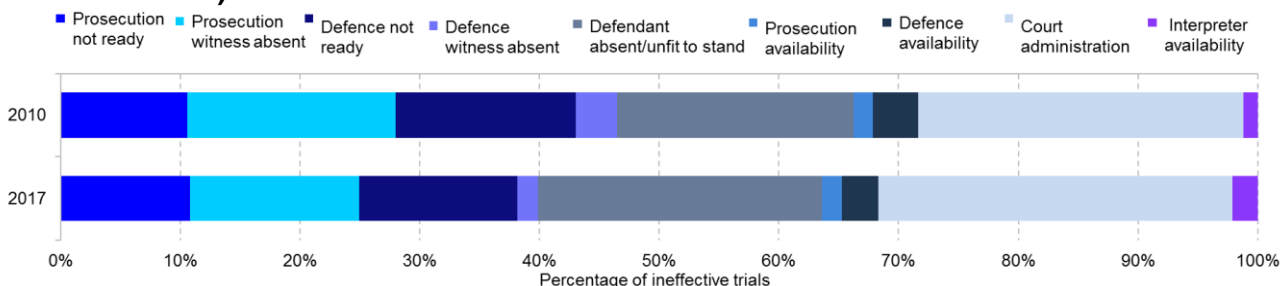
Since 2010 the total number of trials in magistrates' courts has fallen by 24% to 137,000 in 2017. Of these trials, the proportion that were effective increased over the period by 4 percentage points to 47%, whilst the proportion of cracked trials fell by 1 percentage point to 38% and ineffective trials fell by 3 percentage points to 15%.

Figure 3: Cracked trials by reasons in magistrates' courts, 2010 and 2017 (Source: Table AM1)



The proportion of trials that cracked due to 'acceptable guilty plea(s) entered late' and 'acceptable guilty plea to alternative new charge' have decreased by 5 percentage points and 3 percentage points respectively since 2010. Correspondingly, the proportion that cracked due to 'prosecution end case', where the prosecution decides not to proceed the case against the defendant, has increased by 10 percentage points to 45% in 2017.

Figure 4: Ineffective trials by reasons in magistrates' courts, 2010 and 2017 (Source: Table AM2)



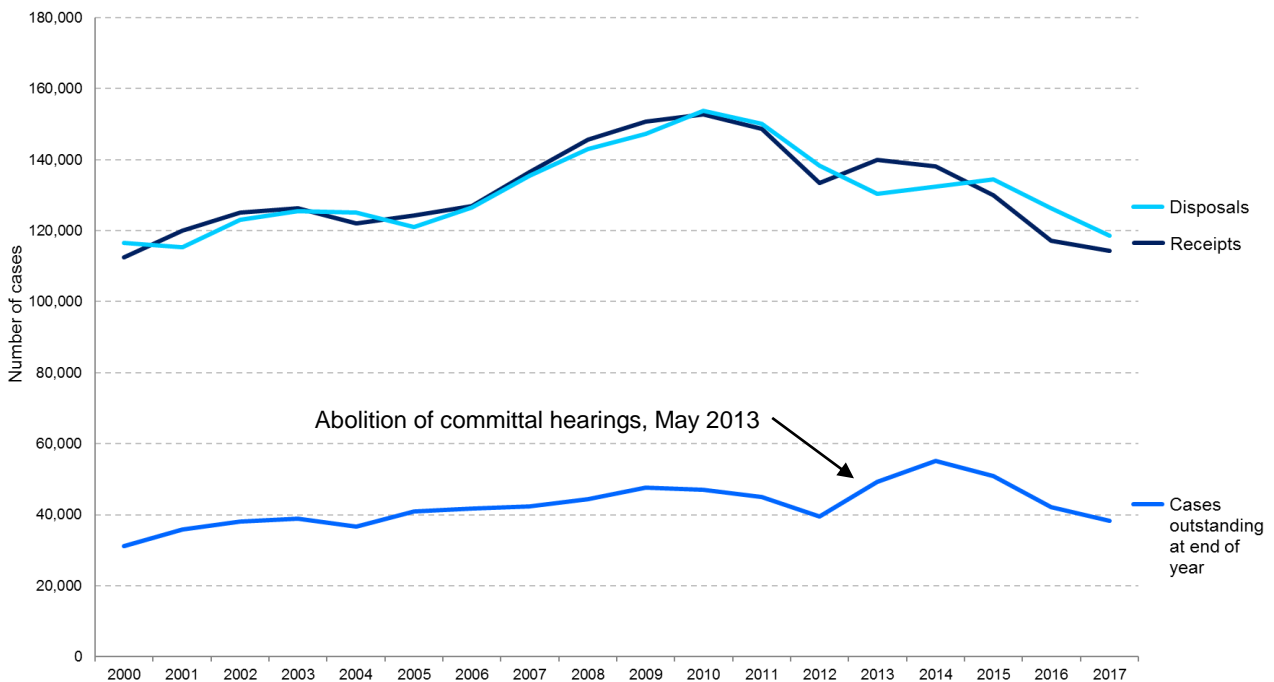
The number of ineffective trials have fallen across all reasons. The most common reasons for an ineffective trial were 'court administration' (30%) and 'defendant absent/unfit to stand' (24%), with both of these proportions increasing since 2010 by 2 and 4 percentage points respectively. Alongside these increases, the proportion of ineffective trials due to 'prosecution witness absent' and 'defence not ready' has fallen by 3 percentage points and 2 percentage points respectively since 2010.

2. Criminal cases in the Crown Court

Outstanding cases in the Crown Court fell to 38,200 at the end of 2017

Both receipts and disposals fell during 2017, by 2% and 6% respectively from 2016. Disposals remained higher than receipts in 2017, continuing to drive the decrease in outstanding cases which have declined over the last three years.

Figure 5: Crown Court caseload annual trend, 2000 to 2017 (Source: Table C1)



Receipts (Figure 5, table C1)

Since 2014, receipts have been falling, with a 17% decrease from 2014 to 2017. The number of receipts in 2017 (114,300) was the lowest since 2000.

The overall trend in receipts has been mostly driven by triable-either-way cases which, following a peak in 2014, have seen a decline of 29% between 2014 and 2017. Indictable only case receipts have followed a similar trend but fallen less, by 16% since 2014. Committed for sentence receipts have increased by 4% between 2014 and 2017, whilst appeals against magistrates' decisions case receipts have fallen by 13% over the same period.

Following a steady decline during 2017, receipts have again decreased by 4% between Q4 2017 and Q1 2018 to 25,900.

Disposals (Figure 5, table C1)

Since 2014, disposals have fallen by 10% to 118,600 in 2017; they have been higher than receipts since 2015.

Similar to receipts, the overall trend in disposals has been mainly driven by triable-either-way cases, with an overall decrease of 18% between 2014 and in 2017 to 46,600. Indictable only disposals (29,000 in 2017) have gradually declined, with an overall decrease of 12% between 2014 and 2017. There was a small increase in committed for sentence disposals of 3% between 2014 and 2017. Appeals against magistrates' decisions case disposals have decreased by 8% between 2014 and 2017.

Disposals increased slightly in Q1 2018, with a 1% rise to 28,600 from Q4 2017, although they were still 9% lower than in Q1 2017. Disposals have now remained higher than receipts for the last 13 quarters, driving the declining trend in outstanding cases (table C1).

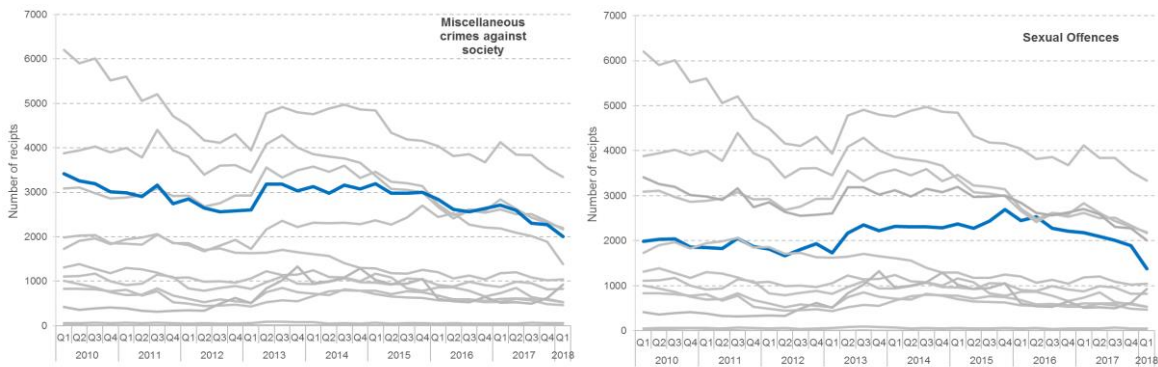
Outstanding cases (Figure 5, table C1)

Since 2014, outstanding cases have fallen by 31% to 38,200 at the end of 2017, the lowest level since 2004. This decline reflects the number of disposals being higher than receipts since 2015.

There was a sharp decline of 41% in triable-either-way outstanding cases between 2014 and 2017. Indictable only cases have also fallen, by 25% between 2014 and 2017. Committed for sentence outstanding cases had remained fairly stable in 2015 and 2016, but had a 5% increase in 2017. The number of outstanding cases for appeals against magistrates' decisions had also remained fairly stable between 2014 and 2016 but then decreased by 13% in 2017.

Between Q4 2017 and Q1 2018, outstanding cases declined by 7% to 35,400 cases, the lowest number in the quarterly time series (table C1).

Figure 6: For trial case receipts by offence group, Q1 2010 to Q1 2018 (Source: Pivot table 1)



The overall decrease seen in receipts between 2016 and 2017 was driven by the decreases in ‘for trial’ receipts of sexual offences (14%) and miscellaneous crimes against society offences (7%).

Between Q4 2017 and Q1 2018 the number of receipts for sexual offences and miscellaneous crimes against society decreased by 27% and 12% respectively. Receipts for violence against the person, drug offences and theft offences also decreased, by 6%, 5% and 8% respectively.

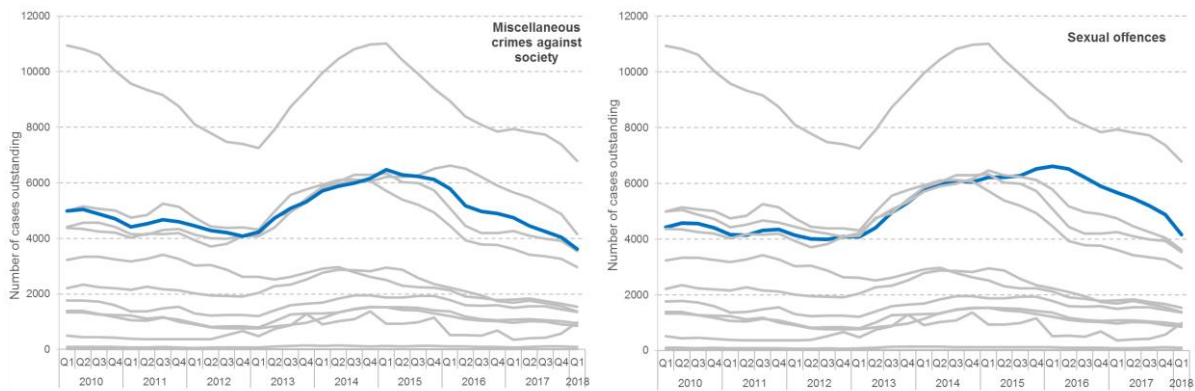
Disposals by offence group³

The decreases in ‘for trial’ disposals for drug offences (a decrease of 12%), miscellaneous crimes against society (10%), violence against the person (7%), and sexual offences (9%) between 2016 and 2017 were the main drivers for the overall decrease seen in disposals.

More recently, between Q4 2017 and Q1 2018, violence against the person disposals increased slightly by 1%, and drug offences by 9% whilst miscellaneous crimes against society disposals decreased slightly by 2%, and sexual offences by 5%.

³ The analysis of Crown Court offence level data excludes summary offences due to small numbers and also excludes unknown offences.

Figure 7: For trial cases outstanding at the end of the quarter, by offence group, Q1 2010 to Q1 2018 (Source: Pivot table 1)



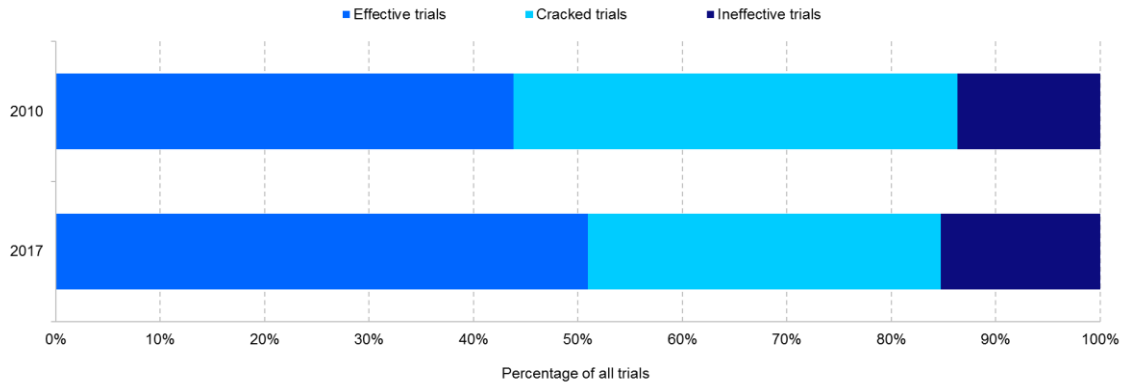
The overall decrease seen in outstanding cases in 2017 was driven by sexual offences and miscellaneous crimes against society, which both fell by 17% between 2016 and 2017. Despite this, these offences had the highest number of for trial outstanding cases, along with violence against the person and drug offences. Although disposals had fallen for both sexual offences and miscellaneous crimes against society, they were still higher than receipts.

In the most recent quarter, the number of outstanding cases has fallen for most offence groups. At the end of Q1 2018 the number of outstanding cases fell for sexual offences by 15%, miscellaneous crimes against society by 11%, drug offences by 10%, and violence against the person by 8% compared with the previous quarter.

The proportion of effective trials has increased to 51% in 2017

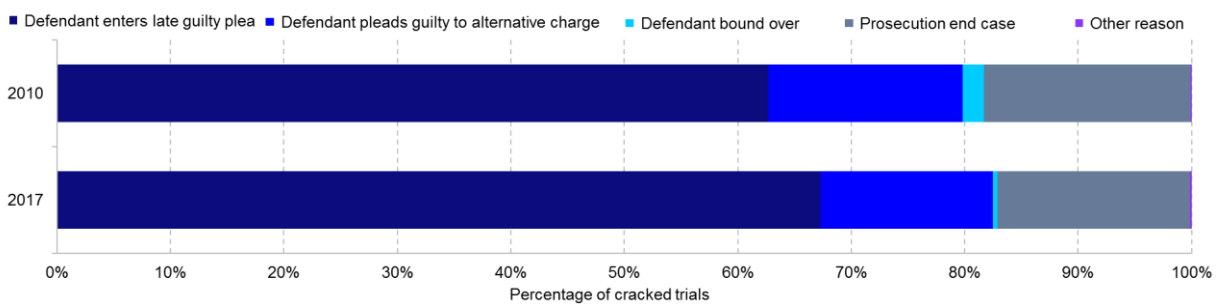
Since 2010 the proportion of trials that were effective has gradually increased to 51% in 2017, with a corresponding decrease in cracked trials to 34% in 2017. The proportion of ineffective trials has remained at a similar level, at 15% in 2017.

Figure 8: Effectiveness of Crown Court trials, 2010 and 2017 (Source: Table C2)



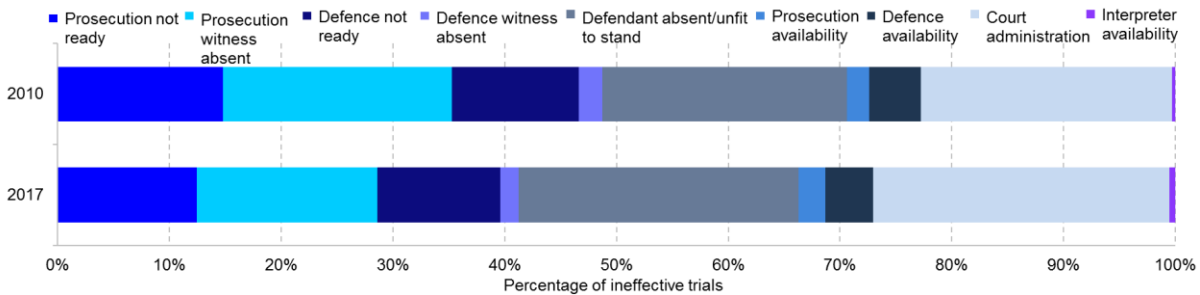
The percentage of effective Crown Court trials was at its lowest in the time series in 2010, at 44%, but has since increased by 7 percentage points to 51% in 2017. One factor that has contributed towards the increase in proportion of trials which were effective is likely to be the change in offence mix. For example, sexual offences have the highest proportion of effective trials, and the proportion of cases that were sexual offences has increased from 8% in 2010 to 11% in 2017. The proportion of trials that were cracked had a corresponding 9 percentage point decrease from 43% in 2010 to 34% in 2017. The proportion of trials that were ineffective has remained fairly stable, increasing only slightly from 14% in 2010 to 15% in 2017.

Figure 9: Cracked trials by reasons in Crown Court, 2010 and 2017 (Source: Table AC2)



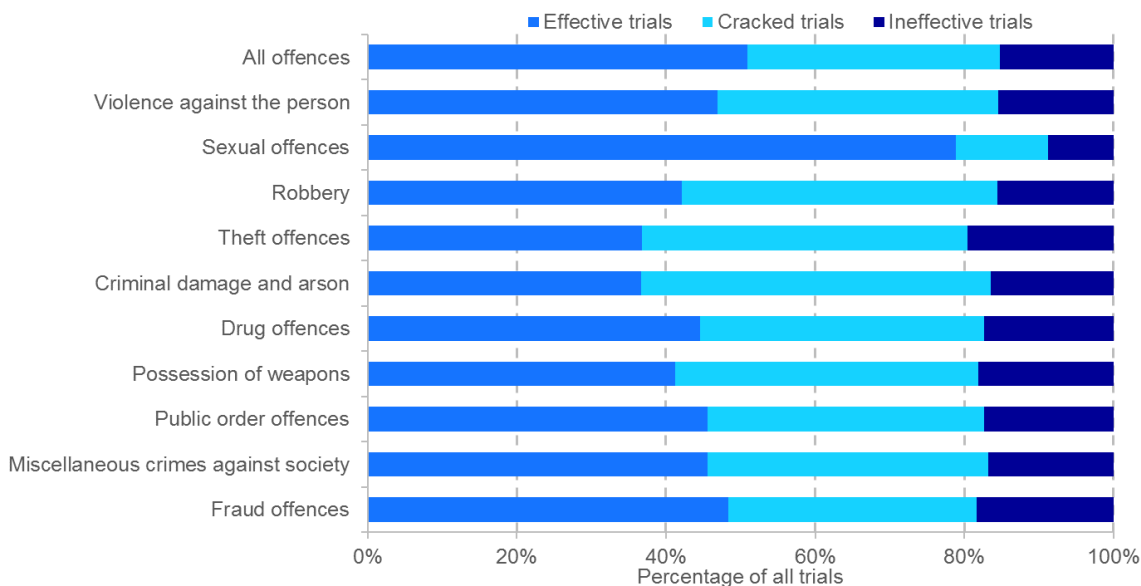
‘Defendant enters late guilty plea’ is the main reason for cracked trials; since 2010 the proportion of cracked trials with this reason increased by 5 percentage points to 67% in 2017. This is partly due to increases in the proportion of receipts for drug offences, which have the highest percentage of cracked trials due to a late guilty plea (82%). The biggest decrease can be seen in the percentage of cracked trials due to ‘defendant pleads guilty to alternative charge’ which decreased by 2 percentage points from 2010 to 15% in 2017.

Figure 10: Ineffective trials by reasons in Crown Court, 2010 and 2017 (Source: Table AC3)



In 2017 ‘court administration’ was the most frequent reason for an ineffective trial at 27%, an increase of 4 percentage points since 2010. This is partly due to increases in the proportion of drug offences and miscellaneous crimes against society receipts which have the highest percentage of ineffective trials due to court administration (both 30%). A corresponding decrease can be seen in the proportion of trials that were ineffective due to ‘prosecution witness absent’ which has decreased by 4 percentage points since 2010 to 16% in 2017.

Figure 11: Effectiveness of Crown Court trials by offence group, 2017 (Source: Pivot table 1) ⁴



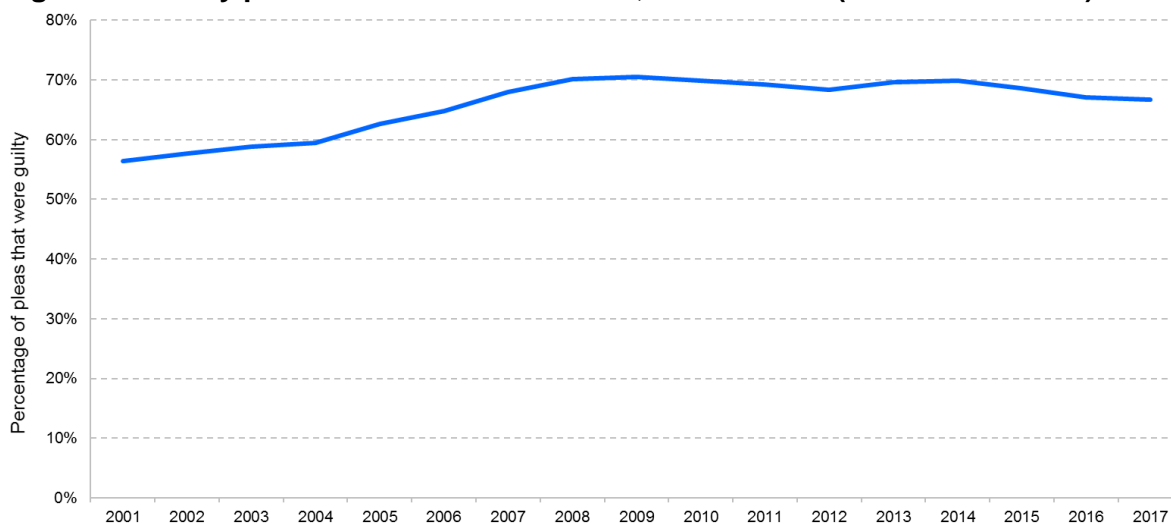
In 2017, the proportion of effective trials for all offences was 51%, with sexual offences having the highest proportion of effective trials at 79%. Criminal damage and arson had the lowest proportion of effective trials at 37% in 2017, and also had the highest proportion of cracked trials at 47%. For the majority of the offence groups the proportion of ineffective trials was between 15% and 20% in 2017, but sexual offences had a much lower proportion of ineffective trials at 9%.

⁴ The analysis of Crown Court offence level data excludes summary offences due to small numbers and also excludes unknown offences.

The overall guilty plea rate in the Crown Court was 67% in 2017

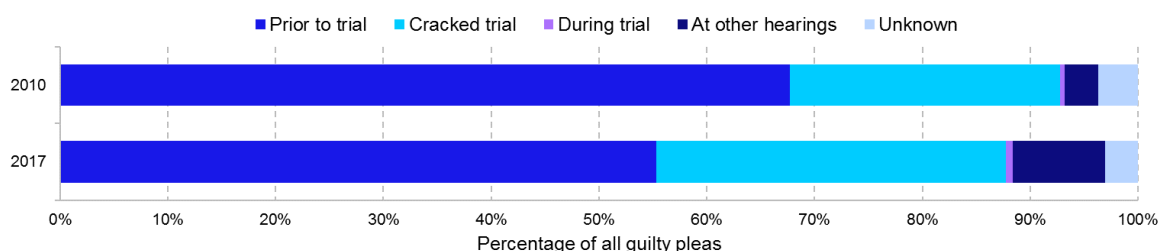
The guilty plea rate was unchanged from 2016 at 67%, after a fall from 70% in 2014, and was the lowest rate since 2006. The proportion of guilty pleas entered prior to trial was 55% in 2017.

Figure 12: Guilty plea rate in the Crown Court, 2001 to 2017 (Source: Table C3)



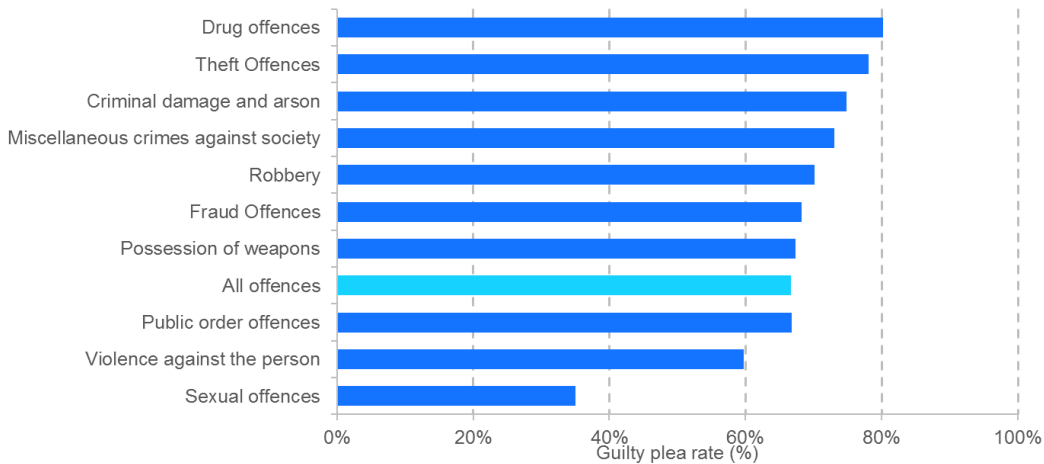
Between 2001 and 2009 the guilty plea rate increased by 14 percentage points to 71%. Thereafter it remained fairly stable with only small fluctuations up to 2015. Since then it has fallen slightly to 67% in 2016 and 2017, the lowest level since 2006. This is in part due to an increase in sexual offences over the period, which have low guilty plea rates. In the latest quarter the guilty plea rate has remained at 66% since 2017 Q4.

Figure 13: Stage at which a plea of guilty was entered in the Crown Court, 2010 and 2017 (Source: Table C4)



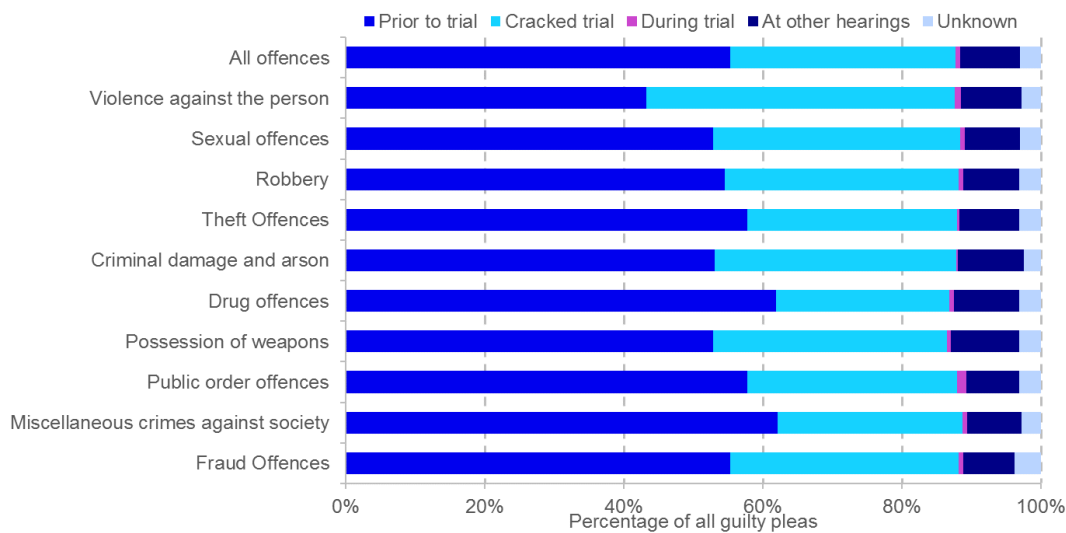
Since 2010 the proportion of guilty pleas that were entered 'prior to trial' has fallen, from 68% to 55% in 2017. Corresponding with this fall was an increase in the proportion of guilty pleas resulting in a 'cracked trial', which increased by 7 percentage points from 2010 to 32% in 2017. The proportion where a guilty plea was entered 'at other hearings' also increased, by 5 percentage points to 9%. The proportion of guilty pleas entered during trial or at an unknown stage have remained fairly constant throughout the time series, at around 1% and 3% respectively.

Figure 14: Guilty plea rate by offence group in the Crown Court, 2017 (Source: Pivot table 2)



In 2017 the offence group with the highest guilty plea rate was drug offences at 80%, compared to the overall guilty plea rate of 67% for all offences. The offence group with the lowest guilty plea rate was sexual offences at 35%. Violence against the person had the second lowest guilty plea rate (60%) but still had a much higher rate than sexual offences.

Figure 15: Stage at which a plea of guilty was entered by offence group, in the Crown Court, 2017 (Source: Pivot 2)



In 2017, the proportion of guilty pleas entered prior to trial was 55% for all offences. The offence groups with the greatest proportion of guilty pleas prior to trial was drug offences and miscellaneous crimes against society both at 62%. The offence group with the smallest proportion of guilty pleas prior to trial at 43% was violence against the person. Violence against the person also had the highest proportion of guilty pleas resulting in a cracked trial at 44%, 12 percentage points higher than the 'all offences' figure of 32%.

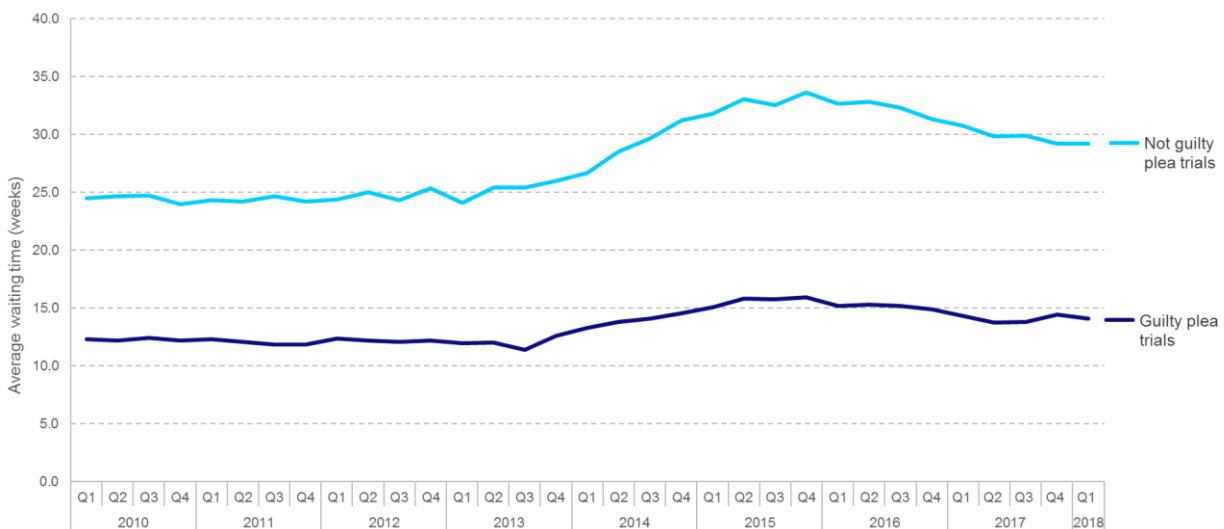
Average waiting times have fallen between 2016 and 2017

Average waiting times have fallen for both not guilty plea trials and guilty plea trials, to 29.9 weeks and 14.1 weeks respectively in 2017.

Average hearing times increased slightly between 2016 and 2017

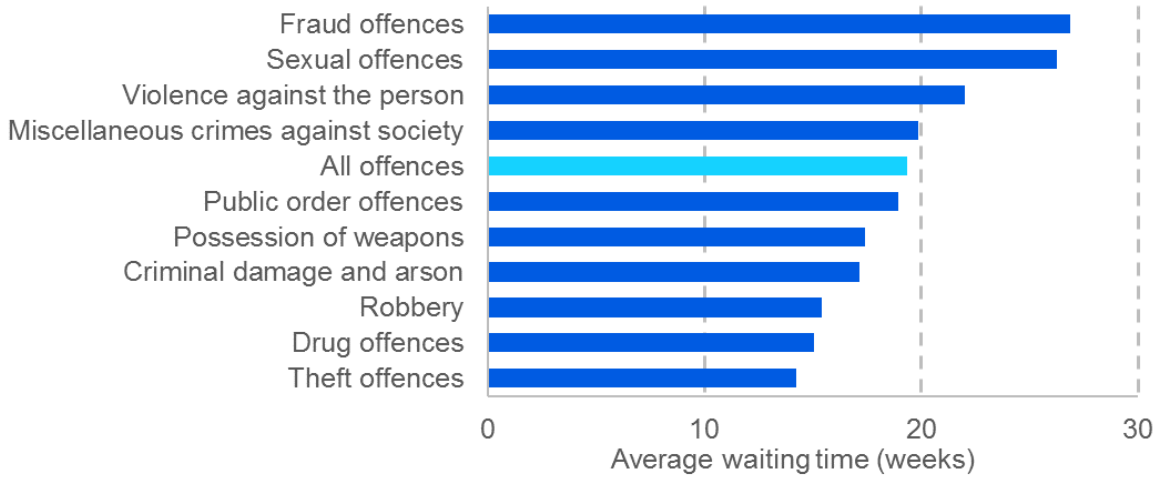
The average hearing time for not guilty plea trials was 14.4 hours in 2017, an increase of 0.6 hours from 13.8 hours in 2016. The average hearing time of guilty plea trials showed a smaller increase by 0.1 hours to 1.7 hours in 2017.

Figure 16: Average waiting time in Crown Court by plea, Q1 2010 to Q1 2018 (Source: Table C6)



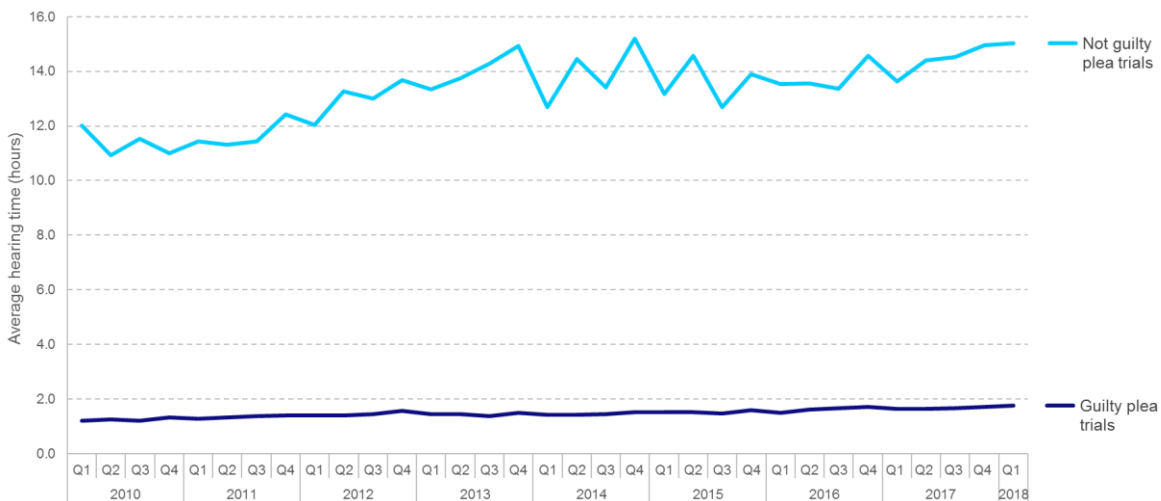
Average waiting times for all trial cases increased between 2013 and 2015 but then started to fall. Waiting times for guilty plea trials decreased from 15.1 weeks to 14.1 weeks between 2016 and 2017, whilst not guilty plea trials decreased from 32.3 weeks to 29.9 weeks. In the latest quarter waiting times for guilty plea trials have continued to decrease from 14.4 weeks in Q4 2017 to 14.1 weeks in Q1 2018. Waiting times for not guilty plea trials have remained the same since Q4 2017 at 29.2 weeks, the lowest waiting time since Q2 2014.

Figure 17: Average waiting time for all trial cases in Crown Court by offence, 2017
 (Source: Pivot 3)



The two offence groups with the longest waiting times in 2017 were fraud offences (26.9 weeks) and sexual offences (26.3 weeks); these are cases which tend to be complex and can require ticketed judges who specialise in certain cases, so may require more time to prepare. The offences with the shortest average waiting times were drug offences at 15.0 weeks and theft offences at 14.2 weeks.

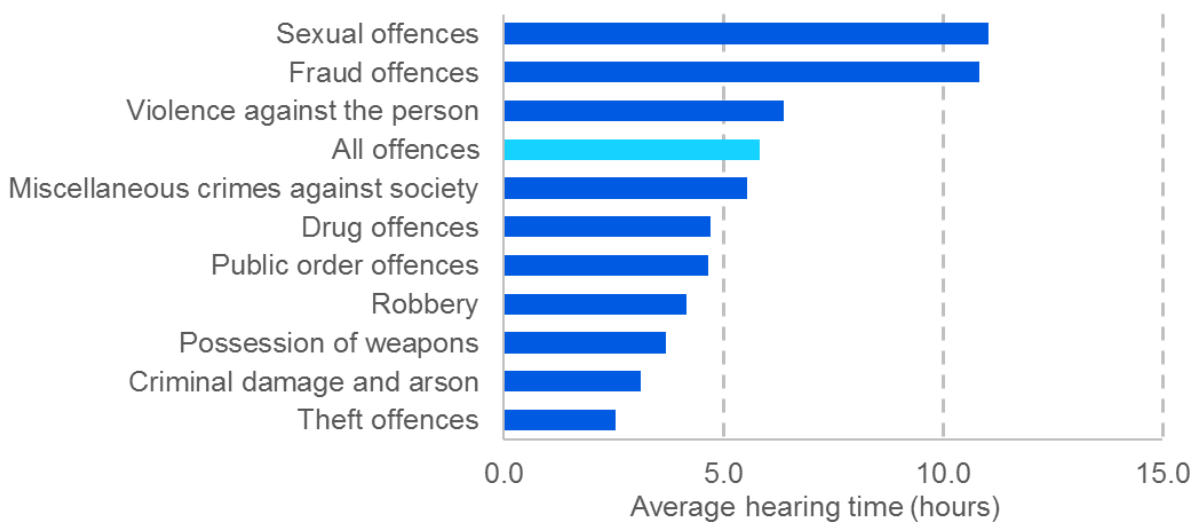
Figure 18: Average hearing time in Crown Court by case type, Q1 2010 to Q1 2018
 (Source: Table C7)



Average hearing times for all trial cases have increased slightly from 5.5 hours in 2016 to 5.8 hours in 2017. For not guilty plea trials, average hearing times have gradually risen from 13.6 hours in 2015 to 14.4 hours in 2017, the highest hearing time since the annual time-series began. There has been a small increase from 14.9 hours in Q4 2017 to 15.0 hours in Q1 2018.

Hearing times for guilty plea trials have gradually increased since 2010, increasing overall from 1.3 hours to 1.7 hours in 2017. Since Q4 2017, there has been a small increase from 1.7 hours to 1.8 hours in Q1 2018.

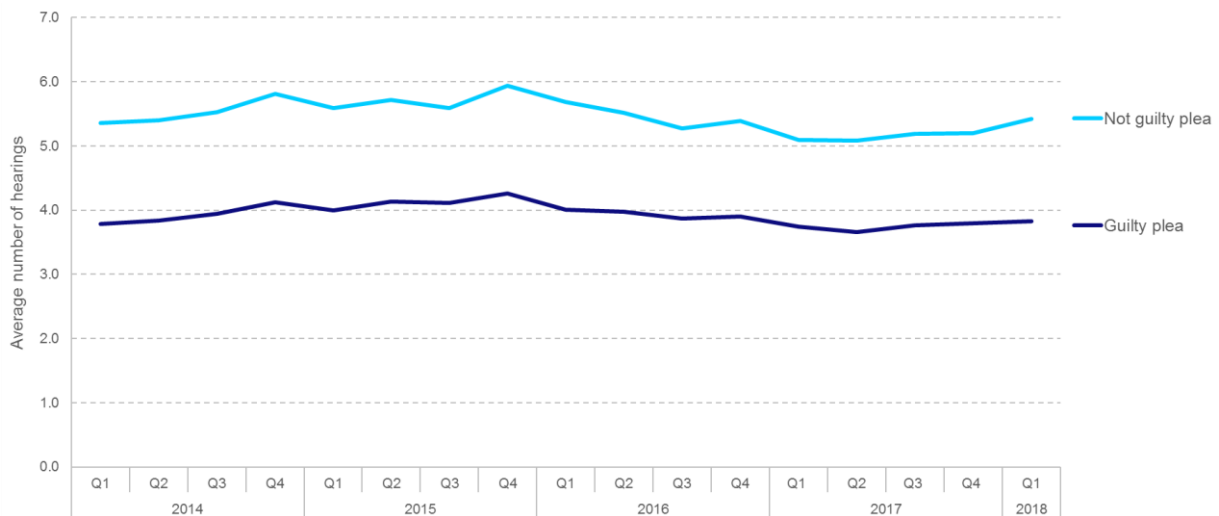
Figure 19: Average hearing time for all trial cases in Crown Court by offence, 2017 (Source: Pivot 3)



Similar to the pattern for waiting times, the offence groups with the longest average hearing times in 2017 were sexual offences (11.0 hours) and fraud offences (10.8 hours). Theft offences had the lowest average hearing time in 2017 at 2.5 hours, whilst criminal damage and arson had the next lowest average hearing time of 3.1 hours. This compares to the average hearing time for all trial cases of 5.8 hours in 2017.

The increase in average hearing times is being driven by increases in average hearing times for fraud offences, drug offences, and violence against the person. Since 2014, average hearings times have increased by 1.9 hours to 10.8 hours for fraud offences, by 0.8 hours to 4.7 hours for drug offences, and by 0.7 hours to 6.4 hours for violence against the person. In contrast, the average hearing time for sexual offences has decreased by 0.6 hours since 2014 to 11.0 hours.

Figure 20: Average number of hearings in Crown Court by case type, Q1 2014 to Q1 2018 (Source: Table AC14)



The better case management system was introduced in 2016 to encourage more early guilty pleas and as a result fewer hearings per case. Prior to that, the average number of hearings for guilty plea trials had increased from 3.9 to 4.1 between 2014 and 2015, but this was followed by a decrease from 4.1 to 3.7 hearings between 2015 and 2017. More recently the quarterly figure for the average number of hearings for guilty plea trials has remained stable at 3.8 since Q3 2017.

The average number of hearings for not guilty plea trials increased from 5.5 to 5.7 between 2014 and 2015, followed by a decrease from 5.7 to 5.1 hearings between 2015 and 2017. Between Q4 2017 and Q1 2018 there has been a small increase from 5.2 hearings to 5.4 hearings.

The proportion of defendants with known representation⁵ at first hearing has increased by 2 percentage points from 2016

In 2017, 95% of defendants had known representation at first hearing compared to 93% in 2016.

Representation by year (table AC11)

The proportion of defendants dealt with in the Crown Court who were known to have had legal representation⁵ at their first hearing decreased by 2 percentage points between 2010 and 2016, but has since increased by 2 percentage points to 95% in 2017, the same level as 2010.

The proportion of defendants dealt with in the Crown Court who were known to have had legal representation⁵ at any hearing has remained stable at 99% throughout the annual time-series.

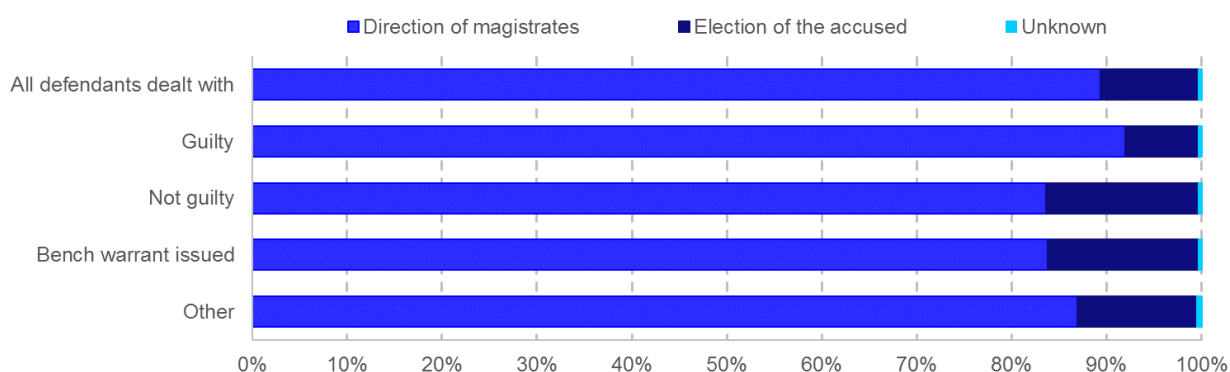
Representation and hearings (table AC12)

In 2017, 39% of represented defendants had two or less hearings, while 23% of defendants whose representation was unknown or unrepresented had two or less hearings. Conversely, 15% of represented defendants had six or more hearings, compared with 24% who had no or unknown representation.

Guilty plea cases had the highest proportion of defendants sent to the Crown Court at the ‘direction of magistrates’

In 2017, 92% of defendants pleading guilty in the magistrates’ courts were sent to the Crown Court at the ‘direction of magistrates’.

Figure 21: Grounds for sending in Crown court by plea, in 2017 (Source: Table AC13)



In 2017, those pleading guilty at the magistrates’ courts had a greater proportion of defendants sent to the Crown Court at the ‘direction of magistrates’ (92%), while those pleading not guilty had a much lower proportion at 84%.

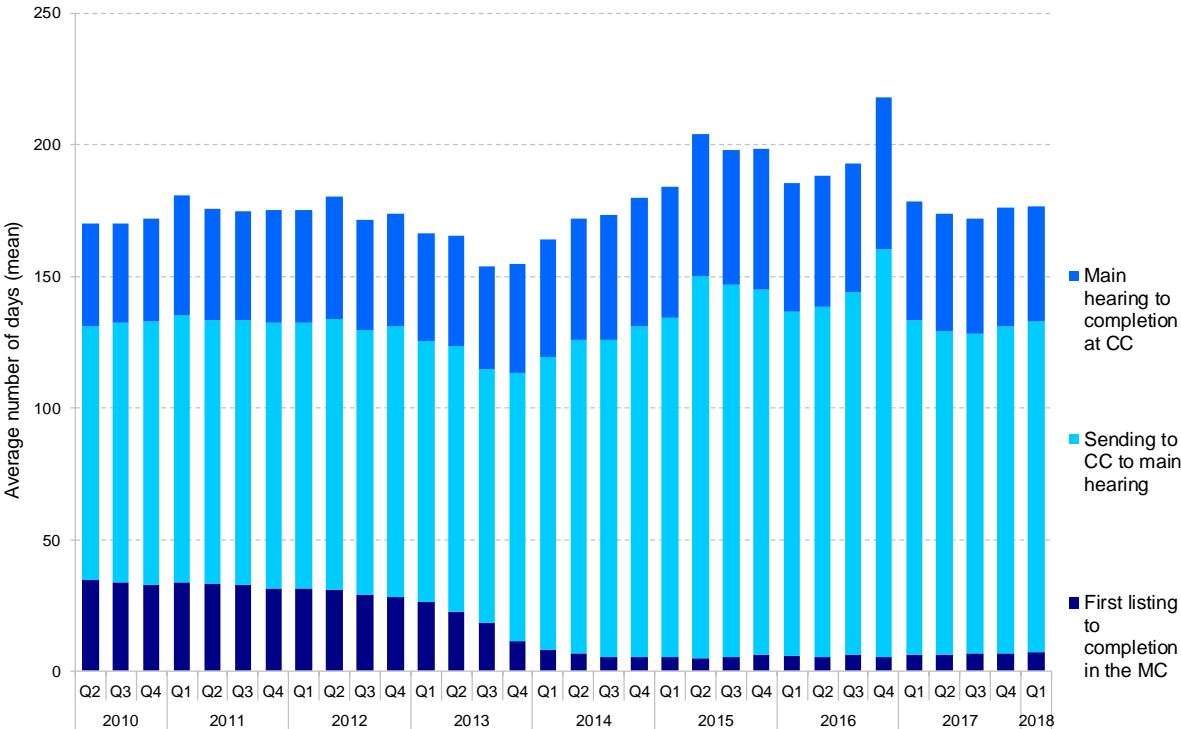
⁵Representation is classed as defendants who were known to be represented by an advocate or solicitor.

3. Timeliness

The average number of days from first listing to completion in the Crown Court has decreased since 2016

For cases completing in the Crown Court the average number of days from first listing in magistrates’ courts to completion in the Crown Court decreased by 19 days from 194 days in 2016 to 175 days in 2017.

Figure 22: Average number of days (mean) from first listing in the magistrates’ courts to completion in the Crown Court, for Crown Court criminal cases, Q2 2010 to Q1 2018 (Source: Table T4)

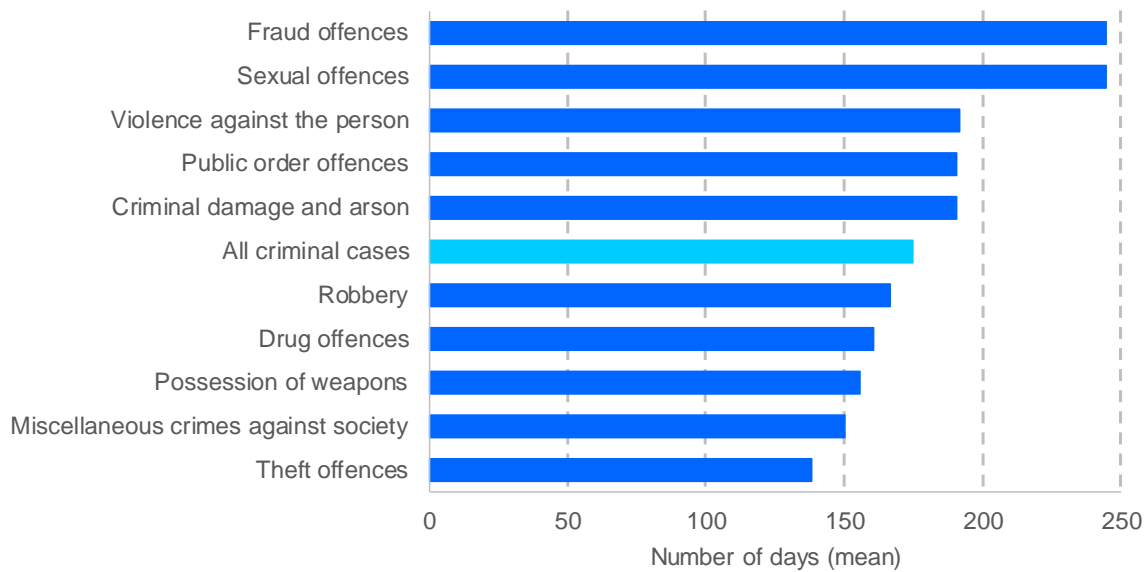


The overall time from first listing to completion in the Crown Court decreased between 2016 and 2017, which also corresponded a fall in the number of outstanding cases.

The main drivers for the decrease were the drops in average time from sending to the Crown Court to main hearing, a decrease from 138 days in 2016 to 124 days in 2017, and the time from main hearing to completion, a decrease from 51 days to 45 days. There was a small increase in first listing at the magistrates’ court to completion at the magistrates’ court, from 6 days in 2016 to 7 days in 2017.

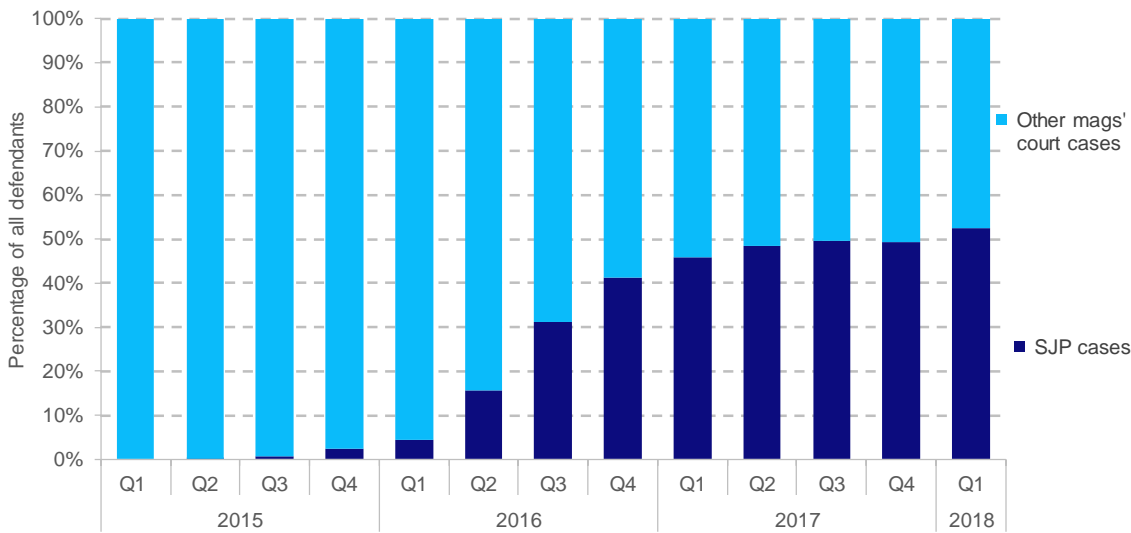
In the quarterly time series, the overall time from first listing to completion in the Crown Court peaked at 218 days in Q4 2016, the highest of the time series, before decreasing to 178 days in Q1 2017. It remained at a similar level throughout 2017, and was 177 days in Q1 2018.

Figure 23: Average duration of all cases from first listing in the magistrates' courts to completion in the Crown Court, for Crown Court criminal cases, by offence, 2017 (Source: Table AT1)⁶



The average duration from first listing in the magistrates' courts to completion in the Crown Court for all criminal court cases was 175 days in 2017. For offence groups this ranged from 138 days for theft offence cases to 245 days for both fraud and sexual offences cases.

Figure 24: Number of defendants in cases completed in the magistrates' courts, by single justice cases and other cases, Q1 2015 to Q1 2018 (Source: Tables T1 and T2)



The Single Justice Procedure (SJP) was introduced in May 2015, and the proportion of SJP cases have increased in each quarter since then. Most recently, 53% of defendants in cases completed in the magistrates' courts in Q1 2018 were in Single Justice Procedure cases, up from 49% in Q4 2017.

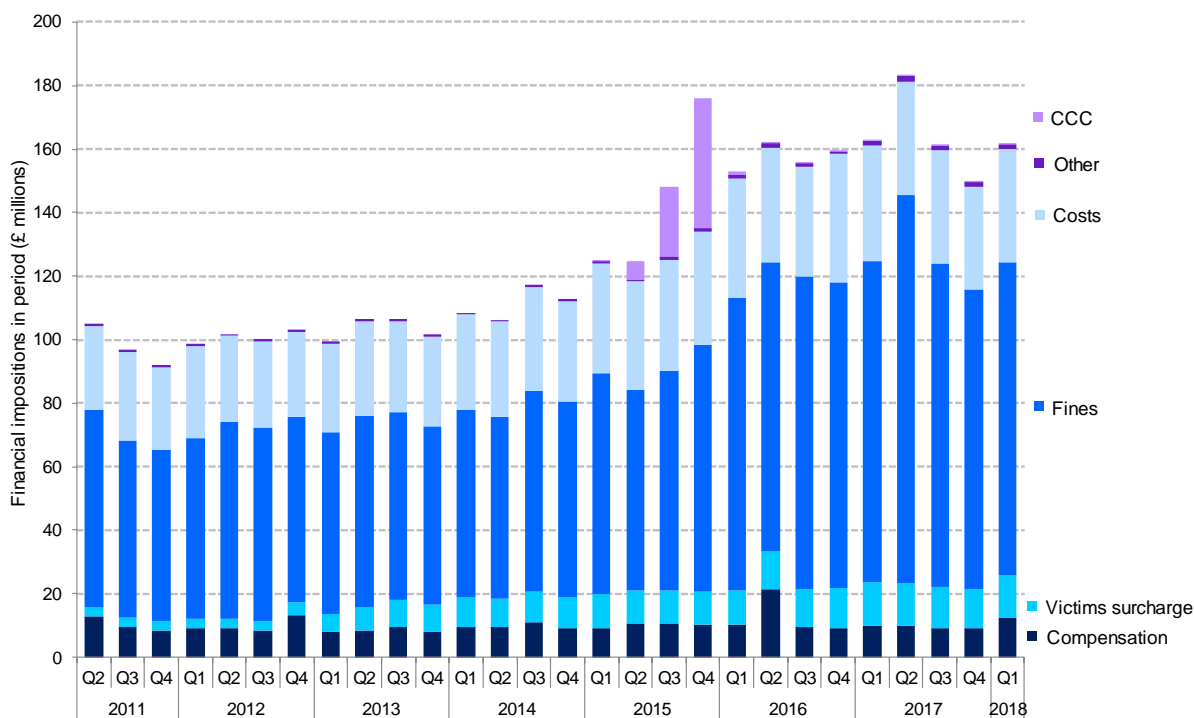
⁶ The analysis of timeliness offence level data excludes summary offences due to small numbers.

4. Enforcement of financial impositions

Total financial impositions increased by 4% between 2016 and 2017

Total financial impositions have increased between 2016 and 2017, mainly due to an increase in fines and victims surcharge in 2017.

Figure 25: HMCTS management information: Financial impositions by imposition type, England and Wales, Q2 2011 – Q1 2018 (Source: Table A2)



Note: The Criminal Court Charge (CCC) ceased to exist on 24 December 2015 but impositions still appear due to when the data are entered onto the system.

Total financial impositions increased from £630.1 million in 2016 to £656.5 million in 2017, an increase of 4%. This was mostly driven by 11% increases in fines (by £41.6 million) and victims surcharge (by £4.9 million). There were 6% and 23% decreases in costs (by £8.6 million) and compensation (by £11.8 million) respectively.

Financial impositions increased by 8% in the latest quarter, from £149.6 million in Q4 2017 to £161.6 million in Q1 2018. This was driven by increases in compensation (by £3.0 million), victim surcharge (by £1.3 million), costs (by £3.2 million) and fines (by £4.3 million), increases of 33%, 11%, 10% and 5% respectively in Q1 2018.

In 2017, 10% (£66 million) of all criminal court financial impositions were paid within the imposition month, a decrease of 4 percentage points compared to 2016.

Outstanding financial impositions (Table A4)

In 2017, the total value of financial impositions outstanding in England and Wales was £971 million. The amount of outstanding financial impositions has been increasing since Q1 2014, and showed an increase of 4% between Q4 2017 and Q1 2018. The increase since Q2 2015 is partially due to owed criminal court charge payments.

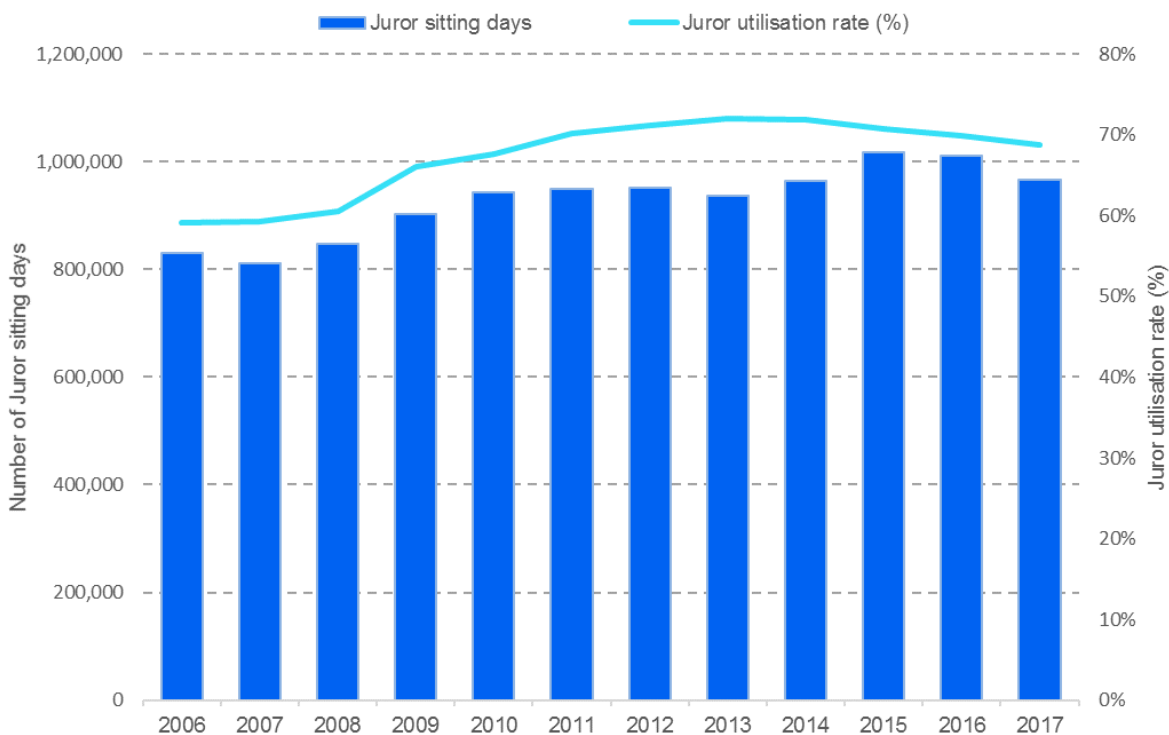
Annex A: Juror Statistics

The number of juror summons decreased by 1% in 2017

There was a small decrease in juror summons⁷ to 365,500 in 2017, whilst the proportion of juror summons excused increased slightly to 29%.

There were 365,500 juror summons issued in 2017, a 1% decrease compared to the number of juror summons issued in 2016. This decrease is related to the 7% decrease in Crown Court trials as the courts order jurors based on the number of trials listed. Around 29% of all juror summons (107,400) were excused, an increase of 2 percentage points compared to the previous year. There were 179,600 jurors supplied to the court in 2017, a decrease of 1% from 2016.

Figure 26: Number of juror sitting days and juror utilisation rate, 2006 to 2017
(Source: table J2)



The juror utilisation rate is the number of sitting days divided by the sum of sitting, non-sitting and non-attendance days. Since 2006 the juror utilisation rate has risen overall by 10 percentage points to the current rate of 69% in 2017, although more recently it has dropped slightly from 72% in 2013. The overall increase may be the result of the introduction of a programme on the part of HMCTS to reduce the burden on jurors and make the best use of their time.

⁷ The number of people who were issued with a summons to be in a jury.

Annex B: The use of language interpreter and translation services in courts and tribunals ⁸

The total number of completed service requests decreased in 2017

A total of 152,300 completed service requests for language interpreter and translation services were made in 2017, a 2% decrease compared to 2016.

The success rate of completed service requests increased in 2017

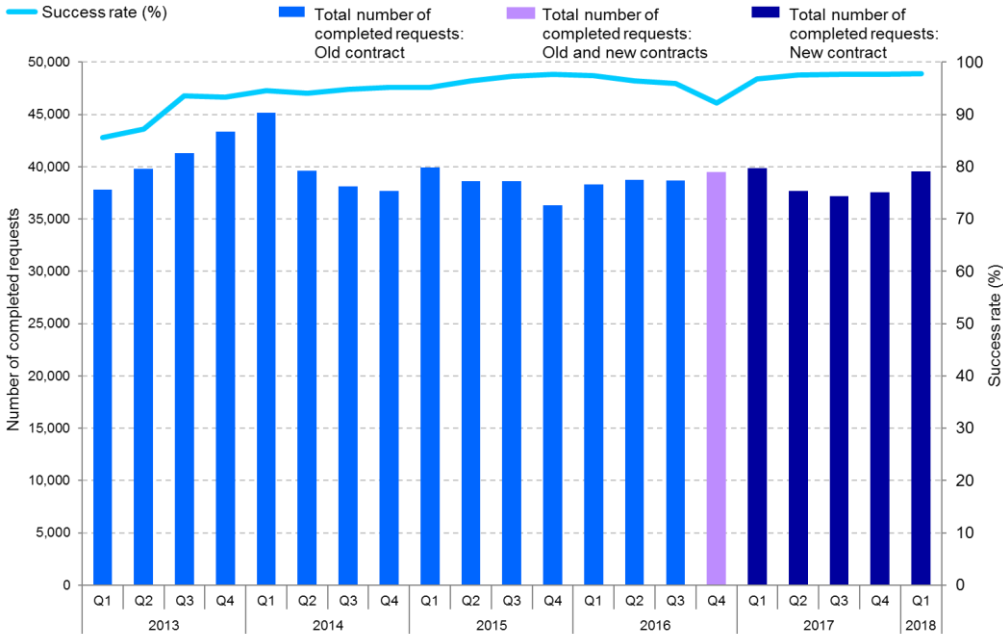
The success rate for completed language interpreter and translation service requests has increased from 96% in 2016 to 97% in 2017.

The figures comprise data from two separate suppliers, thebigword Group Ltd for face to face interpretation, and Clarion UK Ltd for non-spoken languages (special services).

Fulfilled requests increased by 4 percentage points from 2016 to 84% in 2017, whilst unfulfilled and cancelled requests both decreased by 2 percentage points to 2% and 13% respectively.

The success rate for standard language requests increased by 2 percentage points between 2016 and 2017 to 98%, whilst the languages without DPSI⁹ success rate decreased slightly between 2016 and 2017, from 89% to 88%. The success rate for special services increased by 9 percentage points to 99% in 2017.

Figure 27: Number of completed language service requests and overall success rate, Q1 2013 to Q1 2018 (Source: Table L1)



⁸ The statistics on the use of language interpreter and translation services in courts and tribunals are Official Statistics, except the statistics under the new contracts which are 'Provisional Statistics'.

⁹ Languages categorised under 'languages without DPSI' were described in previous publications as 'rare' languages; use of the new description of 'languages permitted exceptional qualification requirements' is considered to more accurately reflect the current position on the availability and use of different qualification requirements for these languages.

Quarterly completed service requests and success rate (Figure 27)

A total of 39,600 completed service requests for language interpreter and translation services were made in Q1 2018, a 5% increase compared to Q4 2017. In Q1 2018, criminal courts made the greatest use of language interpreter and translation services at 43%, whilst 33% were for tribunal cases, 17% were for civil and family court cases, and 7% of requests were for 'other' cases.

The overall success rate has remained stable at 98% since Q2 2017. The success rates for standard language requests and languages without DPSI also remained broadly stable over that period, standing at 98% and 90% respectively in Q1 2018, whilst special services decreased by 2 percentage points from Q4 2017 to 95% in Q1 2018.

The complaint rate remained stable at 1% in 2017

The most common cause of complaint was 'interpreter was late' which accounted for 27% of all complaints made in 2017.

The total number of 'off contract' service requests decreased by 17% in 2017

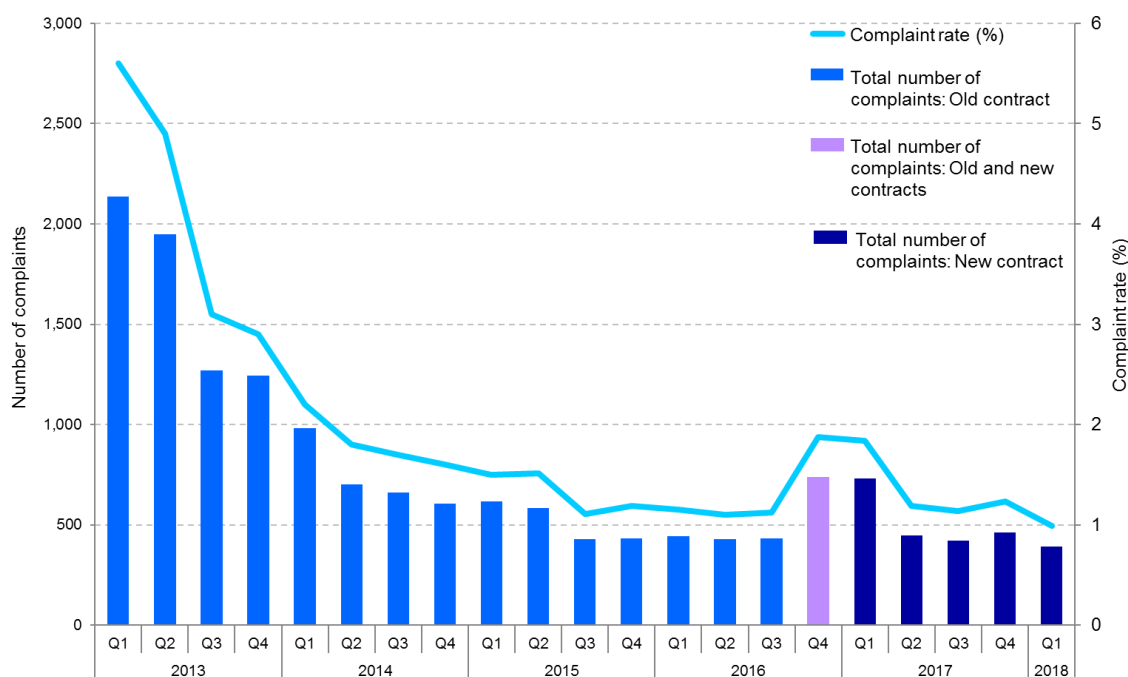
The total number of 'off contract' service requests decreased from 1,600 requests in 2016 to 1,300 in 2017.

Complaint rate

From 2013 to 2015 the complaint rate dropped by 3 percentage points from 4% to 1%, but then remained at 1% in 2016 and 2017. The most common cause of complaint was 'interpreter was late' which accounted for 27% (549) of all complaints made in 2017. The complaint 'interpreter did not attend' accounted for 21% (439) of all complaints, whilst 'time sheet error' (124) and 'operational issue' (125) each accounted for 6% of all complaints.

Whilst the number of complaints decreased from 462 in Q4 2017 to 393 in Q1 2018, the complaint rate has remained stable, at 1% in Q1 2018. The complaint rate for each requestor type remained fairly stable between Q4 2017 and Q1 2018. In Q1 2018 the complaint rate was highest in 'other'¹⁰ cases, at 3%, whilst criminal courts, tribunal courts and civil & family courts had complaint rates of around 1%.

Figure 28: Number of complaints and complaint rate, Q1 2013 to Q1 2018 (Source: Table L2)



¹⁰ From Q4 2016 other includes requests made by prisons, MoJ Shared Services and policy teams within MoJ and HMPPS. From 2013 to Q3 2016 other did not include HMPPS (not in the data) and HMP (part of criminal). From Q2 2017 'Other' also includes requests made by CAFCASS and NPS.

‘Off contract’ requests

The decrease in ‘off contract’ requests between 2016 and 2017 is mainly driven by a 31% decrease in ‘off contract’ requests at criminal courts compared to 2016. ‘Off contract’ requests at tribunal courts also decreased, by 8% from 836 to 767 and civil and family courts increased by 6% from 85 to 90.

Tribunals accounted for 58% (767) of all completed ‘off contract’ service requests in 2017, an increase of 6 percentage points compared to 2016. Criminal courts had a corresponding decrease of 7 percentage points, accounting for 36% of cases (474) in 2017, whilst civil and family courts accounted for 7% (90) of all ‘off contract’ requests.

In the latest quarter, ‘off contract’ requests at tribunals decreased from 214 in Q4 2017 to 177 in Q1 2018 whilst criminal courts increased from 103 to 139. The number of ‘off contract’ requests made by civil and family courts in Q1 2018 (29) increased slightly from Q4 2017 (24).

Annex C: Further information on criminal courts data

The data presented in this publication are provisional. Final data for each calendar year is published in June each year in our Criminal Courts Statistics annual bulletin, following further data cleaning and the incorporation of additional cases not available in our original extracts of administrative data.

Accompanying files

As well as this bulletin, the following products are published as part of this release:

- Two technical guides providing background information on ‘Criminal Court Statistics’ and ‘Statistics on the use of languages and interpreters in courts and tribunals’, including data collection and processing, as well as relevant revisions policies and legislation.
- A set of overview tables, covering each section of this bulletin.
- A set of pivot tables containing Crown Court data broken down by offence group.
- 3 CSV files which feature court level breakdowns of published data:
 - Criminal Courts listings transparency.
 - Criminal Courts timeliness.
 - Crown Court receipts, disposals and outstanding cases by offence group.

National Statistics status²

National Statistics status means that official statistics meet the highest standards of trustworthiness, quality and public value.

All official statistics should comply with all aspects of the Code of Practice for Statistics. They are awarded National Statistics status following an assessment by the Authority’s regulatory arm. The Authority considers whether the statistics meet the highest standards of Code compliance, including the value they add to public decisions and debate.



It is the Ministry of Justice’s responsibility to maintain compliance with the standards expected for National Statistics. If we become concerned about whether these statistics are still meeting the appropriate standards, we will discuss any concerns with the Authority promptly. National Statistics status can be removed at any point when the highest standards are not maintained, and reinstated when standards are restored.

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