



Ministry  
of Justice

# **Community Performance Quarterly Management Information release**

Update to March 2018

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:

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

25 July 2019 – performance MI from January to March 2019

Previous publications can be found here:

<https://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'.

## Accommodation at Release and Community Sentence Commencement

In order to increase transparency in this priority area, this release of the Community Performance Management Information Release includes an additional Annex containing ad-hoc Management Information on recorded Accommodation Circumstances of Offenders at the point of Release from custody, and at the Commencement of a Community Sentence.

This data covers Releases and Commencements in the year 2017-18, and includes volumes and percentage values broken down by managing probation provider, key demographics, and (for releases only) releasing prison.

The values are reflective of the administrative ICT systems used by probation providers, and as with any large scale recording system, are subject to possible errors with data entry and processing. A proportion of cases do not have a recorded Accommodation Circumstance; these have been included in the publication totals. For releases, a proportion do not have a recorded releasing prison. In all cases, only those probation areas (or prisons) where a sufficient proportion of records had an accommodation circumstance recorded have been included in this publication.

## Reducing Reoffending

Reoffending statistics are published by the Ministry of Justice:

<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 Q4 (Jan-Mar 18). England and Wales.**

<b>Measure</b>	<b>17/18 Q4 (Jan-Mar 18)</b>	<b>Percentage point change (vs last available quarter)</b>	<b>End-state 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	64%	-2pp	90%
Assurance Metric D - Accredited Programme Quality	80%	-	90%
Assurance Metric E - Breach Referral Timeliness	90%	0pp	95%
Assurance Metric H - Recall Part B Timeliness	52%	8pp	90%
Assurance Metric I - Completion of the Sentence of the Court	88%	-1pp	99%
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	69%	-3pp	65%
SL001R - Initial Offender Contact (CO & SSO)	97%	0pp	93%
SL002R - Initial Offender Contact (License)	97%	0pp	93%
SL003R - Plan Completion (CO & SSO)	95%	-1pp	97%
SL004R - Plan Completion (Licence)	94%	-1pp	97%
SL006R - Priority of Arrangement of Unpaid Work	90%	0pp	75%
SL008 - Completion of Community Orders and Suspended Sentence Orders	78%	-1pp	75%
SL010 - Contractor Delivery of Unpaid Work Requirement	88%	0pp	90%
SL011R - Contractor Delivery of Programme Requirement	89%	-1pp	90%
SL013 - Completion of Resettlement Plans	96%	0pp	95%
SL015 - Contribution to Assessments for Discharge	98%	0pp	95%
SL016 - Quality of Breach Referral	96%	0pp	90%
SL018 - Recall Referral Timeliness	96%	2pp	95%

**NPS Performance of service level measures – national performance****Table N1A:** National NPS Performance of all available Service Levels for 17/18 Q4 (Jan–Mar 18). England and Wales.

Measure	17/18 Q4 (Jan-Mar 18)	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)	96%	0pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	99%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	97%	1pp	97%
NPS SL006R - Completing the Plan (Release from custody)	97%	1pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	97%	1pp	97%
NPS SL009 - Sex Offender Treatment Programme (SOTP) Completions	96%	4pp	90%
NPS SL010 - Accredited Programme Quality	-	-	90%
NPS SL012 - Recall Timeliness	99%	0pp	95%
NPS SL014 - Breach Timeliness	94%	0pp	95%
NPS SL015 - Response to Breach Referral	96%	0pp	95%
NPS SL016 - MAPPA Attendance	96%	-2pp	90%
NPS SL017 - Serious Further Offence (SFO) Reviews	-	-	100%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	76%	1pp	75%
NPS SL019 - Completion of Licences and Post Sentence Supervision Periods	58%	0pp	65%
NPS SL021 - OASys Quality Assurance	-	-	90%
NPS SL022 - Generic Parole Process (GPP)	93%	-3pp	90%
NPS SL023 - Quality of Engagement	-	-	75%
NPS SL024a - Recall Review Timeliness - Retained Persons	94%	0pp	90%
NPS SL024b - Response to Recall Review (Part B) - Allocated Persons	86%	3pp	90%
NPS SL025 - Victim Feedback	98%	2pp	90%

**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 Q4 (Jan–Mar 18). England and Wales.

<b>Measure</b>	<b>17/18 Q4 (Jan-Mar 18)</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%	2pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	92%	9pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	98%	2pp	95%
SL 5A - Equipment removal - attempt within specified timescales	99%	0pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	99%	1pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	91%	4pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	85%	-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
#	Suppressed to avoid disclosure

### Contact points for further information

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

Tel: 020 3334 3555

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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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