



Community Performance Quarterly release to September 2018

Main Points

<p>CRC Performance remains stable</p>		<p>National performance met or exceeded targets for nine out of the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for four more. All measures that had previously met the target continued to meet the target, and no measure that did not meet the target last quarter met it this quarter.</p>
<p>West Yorkshire CRC had the largest changes in performance</p>		<p>West Yorkshire CRC had five measures improved by more than five percentage points against the previous quarter, including a 25pp increase in SL003R – Plan Completion CO & SSO following correction of identified practice issues. It also saw a 16pp fall in performance against AM H – Recall part B Timeliness.</p>
<p>NPS Performance is stable</p>		<p>National performance met or exceeded targets for 16 out of 17 NPS measures this quarter. One target that was missed last quarter was met this quarter. Actual change at a national level only exceeded 2pp in either direction for one measure (SL025).</p>
<p>NPS South East and Eastern Division had the largest changes in performances</p>		<p>NPS South East and Eastern Division had nine measures that changed by two or more percentage points. Six of these (including Initial Contact and Completing the Plan for CO & SSO, and Response to Breach Referral) were positive while three (Completion of CO & SSO, Generic Parole Process, and Recall Review Timeliness for Retained Persons) were negative.</p>
<p>EMS Performance decreased</p>		<p>Performance fell against all but one measure for the quarter to September, declining below target for SL4B, SL4C, and SL5C. The lower performance during this period was a result of a large-scale ICT system upgrade carried out in late June 2018 which was outside of the EM Contractor's control.</p>

This publication covers reporting for the period between the 1 July 2017 and the 30 September 2018.

The following products are published as part of this release:

- A statistical bulletin, containing commentary on key findings;
- A set of [supplementary tables](#) for each of NPS, CRCs and EM, providing performance data for each measure by provider covering the last five quarters; and
- [Appendices](#) which provide technical guidance and further information on how the data are collected, processed and measures.

1. Introduction

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. These performance frameworks are published on a regular basis in the "Community Performance Quarterly 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 April 2019 – performance from October – December 2018

25 July 2019 – performance from January – March 2019

31 October 2019 – performance from April – June 2019

30 January 2020 – performance from July – September 2019

Previous publications can be found here:

www.gov.uk/government/collections/prisons-and-probation-statistics#performance

Related statistics on Reoffending are published by the Ministry of Justice (MOJ) here:

www.gov.uk/government/collections/reoffending-statistics

2. Data Reporting

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.

3. CRC Performance of service level measures – national performance

CRC Performance remains stable, West Yorkshire CRC saw the largest changes in performance

National performance met or exceeded targets for nine out the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for four more. Four measures changed by more than two percentage points; AM H -Recall Part B Timeliness and AM I – Completion of the Sentence increased by three points, while SL006R – Priority of Arrangement of Unpaid Work and SL011R – Delivery of Accredited Programme fell by three points and four points respectively. All measures that had previously met the target continued to meet the target, and no measure that did not meet the target last quarter met it this quarter.

West Yorkshire CRC had five measures improved by more than five percentage points against the previous quarter, including a 25pp increase in SL003R – Plan Completion CO & SSO following correction of identified practice issues. It also saw a 16pp fall in performance against AM H – Recall part B Timeliness.

Table C1A: National CRC Performance of all available Service Levels for 18/19 Q2 (Jul-Sep 18). England and Wales.

Measure	18/19 Q2 (Jul-Sep 18)	Percentage point change (vs last available quarter)	Target
Assurance Metric C - Allocated Person Resettlement Services - Accommodation	66%	1pp	90%
Assurance Metric E - Breach Referral Timeliness	88%	-1pp	95%
Assurance Metric H - Recall Part B Timeliness	57%	3pp	90%
Assurance Metric I - Completion of the Sentence of the Court	93%	3pp	99%
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	71%	0pp	65%
SL001R - Initial Offender Contact (CO & SSO)	98%	1pp	93%
SL002R - Initial Offender Contact (License)	98%	0pp	93%
SL003R - Plan Completion (CO & SSO)	97%	2pp	97%
SL004R - Plan Completion (Licence)	96%	0pp	97%
SL006R - Priority of Arrangement of Unpaid Work	89%	-3pp	75%
SL008 - Completion of Community Orders and Suspended Sentence Orders	79%	0pp	75%
SL010 - Contractor Delivery of Unpaid Work Requirement	89%	1pp	90%
SL011R - Contractor Delivery of Programme Requirement	86%	-4pp	90%
SL013 - Completion of Resettlement Plans	95%	-1pp	95%
SL015 - Contribution to Assessments for Discharge	97%	0pp	95%
SL016 - Quality of Breach Referral	94%	0pp	90%
SL018 - Recall Referral Timeliness	96%	0pp	95%

4. NPS Performance of service level measures – national performance

NPS Performance has remained similar to the last quarter; South East and Eastern Division showed the largest change in performance

National performance met or exceeded targets for 16 out of 17 NPS measures this quarter. One target that was missed last quarter was met this quarter. Actual change at a national level only exceeded 2pp in either direction for one measure (SL025).

NPS South East and Eastern Division had nine measures that changed by two or more percentage points. Six of these (including Initial Contact and Completing the Plan for CO & SSO, and Response to Breach Referral) were positive while three (Completion of CO & SSO, GPP and Recall Review Timeliness for Retained Persons) were negative.

While National performance for SL018 (Completion of CO & SSO) remained stable, there were notable changes at Divisional level. Three Divisions saw an increase of greater than two percentage points (including London, 6.4pp), and three Divisions saw a decrease of the same magnitude (including Wales, -8.0pp)

Table N1A: National NPS Performance of all available Service Levels for 18/19 Q2 (Jul-Sep 18). England and Wales.

Measure	18/19 Q2 (Jul-Sep 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)	97%	0pp	95%
NPS SL003R - Initial Contact (CO & SSO)	97%	1pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	100%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	98%	1pp	97%
NPS SL006R - Completing the Plan (Release from custody)	98%	0pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	97%	0pp	97%
NPS SL012 - Recall Timeliness	99%	0pp	95%
NPS SL014 - Breach Timeliness	96%	0pp	95%
NPS SL015 - Response to Breach Referral	95%	-1pp	95%
NPS SL016 - MAPPA Attendance	96%	-1pp	90%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	77%	0pp	75%
NPS SL019 - Completion of Licences and Post Sentence Supervision Periods	54%	-1pp	65%
NPS SL022 - Generic Parole Process (GPP)	94%	-1pp	90%
NPS SL024a - Recall Review Timeliness - Retained Persons	97%	-1pp	90%
NPS SL024b - Response to Recall Review (Part B) - Allocated Persons	92%	-1pp	90%
NPS SL025 - Victim Feedback	98%	2pp	90%

5. Electronic Monitoring Service Performance of service level measures – national performance

EMS Performance declined against the previous quarter

Performance fell against all but one measure for the quarter to September, declining below target for SL4B, SL4C, and SL5C. The lower performance during this period was a result of a large-scale ICT system upgrade carried out in late June 2018 which was outside of the EM Contractor's control. Monthly data (contained in supplementary tables) indicates that performance had returned to above target level for the last month of the quarter.

Table E1A: National EMS Performance of all available Service Levels for 18/19 Q2 (Jul-Sep 18). England and Wales.

Measure	18/19 Q2 (Jul-Sep 18)	Percentage point change (vs last available quarter)	Target
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	84%	-4pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	91%	-7pp	95%
SL 5A - Equipment removal - attempt within specified timescales	98%	-2pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	96%	-2pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	85%	-6pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	86%	-3pp	85%
SL 8 - Call to curfew location following possible violation - within specified timescales	97%	0pp	95%

Note performance relates to the service delivery of radio frequency tags only. It does not include the delivery of the GPS service.

6. Further Information

6.1 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.

6.2 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

7. Statistical Code of Practice

This publication has followed the principles and practices from the Code of Practice:

7.1 Trustworthiness

The data in this publication have been produced with the most recent data available. Probation Providers and MOJ Contract Managers have had the opportunity to scrutinise the data, and a rolling programme of auditing the data source ensures that inaccurate data is identified and removed from publication. All data are assured as accurate by the appropriate Probation Provider and/or Contract Manager as appropriate. In some cases, where the information cannot be assured as accurate, data are presented as no better source of information is available. Such information is always clearly labelled.

7.2 Quality

Appropriate data sources were used for each measure, identified through engagement with probation staff and colleagues in Her Majesty's Prison and Probation Service (HMPPS) HQ. Technical notes or

contractual definitions accompany each performance measure are provided in the Appendices. The performance frameworks are subject to regular review to ensure that they are fit for purpose, metrics are identified with a revision note where changes have been made. This release is published for transparency, and represents the Ministry of Justice's view 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 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.

7.3 Value

This data in the publication provides an overview of probation performance against the targets HMPPS uses to determine whether probation is delivering the intended service. Making this information accessible provides ministers and users with an overview of probation performance, and allows MOJ/ HMPPS to monitor and performance manage probation providers.

Data is published in Open Document format to ensure compatibility across different systems. Information is also available on the Justice Data website that enables users to access all data used to assess prison performance.

8. Contact points for further information

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

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General information about the official statistics system of the UK is available from www.statistics.gov.uk

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