








Community Performance Quarterly release to June 2019

Main Points

<p>CRC Performance fell slightly</p>		<p>National performance met or exceeded targets for eight out the 17 Community Rehabilitation Company (CRC) measures this quarter, and was close to target for six more. The significant falls in the two Plan Completion measures (SL003R and SL004R) continued into this quarter.</p>
<p>National performance changes were substantially driven by London CRC</p>		<p>London CRC has several current circumstances that are impacting reported performance, including a transition to the provider's own ICT systems and being subject to a quality of service delivery pilot with different timescales, targets or methodologies not reflected in these data.</p> <p>The other CRC managed by the same Parent Organisation as London CRC, Thames Valley CRC, has also seen significant falls against the sentence planning measures.</p>
<p>NPS Performance is stable</p>		<p>National performance met or exceeded targets for 16 out of 18 NPS measures reported this quarter.</p> <p>Of the missed targets, one was a newly introduced measure (SL009Sa, Interventions for Sex Offenders) while the other was within 1 percentage point of the target.</p>
<p>Several new measures were introduced in the NPS</p>		<p>New NPS performance measures cover achievement and maintenance of settled accommodation (SL026) and employment (SL027), measuring these at the end of contact with probation. A new measure of Treatment for Sex Offenders (SL009Sa) has also been introduced, replacing the previous version (SL009).</p>
<p>EMS Performance is stable</p>		<p>EMS performance changed by 2 or more percentage points since the previous quarter on only one measure, and all measures continued to meet their targets.</p>

This publication covers reporting for the period between the 1 April 2018 and the 30 June 2019.

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

- 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:

30 January 2020 – performance from July – September 2019

30 April 2020 – performance from October – December 2019

30 July 2020 – performance from January – March 2020 (including annex on accommodation employment)

29 October 2020 – performance from April – June 2020

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 aggregations 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 fell slightly, national performance changes were substantially driven by London CRC

London CRC has several current circumstances that are impacting reported performance, and the relatively large size of London CRC has a disproportionate effect on National outcomes.

London CRC's transition to using the provider's own ICT systems has resulted in their performance being excluded from Breach and Recall review timeliness measures (AM E and AM H) as data is not part of the current reporting process in MOJ systems.

They are additionally subject to a quality of service delivery pilot, with significant impacts on Sentence Planning (SL003R and SL004R) and UPW Arrangement (SL006R). In some cases, as part of the pilot, London CRC are being held to different timescales, targets or methodologies which are not reflected in these data.

The below tables show national performance with London CRC data (where London CRC data are reportable) and without London CRC data (where London CRC data is on a different performance basis or otherwise not reportable).

Table C1A: National CRC Performance of all available Service Levels for 19/20 Q1 (Apr – Jun 2019). England and Wales.

Measure	Including London CPA	Percentage point change (vs last available quarter)	Excluding London CPA	Percentage point change (vs last available quarter)	Target
	19/20 Q1 (Apr-Jun 19)		19/20 Q1 (Apr-Jun 19)		
Assurance Metric C - Allocated Person Resettlement Services – Accommodation	..		65.3%	2pp	90%
Assurance Metric E - Breach Referral Timeliness	..		92.1%	-1pp	95%
Assurance Metric H - Recall Part B Timeliness	..		71.1%	6pp	90%
Assurance Metric I - Completion of the Sentence of the Court	89.9%	-1pp	..		99%
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	66.0%	-1pp	..		65%
Assurance Metric K - Appointments Offered	85.7%		89.4%		95%
SL001R - Initial Offender Contact (CO & SSO)	94.7%	-1pp	..		93%
SL002R - Initial Offender Contact (License)	95.1%	-1pp	..		93%
SL003R - Plan Completion (CO & SSO)	86.6%	-5pp	95.5%	-1pp	97%
SL004R - Plan Completion (Licence)	83.6%	-6pp	94.5%	-1pp	97%
SL006R - Priority of Arrangement of Unpaid Work	82.7%	-1pp	89.4%	-1pp	75%
SL008 - Completion of Community Orders and Suspended Sentence Orders	77.4%	0pp	76.2%	-1pp	75%
SL010 - Contractor Delivery of Unpaid Work Requirement	91.2%	1pp	92.3%	1pp	90%
SL011R - Contractor Delivery of Programme Requirement	85.8%	-1pp	88.1%	-1pp	90%
SL013 - Completion of Resettlement Plans	95.2%	1pp	..		95%
SL015 - Contribution to Assessments for Discharge	93.6%	-3pp	..		95%
SL016 - Quality of Breach Referral	94.8%	0pp	96.3%	0pp	90%
SL018 - Recall Referral Timeliness	89.5%	-3pp	97.1%	0pp	95%

In some instances, where data is known to be inaccurate or incomplete, it has been removed or amended for the impacted Contract Package Area. This has affected AM C, AM E, AM H, AM J, SL003R, SL004R, SL006R, and SL013. Please see the full tables for details.

4. NPS Performance of service level measures – national performance

NPS Performance is stable, with several new measures introduced from this performance quarter.

National performance met or exceeded targets for 16 out of 18 NPS measures reported this quarter. Actual change was less than 2 percentage points for each measure measured in both this quarter and last quarter.

Of the missed targets, one was a newly introduced measure first reported this quarter (SL009Sa, Interventions for Sex Offenders) while the other was within 1 percentage point of the target.

New NPS performance measures cover achievement and maintenance of settled accommodation (SL026) and employment (SL027), measuring these at the end of contact with probation. A new measure of Treatment for Sex Offenders (SL009Sa, Interventions for Sex Offenders) has also been introduced, replacing the previous version (SL009). This measure is expected to be developed over the next year to expand coverage.

Table N1A: National NPS Performance of all available Service Levels for 19/20 Q1 (Apr – Jun 2019). England and Wales.

Measure	19/20 Q1 (Apr-Jun 19)	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)	98%	1pp	95%
NPS SL003R - Initial Contact (CO & SSO)	98%	0pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	99%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	98%	0pp	97%
NPS SL006R - Completing the Plan (Release from custody)	99%	0pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	97%	-1pp	97%
NPS SL009Sa - Targeted Interventions for those Convicted of a Sexual Offence (Community Sentence)	74%	-	80%
NPS SL012 - Recall Timeliness	100%	0pp	95%
NPS SL014 - Breach Timeliness	97%	1pp	95%
NPS SL015 - Response to Breach Referral	95%	0pp	95%
NPS SL016 - MAPPA Attendance	97%	-2pp	90%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	77%	0pp	75%
NPS SL022 - Generic Parole Process (GPP)	97%	1pp	90%
NPS SL024a - Recall Review Timeliness - Retained Persons	97%	0pp	90%
NPS SL025 - Victim Feedback	98%	0pp	90%
NPS SL026 - Settled Accommodation at Termination	75%	-	70%
NPS SL027 - Employment at Termination	30%	-	30%

In some instances, where data is known to be inaccurate or incomplete, it has been removed for the impacted divisions. This has affected SL024b. Please see the full tables for details.

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

EMS Performance was largely unchanged against the previous quarter

EMS performance changed by 2 or more percentage points on only one measure, and all measures continued to meet their targets.

Table E1A: National EMS Performance of all available Service Levels for 19/20 Q1 (Apr – Jun 2019). England and Wales.

Measure	19/20 Q1 (Apr-Jun 19)	Percentage point change (vs last available quarter)	Target
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	98%	0pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	92%	1pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	97%	0pp	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	90%	-1pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	87%	-2pp	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 probation performance.

8. 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.gov.uk

Other enquiries about this publication should be directed to:

Prison & Probation Analytical Services

Ministry of Justice

3rd Floor

10 South Colonnade

Canary Wharf, London

London E14 4PU

Email: communityperformanceenquiries@justice.gov.uk

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: statistics.enquiries@justice.gsi.gov.uk

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

© Crown copyright

Produced by the Ministry of Justice

Alternative formats are available on request from statistics.enquiries@justice.gsi.gov.uk