










## Community Performance Quarterly release to March 2020

### Main Points

<p><b>National performance Impact due to COVID-19</b></p>		<p>There was minimal impact from COVID-19 on performance for Q4 2020. However, there may be small localised effects due to government regulations introduced in final week of March 2020 which saw some changes to normal probation operations.</p>
<p><b>CRC Performance fell slightly</b></p>		<p>National performance met or exceeded targets for four out of the 18 Community Rehabilitation Company (CRC) measures this quarter. AMC - Allocated Person Resettlement Services Accommodation decreased by 3 percentage points against last quarter, and remains below target. The largest decrease in performance was in SL006R – Priority of Unpaid Work which fell by 8 percentage points.</p>
<p><b>National performance changes driven by London CRC</b></p>		<p>London CRC continues to have several circumstances affecting reported performance. Performance in some measures is now closer to the national average (SL003R and SL004R – Sentence Plan Timeliness) while others are now marked outliers (SL011R – Delivery of Accredited Programmes).</p>
<p><b>NPS Performance is stable</b></p>		<p>National performance met or exceeded targets for 16 out of the 17 NPS measures reported this quarter.</p>
<p><b>EMS Performance is stable</b></p>		<p>The testing of EMS data in March 2020 was significantly affected by COVID-19, meaning provisional figures have been accepted. All EMS measures continued to meet their targets. Service Level 7B - Request for information was significantly affected by COVID-19 and has been excluded for March 2020 performance reporting.</p>
<p><b>Accommodation circumstances remain stable</b></p>		<p>81% of offenders released from custody, where their status was known, had accommodation on the first night of release, whilst 19% are homeless, where accommodation circumstance is known. This is unchanged from the previous year</p>
<p><b>Employment rates have fallen</b></p>		<p>Of offenders released from custody who are available for work and where employment circumstance is known, 12% are employed six weeks following their release while 88% are unemployed. This is down from 14% employed in the previous year.</p>

*This publication covers reporting for the period between the 1 January 2019 and the March 2020.*

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;

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- A set of tables showing the accommodation and employment circumstances of offenders under probation supervision; and <https://www.gov.uk/government/statistics/community-performance-quarterly-update-to-march-2020>
  - Appendices which provide technical guidance and further information on how the data are collected, processed and measures. <https://www.gov.uk/government/statistics/community-performance-quarterly-update-to-march-2020>

## Change to Publication Schedule

To date, the release schedule for this publication has been quarterly. Our intention is to move to an annual cycle following this release, with the next edition reporting full-year outcomes for 2020/21 in **July 2021**. The contents and structure of the publication will not change and the additional tables on accommodation and employment circumstances will continue to be included.

From June 2021, the current performance frameworks for probation will be coming to an end. Our intention from this point onward is to produce a re-designed publication to better fit the new performance monitoring arrangements that will be in place under the Unified Probation Model.

If the changes announced are likely to cause significant inconvenience, please contact the production team at [communityperformanceenquiries@justice.gov.uk](mailto:communityperformanceenquiries@justice.gov.uk)

## 1. Introduction

Since the introduction of the Offender Rehabilitation Act (ORA), 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 this release. The publication covers all performance metrics from the three frameworks, at a national level and broken down to lower levels of geography where appropriate.

Previous publications can be found here:

<https://www.gov.uk/government/collections/prisons-and-probation-statistics#performance>

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

<http://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

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National performance met or exceeded targets for four out the 18 Community Rehabilitation Company (CRC) measures this quarter.

AMC - Allocated Person Resettlement Services Accommodation decreased by 3 percentage points against last quarter, and remains below target.

The two Plan Completion measures (SL003R and SL004R) both rose by 3 percentage points, partially reversing previous falls.

The largest decreases in performance were in SL006R – Priority of Unpaid Work (8 percentage points), SL011R - Delivery of Programme Requirements (6 percentage points) and SL013 – Completion of Resettlement Plans (4 percentage points).

Wales CRC ceased offender management in December 2019. Wales CRC is only subject to Service Levels 006R, 010, 011R and 013 for December 2019 to March 2020, and is excluded from all other service levels and assurance measures. Quarter 3 data for Wales CRC covers only October and November for all other measures.

There was minimal impact from COVID-19 on performance for Q4 2020. However, there may be small localised effects due to government regulations introduced in final week of March 2020 which saw some normal probation operations suspended reduced, or operating by alternative practices that may not be fully reflected in performance reporting.

The below tables show national performance data.

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**Table C1A:** National CRC Performance of all available Service Levels for 19/20 Q4 (Jan – Mar 2020). England and Wales.

Measure	19/20 Q4 (Jan-Mar 20)	Percentage point change (vs last available quarter)	End-state target
Assurance Metric AAR - Quality of Engagement with Allocated Persons	-	-	75.0%
Assurance Metric C - Allocated Person Resettlement Services - Accommodation	61.5%	-3pp	90.0%
Assurance Metric E - Breach Referral Timeliness	90.8%	1pp	95.0%
Assurance Metric H - Recall Part B Timeliness	65.0%	2pp	90.0%
Assurance Metric I - Completion of the Sentence of the Court	90.5%	-2pp	99.0%
Assurance Metric J - Compliance of Licenses and Post Sentence Supervision	61.9%	-4pp	65.0%
Assurance Metric K - Appointments Offered	81.2%	-2pp	95.0%
SL001R - Initial Offender Contact (CO & SSO)	93.8%	-1pp	93.0%
SL002R - Initial Offender Contact (License)	93.9%	0pp	93.0%
SL003R - Plan Completion (CO & SSO)	92.7%	3pp	97.0%
SL004R - Plan Completion (Licence)	90.1%	3pp	97.0%
SL006R - Priority of Arrangement of Unpaid Work	74.1%	-8pp	75.0%
SL008 - Completion of Community Orders and Suspended Sentence Orders	78.9%	0pp	75.0%
SL010 - Contractor Delivery of Unpaid Work Requirement	89.0%	-2pp	90.0%
SL011R - Contractor Delivery of Programme Requirement	80.2%	-6pp	90.0%
SL013 - Completion of Resettlement Plans	92.8%	-4pp	95.0%
SL015 - Contribution to Assessments for Discharge	89.6%	1pp	97.0%
SL016 - Quality of Breach Referral	94.2%	0pp	90.0%
SL018 - Recall Referral Timeliness	88.4%	-1pp	95.0%

*In some instances, where data is known to be inaccurate or incomplete, it has been removed or amended for the impacted CRC. This has affected AM C, AM E, AM H, AM J, AM K, SL003R, SL004R, SL006R, SL010, and SL013. Please see the full tables for details.*

#### 4. NPS Performance of service level measures – national performance

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##### **NPS Performance is stable, meeting or exceeding targets for all 18 measures reported this quarter**

National performance met or exceeded targets 16 out of the 17 NPS measures reported this quarter.

SL007- Allocation of Unpaid Work (UPW) Requirements and SL026 – Accommodation at Termination have increased by two percentage points in comparison to last quarter.

SL022- Generic Parole Process (GPP) fell 2 percentage points in comparison to last quarter.

There was minimal impact from COVID-19 on performance for Q4 2020. However, there may be small localised effects due to government regulations introduced in final week of March 2020 which saw some normal probation operations suspended reduced, or operating by alternative practices that may not be fully reflected in performance reporting.

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**Table N1A:** National NPS Performance of all available Service Levels for 19/20 Q4 (Jan – Mar 2020). England and Wales.

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

Measure	19/20 Q4 (Jan-Mar 20)	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%	0pp	97%
NPS SL004R - Initial Contact (Release from custody on licence)	99%	0pp	97%
NPS SL005R - Completing the Plan (CO & SSO)	98%	-1pp	97%
NPS SL006R - Completing the Plan (Release from custody)	97%	-1pp	97%
NPS SL007 - Allocation of Unpaid Work (UPW) Requirements	98%	2pp	97%
NPS SL009T - Targeted Interventions for those Convicted of a Sexual Offence (Community Sentence)	72%	0pp	80%
NPS SL012 - Recall Timeliness	99%	0pp	95%
NPS SL014 - Breach Timeliness	96%	-1pp	95%
NPS SL015 - Response to Breach Referral	97%	0pp	95%
NPS SL016 - MAPPA Attendance	100%	3pp	90%
NPS SL018 - Completion of Community Orders and Suspended Sentence Orders	78%	1pp	75%
NPS SL022 - Generic Parole Process (GPP)	93%	-2pp	90%
NPS SL023r - Quality of Engagement with Allocated Persons	-	-	75%
NPS SL024a - Recall Review Timeliness - Retained Persons	96%	-1pp	90%
NPS SL025 - Victim Feedback	-	-	90%
NPS SL026 - Accommodation at Termination	76%	2pp	70%
NPS SL027 - Employment at Termination	32%	0pp	30%

1. Employment at Termination has division-level targets reflecting regional labour market conditions, with a ramp-up from current performance to an end-state based on the region's official employment statistics. The 30% national target is the average of the divisional targets in force at the start of the year.

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

### EMS Performance was largely unchanged against the previous quarter

The testing of EMS March 2020 data was significantly affected by COVID-19. The access to the EMS systems to test the data due to the lockdown was not possible initially and afterwards very limited. It was agreed in April by members of the Contract Accountability Meeting (CAM) to accept EMS's provisional figures for March 2020.

All EMS measures continued to meet their targets. Service Level 7B - Request for information has significantly affected due to COVID-19 and has been excluded for March 2020 performance reporting.

**Table E1A:** National EMS Performance of all available Service Levels for 19/20 Q4 (Jan – Mar 2020). England and Wales.

Measure	19/20 Q4 (Jan-Mar 20)	Percentage point change (vs last available quarter)	End-state target
SL 4A - Equipment installation and subject induction - first attempt within specified timescales	98%	2pp	95%
SL 4B - Equipment installation and subject induction - further attempt(s) within specified timescales	89%	5pp	85%
SL 4C - Equipment re-installation - attempt within specified timescales	97%	5pp	95%
SL 5A - Equipment removal - attempt within specified timescales	98%	1pp	95%
SL 5B - Equipment removal (bail cases) - attempt within specified timescales	97%	3pp	95%
SL 5C - Equipment check following tamper violation - attempt within specified timescales	88%	3pp	85%
SL 7B - Request for information required to commence orders - within specified timescales	90%	9pp	85%
SL 8 - Call to curfew location following possible violation - within specified timescales	98%	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. Accommodation

### Accommodation circumstances for offenders remain stable

Of offenders sentenced to a community and suspended sentence and where their accommodation circumstance was known, 94% had accommodation at the commencement of their sentence whilst 6% were homeless. This is unchanged from the previous year.

Of offenders released from custody where accommodation circumstance is known, 81% had accommodation on the first night whilst 19% are homeless. This is unchanged from the previous year.

Of offenders released from custody, outcomes and recording rates differ greatly by provider. The lowest recording rate was Norfolk & Suffolk CRC with 75% of offenders released having an accommodation status recorded.

For offenders released from custody, higher rates of homeless were found among: offenders on short (>12 months) sentences; offenders with certain offence categories (Possession of weapons, Public order offences, Summary non-motoring, and Theft offences); and offenders aged 30 to 49.

**Table ACC01: Accommodation Status at Start of Community Sentence: National Accommodation Circumstances, England and Wales, Apr19-Mar20 ,**

	19/20 Q1 (Apr-Jun 19)	19/20 Q2 (Jul-Sep 19)	19/20 Q3 (Oct-Dec 19)	19/20 Q4 (Jan-Mar 20)	2019/20 Total	% of all outcomes	% of known outcomes
<b>Total of All Outcomes</b>	<b>26,741</b>	<b>26,557</b>	<b>24,429</b>	<b>24,077</b>	<b>101,804</b>	<b>100%</b>	
Settled accommodation	17,318	17,051	16,051	15,588	66,008	64.8%	83.5%
Bail/probation accommodation	121	124	110	118	473	0.5%	0.6%
Rough sleeping	322	361	277	262	1,222	1.2%	1.5%
Other homeless	900	915	807	792	3,414	3.4%	4.3%
Other unsettled accommodation	2,178	2,035	1,869	1,837	7,919	7.8%	10.0%
Unknown	5,902	6,071	5,315	5,480	22,768	22.4%	

**Table ACC08: Accommodation on Release from Custody: National Accommodation Circumstances, England and Wales, Apr19-Mar20**

	19/20 Q1 (Apr-Jun 19)	19/20 Q2 (Jul-Sep 19)	19/20 Q3 (Oct-Dec 19)	19/20 Q4 (Jan-Mar 20)	2019/20 Total	% of all outcomes	% of known outcomes
<b>Total of All Outcomes</b>	<b>17,568</b>	<b>17,511</b>	<b>17,699</b>	<b>16,939</b>	<b>69,717</b>	<b>100%</b>	
Settled accommodation	8,844	8,643	8,809	8,457	34,753	49.8%	57.1%
Bail/probation accommodation	1,905	2,009	1,992	2,037	7,943	11.4%	13.1%
Rough sleeping	767	735	629	644	2,775	4.0%	4.6%
Other homeless	2,189	2,199	2,202	2,154	8,744	12.5%	14.4%
Other unsettled accommodation	1,613	1,577	1,673	1,777	6,640	9.5%	10.9%
Unknown	2,250	2,348	2,394	1,870	8,862	12.7%	



## 7. Employment

### Employment rates have fallen for both offenders commencing community sentences and on release from custody

Of offenders sentenced to a community and suspended sentence who are available for work where employment circumstance is known, 43% are employed at the commencement of their sentence while 56% are unemployed. This is down from 45% employed in the previous year.

Of offenders released from custody who are available for work where employment circumstance is known, 12% are employed six weeks following their release while 88% are unemployed. This is down from 14.5% employed in the previous year.

Of offenders released from custody, outcomes and recording rates differ greatly by provider. The lowest recording rates were Wales CRC and Norfolk & Suffolk CRC with 51% and 55% of offenders released having an employment status recorded.

Lower employment rates were found among: offenders retained by the NPS, offenders with certain offence categories (Theft offences, Robbery, Possession of weapons); Black or Black British offender or offenders of mixed ethnicity; female offenders.

**Table EMP01: Employment Status at Start of Community Sentence: National Employment Circumstances, England and Wales, Apr19-Mar20**

	19/20 Q1 (Apr-Jun 19)	19/20 Q2 (Jul-Sep 19)	19/20 Q3 (Oct-Dec 19)	19/20 Q4 (Jan-Mar 20)	2019/20 Total	% of all outcomes	% of outcomes where outcome known and available to work
<b>Total of All Outcomes</b>	<b>26,741</b>	<b>26,557</b>	<b>24,429</b>	<b>24,077</b>	<b>101,804</b>	<b>100%</b>	
<i>Of which employed</i>	8,492	8,368	7,683	7,574	32,117	31.5%	43.2%
<i>Of which unavailable for work</i>	2,322	2,161	1,944	1,877	8,304	8.2%	
<i>Of which unemployed</i>	10,978	11,026	10,207	10,013	42,224	41.5%	56.8%
<i>Of which missing</i>	4,949	5,002	4,595	4,613	19,159	18.8%	

**Table EMP08: Employment Status at Start of Community Sentence: National Employment Circumstances, England and Wales, Apr19-Mar20**

	19/20 Q1 (Apr-Jun 19)	19/20 Q2 (Jul-Sep 19)	19/20 Q3 (Oct-Dec 19)	19/20 Q4 (Jan-Mar 20)	2019/20 Total	% of all outcomes	% of outcomes where outcome known and available to work
<b>Total of All Outcomes</b>	<b>15,323</b>	<b>15,259</b>	<b>15,330</b>	<b>14,522</b>	<b>60,434</b>	<b>100%</b>	
<i>Of which employed</i>	1,558	1,535	1,447	1,248	5,788	9.6%	12.1%
<i>Of which unavailable for work</i>	1,258	1,224	1,295	1,192	4,969	8.2%	
<i>Of which unemployed</i>	10,624	10,411	10,662	10,255	41,952	69.4%	87.9%
<i>Of which missing</i>	1,883	2,089	1,926	1,827	7,725	12.8%	

## 8. 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 3536

Other enquiries about this publication should be directed to:

**Prison & Probation Analytical Services**

Email: [communityperformanceenquiries@justice.gov.uk](mailto:communityperformanceenquiries@justice.gov.uk)

General enquiries about the statistical work of the Ministry of Justice can be e-mailed to: [statistics.enquiries@justice.gov.uk](mailto:statistics.enquiries@justice.gov.uk)

**Next update: 29 July 2021**

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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