



NATIONAL PROBATION SERVICE  
for England and Wales

*National Directorate*

**National Probation Service**

**Performance Report 13**

**and**

**Weighted Scorecard Q1, 2004/05**

**AUGUST 2004**

**STEVE MURPHY**  
**DIRECTOR GENERAL**

## Foreword

This report contains information on the performance of the National Probation Service in the first quarter of 2004/05.

There has been a real improvement in the performance of the NPS on most of the main service delivery targets as can be seen by the table below. Where relevant the actual numbers delivered are shown with the percentage of the target achieved shown in brackets.

Performance measure	2003/04	April to June 2004/05	Percentage point change
Enforcement within 10 days	77%	84%	+ 7%
Compliance	63%	73%	+ 10
Offending Behaviour Programmes	13,136 (88%)	2,910 (78%)	- 10%
ECP completions	No target	7,724 (132%)	
DTTO starts	8,519 (95%)	2,388 (83%)	- 12%
Basic Skills Starts	14,971 (94%)	6,478 (112%)	+ 18%
Basic Skills Awards	2,815 (70%)	1,321 (92%)	+ 22%
Sickness	12.3 days	11.2 days	- 1.1 days
Victims contacted	91%	-	

It should be noted that the targets for:

- **DTTOs have increased from 9,000 to 13,000**
- **Basic Skills starts have increased from 16,000 to 32,000**
- **Basic Skills completions increased from 4,000 to 8,000**
- **Enhanced Community Punishment was introduced during 2003/04 and a target of 30,000 completions has been set.**

The results for the first quarter are promising and show that the NPS can achieve all its targets this year provided there is greater consistency across all the 42 areas.

I am particularly pleased with the continued improvement on enforcement and we are within reach of the target after achieving **our best ever performance in one quarter**. The compliance results show that over 7 out of 10 offenders under supervision are still in acceptable contact after six months supervision. We need to increase this proportion if only because offenders need to be seen in order to protect the public and reduce offending.

The results for ECP and Basic Skills are promising but momentum has to be maintained because the profiled targets rely on good results later in the financial year. The offending behaviour programme figures are disappointing and I want all areas that are failing to achieve their profiles to examine their performance carefully. This is particularly the case with South Yorkshire, West Midlands and London whose collective performance on programmes, by virtue of their size, is holding back overall achievement.

The continued good results for victim contact are welcome and the sustained progress made has been reflected in its removal from the weighted scorecard now that the target has been achieved. I also welcome the reduction in the number of days absence per employee.

## **The weighted scorecard**

I am aware that however the weighted scorecard is presented there will always be areas at the bottom. The crucial aim should be to have as many areas above the zero line as possible. In the first quarter of 2004/05 there were 18 areas above or on the line compared with 20 for the whole of 2003/04. Performance Report 12 placed areas in bands with only two areas in bands 5-7. In this quarter there are no areas in band 7 with just 1 area in band 6 and a further 5 in band 5.

The league table has been slightly redesigned to report the performance of London in its four new operational quadrants. This still leaves one London quadrant – London West – at the bottom, but the other three have risen i.e. London North is 43<sup>rd</sup> out of 45, London South 41<sup>st</sup> out of 45 and London East 38<sup>th</sup>. This shows that improvement is possible in London and the progress being made is most welcome.

We are still early enough in the year to take action to improve performance against targets. I will be asking the Head of Regions and Performance to discuss the performance of the areas below 35<sup>th</sup> in the league table with the respective COs as a matter of urgency.

**Steve Murphy**  
**Director General**  
**National Probation Service**

## **Introduction**

### **Enforcement**

The improvement in performance apparent at the end of 2003/04 has been maintained. In the first quarter of 2004/05 enforcement within 10 working days rose from 77% for 2003/04 to 84%. If London were removed from the calculation the result would be 87% and for June alone 88%. Unfortunately London's performance in June dropped from 66% to 48%. The target of 90% is achievable but the NPS needs improved performance from London on a consistent basis to reach it.

### **Compliance**

The compliance data in this report includes those offenders who have been breached by the NPS but where the court has allowed the order to continue. This reflects the principles used in the weighted scorecard. The overall figure for the first quarter was 73% compared with the target of 70% for all orders.

Following the Prime Minister's "stocktake" on enforcement in May, the NPD agreed an interim target of 65% compliance for community penalties by December 2004. In the first quarter of 2004/05 69% of all community penalties met the compliance criteria set by the NPD. (The figures ranged from 61% for CPROs, 69% for CPOs and 71% for CROs).

### **Offending Behaviour Programmes**

There were 2,910 accredited programme completions in the first quarter of 2004/05, i.e. 78% of the profiled target of 3,750. Some of the smaller areas have planned their provision in blocks and are likely to have significant completions in the next quarter. The under-performance of three metropolitan areas - West Midlands (50%), South Yorkshire (52%) and London (38%) - continues to damage the overall performance of the NPS. The pattern of 2003/04 has not been changed and if these three areas are excluded, national performance against target rises to 85%. Unless there are significant and sustained improvements in these areas the NPS will find it very difficult to reach its target of 15,000.

### **Enhanced Community Punishment**

ECP completions exceeded their profiled target - 7,724 compared with 5,850 or 132%.

### **Drug Treatment and Testing Orders**

2,388 DTTOs were commenced in the first quarter of 2004/05 compared with the profiled target of 2,861 i.e. 83%. Nine areas exceeded their profiled target and a further 5 were within 10%. Performance will need to improve if the national target of 13,000 is to be reached. The national completion rate was 32%, with sixteen areas meeting or exceeding the target of 35%.

### **Basic Skills**

6,478 offenders commenced work on basic skills in the first quarter of 2004/05 compared with the profiled target of 5,760 i.e. 112%. 1,321 awards were achieved compared with a profiled target of 1,440 i.e. 92%. This represents a promising start, but the profiles assume strong performance in the latter part of the year in order to achieve the targets of 32,000 for starts and 8,000 for awards.

## **Sickness Absence**

In the first quarter of 2004/05 the average days of absence per employee fell from 12.3 in 2003/04 to 11.2 compared with the target of 9 days.

## **Victims**

In the last reporting period, i.e. January to March 2004, performance remained at 91% and thereby exceeded the target of 85%.

## **PSR timelines**

65% of PSRs were completed within the 15 working days prescribed in national standards. Sentencers have expressed concern about this to the Commissioner for Correctional Services. They seem to be especially concerned when a report is not prepared. It has therefore been agreed to report from the next quarter the percentage of PSRs completed in the timescale set by the court. This measure will be used in the weighted scorecard from the third quarter of 2004/05.

## **Contact for enquiries**

For enquiries about any issues relating to this report please contact Roger McGarva, Head of Regions & Performance, Tel: 020 7217 8244; E-mail: [Roger.McGarva2@homeoffice.gsi.gov.uk](mailto:Roger.McGarva2@homeoffice.gsi.gov.uk).

For enquiries about the data please contact Paris Mikkides, Head of Management Information, Tel: 020 7217 8812; E-mail: [Paris.Mikkides@homeoffice.gsi.gov.uk](mailto:Paris.Mikkides@homeoffice.gsi.gov.uk).

## 1. Enforcement and Compliance– April to June 2004

The Home Office Delivery plan target (and SDA target) is that the National Probation Service takes enforcement action in accordance with the National Standard in 90% of cases where the offender has breached his/her order. To fully meet the standard, three things must be achieved:

- breach action taken on or before a second absence assessed as unacceptable (third absence in licence cases)
- the court contacted for a hearing date
- all of this achieved within 10 days.

National Standards monitoring on enforcement uses a sample of cases commenced six months previously, so the sample for the reporting period April to June 2004 will contain cases that commenced between October and December 2003.

There has been a steady improvement in performance since April 2001.

<b>Period</b>	<b>Breached within 10 days in accordance with National Standards</b>	<b>All cases breached</b>
2001/02	53%	69%
2002/03	64%	77%
2003/04	77%	87%
2004/05 (Apr-Jun)	84%	91%

The overall performance on enforcement has improved considerably and excluding London, the other areas achieved 88% over the quarter April-June 2004.

The detailed data shows that:

- 22 areas exceeded the national target of 90% for breaches within 10 days.
- A further 15 areas were above 80% for breaches within 10 days.

The most serious under-achievers were:

- London (59%)
- Kent (63%)
- Nottinghamshire (66%)

Compliance for the first quarter of 2004-05 has reached 73% (based on the proportion of cases where there were no 2<sup>nd</sup> (or 3<sup>rd</sup> for licences) unacceptable failures or where the order was breached but allowed to continue). Based on this new, fairer way of measuring compliance all but four areas were above the 70% target.

Those below target were:

- London West (61%)
- West Midlands (64%)
- Devon & Cornwall (65%)
- Gloucestershire (67%)

For the compliance measure in the weighted scorecard we will apply targets for the level of contact with offenders. The targets are that 90% of appointments are arranged in accordance with national standards and 65% of appointments are attended (these are averaged across a basket of standards). Nationally, performance on these is 87% and 60% respectively.

### Enforcement April-June 2004

Region	Area name	Proportion breached within 10 days	Proportion breached whether or not within 10 days	Compliance
<b>West Midlands</b>	Staffordshire	82%	88%	73%
	Warwickshire	83%	90%	80%
	West Mercia	94%	96%	81%
	West Midlands	81%	89%	64%
	<b>Regional Sub Total</b>	<b>84%</b>	<b>90%</b>	<b>71%</b>
<b>North East</b>	County Durham	100%	100%	94%
	Northumbria	94%	99%	80%
	Teesside	98%	100%	76%
	<b>Regional Sub Total</b>	<b>96%</b>	<b>99%</b>	<b>82%</b>
<b>East</b>	Bedfordshire	100%	100%	74%
	Cambridgeshire	81%	92%	72%
	Essex	81%	95%	83%
	Hertfordshire	81%	89%	74%
	Norfolk	94%	94%	73%
	Suffolk	84%	94%	74%
	<b>Regional Sub Total</b>	<b>86%</b>	<b>94%</b>	<b>76%</b>
<b>North West</b>	Cheshire	97%	97%	82%
	Cumbria	86%	100%	82%
	Greater Manchester	86%	91%	74%
	Lancashire	96%	97%	82%
	Merseyside	82%	87%	72%
	<b>Regional Sub Total</b>	<b>87%</b>	<b>92%</b>	<b>76%</b>
<b>East Midlands</b>	Derbyshire	98%	100%	73%
	Leicestershire & Rutland	96%	97%	74%
	Lincolnshire	90%	97%	76%
	Northamptonshire	94%	100%	75%
	Nottinghamshire	66%	85%	70%
	<b>Regional Sub Total</b>	<b>85%</b>	<b>94%</b>	<b>73%</b>
<b>Yorkshire &amp; Humberside</b>	Humberside	100%	100%	73%
	North Yorkshire	87%	95%	77%
	South Yorkshire	93%	96%	75%
	West Yorkshire	93%	95%	71%
	<b>Regional Sub Total</b>	<b>93%</b>	<b>96%</b>	<b>73%</b>
<b>South East</b>	Hampshire	86%	92%	75%
	Kent	63%	76%	70%
	Surrey	88%	96%	74%
	Sussex	96%	98%	78%
	Thames Valley	77%	93%	72%
	<b>Regional Sub Total</b>	<b>80%</b>	<b>90%</b>	<b>74%</b>
<b>South West</b>	Avon & Somerset	85%	90%	72%
	Devon/Cornwall	90%	95%	65%
	Dorset	95%	100%	77%
	Gloucestershire	76%	76%	67%
	Wiltshire	97%	100%	76%
	<b>Regional Sub Total</b>	<b>89%</b>	<b>93%</b>	<b>71%</b>
<b>London</b>	London East	65%	80%	70%
	London North	62%	77%	73%
	London South	44%	75%	71%
	London West	58%	73%	61%
	<b>London Sub Total</b>	<b>59%</b>	<b>75%</b>	<b>65%</b>
<b>Wales</b>	Dyfed/Powys	91%	100%	80%
	Gwent	100%	100%	71%
	North Wales	91%	94%	79%
	South Wales	85%	90%	73%
	<b>Regional Sub Total</b>	<b>90%</b>	<b>94%</b>	<b>75%</b>
<b>ENGLAND &amp; WALES</b>		<b>84%</b>	<b>91%</b>	<b>73%</b>

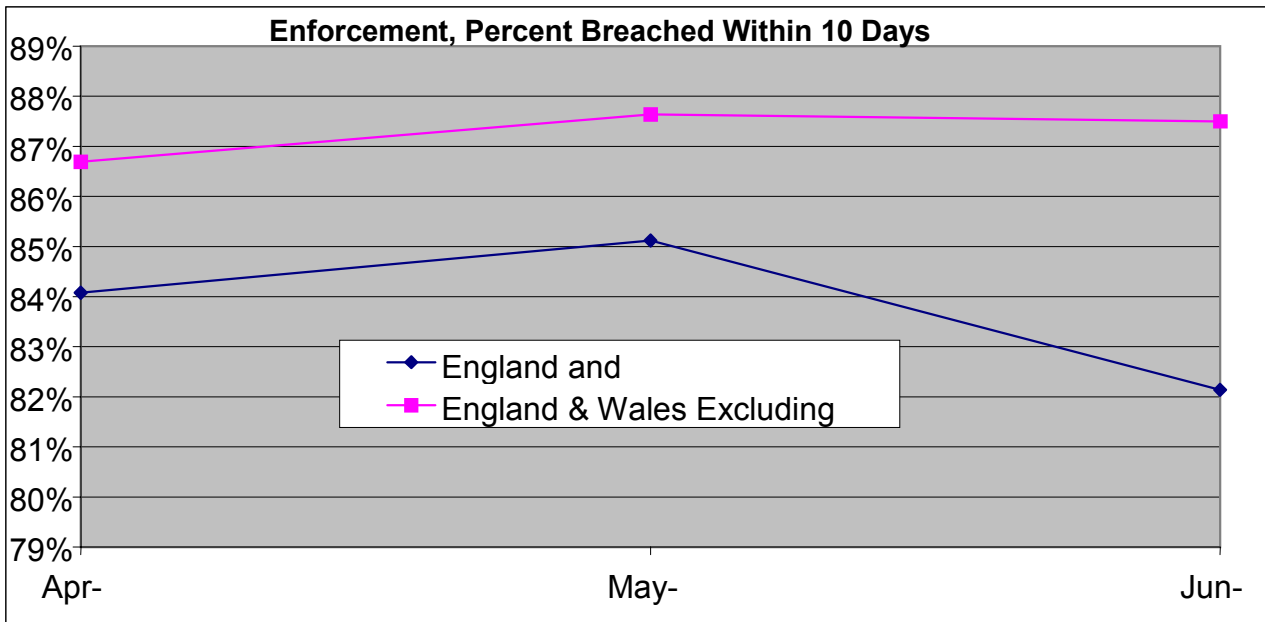
## Enforcement by Month

**England and Wales  
April 2004 - June 2004**

Month	Breached within 10 days	Breached	Compliance
Apr-04	84%	91%	63%
May-04	85%	92%	79%
Jun-04	82%	90%	80%
<b>Total</b>	<b>84%</b>	<b>91%</b>	<b>73%</b>

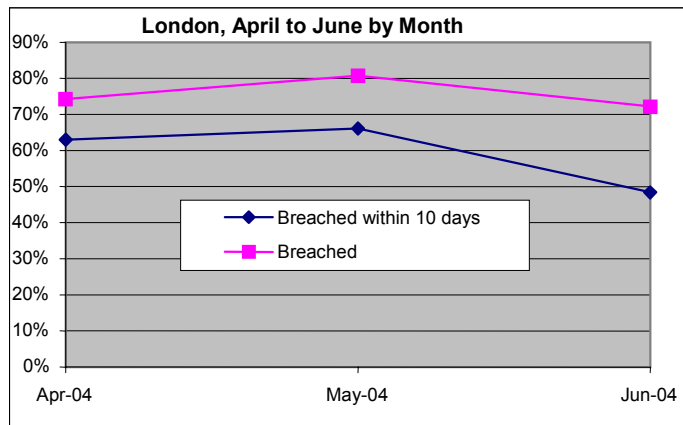
**England & Wales Excluding London  
April 2004 - June 2004**

Month	Breached within 10 days	Breached	Compliance
Apr-04	87%	93%	63%
May-04	88%	93%	80%
Jun-04	88%	93%	82%
<b>Total</b>	<b>87%</b>	<b>93%</b>	<b>74%</b>



**London  
April 2004 - June 2004**

Month	Breached within 10 days	Breached	Compliance
Apr-04	63%	74%	56%
May-04	66%	81%	74%
Jun-04	48%	72%	65%
<b>Total</b>	<b>59%</b>	<b>75%</b>	<b>65%</b>

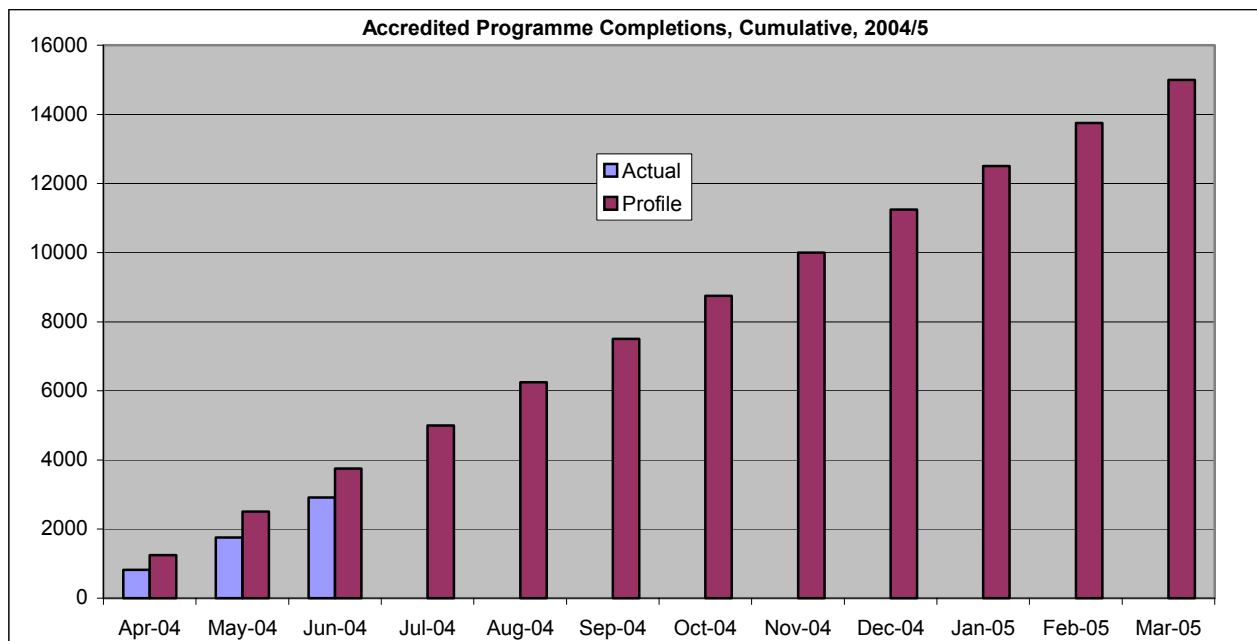


## Contact Levels April 2004 -

<i>Region</i>	<i>Area name</i>	<i>Appointments Target 90% Arranged</i>		<i>Appointments Target 65% kept</i>	
<b>West Midlands</b>	Staffordshire	86%	Below	70%	Above
	Warwickshire	90%	Above	60%	Below
	West Mercia	92%	Above	66%	Above
	West Midlands	77%	Below	51%	Below
	<b>West Midlands Total</b>	<b>86%</b>		<b>60%</b>	
<b>North East</b>	County Durham	88%	Below	71%	Above
	Northumbria	95%	Above	65%	Above
	Teesside	94%	Above	68%	Above
	<b>North East Total</b>	<b>93%</b>		<b>67%</b>	
<b>East of England</b>	Bedfordshire	79%	Below	59%	Below
	Cambridgeshire	82%	Below	57%	Below
	Essex	85%	Below	63%	Below
	Hertfordshire	81%	Below	64%	Below
	Norfolk	86%	Below	63%	Below
	Suffolk	83%	Below	53%	Below
	<b>East of England Total</b>	<b>83%</b>		<b>60%</b>	
<b>North West</b>	Cheshire	93%	Above	74%	Above
	Cumbria	90%	Above	61%	Below
	Greater Manchester	94%	Above	45%	Below
	Lancashire	94%	Above	61%	Below
	Merseyside	94%	Above	59%	Below
	<b>North West Total</b>	<b>94%</b>		<b>64%</b>	
<b>East Midlands</b>	Derbyshire	89%	Below	59%	Below
	Leicestershire & Rutland	91%	Above	73%	Above
	Lincolnshire	89%	Below	64%	Below
	Northamptonshire	88%	Below	63%	Below
	Nottinghamshire	76%	Below	43%	Below
	<b>East Midlands Total</b>	<b>86%</b>		<b>59%</b>	
<b>Yorkshire &amp; Humberside</b>	Yorkshire	93%	Above	60%	Below
	North Yorkshire	97%	Above	73%	Above
	South Yorkshire	91%	Above	57%	Below
	West Yorkshire	88%	Below	57%	Below
	<b>Yorkshire &amp; Humberside Total</b>	<b>91%</b>		<b>60%</b>	
<b>South East</b>	Hampshire	90%	Above	68%	Above
	Kent	97%	Above	71%	Above
	Surrey	98%	Above	81%	Above
	Sussex	86%	Below	65%	Above
	Thames Valley	75%	Below	55%	Below
	<b>South East Total</b>	<b>87%</b>		<b>65%</b>	
<b>South West</b>	Avon & Somerset	77%	Below	52%	Below
	Devon/Cornwall	75%	Below	55%	Below
	Dorset	81%	Below	63%	Below
	Gloucestershire	78%	Below	53%	Below
	Wiltshire	84%	Below	60%	Below
	<b>South West Total</b>	<b>78%</b>		<b>56%</b>	
<b>London</b>	London East	73%	Below	50%	Below
	London North	74%	Below	55%	Below
	London South	74%	Below	57%	Below
	London West	69%	Below	41%	Below
	<b>London Total</b>	<b>72%</b>		<b>51%</b>	
<b>Wales</b>	Dyfed/Powys	85%	Below	61%	Below
	Gwent	92%	Above	65%	Above
	North Wales	86%	Below	64%	Below
	South Wales	95%	Above	64%	Below
	<b>Wales Total</b>	<b>90%</b>		<b>62%</b>	
<b>England &amp; Wales</b>		<b>87%</b>		<b>60%</b>	

## 2. Accredited Programmes - April to June 2004

	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Actual	822	1755	2910									
Profile	1250	2500	3750	5000	6250	7500	8750	10000	11250	12500	13750	15000
Percent	66%	70%	78%									



Year	Target	Completions	Completion rate
2001/02	6,267	3,431	55%
2002/03	12,000	7,716	64%
2003/04	15,000	13,136	88%
2004/05 (Apr-Jun)	3,750	2,910	78%

The detailed data show that:

- The North East region exceeded its regional profiled target by 50%
- 11 individual areas exceeded their profiled target
- 1 area exceeded 90% of their profiled target

The best performing areas were:

- Lincolnshire (228%)
- Northumbria (197%)
- Hertfordshire (133%)
- County Durham (129%)

The most serious under-achievers were:

- Surrey (0%)
- Wiltshire (18%)
- London North (21%)
- North Wales (35%)

The impact of three larger under-achieving metropolitan areas – London, South Yorkshire and West Midlands – pulls down the performance of the whole NPS on this key target. If they are excluded from the data the national performance improves to 89%.

## Accredited Programmes Completions April 2004 - June 2004

<i>Region</i>	<i>Area name</i>	<i>Profiled completion target</i>	<i>Referrals</i>	<i>Orders / Licences made</i>	<i>Actual completions achieved</i>	<i>Percent of completion target</i>	<i>Performance</i>
<b>West Midlands</b>	Staffordshire	71	135	143	51	72%	Below
	Warwickshire	27	65	40	22	81%	Below
	West Mercia	67	211	220	82	123%	Above
	West Midlands	244	573	573	123	50%	Below
	<b>Regional Sub Total</b>	<b>408</b>	<b>984</b>	<b>976</b>	<b>278</b>	<b>68%</b>	
<b>North East</b>	County Durham	51	118	92	66	129%	Above
	Northumbria	128	283	280	253	197%	Above
	Teesside	59	126	95	39	66%	Below
	<b>Regional Sub Total</b>	<b>238</b>	<b>527</b>	<b>467</b>	<b>358</b>	<b>150%</b>	
<b>East</b>	Bedfordshire	35	103	81	34	96%	Near miss
	Cambridgeshire	40	108	98	21	52%	Below
	Essex	89	322	217	100	113%	Above
	Hertfordshire	47	106	81	62	133%	Above
	Norfolk	49	160	112	30	62%	Below
	Suffolk	36	71	53	30	83%	Below
	<b>Regional Sub Total</b>	<b>295</b>	<b>870</b>	<b>642</b>	<b>277</b>	<b>94%</b>	
<b>North West</b>	Cheshire	65	348	130	80	123%	Above
	Cumbria	34	113	83	24	71%	Below
	Greater Manchester	236	919	613	264	112%	Above
	Lancashire	113	417	357	95	84%	Below
	Merseyside	140	147	110	116	83%	Below
	<b>Regional Sub Total</b>	<b>588</b>	<b>1944</b>	<b>1293</b>	<b>579</b>	<b>98%</b>	
<b>East Midlands</b>	Derbyshire	64	258	154	28	44%	Below
	Leicestershire & Rutland	64	257	164	55	86%	Below
	Lincolnshire	39	213	215	88	228%	Above
	Northamptonshire	39	95	89	17	44%	Below
	Nottinghamshire	85	185	217	38	45%	Below
	<b>Regional Sub Total</b>	<b>291</b>	<b>1008</b>	<b>839</b>	<b>226</b>	<b>78%</b>	
<b>Yorkshire &amp; Humberside</b>	Humberside	73	249	243	83	114%	Above
	North Yorkshire	40	93	80	28	70%	Below
	South Yorkshire	117	359	319	61	52%	Below
	West Yorkshire	188	948	824	209	111%	Above
	<b>Regional Sub Total</b>	<b>418</b>	<b>1649</b>	<b>1466</b>	<b>381</b>	<b>91%</b>	
<b>South East</b>	Hampshire	106	319	230	88	83%	Below
	Kent	96	156	122	55	57%	Below
	Surrey	40	60	47	0	0%	Below
	Sussex	77	162	130	49	64%	Below
	Thames Valley	108	264	158	67	62%	Below
	<b>Regional Sub Total</b>	<b>426</b>	<b>961</b>	<b>687</b>	<b>259</b>	<b>61%</b>	
<b>South West</b>	Avon & Somerset	93	349	341	52	56%	Below
	Devon/Cornwall	92	192	216	48	52%	Below
	Dorset	38	168	138	29	77%	Below
	Gloucestershire	32	75	138	24	75%	Below
	Wiltshire	33	36	50	6	18%	Below
	<b>Regional Sub Total</b>	<b>287</b>	<b>820</b>	<b>883</b>	<b>159</b>	<b>55%</b>	
<b>London</b>	London North	125	126	170	26	21%	Below
	London West	127	224	158	56	44%	Below
	London East	139	194	166	64	46%	Below
	London South	176	339	144	67	38%	Below
	<b>Regional Sub Total</b>	<b>567</b>	<b>883</b>	<b>638</b>	<b>213</b>	<b>38%</b>	
<b>Wales</b>	Dyfed/Powys	32	71	71	18	57%	Below
	Gwent	49	115	98	26	53%	Below
	North Wales	46	144	12	16	35%	Below
	South Wales	105	423	304	120	115%	Above
	<b>Regional Sub Total</b>	<b>232</b>	<b>753</b>	<b>485</b>	<b>180</b>	<b>78%</b>	
<b>ENGLAND &amp; WALES</b>		<b>3750</b>	<b>10399</b>	<b>8376</b>	<b>2910</b>	<b>78%</b>	

### 3. Enhanced Community Punishment (ECP) - April to June 2004

ECP monitoring was introduced in October 2003 with a target of 25,000 commencements to be achieved by the end of March 2004. The target was exceeded. In 2004-05 the target was changed, placing the emphasis on completions. Over the first quarter, the profiled target was exceeded:

<b>Year</b>	<b>Target</b>	<b>Completions</b>	<b>Commencements</b>	<b>Percent of target</b>
2003/04	25,000	-	34,681	139%
2004/05 (Apr-Jun)	5,869	7,724	-	132%

Furthermore, the area breakdown shows:

- 34 areas exceeded their target
- Only 9 areas fell short of their target

The best performing areas were:

- Suffolk (339%)
- Leicestershire & Rutland (315%)
- Derbyshire (243%)
- North Yorkshire (242%)
- Surrey (223%)

The most serious under-achievers were:

- London West (41%)
- Greater Manchester (47%)
- London North (53%)
- Devon & Cornwall (57%)
- Avon & Somerset (59%)

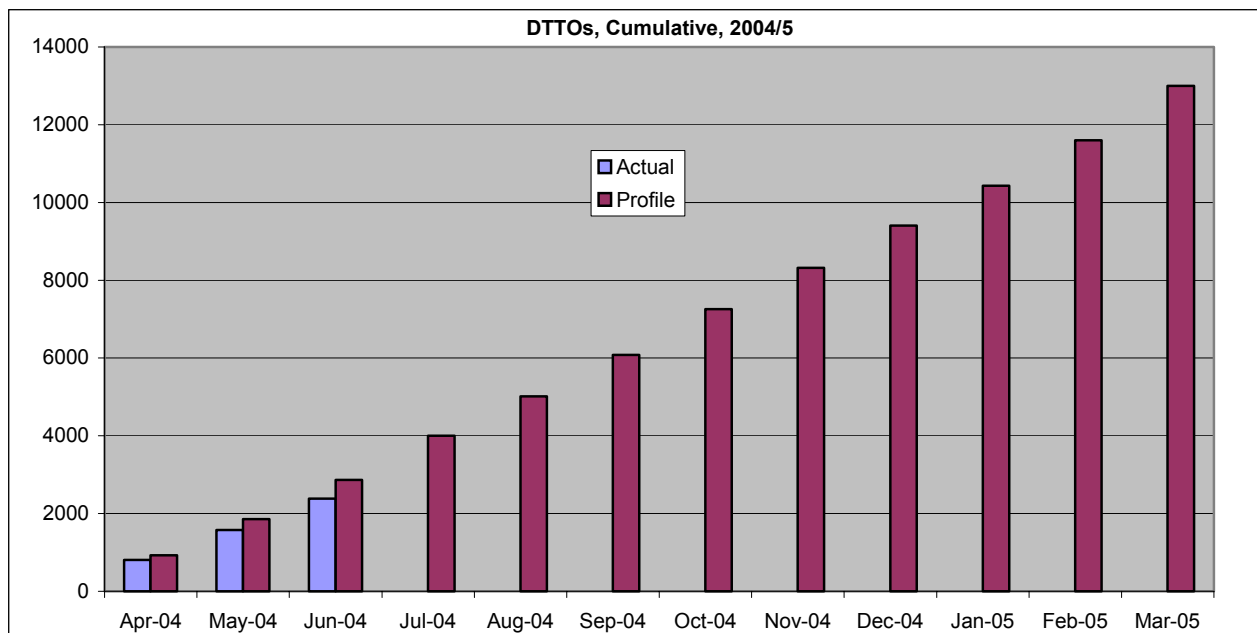
### ECP Completions April 2004 - June 2004

<i>Region</i>	<i>Area name</i>	<i>Profiled Target</i>	<i>Compl etions</i>	<i>Target Achieved</i>	<i>Performance</i>
<b>West Midlands</b>	Staffordshire	111	225	204%	Above
	Warwickshire	43	57	134%	Above
	West Mercia	104	108	104%	Above
	West Midlands	380	557	147%	Above
	<b>Regional Sub-Total</b>	<b>637</b>	<b>947</b>	<b>149%</b>	
<b>North East</b>	County Durham	80	121	151%	Above
	Northumbria	200	200	100%	Above
	Teesside	92	119	130%	Above
	<b>Regional Sub-Total</b>	<b>372</b>	<b>440</b>	<b>118%</b>	
<b>East</b>	Bedfordshire	55	100	181%	Above
	Cambridgeshire	63	135	214%	Above
	Essex	138	200	145%	Above
	Hertfordshire	73	145	199%	Above
	Norfolk	76	118	156%	Above
	Suffolk	56	190	339%	Above
	<b>Regional Sub-Total</b>	<b>461</b>	<b>888</b>	<b>193%</b>	
<b>North West</b>	Cheshire	101	144	142%	Above
	Cumbria	52	74	141%	Above
	Greater Manchester	369	172	47%	Below
	Lancashire	176	162	92%	Near miss
	Merseyside	218	139	64%	Below
	<b>Regional Sub-Total</b>	<b>917</b>	<b>691</b>	<b>75%</b>	
<b>East Midlands</b>	Derbyshire	100	243	243%	Above
	Leicestershire & Rutland	100	315	315%	Above
	Lincolnshire	60	59	98%	Near miss
	Northamptonshire	61	112	185%	Above
	Nottinghamshire	132	210	159%	Above
	<b>Regional Sub-Total</b>	<b>453</b>	<b>939</b>	<b>207%</b>	
<b>Yorkshire &amp; Humberside</b>	Humberside	114	195	171%	Above
	North Yorkshire	62	151	242%	Above
	South Yorkshire	182	237	130%	Above
	West Yorkshire	293	389	133%	Above
	<b>Regional Sub-Total</b>	<b>651</b>	<b>972</b>	<b>149%</b>	
<b>South East</b>	Hampshire	165	300	182%	Above
	Kent	168	373	222%	Above
	Surrey	62	139	223%	Above
	Sussex	120	170	142%	Above
	Thames Valley	168	282	167%	Above
	<b>Regional Sub-Total</b>	<b>684</b>	<b>1264</b>	<b>185%</b>	
<b>South West</b>	Avon & Somerset	144	85	59%	Below
	Devon/Cornwall	143	81	57%	Below
	Dorset	59	88	150%	Above
	Gloucestershire	50	31	62%	Below
	Wiltshire	52	46	89%	Below
	<b>Regional Sub-Total</b>	<b>448</b>	<b>331</b>	<b>74%</b>	
<b>London</b>	London North	195	103	53%	Below
	London West	198	81	41%	Below
	London East	216	359	166%	Above
	London South	274	208	76%	Below
	<b>London Sub Total</b>	<b>884</b>	<b>751</b>	<b>85%</b>	
<b>Wales</b>	Dyfed/Powys	50	62	125%	Above
	Gwent	77	99	129%	Above
	North Wales	72	122	170%	Above
	South Wales	163	218	134%	Above
	<b>Regional Sub-Total</b>	<b>362</b>	<b>501</b>	<b>139%</b>	
<b>England &amp; Wales Total</b>		<b>5869</b>	<b>7724</b>	<b>132%</b>	

#### 4. DTTOs – April to June 2004

##### Commencements

	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Actual	812	1578	2388									
Profile	926	1856	2861	4003	5017	6078	7259	8320	9405	10432	11596	13000
Percent	88%	85%	83%									



Year	Target	Commencements	Percent of target
2001/02	6,000	4,842	81%
2002/03	6,000	6,140	102%
2003/04	9,000	8,519	95%
2004/05 (Apr-Jun)	2,861	2,388	83%

The area breakdown shows that:

- 10 individual areas exceeded their profiled target.
- 5 were within 10% of meeting the target
- 30 individual areas were below target

Several areas exceeded their targets very positively:

- Northamptonshire (132%)
- Warwickshire (120%)
- North Yorkshire (118%)
- Thames Valley (118%)

The most serious under-achievers were:

- Hampshire (43%)
- Cambridgeshire (45%)
- Essex (47%)
- North Wales (48%)

##### Completion Rate

A target for the completion rate of DTTOs was set for the first time in 2004-05. The target is for areas to have at least 35% of their DTTOs completing successfully. The first quarter of 2004-05

shows that, nationally, the NPS is performing just below target at 33%. The area breakdown is shown below:

**DTTOs Commenced April 2004 - June 2004**

<b>Region</b>	<b>Area name</b>	<b>Profiled target</b>	<b>Starts</b>	<b>Target Achieved</b>	<b>Performance</b>
<b>West Midlands</b>	Staffordshire	54	46	85%	Below
	Warwickshire	21	25	120%	Above
	West Mercia	51	48	94%	Near miss
	West Midlands	186	165	89%	Below
	<b>Regional Sub Total</b>	<b>312</b>	<b>284</b>	<b>91%</b>	
<b>North East</b>	County Durham	39	24	61%	Below
	Northumbria	98	84	86%	Below
	Teesside	45	37	83%	Below
	<b>Regional Sub Total</b>	<b>182</b>	<b>145</b>	<b>80%</b>	
<b>East</b>	Bedfordshire	27	30	111%	Above
	Cambridgeshire	31	14	45%	Below
	Essex	68	32	47%	Below
	Hertfordshire	36	28	79%	Below
	Norfolk	37	34	92%	Near miss
	Suffolk	27	17	62%	Below
	<b>Regional Sub Total</b>	<b>225</b>	<b>155</b>	<b>69%</b>	
<b>North West</b>	Cheshire	50	34	69%	Below
	Cumbria	26	19	74%	Below
	Greater Manchester	180	178	99%	Near miss
	Lancashire	86	94	109%	Above
	Merseyside	107	98	92%	Near miss
	<b>Regional Sub Total</b>	<b>449</b>	<b>423</b>	<b>94%</b>	
<b>East Midlands</b>	Derbyshire	49	36	74%	Below
	Leicestershire & Rutland	49	55	112%	Above
	Lincolnshire	29	26	88%	Below
	Northamptonshire	30	39	132%	Above
	Nottinghamshire	65	41	63%	Below
	<b>Regional Sub Total</b>	<b>222</b>	<b>197</b>	<b>89%</b>	
<b>Yorkshire &amp; Humberside</b>	Humberside	56	39	70%	Below
	North Yorkshire	31	36	118%	Above
	South Yorkshire	89	76	85%	Below
	West Yorkshire	143	137	96%	Near miss
	<b>Regional Sub Total</b>	<b>319</b>	<b>288</b>	<b>90%</b>	
<b>South East</b>	Hampshire	81	35	43%	Below
	Kent	73	42	57%	Below
	Surrey	31	20	66%	Below
	Sussex	59	64	109%	Above
	Thames Valley	82	97	118%	Above
<b>Regional Sub Total</b>	<b>325</b>	<b>258</b>	<b>79%</b>		
<b>South West</b>	Avon & Somerset	71	49	69%	Below
	Devon/Cornwall	70	39	56%	Below
	Dorset	29	30	105%	Above
	Gloucestershire	24	16	66%	Below
	Wiltshire	25	16	63%	Below
	<b>Regional Sub Total</b>	<b>219</b>	<b>150</b>	<b>68%</b>	
<b>London</b>	London North	108	113	105%	Above
	London West	107	86	80%	Below
	London East	102	75	73%	Below
	London South	115	95	83%	Below
	<b>Regional Sub Total</b>	<b>432</b>	<b>369</b>	<b>85%</b>	
<b>Wales</b>	Dyfed/Powys	24	13	54%	Below
	Gwent	38	32	85%	Below
	North Wales	35	17	48%	Below
	South Wales	80	57	71%	Below
	<b>Regional Sub Total</b>	<b>177</b>	<b>119</b>	<b>67%</b>	
<b>ENGLAND &amp; WALES</b>		<b>2861</b>	<b>2388</b>	<b>83%</b>	

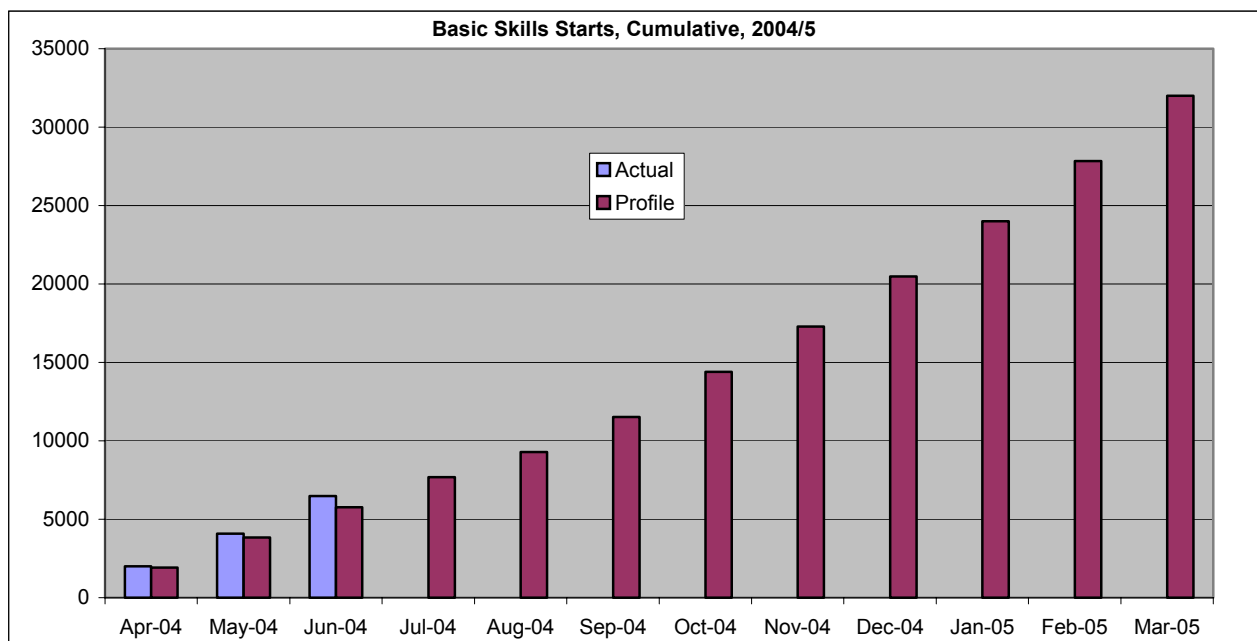
## DTTOs Completion Rate April 2004 - June 2004

<i>Region</i>	<i>Area name</i>	<i>Target Achieved</i>	<i>Performance</i>
<b>West Midlands</b>	Staffordshire	15%	Below
	Warwickshire	29%	Below
	West Mercia	31%	Near miss
	West Midlands	42%	Above
	<b>West Midlands Region</b>	34%	Near miss
<b>North East</b>	County Durham	28%	Below
	Northumbria	49%	Above
	Teesside	31%	Near miss
	<b>North East Region</b>	39%	Above
<b>East</b>	Bedfordshire	53%	Above
	Cambridgeshire	56%	Above
	Essex	13%	Below
	Hertfordshire	25%	Below
	Norfolk	30%	Near miss
	Suffolk	35%	Above
	<b>East Region</b>	33%	Near miss
<b>North West</b>	Cheshire	11%	Below
	Cumbria	54%	Above
	Greater Manchester	30%	Near miss
	Lancashire	48%	Above
	Merseyside	35%	Above
	<b>North West Region</b>	34%	Near miss
<b>East Midlands</b>	Derbyshire	46%	Above
	Leicestershire & Rutland	48%	Above
	Lincolnshire	38%	Above
	Northamptonshire	18%	Below
	Nottinghamshire	28%	Below
	<b>East Midlands Region</b>	36%	Above
<b>Yorkshire &amp; Humberside</b>	Humberside	22%	Below
	North Yorkshire	19%	Below
	South Yorkshire	18%	Below
	West Yorkshire	17%	Below
	<b>Yorkshire &amp; Humberside Region</b>	18%	Below
<b>South East</b>	Hampshire	22%	Below
	Kent	28%	Below
	Surrey	21%	Below
	Sussex	33%	Near miss
	Thames Valley	22%	Below
	<b>South East Region</b>	25%	Below
<b>South West</b>	Avon & Somerset	15%	Below
	Devon & Cornwall	32%	Near miss
	Dorset	39%	Above
	Gloucestershire	67%	Above
	Wiltshire	17%	Below
	<b>South West Region</b>	28%	Below
<b>London</b>	London East	29%	Below
	London North	35%	Above
	London South	54%	Above
	London West	34%	Near miss
	<b>London Region</b>	40%	Above
<b>Wales</b>	Dyfed/Powys	40%	Above
	Gwent	50%	Above
	North Wales	31%	Near miss
	South Wales	45%	Above
	<b>Wales Region</b>	43%	Above
<b>ENGLAND &amp; WALES</b>		32%	Near miss

## 5. Basic Skills - April to June 2004

### Basic Skills Starts

	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Actual	2004	4078	6478									
Profile	1920	3840	5760	7680	9280	11520	14400	17280	20480	24000	27840	32000
Percent	104%	106%	112%									



Over the first quarter of 2004-05, performance has exceeded the profiled target each month.

Year	Target	Commencements	Percent of target
2002/03	6,000	5,983	100%
2003/04	16,000	14,971	94%
2004/05 (Apr-Jun)	5,760	6,478	112%

The area breakdown shows that:

- 25 areas exceeded their target
- A further 4 areas achieved over 90% of their target

The best performing areas were:

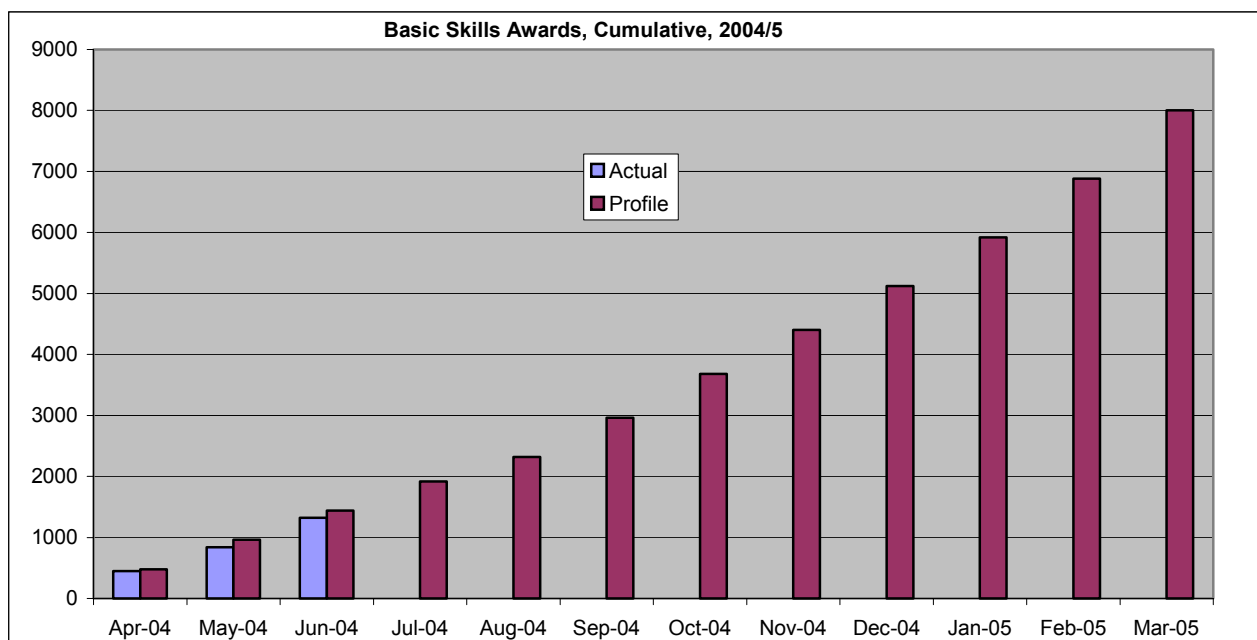
- Lincolnshire (408%)
- Humberside (278%)
- Dorset (278%)
- Wiltshire (273%)
- Merseyside (201%)

The most serious under-achievers were:

- Cambridgeshire (29%)
- London East (30%)
- Essex (32%)
- South Wales (32%)
- London West (39%)

## Basic Skills Awards

	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05
Actual	445	840	1321									
Profile	480	960	1440	1920	2320	2960	3680	4400	5120	5920	6880	8000
Percent	93%	88%	92%									



Performance over the first quarter of 2004-05 has remained just below target each month.

Year	Target	Awards	Percent of target
2002/03	1,000	848	85%
2003/04	4,000	2,815	70%
2004/05 (Apr-Jun)	1,440	1,321	92%

However, the area breakdown shows large variations with a number of areas exceeding their target, some quite substantially. In total:

- 20 areas exceeded their target
- One area achieved over 90% of their target

The best performing areas were:

- Humberside (154%)
- Lincolnshire (151%)
- Sussex (134%)
- Cheshire (132%)
- Surrey (129%)

The most serious under-achievers were:

- Gwent (0%)
- Cambridgeshire (6%)
- Northamptonshire (13%)
- London East (24%)
- West Yorkshire (28%)

### Basic Skills, April 2004 - June 2004

Region	Area	Profiled Starts Target	Starts	% Profiled Target Achieved	Performance against starts	Profiled Awards Target	Awards	% Profiled Target Achieved	Performance against awards
<b>West Midlands</b>	Staffordshire	109	96	88%	Below	27	31	114%	Above
	Warwickshire	42	53	127%	Above	10	7	67%	Below
	West Mercia	103	74	72%	Below	26	22	86%	Below
	West Midlands	374	218	58%	Below	94	32	34%	Below
	<b>Regional Sub Total</b>	<b>627</b>	<b>441</b>	<b>70%</b>		<b>157</b>	<b>92</b>	<b>59%</b>	
<b>North East</b>	County Durham	79	143	181%	Above	20	33	167%	Above
	Northumbria	197	338	171%	Above	49	30	61%	Below
	Teesside	90	133	147%	Above	23	35	155%	Above
	<b>Regional Sub Total</b>	<b>366</b>	<b>614</b>	<b>168%</b>		<b>92</b>	<b>98</b>	<b>107%</b>	
<b>East</b>	Bedfordshire	54	45	83%	Below	14	11	81%	Below
	Cambridgeshire	62	18	29%	Below	15	1	6%	Below
	Essex	136	44	32%	Below	34	20	59%	Below
	Hertfordshire	72	48	67%	Below	18	16	89%	Below
	Norfolk	75	97	130%	Above	19	31	166%	Above
	Suffolk	55	52	94%	Near miss	14	14	101%	Above
	<b>Regional Sub Total</b>	<b>454</b>	<b>304</b>	<b>67%</b>		<b>113</b>	<b>93</b>	<b>82%</b>	
<b>North West</b>	Cheshire	100	152	152%	Above	25	51	205%	Above
	Cumbria	52	23	45%	Below	13	11	85%	Below
	Greater Manchester	363	475	131%	Above	91	101	111%	Above
	Lancashire	174	302	174%	Above	43	18	41%	Below
	Merseyside	215	432	201%	Above	54	76	142%	Above
	<b>Regional Sub Total</b>	<b>903</b>	<b>1384</b>	<b>153%</b>		<b>226</b>	<b>257</b>	<b>114%</b>	
<b>East Midlands</b>	Derbyshire	99	137	139%	Above	25	16	65%	Below
	Leicestershire & Rutland	98	128	130%	Above	25	20	81%	Below
	Lincolnshire	59	242	408%	Above	15	42	283%	Above
	Northamptonshire	60	54	91%	Near miss	15	2	13%	Below
	Nottinghamshire	130	158	121%	Above	33	22	67%	Below
	<b>Regional Sub Total</b>	<b>446</b>	<b>719</b>	<b>161%</b>		<b>112</b>	<b>102</b>	<b>91%</b>	
<b>Yorkshire &amp; Humberside</b>	Humberside	112	311	278%	Above	28	141	504%	Above
	North Yorkshire	61	72	117%	Above	15	17	111%	Above
	South Yorkshire	180	141	78%	Below	45	25	56%	Below
	West Yorkshire	288	470	163%	Above	72	20	28%	Below
	<b>Regional Sub Total</b>	<b>641</b>	<b>994</b>	<b>155%</b>		<b>160</b>	<b>203</b>	<b>127%</b>	
<b>South East</b>	Hampshire	162	249	153%	Above	41	48	118%	Above
	Kent	147	93	63%	Below	37	48	130%	Above
	Surrey	61	107	174%	Above	15	30	195%	Above
	Sussex	118	163	138%	Above	29	66	224%	Above
	Thames Valley	166	188	113%	Above	41	47	113%	Above
	<b>Regional Sub Total</b>	<b>655</b>	<b>800</b>	<b>122%</b>		<b>164</b>	<b>239</b>	<b>146%</b>	
<b>South West</b>	Avon & Somerset	142	156	110%	Above	36	13	37%	Below
	Devon/Cornwall	141	162	115%	Above	35	18	51%	Below
	Dorset	58	160	278%	Above	14	27	187%	Above
	Gloucestershire	49	67	136%	Above	12	23	187%	Above
	Wiltshire	51	139	273%	Above	13	13	102%	Above
	<b>Regional Sub Total</b>	<b>441</b>	<b>684</b>	<b>155%</b>		<b>110</b>	<b>94</b>	<b>85%</b>	
<b>London</b>	London North	192	80	42%	Below	48	20	42%	Below
	London West	195	75	39%	Below	49	19	39%	Below
	London East	213	64	30%	Below	53	13	24%	Below
	London South	270	108	40%	Below	68	22	33%	Below
	<b>London Sub Total</b>	<b>870</b>	<b>327</b>	<b>38%</b>		<b>218</b>	<b>74</b>	<b>34%</b>	
<b>Wales</b>	Dyfed/Powys	49	22	45%	Below	12	11	90%	Near miss
	Gwent	76	68	90%	Near miss	19	0	0%	Below
	North Wales	71	69	98%	Near miss	18	31	176%	Above
	South Wales	161	52	32%	Below	40	27	67%	Below
	<b>Regional Sub Total</b>	<b>356</b>	<b>211</b>	<b>59%</b>		<b>89</b>	<b>69</b>	<b>78%</b>	
<b>ENGLAND &amp; WALES</b>		<b>5760</b>	<b>6478</b>	<b>112%</b>		<b>1440</b>	<b>1321</b>	<b>92%</b>	

## 6. Race and Ethnic Monitoring

### Home Secretary's Race Equality Targets – Monitoring at March 2003

At the end of December 2000, 9.8% of probation staff were from minority ethnic backgrounds (see regional breakdown below) compared with a target of 8.4% set for 2009. Probation Statistics published for the year ending March 2003 (the latest available) show that overall the representation of minority ethnic groups in NPS staff for England and Wales, was 11.3% against 9% in the Labour Force Survey 2001 (LFS).

**All of the regional targets have already been met across the NPS with some significant improvements since 2000. Some additional achievements have been made:**

- The first minority ethnic chief officer was appointed in 2001.
- There are 6 minority ethnic board chairs. (None of the previous 54 committee chairs was.)
- There are presently 84 minority ethnic board members (there were only a handful previously on probation committees).
- There are particularly encouraging trends in specific probation areas. Bedfordshire, Greater Manchester, Leicestershire & Rutland, London, Merseyside, Nottinghamshire, South Yorkshire, Warwickshire, West Midlands & West Yorkshire all indicate that over 10% of their staff are from minority ethnic groups. As these are local areas with significant clusters of people from minority ethnic communities, it reflects a Service that is increasingly representative of the communities it seeks to serve.
- ACO/Area Manager grades have seen a small rise from 13 at the end of 2001 to 15 at the end of March 2003. A scheme to provide for development needs such as mentoring and coaching is being implemented to identify and develop talented minority ethnic staff.
- 9.2% of senior probation officers (middle managers) are from minority ethnic groups. This has increased from 8.6% in 2001 and exceeds the March 2009 target of 6.5%.
- Overall the March 2003 figures show the proportion of minority ethnic main grade probation officers at 12.1%.
- Each of the 42 probation boards published a Race Equality Scheme by 31st May 2002. The Actions Plans within each of these Schemes will help to ensure that the NPS, as an organisation, fulfils its duties under the Race Relations (Amendment) Act 2000 and promotes race equality and equality of opportunity for all staff.
- Implementation of race and ethnic monitoring according to the Census 2001 16+1 categorisation.
- More focussed approaches to work with racially motivated offenders are being developed. Interventions are being tailored to minority ethnic offenders and community safety work with minority ethnic groups is being reviewed.

The table below shows performance against regional targets as at December 2000 and March 2003 along with the 2009 targets.

<b>Region</b>	<b>Target set</b>	<b>2000 Achieved</b>	<b>2003 Achieved</b>	<b>Above/Below Target</b>
<b>West Midlands</b>	11.6	13.3	18.0	<b>Above</b>
<b>North East</b>	1.4	1.7	4.0	<b>Above</b>
<b>East</b>	4.9	4.9	6.1	<b>Above</b>
<b>North West</b>	5.4	6.1	8.4	<b>Above</b>
<b>East Midlands</b>	7.2	8.6	10.2	<b>Above</b>
<b>Yorks &amp; Humber</b>	5.1	8.4	9.7	<b>Above</b>
<b>South East</b>	3.6	4	5.0	<b>Above</b>
<b>South West</b>	2.6	3.3	3.6	<b>Above</b>
<b>London</b>	26.5	30.2	26.6	<b>Above</b>
<b>Wales</b>	1.7	2.3	3.9	<b>Above</b>
<b>England &amp; Wales</b>	<b>8.4</b>	<b>9.8</b>	<b>11.3</b>	<b>Above</b>

### **Missing Data**

The table below shows the proportion of new orders and licences that did not have a correctly entered race and ethnic classification (i.e. the 16+1 census classification that became mandatory in April 2003). Any codes that do not match the 16+1 classification are regarded as missing. This data will be monitored routinely on a quarterly basis and may be included in the weighted scorecard in 2005-06.

Region/Area	Court orders					Licences					
	Total commencing	Ethnic code missing	% with missing code	Refusals	% refusals	Total commencing	Ethnic code missing	% with missing code	Refusals	% refusals	
<b>West Midlands</b>											
Staffordshire	842	17	2.0	1	0.1	227	2	0.9	0	0.0	
Warwickshire	337	10	3.0	0	0.0	89	6	6.7	0	0.0	
West Mercia	646	16	2.5	0	0.0	349	20	5.7	0	0.0	
West Midlands	2,658	82	3.1	3	0.1	1758	68	3.9	1	0.1	
<b>North East</b>											
Durham	495	1	0.2	0	0.0	120	0	0.0	0	0.0	
Northumbria	1,233	15	1.2	1	0.1	244	8	3.3	0	0.0	
Teesside	706	2	0.3	0	0.0	170	0	0.0	0	0.0	
<b>East of England</b>											
Bedfordshire	392	61	15.6	2	0.5	111	29	26.1	1	0.9	
Cambridgeshire	463	91	19.7	4	0.9	155	34	21.9	0	0.0	
Essex	856	33	3.9	1	0.1	236	20	8.5	1	0.4	
Hertfordshire	574	41	7.1	3	0.5	145	10	6.9	1	0.7	
Norfolk	521	23	4.4	0	0.0	140	4	2.9	0	0.0	
Suffolk	447	26	5.8	4	0.9	90	5	5.6	1	1.1	
<b>North West</b>											
Cheshire	569	4	0.7	2	0.4	174	5	2.9	1	0.6	
Cumbria	452	37	8.2	1	0.2	170	8	4.7	0	0.0	
Lancashire	1,160	200	17.2	0	0.0	322	45	14.0	0	0.0	
Greater Manchester	2,606	117	4.5	26	1.0	1144	95	8.3	16	1.4	
Merseyside	1,287	28	2.2	2	0.2	446	18	4.0	0	0.0	
<b>East Midlands</b>											
Derbyshire	751	22	2.9	5	0.7	226	14	6.2	0	0.0	
Leicestershire	732	6	0.8	1	0.1	199	15	7.5	1	0.5	
Lincolnshire	456	8	1.8	0	0.0	100	17	17.0	0	0.0	
Northamptonshire	396	18	4.5	1	0.3	150	1	0.7	1	0.7	
Nottinghamshire	1,101	187	17.0	8	0.7	316	56	17.7	3	0.9	
<b>Yorkshire &amp; Humberside</b>											
Humberside	760	24	3.2	2	0.3	319	58	18.2	2	0.6	
North Yorkshire	520	1	0.2	0	0.0	128	4	3.1	0	0.0	
South Yorkshire	1,332	24	1.8	2	0.2	413	13	3.1	2	0.5	
West Yorkshire	2,294	15	0.7	20	0.9	626	17	2.7	33	5.3	
<b>South East</b>											
Hampshire	1,341	9	0.7	4	0.3	268	22	8.2	4	1.5	
Kent	907	0	0.0	3	0.3	470	0	0.0	34	7.2	
Surrey	407	126	31.0	1	0.2	96	42	43.8	0	0.0	
Sussex	833	68	8.2	6	0.7	226	58	25.7	2	0.9	
Thames Valley	961	52	5.4	7	0.7	196	12	6.1	2	1.0	
<b>South West</b>											
Avon & Somerset	731	16	2.2	3	0.4	202	36	17.8	2	1.0	
Devon & Cornwall	706	22	3.1	4	0.6	186	10	5.4	2	1.1	
Dorset	316	29	9.2	1	0.3	114	25	21.9	1	0.9	
Gloucestershire	311	34	10.9	0	0.0	90	8	8.9	0	0.0	
Wiltshire	344	15	4.4	3	0.9	59	1	1.7	0	0.0	
<b>London</b>											
Inner London	1,239	401	32.4	18	1.5	386	152	39.4	1	0.3	
Outer London	2,424	887	36.6	14	0.6	855	420	49.1	5	0.6	
<b>Wales</b>											
Dyfed-Powys	320	171	53.4	0	0.0	54	30	55.6	0	0.0	
Gwent	489	97	19.8	0	0.0	123	24	19.5	0	0.0	
North Wales	439	31	7.1	2	0.5	135	18	13.3	1	0.7	
South Wales	1,156	24	2.1	2	0.2	373	36	9.7	1	0.3	
<b>Total</b>	<b>37510</b>	<b>3091</b>	<b>8.2</b>	<b>153</b>	<b>0.4</b>	<b>12400</b>	<b>1466</b>	<b>11.8</b>	<b>118</b>	<b>1.0</b>	
Total excl. London	33847	1803	5.3	121	0.4	11159	894	8.0	112	1.0	

## 7. Sickness Absence - April to June 2004

From 1st July 2001, local areas were required to monitor sickness absence using a standard format and provide quarterly monitoring returns to the NPD. Reporting was increased to monthly in July 2002.

The target for 2002-03 was 10 days or fewer sickness absences per employee. This was reduced to an average of 9 days per employee for 2003-04.

Many areas already have good systems for monitoring and managing absence and such good practice is being shared across the national HR network.

This includes:

- A 'Case Management' approach to tackling long term absence.
- Monthly statistical feedback to line managers.
- Return to work interviews.
- Probation Board reports.
- Automatic referral to occupational health.
- Healthy Roadshows.
- Stress counselling/health care services.
- Constant chasing.

The national headline figure for 2003/04 was 12.3 days, up from 11.9 in 2002/03. There has been some improvement in the first quarter of 2004-05 with on average 11.3 days lost due to staff sickness. The average number of days' absence per employee is split by long and short-term sickness to highlight the variation in performance between areas.

Eight areas are currently achieving the target by having fewer than 9 days sickness per employee per year, with a further 3 areas achieving the old target by having fewer than 10 days.

The best performing areas were:

- Derbyshire (6.1 days)
- Bedfordshire (6.5 days)
- North Yorkshire (6.6 days)
- Sussex (7.8 days)
- West Yorkshire (7.9 days)

The most serious under-achievers were:

- London West (19.6 days)
- London North (18.5 days)
- London East (16.8 days)
- North Wales (16.8 days)
- London South (15.4 days)

Details of area and regional performance are shown on the next page.

### Sickness Absence, April 2004 - June 2004

Region	Area	Short term sickness	Long term sickness	DDA - related sickness	Total days lost	Total staff years	Ave days Short term	Ave days Long term	Ave days DDA - related	Average days absence	Performance (target = 9 days)
West Midlands	Staffordshire	513	441	0	954	96	5.3	4.6	0.0	9.9	Near miss
	Warwickshire	185	276	102	563	44	4.2	6.2	2.3	12.7	Above
West Midlands	West Mercia	410	502	16	928	89	4.6	5.6	0.2	10.4	Above
	West Midlands	1821	1673	0	3494	303	6.0	5.5	0.0	11.5	Above
	<b>Regional Sub Total</b>	<b>2929</b>	<b>2891</b>	<b>118</b>	<b>5939</b>	<b>533</b>	<b>5.5</b>	<b>5.4</b>	<b>0.2</b>	<b>11.1</b>	
North East	County Durham	224	521	0	746	65	3.4	8.0	0.0	11.4	Above
	Northumbria	628	1202	0	1830	151	4.2	7.9	0.0	12.1	Above
	Teesside	452	595	39	1086	77	5.9	7.8	0.5	14.2	Above
	<b>Regional Sub Total</b>	<b>1305</b>	<b>2318</b>	<b>39</b>	<b>3662</b>	<b>293</b>	<b>4.5</b>	<b>7.9</b>	<b>0.1</b>	<b>12.5</b>	
East	Bedfordshire	226	152	0	378	58	3.9	2.6	0.0	6.5	Below
	Cambridgeshire	228	230	73	531	53	4.3	4.3	1.4	10.0	Near miss
	Essex	605	598	0	1203	103	5.9	5.8	0.0	11.6	Above
	Hertfordshire	253	325	64	642	60	4.2	5.4	1.1	10.7	Above
	Norfolk	253	264	25	542	66	3.8	4.0	0.4	8.2	Below
	Suffolk	299	307	0	606	50	6.0	6.2	0.0	12.2	Above
	<b>Regional Sub Total</b>	<b>1863</b>	<b>1876</b>	<b>162</b>	<b>3901</b>	<b>390</b>	<b>4.8</b>	<b>4.8</b>	<b>0.4</b>	<b>10.0</b>	
North West	Cheshire	281	609	32	922	88	3.2	6.9	0.4	10.5	Above
	Cumbria	201	112	158	471	38	5.4	3.0	4.2	12.6	Above
	Greater Manchester	1414	2257	0	3671	307	4.6	7.4	0.0	12.0	Above
	Lancashire	763	800	62	1624	152	5.0	5.3	0.4	10.7	Above
	Merseyside	591	1867	162	2621	185	3.2	10.1	0.9	14.2	Above
		<b>Regional Sub Total</b>	<b>3250</b>	<b>5645</b>	<b>414</b>	<b>9309</b>	<b>769</b>	<b>4.2</b>	<b>7.3</b>	<b>0.5</b>	<b>12.1</b>
East Midlands	Derbyshire	365	154	1	520	85	4.3	1.8	0.0	6.1	Below
	Leicestershire & Rutland	658	540	0	1198	114	5.8	4.7	0.0	10.5	Above
	Lincolnshire	442	106	118	666	55	8.0	1.9	2.1	12.0	Above
	Northamptonshire	3424	3501	0	6925	672	5.1	5.2	0.0	10.3	Above
	Nottinghamshire	196	1067	169	1432	134	1.5	8.0	1.3	10.7	Above
	<b>Regional Sub Total</b>	<b>5084</b>	<b>5368</b>	<b>288</b>	<b>10740</b>	<b>1060</b>	<b>4.8</b>	<b>5.1</b>	<b>0.3</b>	<b>10.1</b>	
Yorkshire & Humberside	Humberside	644	589	48	1281	107	6.0	5.5	0.4	12.0	Above
	North Yorkshire	208	170	0	378	58	3.6	3.0	0.0	6.6	Below
	South Yorkshire	688	775	276	1739	164	4.2	4.7	1.7	10.6	Above
	West Yorkshire	893	1390	0	2283	288	3.1	4.8	0.0	7.9	Below
	<b>Regional Sub Total</b>	<b>2433</b>	<b>2924</b>	<b>324</b>	<b>5680</b>	<b>617</b>	<b>3.9</b>	<b>4.7</b>	<b>0.5</b>	<b>9.2</b>	
South East	Hampshire	590	484	0	1074	126	4.7	3.8	0.0	8.5	Below
	Kent	421	1037	3	1461	113	3.7	9.1	0.0	12.9	Above
	Surrey	271	199	25	495	59	4.6	3.4	0.4	8.4	Below
	Sussex	424	185	65	674	87	4.9	2.1	0.7	7.8	Below
	Thames Valley	985	795	0	1780	148	6.7	5.4	0.0	12.0	Above
	<b>Regional Sub Total</b>	<b>2690</b>	<b>2700</b>	<b>93</b>	<b>5483</b>	<b>533</b>	<b>5.0</b>	<b>5.1</b>	<b>0.2</b>	<b>10.3</b>	
South West	Avon & Somerset	993	494	0	1487	130	7.6	3.8	0.0	11.4	Above
	Devon & Cornwall	406	774	0	1180	110	3.7	7.0	0.0	10.7	Above
	Dorset	218	179	0	397	46	4.7	3.9	0.0	8.6	Below
	Gloucestershire	171	200	0	371	39	4.4	5.1	0.0	9.5	Near miss
	Wiltshire	113	197	0	310	35	3.2	5.7	0.0	8.9	Below
		<b>Regional Sub Total</b>	<b>1900</b>	<b>1844</b>	<b>0</b>	<b>3744</b>	<b>360</b>	<b>5.3</b>	<b>5.1</b>	<b>0.0</b>	<b>10.4</b>
London	London East	884	678	22	1584	94	9.4	7.2	0.2	16.8	Above
	London North	1113	712	1	1825	99	11.3	7.2	0.0	18.5	Above
	London South	1012	912	2	1926	126	8.1	7.3	0.0	15.3	Above
	London West	1036	868	52	1957	100	10.4	8.7	0.5	19.6	Above
	London Central	1478	995	0	2472	217	6.8	4.6	0.0	11.4	Above
	<b>London Sub Total</b>	<b>5522</b>	<b>4165</b>	<b>77</b>	<b>9764</b>	<b>635</b>	<b>8.7</b>	<b>6.6</b>	<b>0.1</b>	<b>15.4</b>	
Wales	Dyfed-Powys	199	195	20	414	35	5.6	5.5	0.6	11.7	Above
	Gwent	354	269	0	623	57	6.3	4.8	0.0	11.0	Above
	North Wales	329	637	0	966	58	5.7	11.1	0.0	16.8	Above
	South Wales	554	1241	0	1795	132	4.2	9.4	0.0	13.6	Above
	<b>Regional Sub Total</b>	<b>1436</b>	<b>2341</b>	<b>20</b>	<b>3797</b>	<b>282</b>	<b>5.1</b>	<b>8.3</b>	<b>0.1</b>	<b>13.5</b>	
<b>ENGLAND &amp; WALES</b>		<b>28413</b>	<b>32072</b>	<b>1535</b>	<b>62020</b>	<b>5473</b>	<b>5.2</b>	<b>5.9</b>	<b>0.3</b>	<b>11.3</b>	

## 8. Victim Contact – April 2003 to March 2004

'Bold Steps' makes it clear that the National Probation Service delivers services to victims as well as offenders. The importance of this area of practice is reflected in Stretch Objective 6, namely "providing a quality service to the victims of serious sexual and other violent crime".

Period covered	Number of named victims	Number of victims contacted	Percentage of victims contacted
April-01 to March-02	15,041	9,523	63%
April-02 to March-03	15,904	12,949	81%
Apr-03 to Mar-04	15,647	14,276	91%

The National Standard for victim contact work is that probation areas should offer face-to-face contact between the victim (or family) and a member of the probation service (or agent) within 8 weeks of the offender being sentenced. The NPS target is to make initial contact within that timescale in 85% of all eligible cases. This was exceeded in 2003/04.

Further analysis of the figures shows that:

- 38 areas met or exceeded the 85% target and are classed as green
- 1 area made contact within 5% of the target and are amber
- Only 3 areas fell more than 5% short of the target

These areas hit 100%:

- Dorset
- Dyfed-Powys
- Leicestershire & Rutland

The areas failing to achieve the target were:

- Norfolk (68%)
- Kent (74%)
- London (77%)
- West Mercia (83%)

**Victim Contact**  
All Cases, April 2003 - March 2004

Region	Area	Number of named victims	No. contacted within 8 weeks	Target achieved	Performance
<b>West Midlands</b>	Staffordshire	355	348	98%	On or Above
	Warwickshire	180	156	87%	On or Above
	West Mercia	259	215	83%	Near miss
	West Midlands	1162	1113	96%	On or Above
	<b>West Midlands Total</b>	<b>1956</b>	<b>1832</b>	<b>94%</b>	
<b>North East</b>	Northumbria	406	396	98%	On or Above
	Teesside	347	341	98%	On or Above
	County Durham	92	91	99%	On or Above
	<b>North East Total</b>	<b>845</b>	<b>828</b>	<b>98%</b>	
<b>East</b>	Bedfordshire	270	248	92%	On or Above
	Cambridgeshire	160	150	94%	On or Above
	Essex	281	255	91%	On or Above
	Hertfordshire	187	174	93%	On or Above
	Norfolk	196	134	68%	Below
	Suffolk	102	90	88%	On or Above
	<b>East Total</b>	<b>1196</b>	<b>1051</b>	<b>88%</b>	
<b>North West</b>	Cheshire	327	307	94%	On or Above
	Cumbria	105	94	90%	On or Above
	Lancashire	541	502	93%	On or Above
	Merseyside	555	538	97%	On or Above
	Greater Manchester	1169	1052	90%	On or Above
	<b>North West Total</b>	<b>2697</b>	<b>2493</b>	<b>92%</b>	
<b>East Midlands</b>	Derbyshire	464	444	96%	On or Above
	Leicestershire & Rutland	292	291	100%	On or Above
	Lincolnshire	168	160	95%	On or Above
	Northamptonshire	186	183	98%	On or Above
	Nottinghamshire	461	451	98%	On or Above
	<b>East Midlands Total</b>	<b>1571</b>	<b>1529</b>	<b>97%</b>	
<b>Yorkshire &amp; Humberside</b>	Humberside	308	290	94%	On or Above
	North Yorkshire	157	152	97%	On or Above
	South Yorkshire	618	547	89%	On or Above
	West Yorkshire	893	851	95%	On or Above
	<b>Yorkshire &amp; Humberside Total</b>	<b>1976</b>	<b>1840</b>	<b>93%</b>	
<b>South East</b>	Hampshire	395	354	90%	On or Above
	Kent	322	238	74%	Below
	Surrey	98	93	95%	On or Above
	Sussex	384	359	93%	On or Above
	Thames Valley	453	432	95%	On or Above
	<b>South East Total</b>	<b>1652</b>	<b>1476</b>	<b>89%</b>	
<b>South West</b>	Avon & Somerset	391	368	94%	On or Above
	Dorset	90	90	100%	On or Above
	Gloucestershire	116	100	86%	On or Above
	Wiltshire	113	111	98%	On or Above
	Devon/Cornwall	351	339	97%	On or Above
	<b>South West Total</b>	<b>1061</b>	<b>1008</b>	<b>95%</b>	
	<b>London Total</b>	<b>1937</b>	<b>1500</b>	<b>77%</b>	Below
<b>Wales</b>	Gwent	163	162	99%	On or Above
	North Wales	147	140	95%	On or Above
	South Wales	440	411	93%	On or Above
	Dyfed/Powys	6	6	100%	On or Above
	<b>Wales Total</b>	<b>756</b>	<b>719</b>	<b>95%</b>	
<b>England &amp; Wales Total</b>		<b>15647</b>	<b>14276</b>	<b>91%</b>	

## 9. Pre-Sentence Reports (PSRs) – Timeliness in Magistrates' Courts April 2003 - March 2004

This national standard is monitored as part of Home Office Aim 3. It is to improve the timeliness of the NPS reports (PSRs) to the magistrates' courts. The standard is to provide the report within 15 working days.

The figures also do not reflect those occasions on which courts adjourn for longer than 15 days, i.e. where the court's timetable is satisfied but the National Standard isn't.

In some local areas, discussions with sentencers continue to try to ensure that PSRs are only sought on cases where a community penalty or imprisonment is the likely outcome. Capacity issues are increasingly important in the light of OASys and local workload agreements.

1996-97	55%
1997-98	58%
1998-99	63%
1999-00	68%
2000-01	75%
2001-02	79%
2002-03	78%
2003-04	65%

Performance peaked in 2001/2 when this was a cash performance-linked measure and has fallen sharply in the last year. A comparison between 2003/04 and a year earlier shows:

<b>Year</b>	<b>No. provided in response to request</b>	<b>No. provided within 15 working days of request</b>	<b>% meeting standard</b>
2002/03	119,875	93,322	78%
2003/04	110,712	72,141	65%

None of the areas achieved the 90% target.

The best performing areas were:

- Humberside(88%)
- Dyfed-Powys (88%)
- Leicestershire & Rutland (87%)
- North Yorkshire (83%)
- Staffordshire (83%)

The most serious under-achievers were:

- London (34%)
- Gloucestershire (40%)
- Norfolk (42%)
- North Wales (56%)
- Essex (57%)

Details of area and regional performance are shown on the next page.

PSR Timeliness, April 2003 - March 2004

Region	Area	No. provided in response to request	No. provided within 15 working days of request	% meeting standard	Performance (90% target)
West Midlands	Staffordshire	2398	1981	83%	Near miss
	Warwickshire	811	506	62%	Below
	West Mercia	2109	1359	64%	Below
	West Midlands	0	0	0%	Below
	<b>West Midlands Total</b>	<b>5318</b>	<b>3846</b>	<b>72%</b>	
North East	Northumbria	5098	3999	78%	Below
	Teesside	2364	1905	81%	Near miss
	County Durham	1634	1264	77%	Below
	<b>North East Total</b>	<b>9096</b>	<b>7168</b>	<b>79%</b>	
East	Bedfordshire	1586	984	62%	Below
	Cambridgeshire	1397	1140	82%	Near miss
	Essex	1359	774.5	57%	Below
	Hertfordshire	1640	987	60%	Below
	Norfolk	1730	728	42%	Below
	Suffolk	1348	1054	78%	Below
	<b>East Total</b>	<b>9060</b>	<b>5667.5</b>	<b>63%</b>	
North West	Cheshire	1577	1198	76%	Below
	Cumbria	1057	713	67%	Below
	Lancashire	3157	2221	70%	Below
	Merseyside	1860	1489	80%	Near miss
	Greater Manchester	5647	4453	79%	Below
	<b>North West Total</b>	<b>13298</b>	<b>10074</b>	<b>76%</b>	
East Midlands	Derbyshire	2087	1702	82%	Near miss
	Leicestershire & Rutland	2123	1857	87%	Near miss
	Lincolnshire	1399	1030	74%	Below
	Northamptonshire	1430	1082	76%	Below
	Nottinghamshire	2568	1750	68%	Below
	<b>East Midlands Total</b>	<b>9607</b>	<b>7421</b>	<b>77%</b>	
Yorkshire & Humberside	Humberside	2029	1793	88%	Near miss
	North Yorkshire	1474	1224	83%	Near miss
	South Yorkshire	3436	2677	78%	Below
	West Yorkshire	5255	4126	79%	Below
	<b>Yorkshire &amp; Humberside Total</b>	<b>12194</b>	<b>9820</b>	<b>81%</b>	
South East	Hampshire	3382	2124	63%	Below
	Kent	3061	2274	74%	Below
	Surrey	1264	871	69%	Below
	Sussex	2337	1687	72%	Below
	Thames Valley	3695	2520	68%	Below
<b>South East Total</b>	<b>13739</b>	<b>9476</b>	<b>69%</b>		
South West	Avon & Somerset	2624	1658	63%	Below
	Dorset	879	563	64%	Below
	Gloucestershire	829	328	40%	Below
	Wiltshire	675	514	76%	Below
	Devon/Cornwall	2700	1808	67%	Below
	<b>South West Total</b>	<b>7707</b>	<b>4871</b>	<b>63%</b>	
London	<b>London Total</b>	<b>22887</b>	<b>7858</b>	<b>34%</b>	<b>Below</b>
Wales	Gwent	1654	1343	81%	Near miss
	North Wales	981	547	56%	Below
	South Wales	3997	3014	75%	Below
	Dyfed/Powys	1174	1035	88%	Near miss
	<b>Wales Total</b>	<b>7806</b>	<b>5939</b>	<b>76%</b>	
<b>England &amp; Wales Total</b>		<b>110,712</b>	<b>72,141</b>	<b>65%</b>	

West Midlands have not returned any data in 2003/4

## 10. Weighted Scorecard Q1 2004-05

The Weighted Scorecard covering April to June 2004 is shown in below. In addition to the table, the information has been presented to highlight the variations in performance between areas.

The table shows comparisons between the latest position and that in the previous. It shows that:

The most improving areas are:

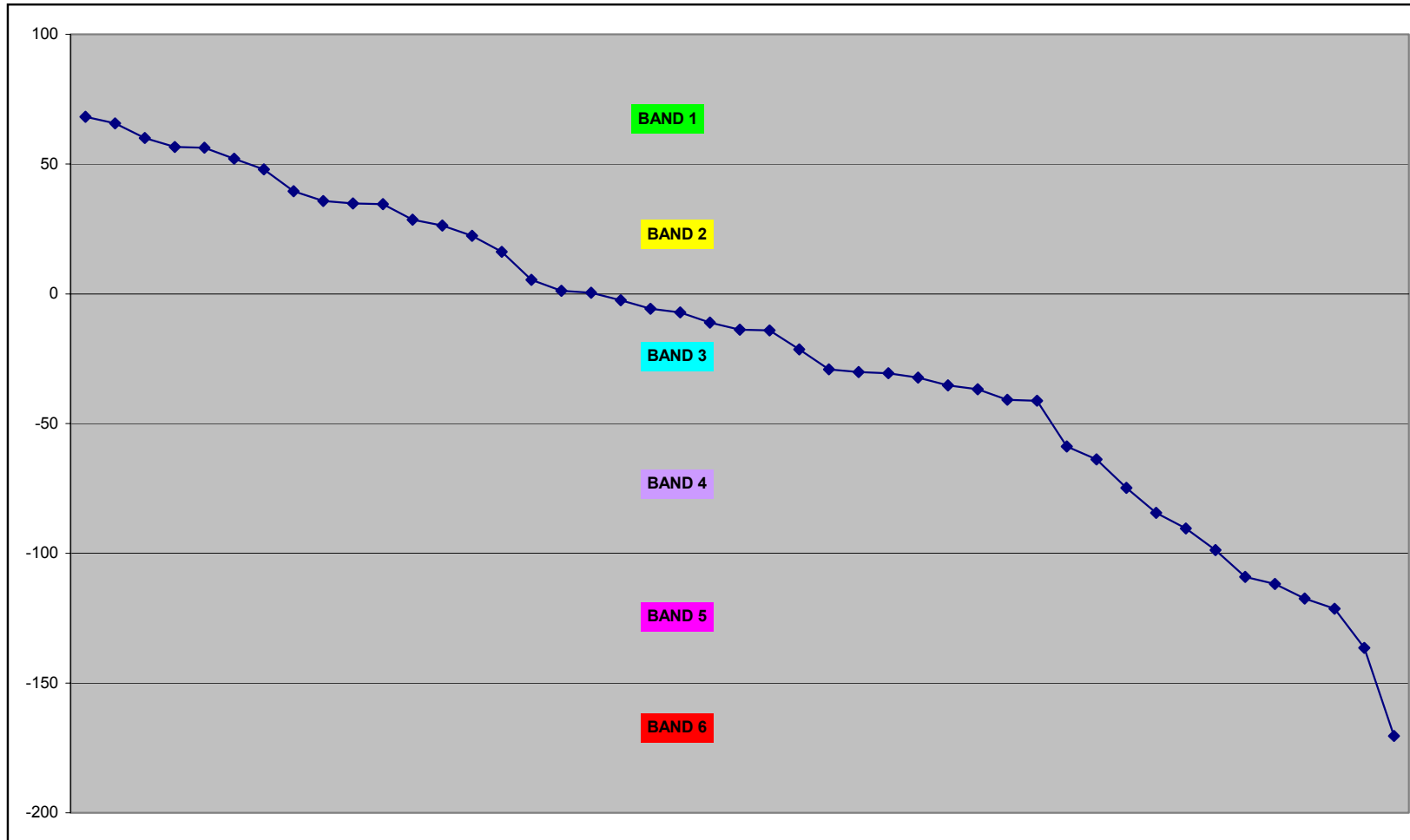
- Cheshire (Band 2)
- West Mercia (Band 2)
- Norfolk (Band 2)
- Hertfordshire (Band 2)
- Suffolk (Band 1)

The most declining areas are:

- Wiltshire (Band 4)
- Nottinghamshire (Band 4)
- Gwent (Band 4)
- Surrey (Band 2)
- Greater Manchester (Band 3)

Area name	Performance against Target	Performance against Average	Overall Performance	Position now	Position last time	Difference
Leicestershire & Rutland	24	44	68	1	4	3
Sussex	15	51	66	2	11	9
County Durham	29	31	60	3	8	5
Bedfordshire	17	40	57	4	19	15
Northumbria	17	40	56	5	16	11
Lincolnshire	18	35	52	6	1	-5
Cheshire	14	34	48	7	27	20
Teesside	8	32	40	8	5	-3
North Yorkshire	9	27	36	9	7	-2
Dorset	11	24	35	10	12	2
Warwickshire	5	29	35	11	25	14
Lancashire	7	22	29	12	22	10
Humberside	10	16	26	13	3	-10
West Mercia	6	17	22	14	34	20
Norfolk	2	15	16	15	35	20
West Yorkshire	-10	16	5	16	2	-14
Cumbria	-9	11	1	17	33	16
Thames Valley	-12	12	0	18	23	5
Hertfordshire	-13	11	-3	19	39	20
Hampshire	-14	9	-6	20	26	6
Suffolk	-16	9	-7	21	40	19
Derbyshire	-10	-1	-11	22	20	-2
Greater Manchester	-17	3	-14	23	6	-17
South Wales	-13	-1	-14	24	17	-7
Merseyside	-17	-4	-21	25	21	-4
Staffordshire	-19	-10	-29	26	28	2
North Wales	-24	-6	-30	27	18	-9
Gwent	-19	-11	-31	28	24	-4
Surrey	-27	-5	-32	29	9	-20
Northamptonshire	-27	-8	-35	30	10	-20
Gloucestershire	-24	-13	-37	31	32	1
Dyfed/Powys	-28	-13	-41	32	15	-17
South Yorkshire	-32	-9	-41	33	30	-3
Essex	-40	-19	-59	34	37	3
Kent	-41	-22	-64	35	41	6
Wiltshire	-43	-32	-75	36	13	-23
Nottinghamshire	-50	-34	-84	37	14	-23
London East	-74	-16	-90	38	45	7
Cambridgeshire	-56	-42	-99	39	31	-8
Devon & Cornwall	-65	-44	-109	40	29	-11
London South	-82	-30	-112	41	45	4
Avon & Somerset	-69	-48	-117	42	38	-4
London North	-87	-34	-121	43	45	2
West Midlands	-72	-65	-136	44	36	-8
London West	-110	-61	-170	45	45	0

### Weighted Scorecard Q1, 2004-05



Leicestershire & Rutland
Sussex
County Durham
Bedfordshire
Northumbria
Lincolnshire
Cheshire
Teesside
North Yorkshire
Dorset
Warwickshire
Lancashire
Humberside
West Mercia
Norfolk
West Yorkshire
Cumbria
Thames Valley
Hertfordshire
Hampshire
Suffolk
Derbyshire
Greater Manchester
South Wales
Merseyside
Staffordshire
North Wales
Gwent
Surrey
Northamptonshire
Gloucestershire
Dyfed/Powys
South Yorkshire
Essex
Kent
Wiltshire
Nottinghamshire
London East
Cambridgeshire
Devon & Cornwall
London South
Avon & Somerset
London North
West Midlands
London West

**Timetable for Performance Reports**

<b>Report</b>	<b>Due date</b>
Performance Report 13 April - June 2004	Aug 2004
Performance Report 14 April - September 2004	Nov 2004
Performance Report 15 April - December 2004	Feb 2005
Performance Report 16 2004/5 year-end report	May 2005