



NATIONAL PROBATION SERVICE
for England and Wales

National Directorate

National Probation Service

Performance Report 15

and

Weighted Scorecard Q3, 2004/05

FEBRUARY 2005

STEVE MURPHY
DIRECTOR GENERAL

Foreword

This report contains information on the performance of the National Probation Service in the first three quarters of 2004/05. It will be the last report that I write as Director General of the NPS and it is with great pride that I present this excellent set of results which I am well aware are a direct consequence of the hard work and dedication of probation staff throughout the country.

As the table below shows, the real improvements in the performance of the NPS on most of the main service delivery targets seen in the last performance report have been sustained. Where relevant the actual numbers delivered are shown with the percentage of the target achieved shown in brackets.

Performance measure	2003/04	April to December 2004/05	Percentage point change
Enforcement within 10 days	77%	86%	9%
Compliance	63%	65%	2%
Compliance including orders allowed to continue	N/A	79%	--
Offending Behaviour Programmes	13,136 (88%)	10,766 (96%)	8%
ECP completions	No target	28,040 (146%)	
DTTO starts	8,519 (95%)	7,564 (80%)	-15%
Basic Skills Starts	14,971 (94%)	22,410 (109%)	15%
Basic Skills Awards	2,815 (70%)	5,619 (110%)	40%
Sickness	12.3 days	12.0	- 0.3 days
Victims contacted	91%	93%	2%

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, at this stage of the year are very encouraging and show that, with a concerted effort in the final quarter, we can achieve most of our service delivery targets this year.

Enforcement hit 89% in October – just one percent below target, and cumulatively over the period, progress is being made towards the 90% target. Despite the improvements in London's performance, it is, by sheer weight in numbers, still having an effect on the national picture. With London excluded, the NPS reached the 90% target in five of the last six months. The results on compliance continue to be high with almost eight out of ten offenders still in acceptable contact after six months supervision.

The results for ECP are excellent and show that with a quarter of the year left, we are just 1,960 completions away from the annual target.

Basic Skills results show that whilst we appear to be on course to meet the target, momentum has to be maintained as the profiled targets rely on high achievement in the final quarter. There have been 13,674 more starts and 3,948 more awards this year than at the same stage last year.

The offending behaviour programme figures show that the target is achievable if the current rate of improvement is maintained. Over 1,500 more programmes have been completed this year than at the same stage last year.

The DTTO figures have not picked up since the last report and still show that a disappointing 80% of the expected target has been achieved so far. It should be noted that there was a 44% increase in the target from last year, and, in terms of numbers, around 1,400 more orders were made between April and December than were made over the same period last year. The variations in performance that I highlighted in the previous report between areas are still apparent and the onus is on those poor performing areas to improve in order that the service can meet its target. A number of factors, including the increased use of the Drugs Intervention Programme (DIP), may be having an impact on DTTO commencements. Regional Managers and Regional 'What Works' Managers have been briefed on how to support areas in tackling these potential obstacles before we can conclude with certainty that there is an insufficient pool of suitable offenders.

Performance on contact with victims continues above target and whilst sickness absence fails to meet the target, it is an improvement on last year's figure and compares favourably with other large public sector organisations.

The performance management framework has built on the PIATS/SPIATS in 2003. The NPD has tightened the focus on performance management through the use of the ITPR (Individual Target Performance Report) framework in London since May and in the regions since September. The approach has now been extended to include areas that have consistently appeared in the bottom quartile of the weighted scorecard. The NPD will continue its practice of indicating high and low achieving areas as a means to providing a clear focus on improvement.

The weighted scorecard

The weighted scorecard presented at the end of this report covers the first 9 months of 2004/05. It is consistent with the previous scorecard which covered the first 6 months, particularly in the top quartile where there has been very little change. The number of areas above the "zero" line, where ideally, I would like to see all areas, has gone up to 24, from 21 in the previous scorecard.

We have continued to report London in its new quadrants and I am encouraged by the improvement in London's performance. For the second time in a row there is no London quadrant occupying last place but all four of its quadrants are in the bottom eight, so there is still much to do.

And finally, I leave my post as Director General at the end of March. I believe that over the last four years we have created a service that is in a healthy state; a service that can meet its targets; a service that has learnt how to work together to achieve its goals; a service that will continue to grow and improve. Thanks to all who have contributed to this track record of performance improvement, in areas, within regions and at the NPD.

Steve Murphy
Director General
National Probation Service

Introduction

Enforcement

Progress towards the 90% target is being made gradually. In April 84% of cases were breached in accordance with national standards within 10 days and in December this rose to 87%, peaking at 89% in October. Cumulatively over the period April to December 2004, the figure stands at 86%.

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 cumulative figure between April and December was 79% compared with the target of 70% for all orders and licences.

Offending Behaviour Programmes

There were 10,766 accredited programme completions in the first three quarters of 2004/05, i.e. 96% of the profiled target of 11,250. Although the three metropolitan areas - South Yorkshire, London and West Midlands have improved since the last report, their figures of 62%, 71% and 74% respectively, coupled with their size and therefore contribution to the target, continues to damage the overall performance of the NPS. If these three areas are excluded, national performance against target rises to over 100%. Therefore, unless there are further and sustained improvements in these areas the NPS will find it very difficult to reach its target of 15,000.

Enhanced Community Punishment

Performance on ECP completions exceeded the profiled target. Between April and December, 28,040 completions were achieved against a profiled target of 19,200, i.e. 146%.

Drug Treatment and Testing Orders

7,564 DTTOs were commenced between April and December 2004 against a profiled target of 9,405, i.e. 80%. Only four areas exceeded their profiled target and just a further seven were within 10% of it. Performance will need to improve significantly in the final quarter if the national target of 13,000 is to be reached. The national completion rate was 34%, just 1% below the target.

Basic Skills

22,410 offenders commenced work on basic skills since April, compared with the profiled target of 20,480 i.e. 109%. 5,619 awards were achieved compared with a profiled target of 5,120 i.e. 110%. However, with 30% of the starts target and 30% of the awards target remaining, hitting the target will depend on high achievement in the final quarter.

Sickness Absence

The sickness absence rate (average days of absence per employee) has crept up since September 2004 when it was 11.5 days. At 12.0 days however, it is lower than in 2003/04 when it was 12.3 days.

Victims

In the first half of 2004/05, 93% of victims were contacted within the 8-week standard, exceeding the 85% target.

PSR timeliness

The NPD agreed to report on the proportion of court reports that met the deadline set by the court. The problems with data received from areas that were highlighted in the previous report are ongoing and it means that the NPS will withhold publication until the data has been validated or alternative sources found. In the meantime we will continue to report on the proportion of cases that were written within the 15-working day standard. Between April and December 2004, this figure, nationally, was 79%. The target is 90%.

Contact for enquiries

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1. Enforcement and Compliance– April to December 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 failure assessed as unacceptable (third failure 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 December 2004 will contain cases that commenced between October 2003 and June 2004.

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

Period	Breached within 10 days in accordance with National Standards	All cases breached
2001/02	53%	69%
2002/03	64%	77%
2003/04	77%	87%
2004/05 (Apr-Dec)	86%	93%

The overall performance on enforcement has improved considerably and excluding London, the other areas achieved the 90% target in 5 of the last 6 months.

The detailed data shows that:

- More than half the areas met or exceeded the 90% for breaches within 10 days.
- A further 16 areas were above 80% for breaches within 10 days.
- Only five areas were more than 10% below target, namely:
 - London South (56%)
 - London North (64%)
 - London West (67%)
 - London East (74%)
 - Cumbria (79%)

Compliance between April and December 2004 reached 79% (based on the proportion of cases where there were no 2nd (or 3rd for licences) unacceptable failures or where the order was breached but allowed to continue by the court). Based on this way of measuring compliance all areas except London West were above the 70% target.

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 between April and December 2004 is 85% and 61% respectively. In terms of area performance, the most serious under achievers for appointments offered and kept were:

Appointments offered:

- London North (68%)
- London West (68%)
- London South (73%)
- Nottinghamshire (73%)
- London East (75%)

Appointments kept:

- Nottinghamshire (46%)
- London West (48%)
- London North (52%)
- London East (52%)
- West Midlands (53%)

It is worth noting that all these areas are in the bottom quartile of the weighted scorecard.

Enforcement April - December 2004

Region	Area name	Proportion breached within 10 days	Proportion breached whether or not within 10 days	Compliance
West Midlands	Staffordshire	89%	93%	84%
	Warwickshire	88%	92%	87%
	West Mercia	90%	96%	85%
	West Midlands	86%	93%	74%
	Regional Sub Total	88%	93%	80%
North East	County Durham	97%	99%	90%
	Northumbria	89%	94%	84%
	Teesside	95%	98%	85%
	Regional Sub Total	92%	96%	85%
East	Bedfordshire	91%	98%	80%
	Cambridgeshire	85%	92%	88%
	Essex	82%	93%	84%
	Hertfordshire	87%	92%	81%
	Norfolk	90%	96%	72%
	Suffolk	92%	99%	83%
	Regional Sub Total	87%	94%	82%
North West	Cheshire	92%	94%	81%
	Cumbria	79%	89%	85%
	Greater Manchester	90%	95%	79%
	Lancashire	95%	97%	85%
	Merseyside	85%	92%	74%
	Regional Sub Total	90%	94%	80%
East Midlands	Derbyshire	99%	100%	76%
	Leicestershire & Rutland	96%	98%	82%
	Lincolnshire	91%	98%	80%
	Northamptonshire	89%	96%	83%
	Nottinghamshire	80%	92%	74%
	Regional Sub Total	89%	96%	78%
Yorkshire & Humberside	Humberside	99%	99%	80%
	North Yorkshire	91%	96%	80%
	South Yorkshire	92%	94%	80%
	West Yorkshire	92%	95%	81%
	Regional Sub Total	93%	95%	80%
South East	Hampshire	87%	93%	85%
	Kent	81%	90%	78%
	Surrey	91%	99%	82%
	Sussex	89%	95%	82%
	Thames Valley	83%	94%	77%
	Regional Sub Total	85%	93%	81%
South West	Avon & Somerset	81%	91%	78%
	Devon/Cornwall	91%	96%	78%
	Dorset	90%	98%	81%
	Gloucestershire	90%	90%	82%
	Wiltshire	95%	97%	76%
	Regional Sub Total	89%	94%	79%
London	London East	74%	87%	75%
	London North	64%	82%	70%
	London South	56%	76%	70%
	London West	67%	78%	65%
	London Sub Total	65%	81%	70%
Wales	Dyfed/Powys	94%	99%	91%
	Gwent	99%	100%	80%
	North Wales	93%	95%	83%
	South Wales	88%	94%	75%
	Regional Sub Total	92%	96%	80%
ENGLAND & WALES		86%	93%	79%

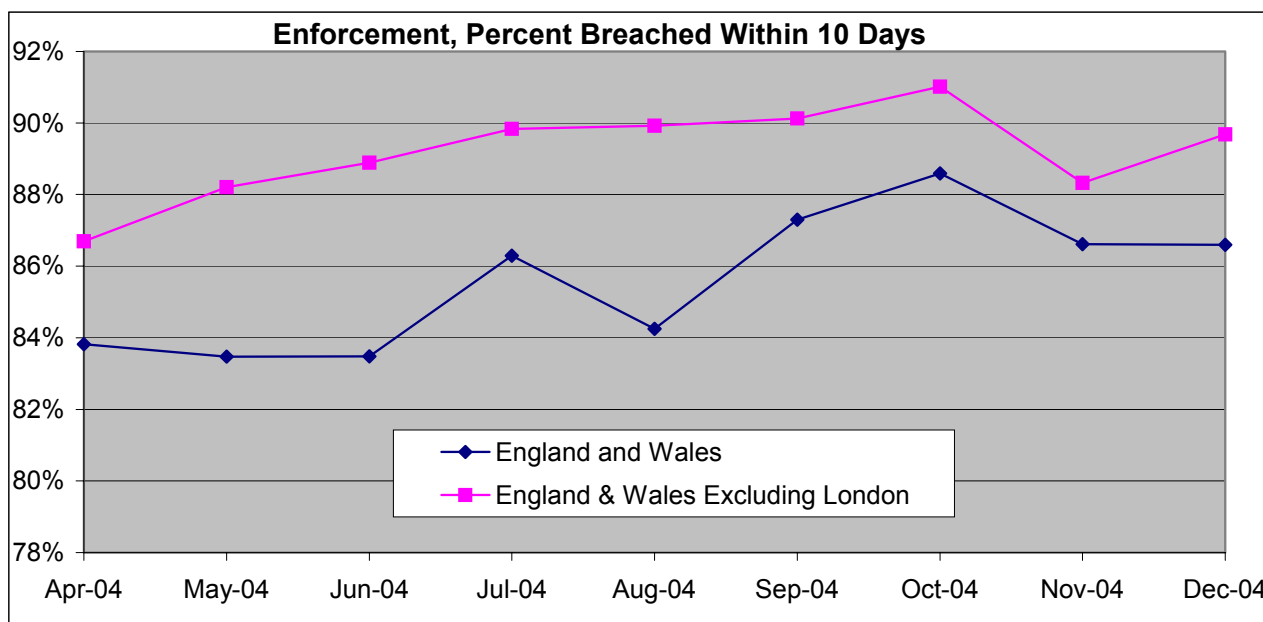
Enforcement by Month

England and Wales April 2004 - December 2004

Month	Breached within 10 days	Breached	Compliance
Apr-04	84%	91%	--
May-04	83%	91%	78%
Jun-04	83%	91%	80%
Jul-04	86%	92%	79%
Aug-04	84%	92%	78%
Sep-04	87%	93%	79%
Oct-04	89%	94%	80%
Nov-04	87%	94%	80%
Dec-04	87%	94%	80%
Total	86%	93%	79%

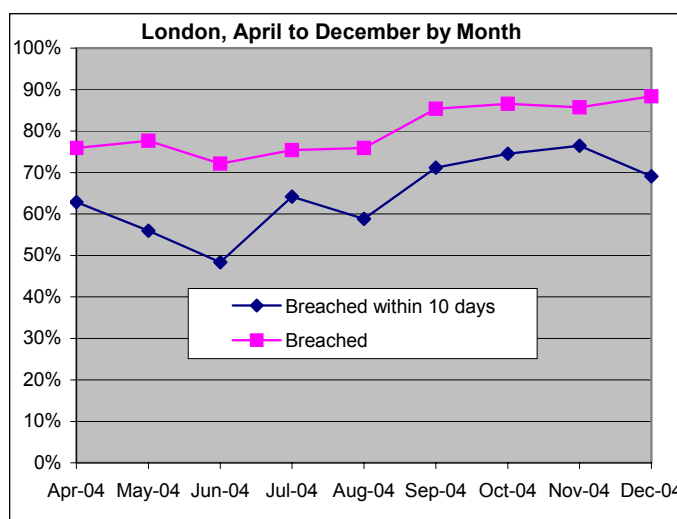
England & Wales Excluding London April 2004 - December 2004

Month	Breached within 10 days	Breached	Compliance
Apr-04	87%	93%	--
May-04	88%	94%	79%
Jun-04	89%	94%	82%
Jul-04	90%	94%	80%
Aug-04	90%	96%	80%
Sep-04	90%	95%	80%
Oct-04	91%	96%	80%
Nov-04	88%	95%	80%
Dec-04	90%	95%	80%
Total	89%	95%	80%



London April 2004 - December 2004

Month	Breached within 10 days	Breached	Compliance
Apr-04	63%	76%	--
May-04	56%	78%	68%
Jun-04	48%	72%	65%
Jul-04	64%	75%	69%
Aug-04	59%	76%	64%
Sep-04	71%	85%	70%
Oct-04	74%	87%	76%
Nov-04	76%	86%	74%
Dec-04	69%	88%	74%
Total	65%	81%	70%

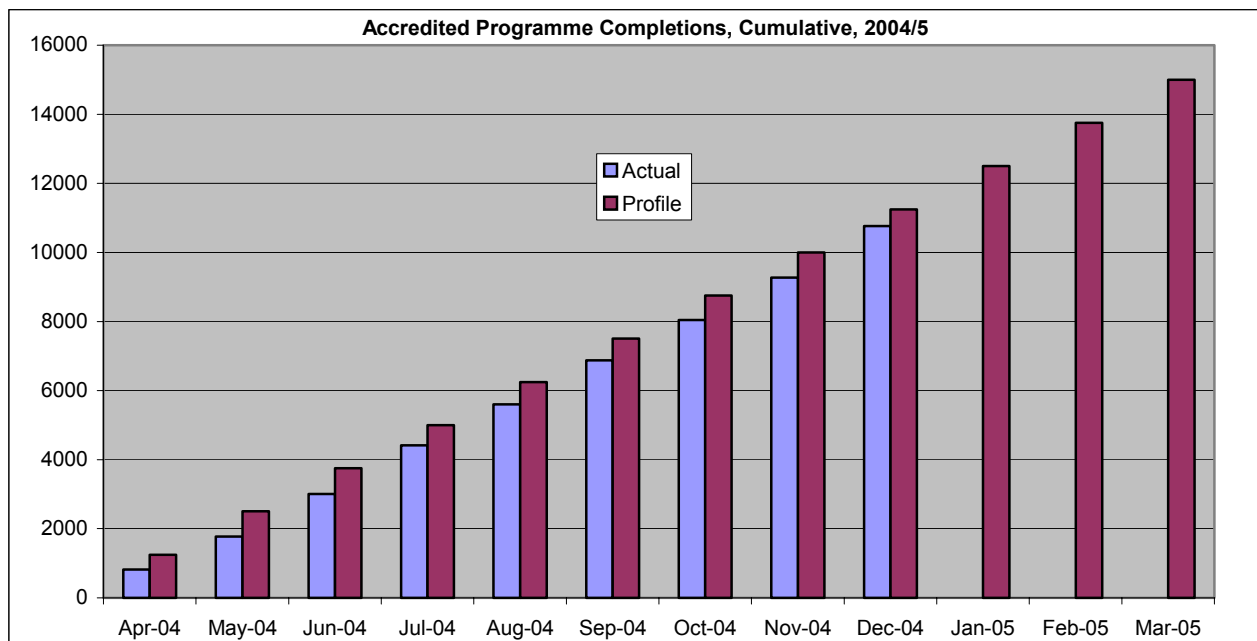


Contact Levels April 2004 - December 2004

<i>Region</i>	<i>Area name</i>	<i>Appointments Arranged</i>	<i>Target 90%</i>	<i>Appointments kept</i>	<i>Target 65%</i>
West Midlands	Staffordshire	88%	Below	68%	Above
	Warwickshire	91%	Above	58%	Below
	West Mercia	82%	Below	63%	Below
	West Midlands	86%	Below	53%	Below
	West Midlands Total	86%		59%	
North East	County Durham	90%	Above	74%	Above
	Northumbria	95%	Above	64%	Below
	Teesside	93%	Above	69%	Above
	North East Total	93%		68%	
East of England	Bedfordshire	78%	Below	56%	Below
	Cambridgeshire	85%	Below	64%	Below
	Essex	85%	Below	62%	Below
	Hertfordshire	77%	Below	64%	Below
	Norfolk	88%	Below	58%	Below
	Suffolk	89%	Below	58%	Below
	East of England Total	84%		61%	
North West	Cheshire	93%	Above	73%	Above
	Cumbria	86%	Below	63%	Below
	Greater Manchester	91%	Above	64%	Below
	Lancashire	92%	Above	60%	Below
	Merseyside	92%	Above	61%	Below
	North West Total	92%		66%	
East Midlands	Derbyshire	89%	Below	62%	Below
	Leicestershire & Rutland	91%	Above	71%	Above
	Lincolnshire	82%	Below	58%	Below
	Northamptonshire	82%	Below	59%	Below
	Nottinghamshire	73%	Below	46%	Below
	East Midlands Total	83%		58%	
Yorkshire & Humberside	Humberside	91%	Above	63%	Below
	North Yorkshire	97%	Above	71%	Above
	South Yorkshire	90%	Above	60%	Below
	West Yorkshire	89%	Below	59%	Below
	Yorkshire & Humberside Total	91%		62%	
South East	Hampshire	89%	Below	70%	Above
	Kent	93%	Above	68%	Above
	Surrey	90%	Above	72%	Above
	Sussex	85%	Below	65%	Above
	Thames Valley	79%	Below	57%	Below
	South East Total	87%		65%	
South West	Avon & Somerset	81%	Below	56%	Below
	Devon/Cornwall	78%	Below	59%	Below
	Dorset	80%	Below	62%	Below
	Gloucestershire	78%	Below	62%	Below
	Wiltshire	80%	Below	56%	Below
	South West Total	80%		58%	
London	London East	75%	Below	52%	Below
	London North	68%	Below	52%	Below
	London South	73%	Below	56%	Below
	London West	68%	Below	48%	Below
	London Total	72%		52%	
Wales	Dyfed/Powys	87%	Below	66%	Above
	Gwent	94%	Above	66%	Above
	North Wales	82%	Below	63%	Below
	South Wales	90%	Above	64%	Below
	Wales Total	88%		64%	
England & Wales		85%		61%	

2. Accredited Programmes - April to December 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	817	1775	3001	4414	5605	6875	8038	9269	10766			
Profile	1250	2500	3750	5000	6250	7500	8750	10000	11250	12500	13750	15000
Percent	65%	71%	80%	88%	90%	92%	92%	93%	96%			



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-Dec)	11,250	10,766	96%

The detailed data show that:

- The North East, East Midlands, East of England and North West regions exceeded their regional profiled targets
- 23 areas exceeded their profiled target, compared with 18 in the first half of the year
- A further 3 areas were within 10% of their profiled target

The best performing areas were:

- Lincolnshire (208%)
- Northumbria (150%)
- Gloucestershire (144%)
- Hertfordshire (130%)

The most serious under-achievers were:

- London East (61%)
- South Yorkshire (62%)
- London West (65%)
- Gwent (66%)

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 over 100%, i.e. exceeds the target.

Accredited Programmes Completions April 2004 - December 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>
West Midlands	Staffordshire	213	407	424	212	100%	Above
	Warwickshire	82	200	95	85	104%	Above
	West Mercia	200	515	586	201	100%	Above
	West Midlands	731	2072	2072	544	74%	Below
	Regional Sub Total	1225	3194	3177	1042	85%	
North East	County Durham	154	389	286	167	108%	Above
	Northumbria	385	698	1042	576	150%	Above
	Teesside	176	365	309	208	118%	Above
	Regional Sub Total	715	1452	1637	951	133%	
East	Bedfordshire	106	247	211	126	119%	Above
	Cambridgeshire	121	319	283	94	78%	Below
	Essex	266	987	612	314	118%	Above
	Hertfordshire	140	306	262	182	130%	Above
	Norfolk	146	405	287	117	80%	Below
	Suffolk	108	238	179	116	108%	Above
	Regional Sub Total	886	2502	1834	949	107%	
North West	Cheshire	195	1030	375	219	112%	Above
	Cumbria	101	391	249	80	79%	Below
	Greater Manchester	709	2700	1837	863	122%	Above
	Lancashire	339	1108	965	348	103%	Above
	Merseyside	419	758	501	322	77%	Below
	Regional Sub Total	1764	5987	3927	1832	104%	
East Midlands	Derbyshire	193	844	510	199	103%	Above
	Leicestershire & Rutland	192	773	536	216	112%	Above
	Lincolnshire	116	1036	907	241	208%	Above
	Northamptonshire	116	260	286	101	87%	Below
	Nottinghamshire	255	643	695	231	91%	Near miss
	Regional Sub Total	872	3556	2934	988	113%	
Yorkshire & Humberside	Humberside	219	724	670	238	109%	Above
	North Yorkshire	120	382	345	133	111%	Above
	South Yorkshire	351	928	806	219	62%	Below
	West Yorkshire	563	2657	1858	654	116%	Above
	Regional Sub Total	1253	4691	3679	1244	99%	
South East	Hampshire	317	893	734	297	94%	Near miss
	Kent	288	562	375	238	83%	Below
	Surrey	120	288	215	95	79%	Below
	Sussex	230	656	544	203	88%	Below
	Thames Valley	324	1092	444	269	83%	Below
	Regional Sub Total	1279	3491	2312	1102	86%	
South West	Avon & Somerset	278	1111	1079	274	99%	Near miss
	Devon/Cornwall	275	654	660	186	68%	Below
	Dorset	113	431	339	142	126%	Above
	Gloucestershire	96	274	408	138	144%	Above
	Wiltshire	100	139	129	108	108%	Above
	Regional Sub Total	861	2609	2615	848	98%	
London	London North	376	860	452	303	81%	Below
	London West	380	786	485	247	65%	Below
	London East	416	625	378	253	61%	Below
	London South	527	663	290	406	77%	Below
	Regional Sub Total	1700	2934	1605	1209	71%	
Wales	Dyfed/Powys	95	251	251	74	78%	Below
	Gwent	148	436	340	98	66%	Below
	North Wales	138	383	0	112	81%	Below
	South Wales	314	1285	939	317	101%	Above
	Regional Sub Total	695	2355	1530	601	86%	
ENGLAND & WALES		11250	32771	25250	10766	96%	

3. Enhanced Community Punishment (ECP) - April to December 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 period April to December 2004, the profiled target was exceeded by 46%:

Year	Target	Completions	Commencements	Percent of target
2003/04	25,000	-	34,681	139%
2004/05 (Apr-Dec)	19,200	28,040	-	146%

Furthermore, the area breakdown shows:

- 41 areas exceeded their target
- 3 areas were more than 10% below their target (all in the South West region)

The best performing areas were:

- Suffolk (349%)
- Derbyshire (226%)
- Cambridgeshire (222%)
- Leicestershire & Rutland (219%)

The most serious under-achievers were:

- Devon & Cornwall (66%)
- Avon & Somerset (71%)
- Gloucestershire (82%)
- Lancashire (93%)

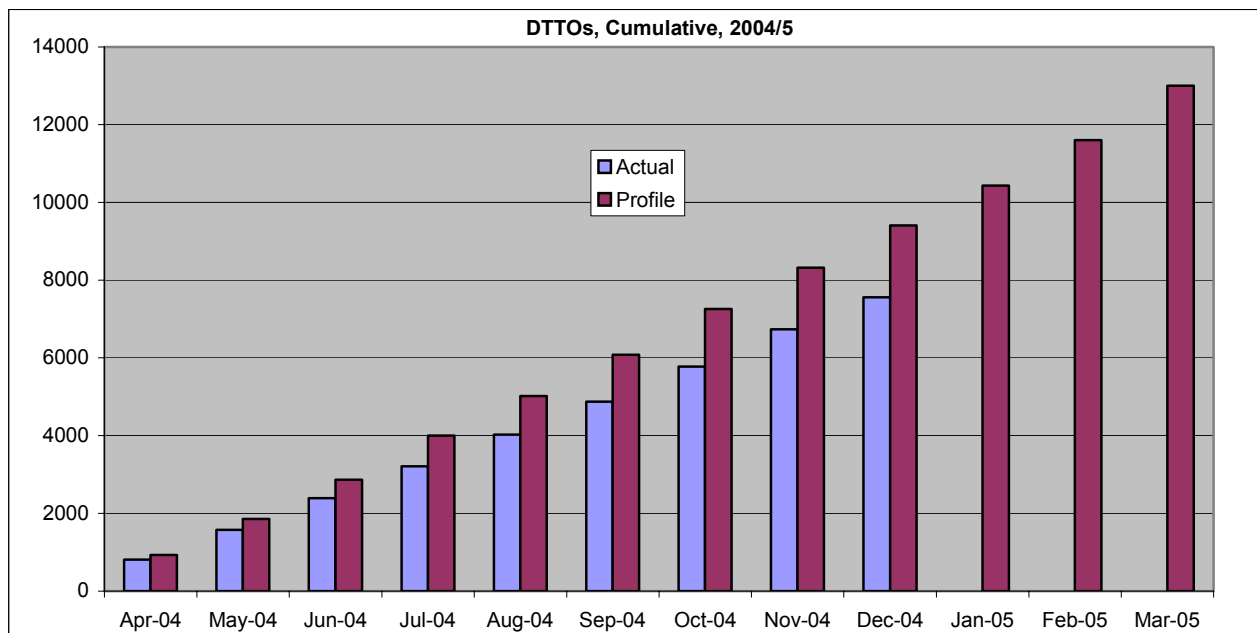
ECP Completions April 2004 - December 2004

<i>Region</i>	<i>Area name</i>	<i>Profiled Target</i>	<i>Compl etions</i>	<i>Target Achieved</i>	<i>Performance</i>
West Midlands	Staffordshire	363	731	202%	Above
	Warwickshire	140	200	143%	Above
	West Mercia	342	379	111%	Above
	West Midlands	1247	1317	106%	Above
	Regional Sub-Total	2091	2627	126%	
North East	County Durham	263	340	129%	Above
	Northumbria	657	711	108%	Above
	Teesside	301	431	143%	Above
	Regional Sub-Total	1221	1482	121%	
East	Bedfordshire	181	278	154%	Above
	Cambridgeshire	207	458	222%	Above
	Essex	454	869	191%	Above
	Hertfordshire	239	420	176%	Above
	Norfolk	249	427	172%	Above
	Suffolk	184	642	349%	Above
	Regional Sub-Total	1513	3094	205%	
North West	Cheshire	332	518	156%	Above
	Cumbria	172	303	176%	Above
	Greater Manchester	1210	1417	117%	Above
	Lancashire	579	539	93%	Near miss
	Merseyside	716	749	105%	Above
	Regional Sub-Total	3010	3526	117%	
East Midlands	Derbyshire	329	743	226%	Above
	Leicestershire & Rutland	328	718	219%	Above
	Lincolnshire	198	237	120%	Above
	Northamptonshire	199	358	180%	Above
	Nottinghamshire	435	775	178%	Above
	Regional Sub-Total	1488	2831	190%	
Yorkshire & Humberside	Humberside	373	623	167%	Above
	North Yorkshire	205	430	210%	Above
	South Yorkshire	599	720	120%	Above
	West Yorkshire	961	1568	163%	Above
	Regional Sub-Total	2138	3341	156%	
South East	Hampshire	541	1114	206%	Above
	Kent	491	933	190%	Above
	Surrey	205	408	199%	Above
	Sussex	393	661	168%	Above
	Thames Valley	553	986	178%	Above
	Regional Sub-Total	2183	4102	188%	
South West	Avon & Somerset	474	335	71%	Below
	Devon/Cornwall	470	310	66%	Below
	Dorset	192	281	146%	Above
	Gloucestershire	164	135	82%	Below
	Wiltshire	170	208	122%	Above
	Regional Sub-Total	1470	1269	86%	
London	London North	641	702	109%	Above
	London West	649	804	124%	Above
	London East	710	985	139%	Above
	London South	900	1390	154%	Above
	London Sub Total	2900	3881	134%	
Wales	Dyfed/Powys	163	208	128%	Above
	Gwent	253	372	147%	Above
	North Wales	235	443	188%	Above
	South Wales	536	864	161%	Above
	Regional Sub-Total	1187	1887	159%	
England & Wales Total		19200	28040	146%	

4. DTTOs – April to December 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	810	1578	2394	3209	4025	4875	5774	6739	7564			
Profile	926	1856	2861	4003	5017	6078	7259	8320	9405	10432	11596	13000
Percent	87%	85%	84%	80%	80%	80%	80%	81%	80%			



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-Dec)	9,405	7,564	80%

The area breakdown shows that:

- Only 4 areas exceeded their profiled target.
- A further 7 were within 10% of meeting the target
- Leaving the vast majority, 34 areas, below target

The best performing areas were:

- Leicestershire & Rutland (119%)
- Humberside (110%)
- London North (106%)
- Northamptonshire (104%)

The most serious under-achievers were:

- Cambridgeshire (41%)
- Cumbria (47%)
- Hampshire (48%)
- Devon & Cornwall (53%)

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. Between April and December 2004, nationally, the NPS is performing just below target at 34%. The area breakdown is shown below:

DTTOs Commenced April 2004 - December 2004

<i>Region</i>	<i>Area name</i>	<i>Profiled target</i>	<i>Starts</i>	<i>Target Achieved</i>	<i>Performance</i>
West Midlands	Staffordshire	178	139	78%	Below
	Warwickshire	68	57	83%	Below
	West Mercia	167	135	81%	Below
	West Midlands	611	506	83%	Below
	Regional Sub Total	1024	837	82%	
North East	County Durham	129	72	56%	Below
	Northumbria	322	209	65%	Below
	Teesside	147	119	81%	Below
	Regional Sub Total	598	400	67%	
East	Bedfordshire	89	75	85%	Below
	Cambridgeshire	101	42	41%	Below
	Essex	222	153	69%	Below
	Hertfordshire	117	105	90%	Near miss
	Norfolk	122	84	69%	Below
	Suffolk	90	60	67%	Below
	Regional Sub Total	741	519	70%	
North West	Cheshire	163	104	64%	Below
	Cumbria	84	40	47%	Below
	Greater Manchester	593	519	88%	Below
	Lancashire	284	267	94%	Near miss
	Merseyside	351	288	82%	Below
	Regional Sub Total	1474	1218	83%	
East Midlands	Derbyshire	161	122	76%	Below
	Leicestershire & Rutland	161	191	119%	Above
	Lincolnshire	97	82	85%	Below
	Northamptonshire	97	101	104%	Above
	Nottinghamshire	213	149	70%	Below
	Regional Sub Total	729	645	89%	
Yorkshire & Humberside	Humberside	183	201	110%	Above
	North Yorkshire	100	81	81%	Below
	South Yorkshire	293	225	77%	Below
	West Yorkshire	471	461	98%	Near miss
	Regional Sub Total	1047	968	92%	
South East	Hampshire	265	126	48%	Below
	Kent	240	166	69%	Below
	Surrey	100	64	64%	Below
	Sussex	193	178	92%	Near miss
	Thames Valley	271	246	91%	Near miss
	Regional Sub Total	1069	780	73%	
South West	Avon & Somerset	232	171	74%	Below
	Devon/Cornwall	230	122	53%	Below
	Dorset	94	84	89%	Below
	Gloucestershire	80	60	75%	Below
	Wiltshire	83	49	59%	Below
	Regional Sub Total	720	486	68%	
London	London North	355	376	106%	Above
	London West	353	304	86%	Below
	London East	336	288	86%	Below
	London South	377	339	90%	Near miss
	Regional Sub Total	1421	1307	92%	
Wales	Dyfed/Powys	80	65	82%	Below
	Gwent	124	115	93%	Near miss
	North Wales	115	74	64%	Below
	South Wales	262	150	57%	Below
	Regional Sub Total	581	404	70%	
ENGLAND & WALES		9405	7564	80%	

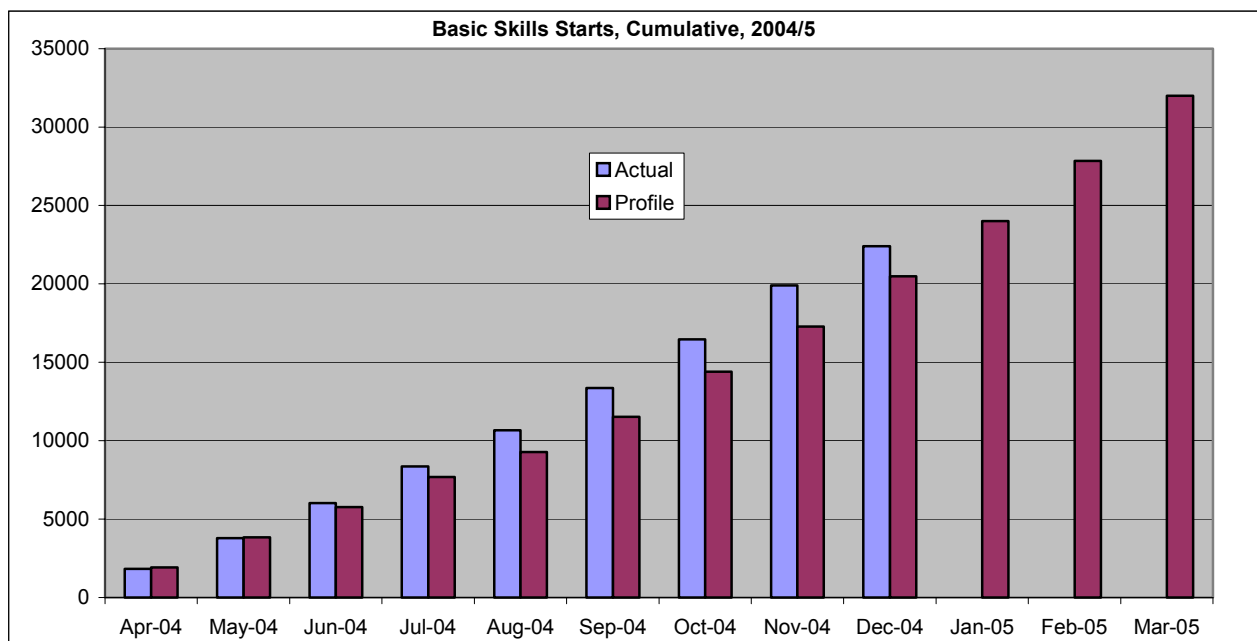
DTTOs Completion Rate April 2004 - December 2004

<i>Region</i>	<i>Area name</i>	<i>Target Achieved</i>	<i>Performance</i>
West Midlands	Staffordshire	16%	Below
	Warwickshire	44%	Above
	West Mercia	31%	Near miss
	West Midlands	37%	Above
	West Midlands Region	33%	Near miss
North East	County Durham	44%	Above
	Northumbria	48%	Above
	Teesside	38%	Above
	North East Region	44%	Above
East	Bedfordshire	45%	Above
	Cambridgeshire	42%	Above
	Essex	24%	Below
	Hertfordshire	29%	Below
	Norfolk	16%	Below
	Suffolk	38%	Above
East Region	32%	Near miss	
North West	Cheshire	29%	Below
	Cumbria	35%	Above
	Greater Manchester	38%	Above
	Lancashire	30%	Near miss
	Merseyside	41%	Above
	North West Region	36%	Above
East Midlands	Derbyshire	41%	Above
	Leicestershire & Rutland	33%	Near miss
	Lincolnshire	44%	Above
	Northamptonshire	36%	Above
	Nottinghamshire	33%	Near miss
	East Midlands Region	36%	Above
Yorkshire & Humberside	Humberside	35%	Above
	North Yorkshire	15%	Below
	South Yorkshire	26%	Below
	West Yorkshire	23%	Below
	Yorkshire & Humberside Region	26%	Below
South East	Hampshire	32%	Near miss
	Kent	23%	Below
	Surrey	27%	Below
	Sussex	36%	Above
	Thames Valley	30%	Near miss
	South East Region	30%	Near miss
South West	Avon & Somerset	29%	Below
	Devon & Cornwall	42%	Above
	Dorset	51%	Above
	Gloucestershire	31%	Near miss
	Wiltshire	29%	Below
	South West Region	37%	Above
London	London East	21%	Below
	London North	34%	Near miss
	London South	51%	Above
	London West	29%	Below
	London Region	35%	Above
Wales	Dyfed/Powys	45%	Above
	Gwent	41%	Above
	North Wales	43%	Above
	South Wales	37%	Above
	Wales Region	39%	Above
ENGLAND & WALES		34%	Near miss

5. Basic Skills - April to December 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	1813	3783	6025	8367	10656	13353	16467	19893	22410			
Profile	1920	3840	5760	7680	9280	11520	14400	17280	20480	24000	27840	32000
Percent	94%	99%	105%	109%	115%	116%	114%	115%	109%			



Performance over the period April to December 2004 has exceeded the profiled target each month since June 2004.

Year	Target	Commencements	Percent of target
2002/03	6,000	5,983	100%
2003/04	16,000	14,971	94%
2004/05 (Apr-Dec)	20,480	22,410	109%

The area breakdown shows that:

- 28 areas exceeded their target
- A further 3 areas achieved over 90% of their target

The best performing areas were:

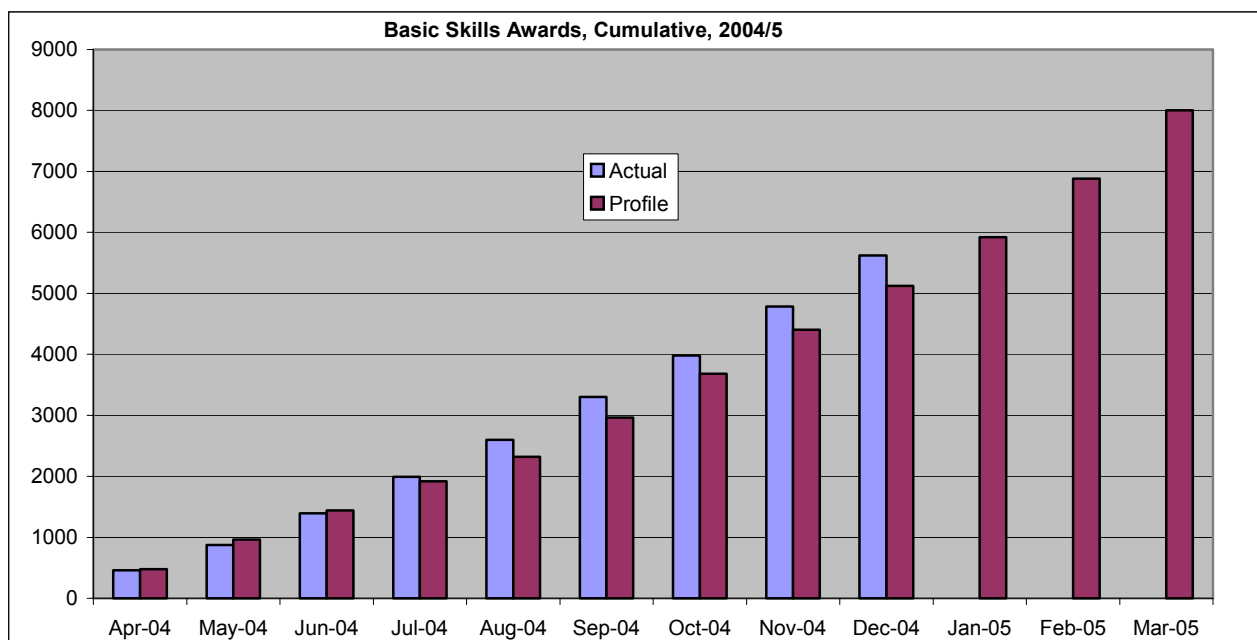
- Wiltshire (212%)
- Lancashire (203%)
- North Yorkshire (201%)
- Humberside (176%)
- Merseyside (163%)

The most serious under-achievers were:

- West Midlands (46%)
- London West (57%)
- West Mercia (61%)
- London North (61%)
- London East (66%)

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	457	873	1394	1988	2595	3302	3979	4785	5619			
Profile	480	960	1440	1920	2320	2960	3680	4400	5120	5920	6880	8000
Percent	95%	91%	97%	104%	112%	112%	108%	109%	110%			



Performance over the period April to December 2004 has exceeded the profiled target every month since July.

Year	Target	Awards	Percent of target
2002/03	1,000	848	85%
2003/04	4,000	2,815	70%
2004/05 (Apr-Dec)	5,120	5,619	110%

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

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

The best performing areas were:

- Humberside (350%)
- Norfolk (219%)
- Cambridgeshire (209%)
- Dorset (189%)
- County Durham (187%)

The most serious under-achievers were:

- Hertfordshire (36%)
- Devon & Cornwall (53%)
- Cumbria (54%)
- London South (55%)
- West Midlands (56%)

Basic Skills, April 2004 - December 2004

Region	Area	Profiled Starts Target	Starts	% Profiled Target Achieved	Performance against starts	Profiled Awards Target	Awards	% Profiled Target Achieved	Performance against awards
West Midlands	Staffordshire	387	427	110%	Above	97	117	121%	Above
	Warwickshire	149	191	128%	Above	37	24	64%	Below
	West Mercia	365	222	61%	Below	91	90	99%	Near miss
	West Midlands	1330	611	46%	Below	333	187	56%	Below
	Regional Sub Total	2231	1451	65%		558	418	75%	
North East	County Durham	280	397	142%	Above	70	131	187%	Above
	Northumbria	701	951	136%	Above	175	197	112%	Above
	Teesside	321	375	117%	Above	80	143	178%	Above
	Regional Sub Total	1302	1723	132%		326	471	145%	
East	Bedfordshire	193	169	88%	Below	48	36	75%	Below
	Cambridgeshire	220	313	142%	Above	55	115	209%	Above
	Essex	484	322	67%	Below	121	120	99%	Near miss
	Hertfordshire	255	229	90%	Near miss	64	23	36%	Below
	Norfolk	265	246	93%	Near miss	66	145	219%	Above
	Suffolk	196	139	71%	Below	49	46	94%	Near miss
	Regional Sub Total	1614	1418	88%		403	485	120%	
North West	Cheshire	355	458	129%	Above	89	165	186%	Above
	Cumbria	184	126	69%	Below	46	25	54%	Below
	Greater Manchester	1291	1395	108%	Above	323	275	85%	Below
	Lancashire	618	1253	203%	Above	154	202	131%	Above
	Merseyside	764	1248	163%	Above	191	214	112%	Above
	Regional Sub Total	3210	4480	140%		803	881	110%	
East Midlands	Derbyshire	351	441	126%	Above	88	70	80%	Below
	Leicestershire & Rutland	350	449	128%	Above	87	89	102%	Above
	Lincolnshire	211	342	162%	Above	53	75	142%	Above
	Northamptonshire	212	320	151%	Above	53	81	153%	Above
	Nottinghamshire	464	578	125%	Above	116	114	98%	Near miss
	Regional Sub Total	1587	2130	134%		397	429	108%	
Yorkshire & Humberside	Humberside	398	699	176%	Above	100	348	350%	Above
	North Yorkshire	218	438	201%	Above	55	79	145%	Above
	South Yorkshire	639	766	120%	Above	160	136	85%	Below
	West Yorkshire	1025	1418	138%	Above	256	283	110%	Above
	Regional Sub Total	2281	3321	146%		570	846	148%	
South East	Hampshire	577	737	128%	Above	144	158	110%	Above
	Kent	524	391	75%	Below	131	201	154%	Above
	Surrey	219	268	123%	Above	55	99	181%	Above
	Sussex	419	570	136%	Above	105	133	127%	Above
	Thames Valley	589	569	97%	Near miss	147	152	103%	Above
	Regional Sub Total	2328	2535	109%		582	743	128%	
South West	Avon & Somerset	505	521	103%	Above	126	100	79%	Below
	Devon/Cornwall	501	645	129%	Above	125	67	53%	Below
	Dorset	205	299	146%	Above	51	97	189%	Above
	Gloucestershire	175	203	116%	Above	44	66	151%	Above
	Wiltshire	181	384	212%	Above	45	60	132%	Above
	Regional Sub Total	1568	2052	131%		392	390	100%	
London	London North	684	419	61%	Below	171	220	129%	Above
	London West	692	398	57%	Below	173	151	87%	Below
	London East	758	501	66%	Below	190	210	111%	Above
	London South	959	727	76%	Below	240	131	55%	Below
	London Sub Total	3094	2045	66%		774	712	92%	
Wales	Dyfed/Powys	174	143	82%	Below	43	28	65%	Below
	Gwent	270	221	82%	Below	67	73	108%	Above
	North Wales	251	169	67%	Below	63	50	80%	Below
	South Wales	571	722	126%	Above	143	93	65%	Below
	Regional Sub Total	1266	1255	99%		316	244	77%	
ENGLAND & WALES		20480	22410	109%		5120	5619	110%	

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.

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

Missing Data

The 16+1 census classification of race and ethnicity became mandatory in April 2003. In Performance Report 13, we published data from RDS (from Areas' quarterly listings, formerly Form 20 returns) showing the proportion of new orders and licences made between January and April 2004 that did not have a correctly entered race and ethnic classification. We updated that information for the following quarter in Performance Report 14 and will continue to publish it in future reports.

The table below shows the proportion of new orders and licences made between July and September 2004 that did not have a correctly entered race and ethnic. Any codes that do not match the 16+1 classification are regarded as missing. This shows the situation getting better in most areas but London is a major concern with almost a third of all new orders and over 40% of licenses missing the ethnic classification code. The weighted Scorecard in 2005-06 will now include a target based on this data.

Persons commencing supervision by the Probation Service July 2004 - September 2004

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
West Midlands										
Staffordshire	816	32	3.9	3	0.4	219	7	3.2	0	0.0
Warwickshire	350	23	6.6	0	0.0	51	8	15.7	0	0.0
West Mercia	577	12	2.1	0	0.0	343	26	7.6	0	0.0
West Midlands	2616	178	6.8	2	0.1	1779	181	10.2	1	0.1
North East										
Durham	503	1	0.2	0	0.0	87	0	0.0	0	0.0
Northumbria	1,069	18	1.7	3	0.3	280	1	0.4	0	0.0
Teesside	682	25	3.7	0	0.0	158	1	0.6	0	0.0
East of England										
Bedfordshire	348	14	4.0	2	0.6	101	6	5.9	1	1.0
Cambridgeshire	469	2	0.4	2	0.4	109	8	7.3	3	2.8
Essex	917	87	9.5	1	0.1	222	20	9.0	0	0.0
Hertfordshire	552	20	3.6	3	0.5	138	25	18.1	1	0.7
Norfolk	464	3	0.6	0	0.0	116	3	2.6	0	0.0
Suffolk	361	5	1.4	0	0.0	127	3	2.4	0	0.0
North West										
Cheshire	503	6	1.2	2	0.4	134	2	1.5	1	0.7
Cumbria	418	0	0.0	1	0.2	186	0	0.0	0	0.0
Lancashire	1,104	28	2.5	1	0.1	292	12	4.1	1	0.3
Greater Manchester	2,662	92	3.5	28	1.1	1,104	90	8.2	26	2.4
Merseyside	1,362	145	10.6	3	0.2	354	28	7.9	1	0.3
East Midlands										
Derbyshire	790	3	0.4	2	0.3	187	6	3.2	0	0.0
Leicestershire	686	8	1.2	0	0.0	181	10	5.5	0	0.0
Lincolnshire	435	0	0.0	0	0.0	87	7	8.0	0	0.0
Northamptonshire	398	9	2.3	1	0.3	149	3	2.0	2	1.3
Nottinghamshire	975	36	3.7	17	1.7	270	14	5.2	2	0.7
Yorkshire & Humberside										
Humberside	707	17	2.4	0	0.0	217	17	7.8	1	0.5
North Yorkshire	477	0	0.0	0	0.0	117	3	2.6	0	0.0
South Yorkshire	1,145	12	1.0	0	0.0	369	8	2.2	1	0.3
West Yorkshire	2,307	13	0.6	20	0.9	587	7	1.2	13	2.2
South East										
Hampshire	1,270	55	4.3	9	0.7	297	22	7.4	3	1.0
Kent	637	0	0.0	9	1.4	230	0	0.0	21	9.1
Surrey	441	23	5.2	0	0.0	98	11	11.2	1	1.0
Sussex	855	21	2.5	5	0.6	214	29	13.6	2	0.9
Thames Valley	962	11	1.1	10	1.0	224	6	2.7	2	0.9
South West										
Avon & Somerset	558	27	4.8	2	0.4	235	24	10.2	2	0.9
Devon & Cornwall	552	3	0.5	0	0.0	193	12	6.2	1	0.5
Dorset	309	2	0.6	1	0.3	98	4	4.1	0	0.0
Gloucestershire	331	2	0.6	2	0.6	83	8	9.6	0	0.0
Wiltshire	284	0	0.0	0	0.0	57	3	5.3	0	0.0
London										
Inner London	1,333	487	36.5	9	0.7	518	252	48.6	1	0.2
Outer London	2,665	299	11.2	33	1.2	973	197	20.2	20	2.1
Wales										
Dyfed-Powys	294	1	0.3	0	0.0	52	0	0.0	0	0.0
Gwent	486	1	0.2	0	0.0	142	0	0.0	0	0.0
North Wales	419	15	3.6	1	0.2	114	8	7.0	0	0.0
South Wales	1,108	11	1.0	3	0.3	403	21	5.2	1	0.2
Total	36197	1747	4.8	175	0.5	11895	1093	9.2	108	0.9
Total excl. London	32,199	961	3.0	133	0.4	10,404	644	6.2	87	0.8

7. Sickness Absence - April to December 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 2004-05 but the figure has crept up over the last quarter to on average 12.0 days lost due to staff sickness. If the London quadrants are excluded from the calculations, the national figure drops to 11.5 days on average. The average number of days' absence per employee is split by long and short-term sickness to highlight the variation in performance between areas.

Only three areas are currently achieving the target by having fewer than 9 days sickness per employee per year, but a further 12 areas are achieving the old target by having fewer than 10 days.

The best performing areas were:

- North Yorkshire (7.8)
- Derbyshire (7.9)
- Surrey (8.0)
- Suffolk (9.1)
- Bedfordshire (9.2)

The most serious under-achievers were:

- London West (21.1)
- London North (20.7)
- Cumbria (16.6)
- London South (16.2)
- North Wales (16.0)

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

Sickness Absence, April 2004 - December 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	1597	1078	0	2675	288	5.5	3.7	0.0	9.3	Near miss
	Warwickshire	610	1036	260	1906	142	4.3	7.3	1.8	13.4	Above
West Midlands	West Mercia	1451	1667	145	3263	272	5.3	6.1	0.5	12.0	Above
	West Midlands	5923	3900	0	9822	813	7.3	4.8	0.0	12.1	Above
	Regional Sub Total	9581	7681	405	17667	1514	6.3	5.1	0.3	11.7	
North East	County Durham	856	1087	0	1943	200	4.3	5.4	0.0	9.7	Near miss
	Northumbria	2561	3936	0	6497	479	5.4	8.2	0.0	13.6	Above
	Teesside	1219	1765	118	3101	230	5.3	7.7	0.5	13.5	Above
	Regional Sub Total	4635	6787	118	11540	908	5.1	7.5	0.1	12.7	
East	Bedfordshire	907	699	0	1606	174	5.2	4.0	0.0	9.2	Near miss
	Cambridgeshire	775	582	184	1540	162	4.8	3.6	1.1	9.5	Near miss
	Essex	2288	1514	2	3804	318	7.2	4.8	0.0	11.9	Above
	Hertfordshire	974	618	114	1707	179	5.4	3.5	0.6	9.5	Near miss
	Norfolk	1331	533	80	1943	172	7.7	3.1	0.5	11.3	Above
	Suffolk	778	575	0	1353	149	5.2	3.9	0.0	9.1	Near miss
	Regional Sub Total	7052	4521	379	11953	1154	6.1	3.9	0.3	10.4	
North West	Cheshire	1116	1864	86	3066	265	4.2	7.0	0.3	11.6	Above
	Cumbria	800	768	353	1922	116	6.9	6.6	3.1	16.6	Above
	Greater Manchester	4479	6980	0	11459	930	4.8	7.5	0.0	12.3	Above
	Lancashire	2699	2912	186	5797	458	5.9	6.4	0.4	12.7	Above
	Merseyside	1573	4022	591	6186	498	3.2	8.1	1.2	12.4	Above
	Regional Sub Total	10668	16546	1216	28430	2266	4.7	7.3	0.5	12.5	
East Midlands	Derbyshire	1242	763	17	2022	257	4.8	3.0	0.1	7.9	Below
	Leicestershire & Rutland	2116	1290	0	3406	354	6.0	3.6	0.0	9.6	Near miss
	Lincolnshire	1399	407	280	2086	165	8.5	2.5	1.7	12.7	Above
	Northamptonshire	10703	13434	0	24137	2029	5.3	6.6	0.0	11.9	Above
	Nottinghamshire	1444	2568	396	4408	408	3.5	6.3	1.0	10.8	Above
	Regional Sub Total	16903	18462	693	36058	3213	5.3	5.7	0.2	11.2	
Yorkshire & Humberside	Humberside	2223	1859	48	4130	323	6.9	5.8	0.1	12.8	Above
	North Yorkshire	696	653	0	1349	173	4.0	3.8	0.0	7.8	Below
	South Yorkshire	1673	2449	481	4603	481	3.5	5.1	1.0	9.6	Near miss
	West Yorkshire	3529	4901	6	8436	892	4.0	5.5	0.0	9.5	Near miss
	Regional Sub Total	8121	9862	535	18518	1869	4.3	5.3	0.3	9.9	
South East	Hampshire	2508	1503	0	4011	378	6.6	4.0	0.0	10.6	Above
	Kent	1265	2742	16	4023	305	4.2	9.0	0.1	13.2	Above
	Surrey	776	623	31	1430	179	4.3	3.5	0.2	8.0	Below
	Sussex	1336	1040	155	2531	269	5.0	3.9	0.6	9.4	Near miss
	Thames Valley	3224	2478	68	5770	448	7.2	5.5	0.2	12.9	Above
	Regional Sub Total	9108	8386	270	17764	1579	5.8	5.3	0.2	11.3	
South West	Avon & Somerset	3745	1205	0	4950	393	9.5	3.1	0.0	12.6	Above
	Devon & Cornwall	1275	1864	0	3139	324	3.9	5.7	0.0	9.7	Near miss
	Dorset	644	998	0	1642	142	4.5	7.1	0.0	11.6	Above
	Gloucestershire	497	706	0	1203	119	4.2	5.9	0.0	10.1	Above
	Wiltshire	464	620	0	1084	104	4.5	6.0	0.0	10.4	Above
	Regional Sub Total	6624	5394	0	12018	1082	6.1	5.0	0.0	11.1	
London	London East	1956	2196	54	4206	272	7.2	8.1	0.2	15.5	Above
	London North	3145	2765	1	5911	285	11.0	9.7	0.0	20.7	Above
	London South	2951	2667	2	5620	348	8.5	7.7	0.0	16.2	Above
	London West	2737	3083	138	5958	282	9.7	10.9	0.5	21.1	Above
	London Central	4398	4153	0	8551	675	6.5	6.1	0.0	12.7	Above
	London Sub Total	15187	14864	195	30246	1862	8.2	8.0	0.1	16.2	
Wales	Dyfed-Powys	571	611	130	1312	107	5.3	5.7	1.2	12.3	Above
	Gwent	873	579	0	1452	154	5.7	3.8	0.0	9.4	Near miss
	North Wales	828	1969	0	2796	175	4.7	11.2	0.0	16.0	Above
	South Wales	2161	2881	0	5042	413	5.2	7.0	0.0	12.2	Above
	Regional Sub Total	4432	6039	130	10601	849	5.2	7.1	0.2	12.5	
ENGLAND & WALES		92311	98542	3941	194794	16296	5.7	6.0	0.2	12.0	

8. Victim Contact – April to September 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%
Apr-04 to September-04	7,752	7,225	93%

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 and performance continues to improve in 2004/05 with 93% of victims contacted in accordance with the national standard.

Further analysis of the figures shows that:

- 40 areas met or exceeded the 85% target and are classed as green
- 2 areas made contact within 5% of the target and are amber
- There are no red areas, i.e. none that fell more than 5% short of the target

These areas hit 100%:

- County Durham
- Cumbria
- Leicestershire & Rutland
- South Yorkshire
- South Wales
- Dyfed-Powys

The areas failing to achieve the target were:

- West Mercia (82%)
- Gloucestershire (83%)

Victim Contact
All Cases, April 2004 - September 2004

Region	Area	Number of named victims	No. contacted within 8 weeks	Target achieved	Performance
West Midlands	Staffordshire	365	348	95%	On or Above
	Warwickshire	93	89	96%	On or Above
	West Mercia	105	86	82%	Near miss
	West Midlands	670	601	90%	On or Above
West Midlands Total		1233	1124	94%	
North East	Northumbria	196	193	98%	On or Above
	Teesside	92	84	91%	On or Above
	County Durham	30	30	100%	On or Above
North East Total		318	307	98%	
East	Bedfordshire	129	119	92%	On or Above
	Cambridgeshire	76	72	95%	On or Above
	Essex	138	132	96%	On or Above
	Hertfordshire	77	71	92%	On or Above
	Norfolk	76	68	89%	On or Above
	Suffolk	67	64	96%	On or Above
East Total		563	526	88%	
North West	Cheshire	144	133	92%	On or Above
	Cumbria	55	55	100%	On or Above
	Lancashire	241	216	90%	On or Above
	Merseyside	250	246	98%	On or Above
	Greater Manchester	537	514	96%	On or Above
North West Total		1227	1164	92%	
East Midlands	Derbyshire	213	198	93%	On or Above
	Leicestershire & Rutland	158	158	100%	On or Above
	Lincolnshire	67	63	94%	On or Above
	Northamptonshire	116	112	97%	On or Above
	Nottinghamshire	184	175	95%	On or Above
East Midlands Total		738	706	97%	
Yorkshire & Humberside	Humberside	165	150	91%	On or Above
	North Yorkshire	99	88	89%	On or Above
	South Yorkshire	217	217	100%	On or Above
	West Yorkshire	473	459	97%	On or Above
Yorkshire & Humberside Total		954	914	93%	
South East	Hampshire	215	187	87%	On or Above
	Kent	165	154	93%	On or Above
	Surrey	48	47	98%	On or Above
	Sussex	199	196	98%	On or Above
	Thames Valley	180	170	94%	On or Above
South East Total		807	754	89%	
South West	Avon & Somerset	197	185	94%	On or Above
	Dorset	52	51	98%	On or Above
	Gloucestershire	42	35	83%	Near miss
	Wiltshire	56	55	98%	On or Above
	Devon/Cornwall	184	177	96%	On or Above
South West Total		531	503	95%	
London Total		1004	854	85%	On or Above
Wales	Gwent	80	79	99%	On or Above
	North Wales	79	77	97%	On or Above
	South Wales	207	206	100%	On or Above
	Dyfed/Powys	11	11	100%	On or Above
Wales Total		377	373	99%	
England & Wales Total		7752	7225	93%	

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

The aim is to improve the timeliness of the NPS reports (PSRs) to the magistrates' courts. National Standards specify that the report should be provided within 15 working days.

The figures presented here 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 is not.

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.

Performance peaked in 2001/2 when this was a cash performance-linked measure and fell sharply last year. Performance between April and December 2004 has improved to match the peak in 2002/02, i.e. 79%.

1996-97	55%
1997-98	58%
1998-99	63%
1999-00	68%
2000-01	75%
2001-02	79%
2002-03	78%
2003-04	65%
2004-05 (Apr-Dec)	79%

Year	No. provided in response to request	No. provided within 15 working days of request	% meeting standard
2002/03	119,875	93,322	78%
2003/04	110,712	72,141	65%
2004/05 (Apr-Dec)	105,896	83,618	79%

Four areas met or exceeded the 90% target.

The best performing areas were:

- Humberside (93%)
- Northumbria (92%)
- Teesside (92%)
- Leicestershire & Rutland (91%)

The most serious under-achievers were:

- Devon/Cornwall (50%)
- Norfolk (53%)
- Gloucestershire (56%)
- Essex (63%)

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

Timeliness of Court Reports to Magistrates Court April to December 2004

Probation Area	Number provided in response to request	Number provided within 15 working days of request	Performance against 15 day standard
Avon & Somerset	2055	1158	56%
Bedfordshire	1343	896	67%
Cambridgeshire	1314	1121	85%
Cheshire	1581	1401	89%
Cumbria	1193	911	76%
Derbyshire	2330	1768	76%
Devon/Cornwall	2091	1038	50%
Dorset	1178	1053	89%
County Durham	1473	1200	81%
Essex ¹	1752	1102	63%
Gloucestershire	871	487	56%
Greater Manchester	7063	5952	84%
Hampshire	3685	2709	74%
Hertfordshire	1766	1280	72%
Humberside	2130	1979	93%
Kent	2533	1676	66%
Lancashire	3206	2813	88%
Leicestershire & Rutland	2271	2061	91%
Lincolnshire	1399	1209	86%
Merseyside	3727	3195	86%
Norfolk	1221	651	53%
Northamptonshire	765	605	79%
Northumbria	3353	3073	92%
North Yorkshire	1405	1172	83%
Nottinghamshire	3579	2686	75%
South Yorkshire	3458	3040	88%
Staffordshire	2305	1840	80%
Suffolk	1284	1028	80%
Surrey	1023	764	75%
Sussex	2686	2104	78%
Teesside	2135	1955	92%
Thames Valley	2758	1786	65%
Warwickshire ¹	196	149	76%
West Mercia	1988	1521	77%
West Midlands	9541	8360	88%
West Yorkshire	4045	3375	83%
Wiltshire	978	735	75%
London	10427	7330	70%
Dyfed/Powys	1068	958	90%
Gwent	1513	1157	76%
North Wales	1339	1003	75%
South Wales	3868	3317	86%
England and Wales	105896	83618	79%

¹ April to September only as Quarter 3 data has not been submitted.

10. Weighted Scorecard Q3 2004-05

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

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

The most improving areas are:

- Northamptonshire (Band 2)
- Dyfed-Powys (Band 2)
- Gwent (Band 2)
- Essex (Band 3)

The most declining areas are:

- West Mercia (Band 3)
- Hertfordshire (Band 3)
- Thames Valley (Band 3)
- Hampshire (Band 2)

Weighted Scorecard Quarter 3, 2004/05

Area name	Performance against Target	Performance against Average	Overall Performance	Position now	Position last time	Difference
Dorset	53	48	101	1	1	0
Leicestershire & Rutland	51	49	100	2	2	0
Teesside	48	47	95	3	3	0
Humberside	52	38	89	4	4	0
Lincolnshire	43	38	81	5	6	1
County Durham	44	23	67	6	7	1
Sussex	27	39	66	7	5	-2
West Yorkshire	30	31	61	8	8	0
Northumbria	33	25	58	9	9	0
Greater Manchester	27	25	52	10	14	4
Northamptonshire	29	21	49	11	23	12
Cheshire	27	21	48	12	11	-1
Derbyshire	23	21	43	13	18	5
North Yorkshire	20	22	42	14	12	-2
Warwickshire	22	15	38	15	10	-5
Bedfordshire	18	13	31	16	13	-3
Lancashire	16	13	29	17	16	-1
Dyfed/Powys	9	15	24	18	26	8
Wiltshire	13	3	15	19	20	1
Suffolk	5	9	14	20	24	4
Hampshire	7	7	14	21	15	-6
Gwent	13	-2	11	22	30	8
Surrey	6	-3	3	23	27	4
Cambridgeshire	4	-4	0	24	21	-3
Staffordshire	9	-13	-4	25	28	3
Gloucestershire	-2	-4	-6	26	22	-4
Hertfordshire	-5	-3	-8	27	17	-10
Essex	-6	-9	-15	28	35	7
North Wales	-11	-9	-20	29	29	0
South Wales	-3	-17	-20	30	34	4
West Mercia	-4	-16	-20	31	19	-12
Thames Valley	-7	-14	-21	32	25	-7
Merseyside	-3	-21	-24	33	33	0
South Yorkshire	-12	-19	-31	34	32	-2
Nottinghamshire	-15	-19	-34	35	38	3
Kent	-18	-22	-40	36	37	1
Norfolk	-21	-24	-45	37	31	-6
London North	-38	-21	-59	38	43	5
London East	-48	-27	-74	39	39	0
London South	-44	-31	-75	40	40	0
Cumbria	-41	-37	-78	41	36	-5
Avon & Somerset	-52	-55	-107	42	42	0
Devon & Cornwall	-65	-46	-112	43	45	2
London West	-65	-51	-116	44	44	0
West Midlands	-51	-71	-122	45	41	-4
Grand Total	116	-17	99			

Please note:

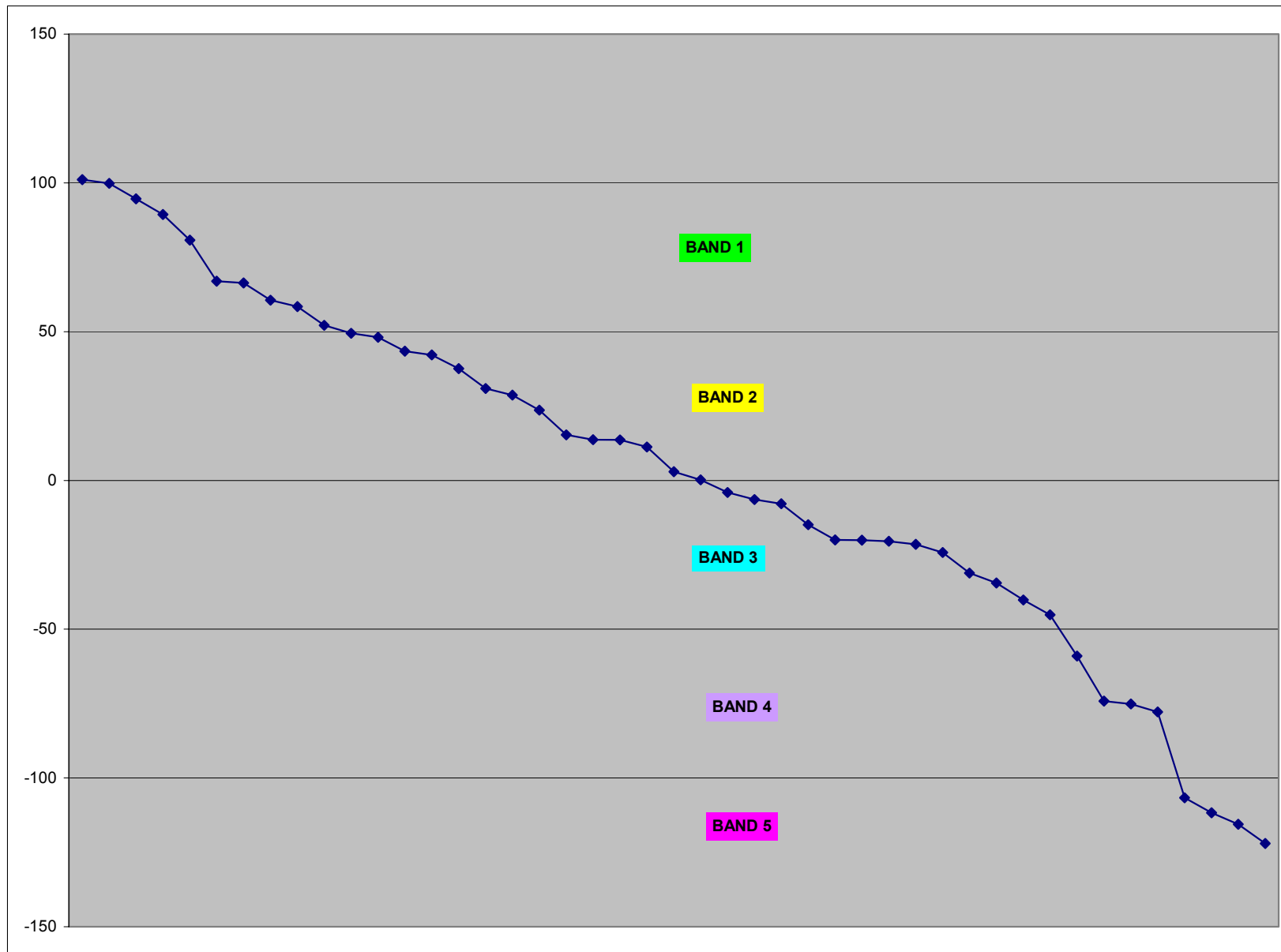
The above relates to data covering the period April 2004 - December 2004

Position last time relates to the last update of the weighted scorecard which covered the following period: April 2004 - September 2004

The full list of measures included with weightings in brackets is:

accredited programmes (10); enforcement (7); compliance (4); appointments arranged (2); appointments kept (2); DTTO starts (7.5); DTTO completion rate (7.5) basic skills starts (7.5); basic skills awards (7.5); and ECP completions (10).

Accredited programmes, DTTOs, ECP and basic skills have been capped so areas will not get any extra credit for scores over 120% in each of these indicators.



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