



NATIONAL PROBATION SERVICE
for England and Wales

National Directorate

National Probation Service

Performance Report 16

and

Weighted Scorecard 2004/05

MAY 2005

ROGER HILL
DIRECTOR OF PROBATION

Foreword

This report contains information on the performance of the National Probation Service in 2004/05. These represent a record level of performance with virtually all the targets set achieved. This is a result of the hard work and commitment of staff at all levels. I would like to take this opportunity to convey my thanks for your contribution over the year.

The table below shows the real improvements made by the NPS during 2004/05.

Although the enforcement target of 90% for the whole period was not achieved, for the first time ever enforcement exceeded the target for the whole of the final quarter of 2004/05. This has been an enormous achievement. In 1999 the figure was 44% against a lower standard which permitted three unacceptable absences before an offender was breached.

For the first time ever, the NPS achieved the target for accredited programme completions. The Basic Skills starts/awards targets were both achieved even though they had been doubled from the previous year. The new target on ECP was also achieved. The DTTO completion rate (36%) exceeded the target – this represents a real improvement on the 28% quoted in the Public Accounts Committee report in 2004. The NPS continues to perform well in relation to the victim measures.

Performance measure	2003/04	2004/05	Percentage point change
Enforcement within 10 days	77%	87%	10%
Compliance	63%	66%	3%
Compliance including orders allowed to continue	N/A	79%	--
Offending Behaviour Programmes	13,136 (88%)	15,595 (104%)	16%
ECP completions	No target	38,473 (128%)	-
DTTO starts	8,519 (95%)	10,322 (79%)	-16%
DTTO completion rate	-	36%	-
Basic Skills Starts	14,971 (94%)	34,199 (107%)	13%
Basic Skills Awards	2,815 (70%)	9,451 (118%)	48%
Sickness	12.3 days	12.3	0 days
Victims contacted	91%	93%	2%

It should be noted that during 2004/05 the targets for:

- **DTTOs increased from 9,000 to 13,000**
- **Basic Skills starts 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 was set.**

The target for DTTO commencements was increased from 9,000 to 13,000. Performance improved with a record number of DTTOs made but it was still short of target. There is some evidence that

other initiatives like the Drug Interventions Programme (DIP) are having an adverse impact on commencements. It will be important to ensure that there remains a focus on maximising the number of appropriate DRR/DTTO commencements.

The performance on compliance exceeded the target if orders that are allowed to continue are included. This is a significant measure of the NPS's ability to keep offenders under supervision in the community. However, there is an increasing focus within Government on promoting "first time compliance" with fines, bail warrants and community penalties. There will have to be more work done within the NPS during 2005/06 on encouraging offenders to comply more effectively with supervision so that the burden on courts and ultimately prison is minimised.

It is a matter of concern that there has been no change in relation to the sickness target for staff. The National Audit Office are doing a major report on this issue and the NPD/areas will need to take significant action to improve performance.

During 2004/05 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 was extended to include some of the poorer performing areas. The NPD will be reviewing the value of this approach with the areas involved.

The weighted scorecard

The weighted scorecard presented at the end of this report covers 2004/05. If performance against target is considered (column 1), the number of areas above zero has risen from 15 to 35 over the year. This represents an excellent improvement. London is now reported in its four quadrants and all these are below the target but there has been some significant improvement. There are six other areas below target – of these only Devon & Cornwall (marginally) and West Midlands (significantly) have failed to improve their performance. Both these areas have clear plans for performance improvement during 2005/06.

Apart from London there has been significant improvement in Kent, Suffolk, Hertfordshire, Avon & Somerset, Essex, Norfolk, West Mercia, Cumbria, Gloucestershire, Cambridgeshire, South Yorkshire, Staffordshire, Cheshire, Hampshire, Warwickshire, Gwent, Thames Valley, Lancashire, Merseyside, Derbyshire, South Wales, Northumbria and Nottinghamshire – all these areas had been below target in 2003/04.

2004/05 has been a very good year for the NPS. Performance has never been stronger and must be the bedrock of our approach to 2005/06. As NOMS develops it is of critical importance that performance to protect the public and reduce re-offending remains our highest priority.

Once again, I would like to thank you for your contribution during 2004/05 – well done everyone.

Roger Hill
Director of Probation
National Probation Service

Introduction

Enforcement

87% of relevant cases monitored between April 2004 and March 2005 were enforced within 10 days in accordance with National Standards. On a month-by-month basis, the 90% target was reached or exceeded in each of the last three months of the year.

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 for 2004/05 was 79% compared with the target of 70% for all orders and licences, i.e. almost 8 out of 10 offenders are still in acceptable contact after six months' supervision.

Offending Behaviour Programmes

15,595 programmes were completed in 2004/05 meaning that the 15,000 target was exceeded by 4%. Over 2,400 more programmes were completed than in 2003/04.

Enhanced Community Punishment

38,473 completions have been achieved, 28% above target. The 30,000 target was actually exceeded in January 2005.

Drug Treatment and Testing Orders

10,322 DTTOs commenced in 2004/05 meaning that 79% of the 13,000 target on commencements was met. This is against a target that increased by 44% since last year's. Over 1,800 more starts were achieved in 2004/05 than in 2003/04.

The national completion rate was 36%, 1% above the target.

Basic Skills

34,199 offenders commenced basic skills courses in 2004/05, 7% above the 32,000 target and over 19,200 more starts than in 2003/04. 9,451 basic skills awards were delivered in 2004/05, 18% above the 8,000 target and over 6,600 more awards than the year before.

Sickness Absence

The average number of days lost due to sickness per employee per year in 2004/05 was 12.3 days, the same as in 2003/04.

Victims

In the first three-quarters 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 begin reporting on the new basis in 2005/06. In the meantime we will report on the proportion of PSRs that were written within the 15-working day standard. For 2004/05, this figure, nationally, was 73%. The target is 90%.

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.

For enquiries about the data please contact Paris Mikkides, Head of Performance Standards & Quality Assurance, Tel: 020 7217 8812; E-mail: Paris.Mikkides@homeoffice.gsi.gov.uk.

1. Enforcement and Compliance – April 2004 to March 2005

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 2004 to March 2005 will contain cases that commenced between October 2003 and September 2004.

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

Period	Enforced within 10 days in accordance with National Standards	All cases enforced
2001/02	53%	69%
2002/03	64%	77%
2003/04	77%	87%
2004/05	87%	93%

The overall performance on enforcement has improved considerably and the 90% target was met or exceeded in each of the last three months of the reporting year.

The detailed data shows that:

- Nearly two thirds of areas met or exceeded the 90% for breach action within 10 days.
- A further 13 areas were above 80% for breach action within 10 days.
- Only four areas were more than 10% below target, namely:
 - London South (62%)
 - London North (68%)
 - London West (71%)
 - London East (75%)

Compliance for 2004/05 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 South and 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 for 2004/05 was 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 (72%)
- London East (73%)
- Nottinghamshire (74%)

Appointments kept:

- Nottinghamshire (47%)
- London West (48%)
- London North (51%)
- London East (51%)
- West Midlands (53%)

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

Enforcement April 2004 - March 2005

Region	Area name	Proportion breached within 10 days	Proportion breached whether or not within 10 days	Compliance
West Midlands	Staffordshire	90%	93%	83%
	Warwickshire	90%	94%	87%
	West Mercia	88%	92%	85%
	West Midlands	88%	94%	74%
	Regional Sub Total	88%	93%	80%
North East	County Durham	95%	98%	91%
	Northumbria	91%	95%	86%
	Teesside	96%	98%	80%
	Regional Sub Total	93%	96%	85%
East	Bedfordshire	91%	97%	79%
	Cambridgeshire	87%	92%	87%
	Essex	84%	93%	83%
	Hertfordshire	85%	91%	81%
	Norfolk	92%	97%	72%
	Suffolk	91%	99%	83%
	Regional Sub Total	88%	94%	81%
North West	Cheshire	91%	94%	80%
	Cumbria	81%	88%	84%
	Greater Manchester	90%	96%	80%
	Lancashire	95%	97%	84%
	Merseyside	86%	92%	75%
	Regional Sub Total	90%	94%	80%
East Midlands	Derbyshire	98%	99%	78%
	Leicestershire & Rutland	96%	98%	80%
	Lincolnshire	91%	97%	81%
	Northamptonshire	91%	95%	81%
	Nottinghamshire	84%	93%	79%
	Regional Sub Total	91%	96%	79%
Yorkshire & Humberside	Humberside	99%	100%	81%
	North Yorkshire	91%	97%	81%
	South Yorkshire	92%	95%	81%
	West Yorkshire	92%	96%	80%
	Regional Sub Total	93%	96%	81%
South East	Hampshire	87%	93%	86%
	Kent	84%	92%	79%
	Surrey	93%	99%	83%
	Sussex	91%	95%	82%
	Thames Valley	83%	95%	78%
	Regional Sub Total	87%	94%	82%
South West	Avon & Somerset	86%	94%	78%
	Devon/Cornwall	91%	95%	78%
	Dorset	90%	97%	81%
	Gloucestershire	90%	93%	81%
	Wiltshire	95%	98%	77%
	Regional Sub Total	90%	95%	79%
London	London East	75%	87%	76%
	London North	68%	84%	73%
	London South	62%	80%	69%
	London West	71%	81%	64%
	London Sub Total	69%	83%	71%
Wales	Dyfed/Powys	96%	99%	89%
	Gwent	97%	99%	80%
	North Wales	93%	95%	82%
	South Wales	89%	95%	75%
	Regional Sub Total	92%	96%	79%
ENGLAND & WALES	87%	93%	79%	

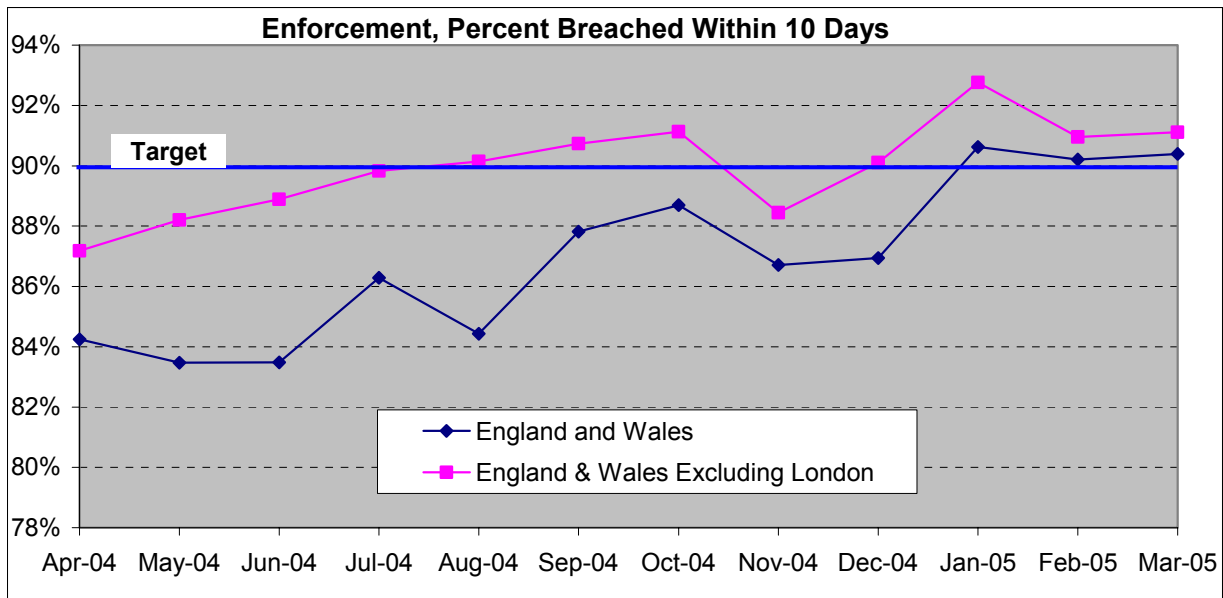
Enforcement by Month

**England and Wales
April 2004 - March 2005**

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	88%	93%	79%
Oct-04	89%	94%	80%
Nov-04	87%	94%	80%
Dec-04	87%	94%	80%
Jan-05	91%	95%	79%
Feb-05	90%	95%	80%
Mar-05	90%	96%	80%
Total	87%	93%	79%

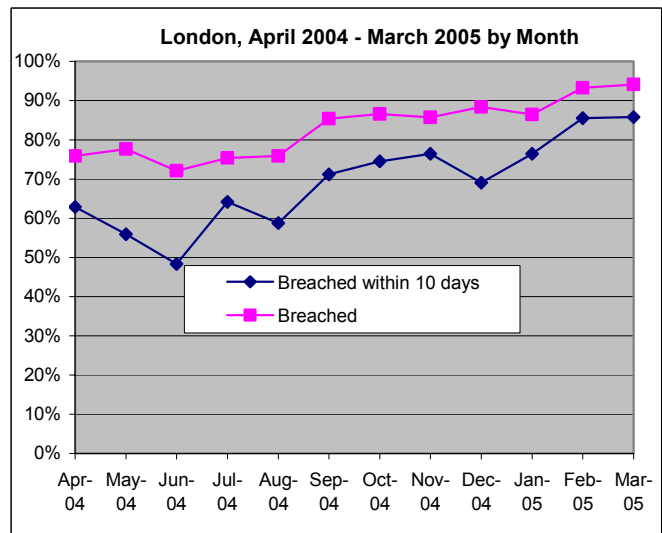
**England & Wales Excluding London
April 2004 - March 2005**

Month	Breached within 10 days	Breached	Compliance
Apr-04	87%	94%	--
May-04	88%	94%	79%
Jun-04	89%	94%	82%
Jul-04	90%	94%	80%
Aug-04	90%	96%	80%
Sep-04	91%	95%	80%
Oct-04	91%	96%	80%
Nov-04	88%	96%	80%
Dec-04	90%	95%	81%
Jan-05	93%	97%	80%
Feb-05	91%	95%	81%
Mar-05	91%	96%	82%
Total	90%	95%	81%



**London
April 2004 - March 2005**

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%
Jan-05	76%	86%	73%
Feb-05	85%	93%	73%
Mar-05	86%	94%	69%
Total	69%	83%	71%

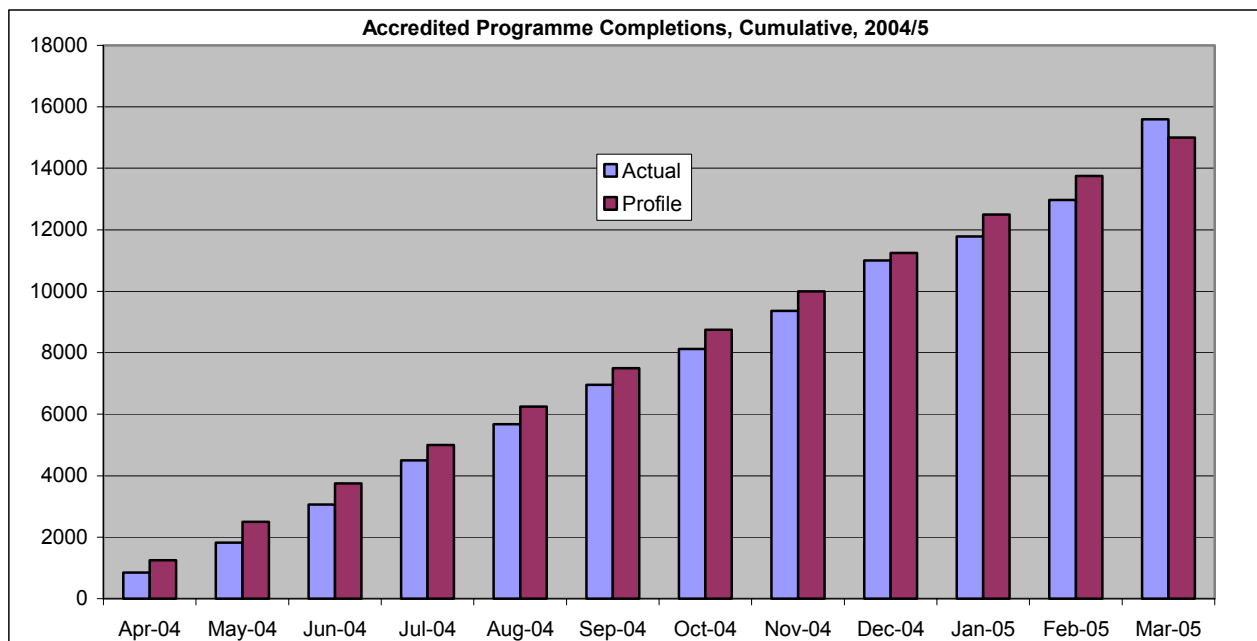


Contact Levels April 2004 - March 2005

<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	90%	Above	68%	Above
	Warwickshire	91%	Above	60%	Below
	West Mercia	82%	Below	63%	Below
	West Midlands	86%	Below	53%	Below
	West Midlands Total	86%		59%	
North East	County Durham	91%	Above	73%	Above
	Northumbria	95%	Above	64%	Below
	Teesside	92%	Above	67%	Above
	North East Total	93%		67%	
East of England	Bedfordshire	78%	Below	57%	Below
	Cambridgeshire	83%	Below	65%	Above
	Essex	84%	Below	62%	Below
	Hertfordshire	77%	Below	63%	Below
	Norfolk	88%	Below	57%	Below
	Suffolk	90%	Above	61%	Below
	East of England Total	83%		61%	
North West	Cheshire	92%	Above	72%	Above
	Cumbria	85%	Below	62%	Below
	Greater Manchester	92%	Above	71%	Above
	Lancashire	91%	Above	60%	Below
	Merseyside	92%	Above	62%	Below
	North West Total	91%		66%	
East Midlands	Derbyshire	88%	Below	63%	Below
	Leicestershire & Rutland	91%	Above	72%	Above
	Lincolnshire	83%	Below	57%	Below
	Northamptonshire	81%	Below	59%	Below
	Nottinghamshire	74%	Below	47%	Below
	East Midlands Total	83%		59%	
Yorkshire & Humberside	Humberside	91%	Above	63%	Below
	North Yorkshire	96%	Above	70%	Above
	South Yorkshire	89%	Below	60%	Below
	West Yorkshire	89%	Below	58%	Below
	Yorkshire & Humberside Total	91%		62%	
South East	Hampshire	89%	Below	69%	Above
	Kent	92%	Above	68%	Above
	Surrey	91%	Above	73%	Above
	Sussex	86%	Below	66%	Above
	Thames Valley	78%	Below	57%	Below
	South East Total	87%		66%	
South West	Avon & Somerset	81%	Below	56%	Below
	Devon/Cornwall	78%	Below	59%	Below
	Dorset	80%	Below	63%	Below
	Gloucestershire	78%	Below	60%	Below
	Wiltshire	81%	Below	56%	Below
	South West Total	80%		58%	
London	London East	73%	Below	51%	Below
	London North	68%	Below	51%	Below
	London South	72%	Below	56%	Below
	London West	68%	Below	48%	Below
	London Total	71%		52%	
Wales	Dyfed/Powys	88%	Below	67%	Above
	Gwent	93%	Above	65%	Above
	North Wales	83%	Below	63%	Below
	South Wales	90%	Above	64%	Below
	Wales Total	88%		64%	
England & Wales		85%		61%	

2. Accredited Programmes - April 2004 to March 2005

	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	855	1826	3067	4496	5680	6956	8123	9368	11001	11781	12969	15595
Profile	1250	2500	3750	5000	6250	7500	8750	10000	11250	12500	13750	15000
Percent	68%	73%	82%	90%	91%	93%	93%	94%	98%	94%	94%	104%



Year	Target	Completions	% Achieved
2001/02	6,267	3,431	55%
2002/03	12,000	7,716	64%
2003/04	15,000	13,136	88%
2004/05	15,000	15,595	104%

The detailed data show that:

- The North East, East Midlands, East of England, North West, Yorkshire & Humberside, South East and South West regions exceeded their regional profiled targets
- 33 areas exceeded their profiled target, compared with 23 in the first three quarters of the year
- A further two areas were within 10% of their profiled target

The best performing areas were:

- Lincolnshire (173%)
- Northumbria (146%)
- Greater Manchester (128%)
- Gloucestershire (123%)

The most serious under-achievers were:

- London East (71%)
- Gwent (73%)
- London West (75%)

Accredited Programmes Completions April 2004 - March 2005

<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	283	650	671	309	109%	Above
	Warwickshire	109	278	126	119	109%	Above
	West Mercia	267	679	732	283	106%	Above
	West Midlands	974	2712	2712	815	84%	Below
	Regional Sub Total	1634	4319	4241	1526	93%	
North East	County Durham	205	557	376	215	105%	Above
	Northumbria	514	926	1459	751	146%	Above
	Teesside	235	489	310	246	105%	Above
	Regional Sub Total	954	1972	2145	1212	127%	
East	Bedfordshire	141	336	269	147	104%	Above
	Cambridgeshire	161	464	384	189	117%	Above
	Essex	355	1303	797	398	112%	Above
	Hertfordshire	186	467	360	219	117%	Above
	Norfolk	194	526	377	196	101%	Above
	Suffolk	144	312	242	144	100%	Above
	Regional Sub Total	1182	3408	2429	1293	109%	
North West	Cheshire	260	1419	529	294	113%	Above
	Cumbria	134	492	316	111	83%	Below
	Greater Manchester	946	3534	2470	1214	128%	Above
	Lancashire	452	1642	1436	483	107%	Above
	Merseyside	559	1066	731	473	85%	Below
	Regional Sub Total	2351	8153	5482	2575	110%	
East Midlands	Derbyshire	257	1131	694	293	114%	Above
	Leicestershire & Rutland	256	1109	784	310	121%	Above
	Lincolnshire	154	795	799	267	173%	Above
	Northamptonshire	155	327	378	163	105%	Above
	Nottinghamshire	340	806	945	346	102%	Above
	Regional Sub Total	1162	4168	3600	1379	119%	
Yorkshire & Humberside	Humberside	292	971	877	347	119%	Above
	North Yorkshire	160	865	263	187	117%	Above
	South Yorkshire	468	1323	1137	398	85%	Below
	West Yorkshire	751	3476	2409	861	115%	Above
	Regional Sub Total	1670	6635	4686	1793	107%	
South East	Hampshire	423	1171	967	430	102%	Above
	Kent	384	712	471	428	112%	Above
	Surrey	160	403	298	141	88%	Below
	Sussex	307	864	757	308	100%	Above
	Thames Valley	432	1420	634	482	112%	Above
	Regional Sub Total	1705	4570	3127	1789	105%	
South West	Avon & Somerset	370	1451	1441	380	103%	Above
	Devon/Cornwall	367	887	942	310	84%	Below
	Dorset	150	539	441	182	121%	Above
	Gloucestershire	128	369	522	158	123%	Above
	Wiltshire	133	178	159	148	111%	Above
	Regional Sub Total	1148	3424	3505	1178	103%	
London	London North	501	1251	647	516	103%	Above
	London West	507	1093	650	380	75%	Below
	London East	555	819	411	396	71%	Below
	London South	703	819	357	689	98%	Near miss
	Regional Sub Total	2266	3982	2065	1981	87%	
Wales	Dyfed/Powys	127	335	335	120	94%	Near miss
	Gwent	198	612	545	145	73%	Below
	North Wales	184	503	0	155	84%	Below
	South Wales	419	1762	1312	449	107%	Above
	Regional Sub Total	927	3212	2192	869	94%	
ENGLAND & WALES		15000	43843	33472	15595	104%	

3. Enhanced Community Punishment (ECP) - April 2004 – March 2005

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 and this target was likewise exceeded. Over the period April 2004 to March 2005, 38,473 completions were achieved, 28% above target.

Year	Target	Completions	Commencements	Percent of target
2003/04	25,000	-	34,681	139%
2004/05	30,000	38,473	-	128%

Furthermore, the area breakdown shows:

- 39 areas exceeded their target
- Two areas were more than 10% below their target (both in the South West region)

The best performing areas were:

- Suffolk (326%)
- Leicestershire & Rutland (190%)
- Cambridgeshire (189%)
- Derbyshire (187%)

The most serious under-achievers were:

- Avon & Somerset (73%)
- Devon & Cornwall (77%)

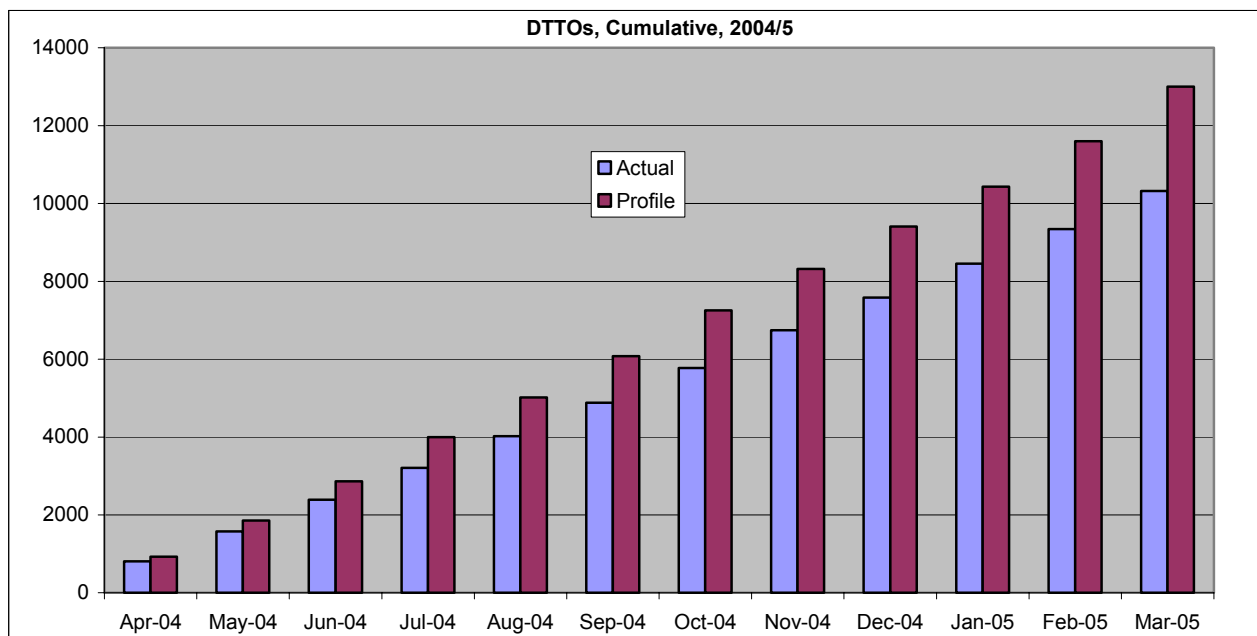
ECP Completions April 2004 - March 2005

<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	567	984	174%	Above
	Warwickshire	218	293	134%	Above
	West Mercia	534	592	111%	Above
	West Midlands	1949	1756	90%	Near miss
	Regional Sub-Total	3268	3625	111%	
North East	County Durham	411	458	112%	Above
	Northumbria	1027	948	92%	Near miss
	Teesside	470	551	117%	Above
	Regional Sub-Total	1908	1957	103%	
East	Bedfordshire	283	342	121%	Above
	Cambridgeshire	323	609	189%	Above
	Essex	709	1188	167%	Above
	Hertfordshire	373	537	144%	Above
	Norfolk	389	593	153%	Above
	Suffolk	287	936	326%	Above
	Regional Sub-Total	2364	4205	178%	
North West	Cheshire	519	689	133%	Above
	Cumbria	269	389	145%	Above
	Greater Manchester	1891	2110	112%	Above
	Lancashire	905	933	103%	Above
	Merseyside	1119	1148	103%	Above
	Regional Sub-Total	4703	5269	112%	
East Midlands	Derbyshire	513	960	187%	Above
	Leicestershire & Rutland	513	974	190%	Above
	Lincolnshire	309	345	112%	Above
	Northamptonshire	310	472	152%	Above
	Nottinghamshire	679	1099	162%	Above
	Regional Sub-Total	2324	3850	166%	
Yorkshire & Humberside	Humberside	583	807	138%	Above
	North Yorkshire	320	544	170%	Above
	South Yorkshire	936	995	106%	Above
	West Yorkshire	1502	2090	139%	Above
	Regional Sub-Total	3341	4436	133%	
South East	Hampshire	845	1521	180%	Above
	Kent	767	1356	177%	Above
	Surrey	320	547	171%	Above
	Sussex	614	889	145%	Above
	Thames Valley	863	1300	151%	Above
	Regional Sub-Total	3410	5613	165%	
South West	Avon & Somerset	740	540	73%	Below
	Devon/Cornwall	735	568	77%	Below
	Dorset	300	390	130%	Above
	Gloucestershire	256	237	93%	Near miss
	Wiltshire	266	287	108%	Above
	Regional Sub-Total	2296	2022	88%	
London	London North	1002	1056	105%	Above
	London West	1014	974	96%	Near miss
	London East	1110	1269	114%	Above
	London South	1406	1718	122%	Above
	London Sub Total	4532	5017	111%	
Wales	Dyfed/Powys	254	281	110%	Above
	Gwent	395	511	129%	Above
	North Wales	368	576	157%	Above
	South Wales	837	1111	133%	Above
	Regional Sub-Total	1854	2479	134%	
England & Wales Total		30000	38473	128%	

4. DTTOs – April 2004 to March 2005

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	809	1578	2396	3211	4028	4880	5779	6745	7587	8453	9344	10322
Profile	926	1856	2861	4003	5017	6078	7259	8320	9405	10432	11596	13000
Percent	87%	85%	84%	80%	80%	80%	80%	81%	81%	81%	81%	79%



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	13,000	10,322	79%

The area breakdown shows that:

- Only four areas exceeded their target.
- A further eight were within 10% of meeting the target
- Leaving the vast majority, 33 areas, below target

The best performing areas were:

- London North (103%)
- Leicestershire & Rutland (103%)
- Humberside (101%)
- Northamptonshire (101%)

The most serious under-achievers were:

- Cumbria (45%)
- Cambridgeshire (49%)
- Devon & Cornwall (51%)
- Hampshire (51%)

Completion Rate

In 2004/05 for the first time areas were set the target that at least 35% of their DTTOs should complete successfully. The full-year figures show that this target was exceeded by 1%. The area breakdown is shown below:

DTTOs Commenced April 2004 - March 2005

Region	Area name	Profiled target	Starts	Target Achieved	Performance
West Midlands	Staffordshire	246	187	76%	Below
	Warwickshire	95	71	75%	Below
	West Mercia	232	191	82%	Below
	West Midlands	844	657	78%	Below
	Regional Sub Total	1416	1106	78%	
North East	County Durham	178	97	55%	Below
	Northumbria	445	289	65%	Below
	Teesside	204	148	73%	Below
	Regional Sub Total	827	534	65%	
East	Bedfordshire	123	102	83%	Below
	Cambridgeshire	140	69	49%	Below
	Essex	307	202	66%	Below
	Hertfordshire	162	126	78%	Below
	Norfolk	168	111	66%	Below
	Suffolk	125	80	64%	Below
	Regional Sub Total	1024	690	67%	
North West	Cheshire	225	129	57%	Below
	Cumbria	116	53	45%	Below
	Greater Manchester	819	735	90%	Near miss
	Lancashire	392	351	90%	Near miss
	Merseyside	485	393	81%	Below
	Regional Sub Total	2038	1661	82%	
East Midlands	Derbyshire	222	169	76%	Below
	Leicestershire & Rutland	222	228	103%	Above
	Lincolnshire	134	106	79%	Below
	Northamptonshire	134	136	101%	Above
	Nottinghamshire	294	224	76%	Below
	Regional Sub Total	1007	863	86%	
Yorkshire & Humberside	Humberside	253	256	101%	Above
	North Yorkshire	139	127	92%	Near miss
	South Yorkshire	405	332	82%	Below
	West Yorkshire	651	614	94%	Near miss
	Regional Sub Total	1448	1329	92%	
South East	Hampshire	366	188	51%	Below
	Kent	332	228	69%	Below
	Surrey	139	94	68%	Below
	Sussex	266	249	94%	Near miss
	Thames Valley	374	341	91%	Near miss
Regional Sub Total	1478	1100	74%		
South West	Avon & Somerset	321	246	77%	Below
	Devon/Cornwall	318	162	51%	Below
	Dorset	130	116	89%	Below
	Gloucestershire	111	74	67%	Below
	Wiltshire	115	74	64%	Below
	Regional Sub Total	995	672	68%	
London	London North	491	505	103%	Above
	London West	488	414	85%	Below
	London East	464	401	86%	Below
	London South	521	450	86%	Below
	Regional Sub Total	1964	1770	90%	
Wales	Dyfed/Powys	110	101	92%	Near miss
	Gwent	171	170	99%	Near miss
	North Wales	159	103	65%	Below
	South Wales	363	223	61%	Below
	Regional Sub Total	803	597	74%	
ENGLAND & WALES		13000	10322	79%	

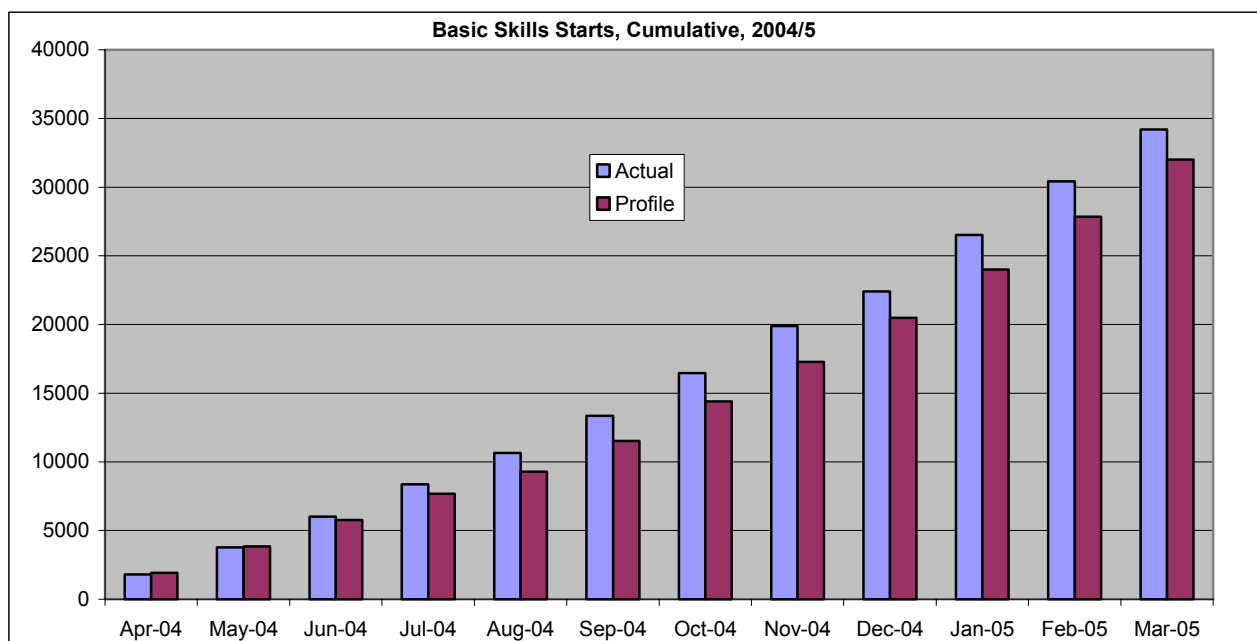
DTTOs Completion Rate April 2004 - March 2005

<i>Region</i>	<i>Area name</i>	<i>Target Achieved</i>	<i>Performance</i>
West Midlands	Staffordshire	24%	Below
	Warwickshire	47%	Above
	West Mercia	38%	Above
	West Midlands	36%	Above
	West Midlands Region	35%	Above
North East	County Durham	44%	Above
	Northumbria	46%	Above
	Teesside	43%	Above
	North East Region	45%	Above
East	Bedfordshire	50%	Above
	Cambridgeshire	48%	Above
	Essex	21%	Below
	Hertfordshire	29%	Below
	Norfolk	19%	Below
	Suffolk	35%	Above
	East Region	33%	Near miss
North West	Cheshire	32%	Near miss
	Cumbria	42%	Above
	Greater Manchester	38%	Above
	Lancashire	32%	Near miss
	Merseyside	46%	Above
	North West Region	38%	Above
East Midlands	Derbyshire	37%	Above
	Leicestershire & Rutland	35%	Above
	Lincolnshire	41%	Above
	Northamptonshire	35%	Above
	Nottinghamshire	34%	Near miss
	East Midlands Region	36%	Above
Yorkshire & Humberside	Humberside	38%	Above
	North Yorkshire	10%	Below
	South Yorkshire	26%	Below
	West Yorkshire	29%	Below
	Yorkshire & Humberside Region	29%	Below
South East	Hampshire	33%	Near miss
	Kent	25%	Below
	Surrey	28%	Below
	Sussex	40%	Above
	Thames Valley	35%	Above
	South East Region	33%	Near miss
South West	Avon & Somerset	29%	Below
	Devon & Cornwall	46%	Above
	Dorset	51%	Above
	Gloucestershire	35%	Above
	Wiltshire	36%	Above
	South West Region	39%	Above
London	London East	21%	Below
	London North	36%	Above
	London South	47%	Above
	London West	30%	Near miss
	London Region	35%	Above
Wales	Dyfed/Powys	52%	Above
	Gwent	32%	Near miss
	North Wales	51%	Above
	South Wales	39%	Above
	Wales Region	41%	Above
ENGLAND & WALES		36%	Above

5. Basic Skills - April 2004 to March 2005

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	3778	6017	8360	10646	13343	16457	19883	22400	26506	30427	34199
Profile	1920	3840	5760	7680	9280	11520	14400	17280	20480	24000	27840	32000
Percent	94%	98%	104%	109%	115%	116%	114%	115%	109%	110%	109%	107%



Performance exceeded the profiled target each month since June 2004 and finished the year 7% above target.

Year	Target	Commencements	Percent of target
2002/03	6,000	5,983	100%
2003/04	16,000	14,971	94%
2004/05	32,000	34,199	107

The area breakdown shows that:

- 33 areas exceeded their target
- A further area achieved over 90% of its target

The best performing areas were:

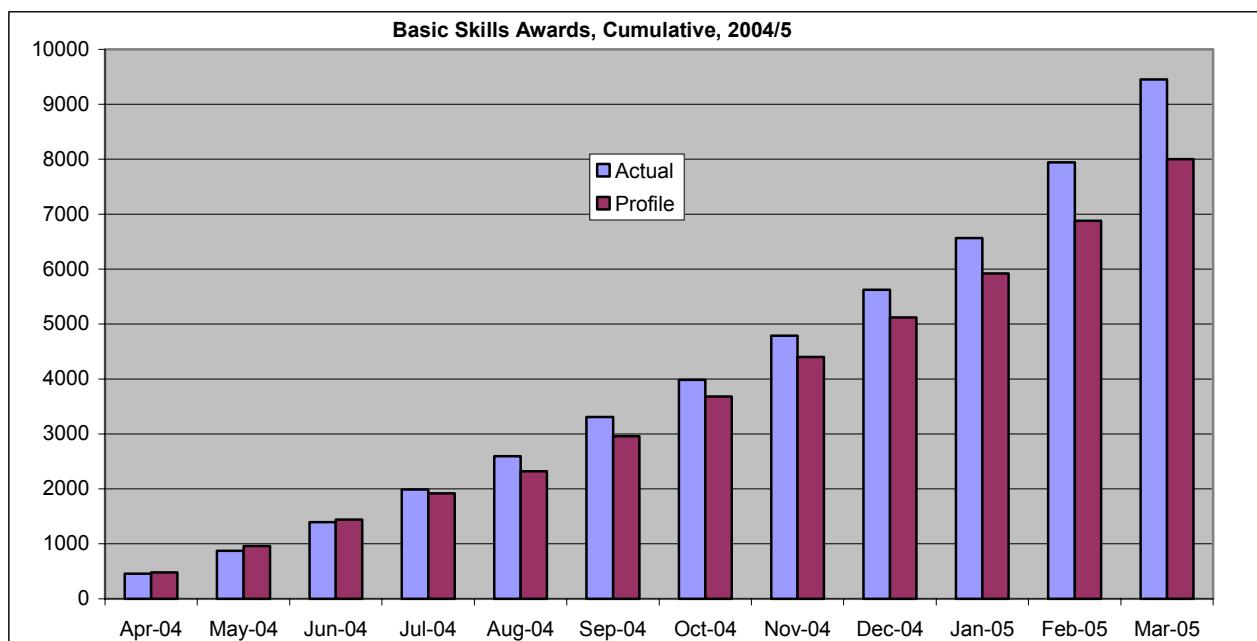
- North Yorkshire (212%)
- Lancashire (190%)
- Wiltshire (179%)
- Humberside (144%)
- Devon & Cornwall (143%)

The most serious under-achievers were:

- North Wales (49%)
- West Mercia (58%)
- West Midlands (61%)
- Suffolk (63%)
- Essex (65%)

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	874	1393	1987	2594	3306	3984	4790	5624	6563	7945	9451
Profile	480	960	1440	1920	2320	2960	3680	4400	5120	5920	6880	8000
Percent	95%	91%	97%	103%	112%	112%	108%	109%	110%	111%	115%	118%



Performance exceeded the profiled target every month since July and for the year as a whole reached 118%.

Year	Target	Awards	Percent of target
2002/03	1,000	848	85%
2003/04	4,000	2,815	70%
2004/05	8,000	9,451	118%

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

- 36 areas exceeded their target
- A further seven areas achieved over 90% of their target

The best performing areas were:

- Humberside (291%)
- Cambridgeshire (197%)
- Suffolk (190%)
- Norfolk (183%)
- Teesside (160%)
- London North (159%)
- Surrey (158%)

The most serious under-achievers were:

- West Midlands (57%)
- London South (68%)

Basic Skills, April 2004 - March 2005

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	604	627	104%	Above	151	173	114%	Above
	Warwickshire	233	276	119%	Above	58	55	95%	Near miss
	West Mercia	570	332	58%	Below	142	146	102%	Above
	West Midlands	2079	1268	61%	Below	520	295	57%	Below
	Regional Sub Total	3486	2503	72%		871	669	77%	
North East	County Durham	438	521	119%	Above	110	162	148%	Above
	Northumbria	1096	1316	120%	Above	274	278	101%	Above
	Teesside	501	501	100%	Above	125	200	160%	Above
	Regional Sub Total	2035	2338	115%		509	640	126%	
East	Bedfordshire	302	302	100%	Above	75	72	95%	Near miss
	Cambridgeshire	344	448	130%	Above	86	170	197%	Above
	Essex	757	494	65%	Below	189	225	119%	Above
	Hertfordshire	398	299	75%	Below	99	101	102%	Above
	Norfolk	414	415	100%	Above	104	190	183%	Above
	Suffolk	307	194	63%	Below	77	146	190%	Above
	Regional Sub Total	2522	2152	85%		630	904	143%	
North West	Cheshire	554	658	119%	Above	138	215	155%	Above
	Cumbria	287	275	96%	Near miss	72	84	117%	Above
	Greater Manchester	2017	2276	113%	Above	504	531	105%	Above
	Lancashire	965	1834	190%	Above	241	381	158%	Above
	Merseyside	1193	1626	136%	Above	298	361	121%	Above
	Regional Sub Total	5016	6669	133%		1254	1572	125%	
East Midlands	Derbyshire	548	672	123%	Above	137	131	96%	Near miss
	Leicestershire & Rutland	547	647	118%	Above	137	165	121%	Above
	Lincolnshire	329	455	138%	Above	82	108	131%	Above
	Northamptonshire	331	379	114%	Above	83	117	141%	Above
	Nottinghamshire	724	770	106%	Above	181	190	105%	Above
	Regional Sub Total	2479	2923	118%		620	711	115%	
Yorkshire & Humberside	Humberside	622	897	144%	Above	156	453	291%	Above
	North Yorkshire	341	722	212%	Above	85	100	117%	Above
	South Yorkshire	998	1170	117%	Above	250	262	105%	Above
	West Yorkshire	1602	2023	126%	Above	401	434	108%	Above
	Regional Sub Total	3564	4812	135%		891	1249	140%	
South East	Hampshire	902	952	106%	Above	225	207	92%	Near miss
	Kent	818	579	71%	Below	205	285	139%	Above
	Surrey	341	369	108%	Above	85	135	158%	Above
	Sussex	655	844	129%	Above	164	197	120%	Above
	Thames Valley	921	984	107%	Above	230	256	111%	Above
	Regional Sub Total	3638	3728	102%		909	1080	119%	
South West	Avon & Somerset	789	926	117%	Above	197	233	118%	Above
	Devon/Cornwall	784	1117	143%	Above	196	199	102%	Above
	Dorset	320	415	130%	Above	80	120	150%	Above
	Gloucestershire	273	334	122%	Above	68	77	113%	Above
	Wiltshire	283	506	179%	Above	71	87	123%	Above
	Regional Sub Total	2449	3298	135%		612	716	117%	
London	London North	1069	733	69%	Below	267	426	159%	Above
	London West	1082	808	75%	Below	270	331	122%	Above
	London East	1184	971	82%	Below	296	408	138%	Above
	London South	1499	1101	73%	Below	375	254	68%	Below
	London Sub Total	4834	3613	75%		1209	1419	117%	
Wales	Dyfed/Powys	271	291	107%	Above	68	62	91%	Near miss
	Gwent	421	424	101%	Above	105	101	96%	Near miss
	North Wales	392	191	49%	Below	98	112	114%	Above
	South Wales	893	1257	141%	Above	223	216	97%	Near miss
	Regional Sub Total	1978	2163	109%		494	491	99%	
ENGLAND & WALES		32000	34199	107%		8000	9451	118%	

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 has not been updated since the last Performance Report due to the unavailability of data from RDS. It 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 20% of all new orders and 30% 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 2004 to March 2005

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. The figure for 2004/05 was also 12.3 days. If the London quadrants are excluded from the calculations, the national figure drops to 11.7 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 nine days sickness or fewer per employee per year, but a further eight areas are achieving the old target by having fewer than 10 days.

The best performing areas were:

- North Yorkshire (7.2)
- Surrey (8.8)
- Suffolk (9.0)
- Derbyshire (9.2)
- South Yorkshire (9.2)

The most serious under-achievers were:

- London West (20.9)
- London North (20.4)
- London South (16.5)
- Cumbria (15.7)
- London East (15.6)

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

Sickness Absence, April 2004 - March 2005

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	2467	1457	0	3924	384	6.4	3.8	0.0	10.2	Above
	Warwickshire	871	1244	281	2396	190	4.6	6.6	1.5	12.6	Above
West Midlands	West Mercia	2059	2407	207	4673	365	5.6	6.6	0.6	12.8	Above
	West Midlands	8365	5478	0	13843	1135	7.4	4.8	0.0	12.2	Above
	Regional Sub Total	13761	10586	488	24835	2073	6.6	5.1	0.2	12.0	
	North East	County Durham	1392	1398	0	2790	274	5.1	5.1	0.0	10.2
North East	Northumbria	3620	4761	0	8380	634	5.7	7.5	0.0	13.2	Above
	Teesside	1847	2241	156	4244	308	6.0	7.3	0.5	13.8	Above
	Regional Sub Total	6859	8400	156	15415	1216	5.6	6.9	0.1	12.7	
East	Bedfordshire	1310	1089	0	2399	232	5.6	4.7	0.0	10.3	Above
	Cambridgeshire	1132	700	256	2088	216	5.2	3.2	1.2	9.7	Near miss
	Essex	3068	2145	2	5215	430	7.1	5.0	0.0	12.1	Above
	Hertfordshire	1405	858	226	2490	246	5.7	3.5	0.9	10.1	Above
	Norfolk	2083	1230	89	3401	259	8.0	4.7	0.3	13.1	Above
	Suffolk	1115	670	0	1785	199	5.6	3.4	0.0	9.0	Below
	Regional Sub Total	10113	6692	573	17378	1584	6.4	4.2	0.4	11.0	
North West	Cheshire	1584	2349	99	4032	355	4.5	6.6	0.3	11.4	Above
	Cumbria	1027	1048	385	2460	157	6.5	6.7	2.4	15.7	Above
	Greater Manchester	7235	9752	0	16987	1246	5.8	7.8	0.0	13.6	Above
	Lancashire	3783	3842	252	7877	612	6.2	6.3	0.4	12.9	Above
	Merseyside	3132	5726	1009	9867	755	4.1	7.6	1.3	13.1	Above
	Regional Sub Total	16761	22716	1745	41222	3124	5.4	7.3	0.6	13.2	
East Midlands	Derbyshire	1898	1242	17	3157	345	5.5	3.6	0.0	9.2	Near miss
	Leicestershire & Rutland	2961	1637	0	4598	477	6.2	3.4	0.0	9.6	Near miss
	Lincolnshire	1858	757	347	2961	220	8.5	3.4	1.6	13.5	Above
	Northamptonshire	1274	1942	0	3216	223	5.7	8.7	0.0	14.4	Above
	Nottinghamshire	2517	3277	492	6286	535	4.7	6.1	0.9	11.8	Above
	Regional Sub Total	10507	8855	856	20218	1799	5.8	4.9	0.5	11.2	
Yorkshire & Humberside	Humberside	3060	2204	48	5312	434	7.0	5.1	0.1	12.2	Above
	North Yorkshire	947	731	0	1678	233	4.1	3.1	0.0	7.2	Below
	South Yorkshire	2745	3490	580	6815	742	3.7	4.7	0.8	9.2	Near miss
	West Yorkshire	5171	6227	44	11442	1181	4.4	5.3	0.0	9.7	Near miss
	Regional Sub Total	11923	12652	672	25247	2591	4.6	4.9	0.3	9.7	
South East	Hampshire	3816	2377	0	6193	511	7.5	4.7	0.0	12.1	Above
	Kent	2054	3926	24	6004	459	4.5	8.6	0.1	13.1	Above
	Surrey	1322	771	33	2126	242	5.5	3.2	0.1	8.8	Below
	Sussex	1966	1478	155	3599	362	5.4	4.1	0.4	9.9	Near miss
	Thames Valley	4507	3418	68	7993	601	7.5	5.7	0.1	13.3	Above
	Regional Sub Total	13663	11971	280	25914	2175	6.3	5.5	0.1	11.9	
South West	Avon & Somerset	4747	1691	0	6438	533	8.9	3.2	0.0	12.1	Above
	Devon & Cornwall	1849	2378	0	4227	436	4.2	5.5	0.0	9.7	Near miss
	Dorset	850	1480	0	2330	192	4.4	7.7	0.0	12.1	Above
	Gloucestershire	750	824	0	1574	161	4.7	5.1	0.0	9.8	Near miss
	Wiltshire	659	846	0	1505	142	4.6	5.9	0.0	10.6	Above
	Regional Sub Total	8854	7219	0	16073	1465	6.0	4.9	0.0	11.0	
London	London East	2742	2738	54	5534	355	7.7	7.7	0.2	15.6	Above
	London North	4128	3414	1	7543	369	11.2	9.2	0.0	20.4	Above
	London South	3824	3504	2	7330	445	8.6	7.9	0.0	16.5	Above
	London West	3557	3992	199	7748	370	9.6	10.8	0.5	20.9	Above
	London Central	6221	6289	4	12514	927	6.7	6.8	0.0	13.5	Above
	London Sub Total	20472	19937	260	40669	2466	8.3	8.1	0.1	16.5	
Wales	Dyfed-Powys	919	851	130	1900	143	6.4	5.9	0.9	13.2	Above
	Gwent	1633	996	0	2629	234	7.0	4.3	0.0	11.2	Above
	North Wales	1165	2300	0	3465	236	4.9	9.7	0.0	14.7	Above
	South Wales	3414	3786	0	7199	560	6.1	6.8	0.0	12.9	Above
	Regional Sub Total	7130	7933	130	15193	1173	6.1	6.8	0.1	12.9	
ENGLAND & WALES		120043	116961	5160	242164	19665	6.1	5.9	0.3	12.3	

8. Victim Contact – April to December 2004

The NPS Business Plan makes it clear that the National Probation Service delivers services to victims as well as offenders. 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 continued to improve in the first three quarters of 2004/05 with 93% of victims contacted in accordance with the national standard.

Period covered	Number of named victims	Number of victims contacted within 8 weeks	Percentage of victims contacted
April 2001 to March 2002	15,041	9,523	63%
April 2002 to March 2003	15,904	12,949	81%
April 2003 to March 2004	15,647	14,276	91%
April to December 2004	11,845	11,068	93%

Further analysis of the figures shows that:

- 41 areas met or exceeded the 85% target
- Only one area fell short of the target

These areas hit 100%:

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

The area failing to achieve the target was:

- Gloucestershire (72%)

Victim Contact
All Cases, April 2004 - December 2004

Region	Area	Number of named victims	No. contacted within 8 weeks	Target achieved	Performance
West Midlands	Staffordshire	482	465	96%	On or Above
	Warwickshire	147	143	97%	On or Above
	West Mercia	284	257	90%	On or Above
	West Midlands	1038	946	91%	On or Above
	West Midlands Total	1951	1811	94%	
North East	Northumbria	323	316	98%	On or Above
	Teesside	143	132	92%	On or Above
	County Durham	55	54	98%	On or Above
	North East Total	521	502	98%	
East	Bedfordshire	180	166	92%	On or Above
	Cambridgeshire	103	99	96%	On or Above
	Essex	213	206	97%	On or Above
	Hertfordshire	111	97	87%	On or Above
	Norfolk	128	111	87%	On or Above
	Suffolk	99	95	96%	On or Above
	East Total	834	774	88%	
North West	Cheshire	255	240	94%	On or Above
	Cumbria	81	81	100%	On or Above
	Lancashire	369	324	88%	On or Above
	Merseyside	397	387	97%	On or Above
	Greater Manchester	840	809	96%	On or Above
	North West Total	1942	1841	92%	
East Midlands	Derbyshire	320	297	93%	On or Above
	Leicestershire & Rutland	244	244	100%	On or Above
	Lincolnshire	102	95	93%	On or Above
	Northamptonshire	169	164	97%	On or Above
	Nottinghamshire	299	289	97%	On or Above
	East Midlands Total	1134	1089	97%	
Yorkshire & Humberside	Humberside	253	234	92%	On or Above
	North Yorkshire	135	121	90%	On or Above
	South Yorkshire	372	372	100%	On or Above
	West Yorkshire	715	695	97%	On or Above
	Yorkshire & Humberside Total	1475	1422	93%	
South East	Hampshire	319	273	86%	On or Above
	Kent	226	214	95%	On or Above
	Surrey	82	80	98%	On or Above
	Sussex	274	269	98%	On or Above
	Thames Valley	270	253	94%	On or Above
	South East Total	1171	1089	89%	
South West	Avon & Somerset	292	272	93%	On or Above
	Dorset	68	67	99%	On or Above
	Gloucestershire	60	43	72%	Below
	Wiltshire	100	99	99%	On or Above
	Devon/Cornwall	282	267	95%	On or Above
	South West Total	802	748	95%	
	London Total	1428	1214	85%	On or Above
Wales	Gwent	129	128	99%	On or Above
	North Wales	121	114	94%	On or Above
	South Wales	320	319	100%	On or Above
	Dyfed/Powys	17	17	100%	On or Above
	Wales Total	587	578	98%	
England & Wales Total		11845	11068	93%	

9. Pre-Sentence Reports (PSRs) – Timeliness in Magistrates' Courts April 2004 to March 2005

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 2001/02 when this was a cash performance-linked measure and fell sharply in 2003/04. Performance for 2004/05 improved to 73%.

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	73%

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	107,172	78,754	73%

Four areas met or exceeded the 90% target.

The best performing areas were:

- Humberside (92%)
- Dyfed Powys (88%)
- Leicestershire & Rutland (88%)
- Northumbria (88%)

The most serious under-achievers were:

- Norfolk (40%)
- Gloucestershire (45%)
- Devon/Cornwall (47%)
- Essex (53%)

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

**Timeliness of PSRs to Magistrates Court
April 2004 to March 2005**

Probation Area	Number provided in response to request	Number provided within 15 working days of request	Performance against 15 day standard
Avon & Somerset	1588	849	53%
Bedfordshire	1623	1076	66%
Cambridgeshire	1446	1119	77%
Cheshire	1585	1278	81%
Cumbria	800	528	66%
Derbyshire	1943	1256	65%
Devon/Cornwall	2097	985	47%
Dorset	744	610	82%
County Durham	1700	1320	78%
Essex	2984	1593	53%
Gloucestershire	843	377	45%
Greater Manchester	5713	4295	75%
Hampshire	3652	2251	62%
Hertfordshire	1577	961	61%
Humberside	2883	2654	92%
Kent	3083	1809	59%
Lancashire	2755	2199	80%
Leicestershire & Rutland	2208	1943	88%
Lincolnshire	1420	1157	81%
Merseyside	2877	2102	73%
Norfolk	1233	491	40%
Northamptonshire	838	701	84%
Northumbria	2846	2493	88%
North Yorkshire	1299	954	73%
Nottinghamshire	2273	1299	57%
South Yorkshire	3272	2659	81%
Staffordshire	2455	1828	74%
Suffolk	1393	1077	77%
Surrey	1301	925	71%
Sussex	2472	1667	67%
Teesside	1835	1594	87%
Thames Valley	3362	2049	61%
Warwickshire	527	387	73%
West Mercia	2517	1662	66%
West Midlands	12593	10947	87%
West Yorkshire	5349	4495	84%
Wiltshire	695	439	63%
London	9598	6578	69%
Dyfed/Powys	1226	1082	88%
Gwent	1612	1324	82%
North Wales	1060	584	55%
South Wales	3895	3157	81%
England and Wales	107172	78754	73%

10. Weighted Scorecard 2004/05

The Weighted Scorecard covering April 2004 to March 2005 is shown below. In addition to the table, the information has been presented to highlight the variations in performance between areas. The chart shows that 3 Areas, Leicestershire & Rutland, Humberside and Dorset have exceeded the performance required for Band 1 whilst West Midlands lies below the level for Band 5.

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

The most improving areas are:

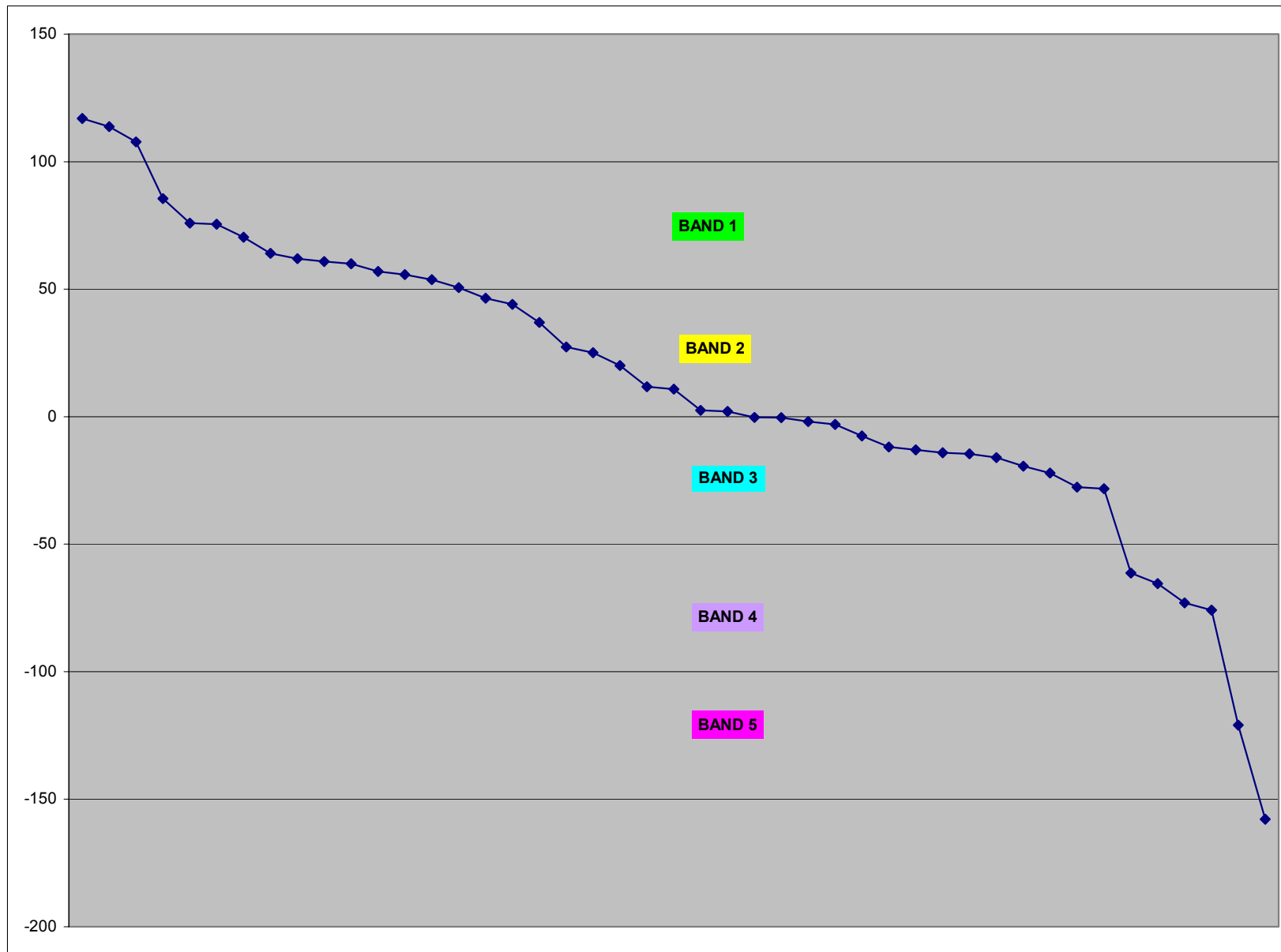
- Cambridgeshire
- Thames Valley
- Kent
- Dyfed-Powys
- Merseyside

The worst declining areas are:

- Hampshire
- County Durham
- Northumbria
- Gwent
- Essex

Weighted Scorecard Year-End, 2004/05

Area name	Performance against Target	Performance against Average	Overall Performance	Position now	Position last time	Difference
Leicestershire & Rutland	66	51	117	1	2	1
Humberside	68	46	114	2	4	2
Dorset	61	47	108	3	1	-2
Sussex	45	40	86	4	7	3
West Yorkshire	39	37	76	5	8	3
Greater Manchester	39	36	75	6	10	4
Teesside	36	35	70	7	3	-4
Lincolnshire	41	23	64	8	5	-3
Northamptonshire	42	20	62	9	11	2
Cambridgeshire	42	19	61	10	24	14
Dyfed/Powys	33	27	60	11	18	7
Derbyshire	34	23	57	12	13	1
North Yorkshire	34	22	56	13	14	1
Warwickshire	37	17	54	14	15	1
Lancashire	33	18	51	15	17	2
County Durham	39	8	46	16	6	-10
Cheshire	32	12	44	17	12	-5
Northumbria	22	15	37	18	9	-9
Bedfordshire	23	4	27	19	16	-3
Thames Valley	24	2	25	20	32	12
Wiltshire	21	-1	20	21	19	-2
Staffordshire	24	-12	12	22	25	3
Surrey	16	-6	11	23	23	0
Suffolk	9	-6	2	24	20	-4
South Wales	14	-12	2	25	30	5
Merseyside	8	-8	0	26	33	7
Gloucestershire	10	-10	0	27	26	-1
Kent	6	-8	-2	28	36	8
Hertfordshire	7	-10	-3	29	27	-2
Gwent	9	-17	-8	30	22	-8
North Wales	0	-12	-12	31	29	-2
Nottinghamshire	2	-15	-13	32	35	3
Norfolk	0	-14	-14	33	37	4
Hampshire	1	-16	-15	34	21	-13
South Yorkshire	-3	-13	-16	35	34	-1
Essex	-2	-17	-19	36	28	-8
West Mercia	2	-24	-22	37	31	-6
London North	-20	-8	-28	38	38	0
Cumbria	-8	-20	-28	39	41	2
Avon & Somerset	-24	-37	-61	40	42	2
London East	-40	-26	-65	41	39	-2
Devon & Cornwall	-36	-37	-73	42	43	1
London South	-42	-34	-76	43	40	-3
London West	-64	-56	-121	44	44	0
West Midlands	-70	-88	-158	45	45	0
Grand Total	609	-7	602			



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