



NATIONAL PROBATION SERVICE
for England and Wales

National Directorate

National Probation Service

Performance Report 7

April 2003

EITHNE WALLIS
NATIONAL DIRECTOR

Introduction

The National Probation Service (NPS) was formed on 1 April 2001 under the Criminal Justice and Court Services Act. Here I present high level reports on the NPS 3-year change programme entitled "A New Choreography". This fundamental reconstruction of the previous 54 area services and Home Office probation policy unit is intended to create a credible, young adult and adult community corrections organisation. There are now 43 component parts of the NPS – 42 operational delivery areas coterminous with police boundaries and a central probation directorate based in Horseferry House. The NPS 10 regions are mapped on those of the GORs and the Welsh Assembly.

The aim is to design cutting edge risk assessment tools and offender programmes and interventions based on the evidence of what is most likely to reduce predicted reconviction rates and give better public protection. At the same time, our imperative is to build capacity to operationalise and deliver these services.

A major collective achievement in Year 1 was the move from 54 different systems to a single, national monitoring system, enabling these regular, high level reports on key delivery indicators across all 42 operational areas. Validation arrangements around national standards are in place with HMI of Probation and we know from these that there is still more to be done to ensure greater accuracy and speed of reporting. But determination is high in an organisation that aspires to being "excellent", as is commitment to the expressed values of openness, transparency and accountability as a public service.

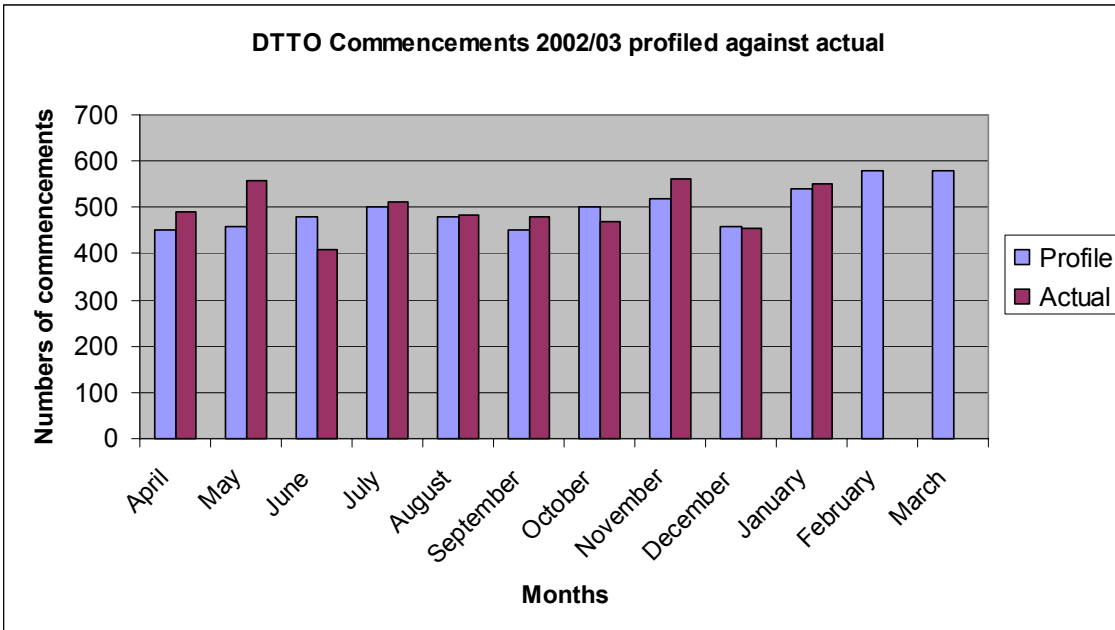
As reporting systems are paper based the periods covered vary. The period being reported on is always identified at the top of each section. There is an ad hoc section in this report on PSR timeliness and for the first time a section on the timeliness of information returns.

This is an important year in terms of delivery. It is the second year of the strategic plan.

1. DTTO Commencement – April 1st 2002 to January 31st 2003

The DTTO is a recently established order now rolled-out to all courts in England and Wales. The target number of orders to be commenced in 2002-03 is 6,000.

The graph below shows the national monthly actuals for the period April 2002 to January 2003 inclusive. The total of actual commencements at this stage is 4,974, which exceeds the profiled target of 4,840. **Currently nationally we are achieving 103% of the profiled target.**



With the experience of a full year of operations in 2001-02 we have profiled the national target over the annual period 2002-03. The chart above shows this profile against actual performance to date.

The target figures do not include the additional 160 commencements expected by several areas involved in the Street Crime Initiative.

Details of area and regional performance are shown on the next page. In the first quarter of 2002-03 only 13 areas were 'in the red', in the second quarter this reduced to 9 and in the period up to the end of January this has reduced to only 6. **This demonstrates further significant improvements across the national service.**

DTTOs Commenced 1st April 2002 - 31st January 2003

<i>Region</i>	<i>Area name</i>	<i>Annual Target</i>	<i>Profiled Target</i>	<i>Starts</i>	<i>Target Achieved</i>	<i>Performance</i>
West Midlands	Staffordshire	110	89	80	90%	Near miss
	Warwickshire	50	40	43	107%	Above
	West Mercia	110	89	105	118%	Above
	West Midlands	380	307	294	96%	Near miss
	Regional Sub Total	650	524	522	100%	
North East	County Durham	80	65	87	135%	Above
	Northumbria	210	169	197	116%	Above
	Teesside	90	73	77	106%	Above
	Regional Sub Total	380	307	361	118%	
East	Bedfordshire	60	48	51	105%	Above
	Cambridgeshire	70	56	88	156%	Above
	Essex	140	113	109	97%	Near miss
	Hertfordshire	70	56	56	99%	Near miss
	Norfolk	80	65	73	113%	Above
	Suffolk	60	48	54	112%	Above
	Regional Sub Total	480	387	431	111%	
North West	Cheshire	110	89	64	72%	Below
	Cumbria	60	48	56	116%	Above
	Greater Manchester	380	307	311	101%	Above
	Lancashire	190	153	144	94%	Near miss
	Merseyside	230	186	132	71%	Below
	Regional Sub Total	970	782	707	90%	
East Midlands	Derbyshire	100	81	119	148%	Above
	Leicestershire & Rutland	100	81	99	123%	Above
	Lincolnshire	60	48	68	140%	Above
	Northamptonshire	60	48	66	136%	Above
	Nottinghamshire	130	105	155	148%	Above
	Regional Sub Total	450	363	507	140%	
Yorkshire & Humberside	Humberside	120	97	101	104%	Above
	North Yorkshire	70	56	66	117%	Above
	South Yorkshire	190	153	205	134%	Above
	West Yorkshire	310	250	238	95%	Near miss
	Regional Sub Total	690	557	610	110%	
South East	Hampshire	170	137	146	106%	Above
	Kent	160	129	111	86%	Below
	Surrey	60	48	57	118%	Above
	Sussex	120	97	102	105%	Above
	Thames Valley	160	129	146	113%	Above
	Regional Sub Total	670	540	562	104%	
South West	Avon & Somerset	140	113	100	89%	Below
	Devon/Cornwall	150	121	131	108%	Above
	Dorset	60	48	57	118%	Above
	Gloucestershire	50	40	42	104%	Above
	Wiltshire	50	40	38	94%	Near miss
	Regional Sub Total	450	363	368	101%	
London	London Sub Total	880	710	586	83%	Below
Wales	Dyfed/Powys	50	40	47	117%	Above
	Gwent	80	65	66	102%	Above
	North Wales	70	56	48	85%	Below
	South Wales	180	145	159	110%	Above
	Regional Sub Total	380	307	320	104%	
ENGLAND & WALES		6000	4840	4974	103%	

2. Enforcement – April 1st 2002 to September 30th 2002

The HO 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, i.e:

- breach action taken after a second absence assessed as unacceptable
- the court contacted for a hearing date
- all of this achieved within 10 days

Overall offender compliance is running at around 70%. Enforcement figures therefore often refer to small numbers, where the offenders have breached.

The performance for the period April to September 2002 has shown some incremental improvements with the overall figures. **61%** of contacts breached overall were enforced (within 10 days) and **75%** (within or without 10 days). The breakdown by order type is shown below:

Enforcement by Order/Licence April-September 2002			Enforcement by Order/Licence October 2001 - March 2002		
Order / Licence	Breached within 10 days	Breached	Order / Licence	Breached within 10 days	Breached
CPO	66%	81%	CPO	59%	78%
CPRO	58%	72%	CPRO	47%	65%
CRO	57%	71%	CRO	50%	64%
Licences	63%	73%	Licences	58%	66%
Total	61%	75%	Total	53%	69%

Since 1 October 2001 this and other National Standards have been monitored on a monthly basis.

The performance measured over the first six-month period (October 2001 to March 2002), taking all orders together, over the period was 53% (within 10 days) and 69% (within or without 10 days). HMIP and the NPD have completed an exercise to validate these figures by sample file reading out in areas. The information collected has been analysed. Findings raised a number of issues about data quality and actions have been agreed nationally to address this.

The introduction of the National Probation Service in April 2001 has put the emphasis firmly on performance management. The cultural issues about enforcement have been addressed. It is worth recording that the National Standards monitoring uses a sample of files and that the sample includes cases which would have been terminated for over 6 months. Assessing this historical data does mean that these results do not always reflect recent changes in practice. Our objective in Year 2 is to try to bridge the time gap between enforcement events and national monitoring.

Although there has been good progress, it is expected that the national target will take until year 3 of the change programme.

The next page shows a comparison between two periods October to March 2001-02 and April to September 2002. This shows that most areas are improving. Details of area and regional performance for April to September 2002 are shown on the second page. 20 areas are meeting the target or are close to it.

**Enforcement - comparison between the two periods
October 2001 to March 2002 and April 2002 - September 2002**

Region	Area name	Difference in proportion enforced within 10 days	Enforced within 10 days score improvement	Difference in proportion enforced whether or not within 10 days	Enforced whether or not within 10 days improvement
West Midlands	Staffordshire	23%	better	16%	better
	Warwickshire	19%	better	19%	better
	West Mercia	2%	better	5%	better
	West Midlands	6%	better	0%	same
	Regional Sub Total	11%	better	7%	better
North East	County Durham	1%	better	5%	better
	Northumbria	5%	better	2%	better
	Teesside	1%	better	-1%	worse
	Regional Sub Total	3%	better	2%	better
East	Bedfordshire	2%	better	4%	better
	Cambridgeshire	12%	better	16%	better
	Essex	-4%	worse	1%	better
	Hertfordshire	-6%	worse	-4%	worse
	Norfolk	15%	better	5%	better
	Suffolk	21%	better	27%	better
	Regional Sub Total	4%	better	6%	better
North West	Cheshire	1%	better	5%	better
	Cumbria	14%	better	11%	better
	Greater Manchester	15%	better	10%	better
	Lancashire	5%	better	6%	better
	Merseyside	23%	better	16%	better
	Regional Sub Total	13%	better	10%	better
East Midlands	Derbyshire	-1%	worse	3%	better
	Leicestershire & Rutland	16%	better	-4%	worse
	Lincolnshire	21%	better	15%	better
	Northamptonshire	26%	better	26%	better
	Nottinghamshire	7%	better	0%	same
	Regional Sub Total	13%	better	5%	better
Yorkshire & Humberside	Humberside	4%	better	7%	better
	North Yorkshire	5%	better	4%	better
	South Yorkshire	6%	better	4%	better
	West Yorkshire	14%	better	8%	better
	Regional Sub Total	9%	better	6%	better
South East	Hampshire	8%	better	8%	better
	Kent	1%	better	4%	better
	Surrey	12%	better	0%	same
	Sussex	16%	better	8%	better
	Thames Valley	-5%	worse	-3%	worse
	Regional Sub Total	4%	better	4%	better
South West	Avon & Somerset	15%	better	10%	better
	Devon/Cornwall	12%	better	6%	better
	Dorset	19%	better	10%	better
	Gloucestershire	5%	better	-2%	worse
	Wiltshire	5%	better	6%	better
	Regional Sub Total	14%	better	8%	better
London	London Sub Total	-2%	worse	-1%	worse
Wales	Dyfed/Powys	11%	better	6%	better
	Gwent	7%	better	-2%	worse
	North Wales	12%	better	4%	better
	South Wales	1%	better	5%	better
	Regional Sub Total	6%	better	4%	better
ENGLAND & WALES	8%	better	5%	better	

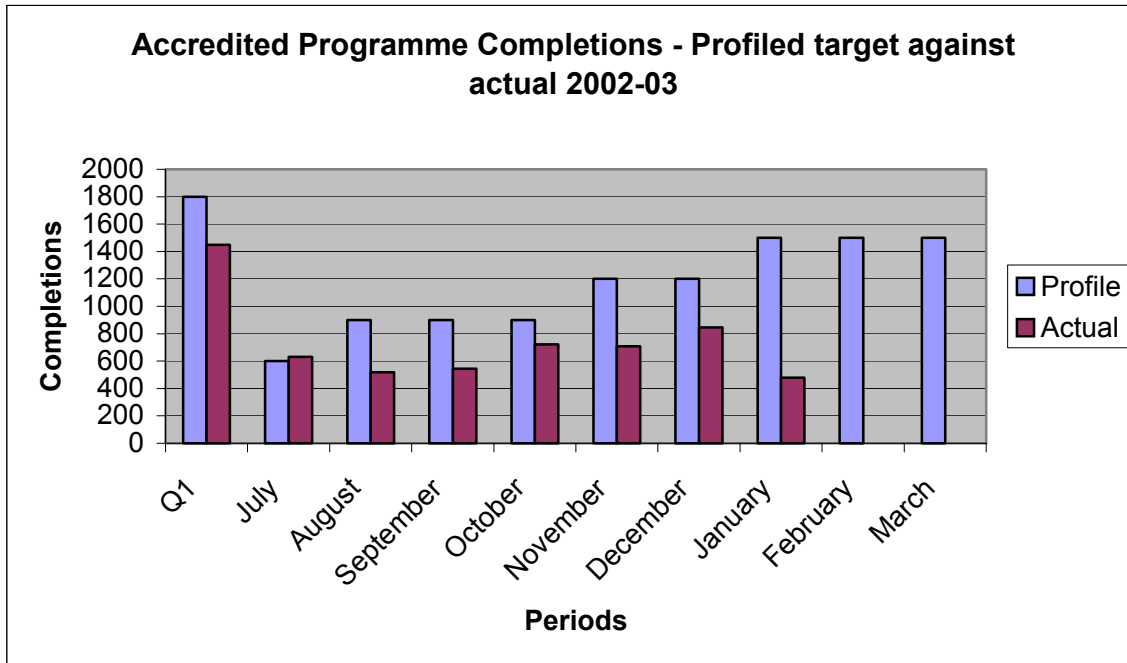
Enforcement April 2002 - September 2002

Region	Area name	Proportion enforced within 10 days	Proportion enforced whether or not within 10 days	Performance against 2nd column (90% target)
West Midlands	Staffordshire	67%	80%	Near miss
	Warwickshire	87%	93%	Above
	West Mercia	60%	72%	Below
	West Midlands	38%	53%	Below
	Regional Sub Total	55%	68%	
North East	County Durham	74%	86%	Near miss
	Northumbria	79%	84%	Near miss
	Teesside	70%	76%	Below
	Regional Sub Total	75%	82%	
East	Bedfordshire	79%	86%	Near miss
	Cambridgeshire	74%	88%	Near miss
	Essex	56%	73%	Below
	Hertfordshire	38%	50%	Below
	Norfolk	81%	89%	Near miss
	Suffolk	76%	93%	Above
Regional Sub Total	64%	77%		
North West	Cheshire	51%	63%	Below
	Cumbria	59%	65%	Below
	Greater Manchester	82%	88%	Near miss
	Lancashire	56%	77%	Below
	Merseyside	64%	87%	Near miss
	Regional Sub Total	68%	81%	
East Midlands	Derbyshire	91%	96%	Above
	Leicestershire & Rutland	54%	78%	Below
	Lincolnshire	92%	97%	Above
	Northamptonshire	55%	69%	Below
	Nottinghamshire	79%	82%	Near miss
	Regional Sub Total	74%	84%	
Yorkshire & Humberside	Humberside	77%	86%	Near miss
	North Yorkshire	54%	67%	Below
	South Yorkshire	71%	84%	Near miss
	West Yorkshire	68%	75%	Below
	Regional Sub Total	68%	78%	
South East	Hampshire	48%	74%	Below
	Kent	48%	59%	Below
	Surrey	69%	75%	Below
	Sussex	71%	81%	Near miss
	Thames Valley	49%	68%	Below
	Regional Sub Total	53%	71%	
South West	Avon & Somerset	67%	88%	Near miss
	Devon/Cornwall	71%	83%	Near miss
	Dorset	56%	74%	Below
	Gloucestershire	59%	69%	Below
	Wiltshire	60%	84%	Near miss
	Regional Sub Total	65%	82%	
London	London Sub Total	29%	54%	Below
Wales	Dyfed/Powys	65%	80%	Near miss
	Gwent	58%	74%	Below
	North Wales	66%	78%	Below
	South Wales	54%	67%	Below
	Regional Sub Total	59%	72%	
ENGLAND & WALES		61%	75%	

3. Accredited Programmes (“What Works”) April 2002 to January 2003

Information from areas on accredited programme completion was collected quarterly, although we have commenced collecting headline data monthly from July onwards.

Using experience from this process over the first year of implementation we are now able to profile the completions over the year. The chart below shows the actual completions against those predicted.



The total completion target for 2002/03 for this year has been rescheduled to provide a more reasonable but still challenging target of 12,000 completions. The figures contained in the tables reflect this change.

Fourteen areas are on or near to target on completions. Most areas have referral levels likely to achieve their targets; however, there is still a worrying number of areas with very low referral figures. These areas will only achieve their target completions if all their referrals complete (i.e. zero attrition). This is highly unlikely and this puts the overall completion target at risk.

There is a big drop off between when orders are made and when they actually start and then again between starting and completion. These are the points at which areas do have control of their work, and attrition at this stage is likely to be due to poor business processes, e.g. supporting offenders onto programmes, good case management, sufficient programmes scheduled to commence to meet local need in a timely manner. It is also noted that recent quality ratings correlate with high target achievement. Some of the larger areas which are under-performing need to improve significantly or they will continue to pose a major risk to the achievement of our key objectives.

A significant piece of research has just been completed on attrition. This highlights a number of reasons as to why offenders drop out, and recommends changes that will reduce attrition. This is currently being converted into actions for the NPD, for the regions and for local areas, and implementation is expected from April 2003.

Accredited Programmes Completions 1st April 2002 - 1st January 2003

<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	177	341	302	84	47%	Below
	Warwickshire	71	263	186	49	69%	Below
	West Mercia	138	429	438	67	49%	Below
	West Midlands	630	1318	526	386	61%	Below
	Regional Sub Total	1016	2351	1452	586	58%	
North East	County Durham	125	319	226	145	116%	Above
	Northumbria	324	1024	780	326	101%	Above
	Teesside	175	527	340	151	86%	Below
	Regional Sub Total	624	1870	1346	622	100%	
East Midlands	Bedfordshire	78	264	201	74	95%	Near miss
	Cambridgeshire	88	286	202	42	48%	Below
	Essex	204	737	441	155	76%	Below
	Hertfordshire	126	468	176	116	92%	Near miss
	Norfolk	92	384	282	90	98%	Near miss
	Suffolk	73	250	163	61	84%	Below
	Regional Sub Total	662	2389	1465	538	81%	
North West	Cheshire	131	667	465	100	77%	Below
	Cumbria	96	203	256	31	32%	Below
	Greater Manchester	659	2767	1768	496	75%	Below
	Lancashire	301	1018	836	224	75%	Below
	Merseyside	338	898	706	241	71%	Below
	Regional Sub Total	1525	5553	4031	1092	72%	
East Midlands	Derbyshire	174	849	514	107	62%	Below
	Leicestershire & Rutland	144	808	471	159	110%	Above
	Lincolnshire	102	533	495	81	80%	Below
	Northamptonshire	92	569	413	102	111%	Above
	Nottinghamshire	245	463	421	49	20%	Below
	Regional Sub Total	756	3222	2314	498	66%	
Yorkshire & Humberside	Humberside	170	941	697	153	90%	Near miss
	North Yorkshire	96	331	249	80	83%	Below
	South Yorkshire	281	631	382	100	36%	Below
	West Yorkshire	493	1892	1357	330	67%	Below
	Regional Sub Total	1040	3795	2685	663	64%	
South East	Hampshire	263	698	480	121	46%	Below
	Kent	212	636	542	169	80%	Below
	Surrey	90	286	236	84	93%	Near miss
	Sussex	166	697	439	127	77%	Below
	Thames Valley	249	845	369	131	53%	Below
	Regional Sub Total	980	3162	2066	632	64%	
South West	Avon & Somerset	246	565	0	137	56%	Below
	Devon/Cornwall	195	419	411	121	62%	Below
	Dorset	99	315	245	93	94%	Near miss
	Gloucestershire	100	203	255	43	43%	Below
	Wiltshire	92	376	230	64	70%	Below
	Regional Sub Total	732	1878	1141	458	63%	
London	London Sub Total	1130	1237	1356	484	43%	Below
Wales	Dyfed/Powys	83	179	179	47	57%	Below
	Gwent	112	375	318	60	54%	Below
	North Wales	101	300	38	62	62%	Below
	South Wales	240	1253	759	167	69%	Below
	Regional Sub Total	536	2107	1294	336	63%	
ENGLAND & WALES		9000	27564	19150	5909	66%	

4. Home Secretary's Race Equality Targets – Monitoring at December 2000 and provisionally the period to December 2002.

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 to be published for the year ending December 2002 will show that overall the representation of minority ethnic groups in NPS staff for England and Wales, was 10.5% against 9% in the Labour Force Survey 2001 (LFS).

All regional targets have been met across the NPS. Some additional significant 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 were.)
- 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, West Midlands, West Yorkshire and London reflect a higher percentage of minority ethnic groups in their workforce than in the areas' LFS. 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 rise from 4 at the end of 2000 to 13 at the end of September 2001. A scheme to provide for development needs such as mentoring and coaching is being implemented to identify and develop talented minority ethnic staff.
- 7.9% of senior probation officers (middle managers) are from ethnic minorities. The provisional figures for September 2001 show that this has **increased** to 8.6%. This exceeds the March 2009 target of 6.5%.
- Overall the September 2001 figures **show an increase in main grade probation officers** from 11% to 12.4%.
- A slightly smaller proportion of ethnic minority probation officers than white probation officers left the service over the period 1 January to 30 September 2001. However, the numbers of staff leaving are relatively small and it is difficult to draw any conclusions over this period.
- 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 is on schedule for March 2003.
- 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): These will be updated once the latest figures have been formally published.

Region	Target set	Achieved	Above/Below Target
West Midlands	11.6	13.3	Above
North East	1.4	1.7	Above
East	4.9	4.9	Above
North West	5.4	6.1	Above
East Midlands	7.2	8.6	Above
Yorks & Humber	5.1	8.4	Above
South East	3.6	4	Above
South West	2.6	3.3	Above
London	26.5	30.2	Above
Wales	1.7	2.3	Above
England & Wales	8.4	9.8	

5. Sickness Absence April 1st 2002 – January 31st 2003

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 is 10 days or fewer sickness absence per employee.

The national average for this period was 11.9 days. This compares favourably with the prison service (14.2 days), and the police (12.4 days). The survey 'Sickness Absence in Local Government 2001' showed Social Services' sickness rates at an average of 15 days per employee.

Some 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 Home Office internal audit of these arrangements across England & Wales has been completed. Further guidance on monitoring sickness absence has been issued. This will encourage greater consistency in counting and reporting back separately on short term and long term sickness.

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

Sickness Absence, April 2002 - January 2003

Region	Area	Short term sickness	Long term sickness	DDA - related sickness	Total days lost	Total staff years	Average days absence	Performance (target = 10 days)
West Midlands	Staffordshire	1365	1186	286	2837	319	8.9	Below
	Warwickshire	433	527	54	1014	121	8.4	Below
	West Mercia	1374	1447	95	2916	262	11.1	Above
	West Midlands	5450	6722	0	12172	888	13.7	Above
	Regional Sub Total	8621	9883	435	18939	1589	11.9	
North East	County Durham	890	803	0	1694	213	8.0	Below
	Northumbria	1804	2210	515	4529	431	10.5	Near miss
	Teesside	1573	1808	461	3841	239	16.1	Above
	Regional Sub Total	4267	4821	976	10064	883	11.4	
East	Bedfordshire	520	858	29	1407	137	10.3	Near miss
	Cambridgeshire	919	460	28	1407	151	9.3	Below
	Essex	1918	1396	101	3414	304	11.2	Above
	Hertfordshire	776	773	67	1616	173	9.3	Below
	Norfolk	1249	568	184	2001	181	11.0	Above
	Suffolk	1293	661	309	2262	162	14.0	Above
	Regional Sub Total	6675	4716	717	12107	1108	10.9	
North West	Cheshire	1835	1707	226	3768	261	14.4	Above
	Cumbria	792	1126	0	1918	119	16.1	Above
	Greater Manchester	5006	7191	0	12197	895	13.6	Above
	Lancashire	2377	2810	0	5187	447	11.6	Above
	Merseyside	3495	4658	53	8207	551	14.9	Above
	Regional Sub Total	13505	17492	279	31277	2273	13.8	
East Midlands	Derbyshire	1414	1043	54	2511	274	9.2	Below
	Leicestershire & Rutland	2122	1010	675	3807	310	12.3	Above
	Lincolnshire	972	862	0	1834	151	12.1	Above
	Northamptonshire	1274	1099	18	2391	171	14.0	Above
	Nottinghamshire	2155	2282	19	4456	386	11.5	Above
	Regional Sub Total	7937	6296	766	14998	1292	11.6	
Yorkshire & Humberside	Humberside	2404	1119	280	3803	316	12.0	Above
	North Yorkshire	905	1029	0	1934	173	11.2	Above
	South Yorkshire	2769	1572	1555	5896	493	12.0	Above
	West Yorkshire	4773	5896	0	10669	905	11.8	Above
	Regional Sub Total	10851	9616	1835	22301	1887	11.8	
South East	Hampshire	2133	2040	793	4966	469	10.6	Near miss
	Kent	1607	3242	0	4848	325	14.9	Above
	Surrey	886	641	3	1530	174	8.8	Below
	Sussex	1470	1548	258	3275	243	13.5	Above
	Thames Valley	2927	1938	70	4935	415	11.9	Above
	Regional Sub Total	9022	9408	1124	19554	1626	12.0	
South West	Avon & Somerset	2528	2237	93	4858	402	12.1	Above
	Devon/Cornwall	1706	1599	13	3317	360	9.2	Below
	Dorset	1351	668	113	2132	149	14.3	Above
	Gloucestershire	464	970	24	1458	113	12.9	Above
	Wiltshire	597	736	92	1424	104	13.7	Above
	Regional Sub Total	6645	6209	335	13189	1128	11.7	
London	London Sub Total	12221	6772	422	19414	1926	10.1	Near miss
Wales	Dyfed/Powys	502	638	0	1140	109	10.4	Near miss
	Gwent	1313	1176	0	2489	166	15.0	Above
	North Wales	1084	1067	4	2155	176	12.3	Above
	South Wales	2494	2928	661	6083	386	15.8	Above
	Regional Sub Total	5393	5809	665	11866	837	14.2	
ENGLAND & WALES		85136	81021	7553	173710	14549	11.9	

6. Victim Contact – April 1st to September 30th 2002

The New Choreography makes it clear that the National Probation Service delivers services to victims as well as offenders. The development of this area of practice is included under Stretch Objective II, namely “more contact and involvement with the victims of serious sexual and other violent crime”.

The performance figures for the half-year (April – September 2002) show **further significant improvements in performance** against the National Standard target as compared with performance during previous monitoring periods.

In comparison to the same period in 2001, the monitoring figures for April to September 2002 show substantial increases in the numbers of named victims and in the proportion of them who were contacted within 8 weeks of sentence, as indicated below:

Period covered	Number of named victims	Number of victims contacted	Percentage of victims contacted
April – Sept 2001	7265	4196	57.8%
April – Sept 2002	8076	6411	79%

The recognition that victims often felt ill-informed about criminal justice processes led to the creation of a new statutory duty to offer contact to a specific group of victims in Section 69 of the Criminal and Court Services Act 2000. Under the Act, local probation boards have a statutory duty to offer contact, consult and notify victims, if they wish, about significant aspects of the release arrangements of offenders convicted of a sexual or violent offence leading to a sentence of imprisonment of 12 months or more. This statutory duty reflects a significant advance on the previous non-statutory arrangements. It was the first legislative framework for victim work, and therefore an important step towards ensuring that the interests of victims are respected within the criminal justice process.

The National Standard for this 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 this initial contact within this period in 85% of all eligible cases.

Further analysis of the figures shows that:

For all cases:

- 25 areas met or exceeded the 85% target and are classed as green
- 6 areas made contact within 5% of the target and are amber
- Only 1 area made contact in less than 50% of cases (London).

The detailed breakdown of figures on an area by area basis combines those over 4 year figures and those sentenced between 1-4 years into a single table that compares overall performance for victims. A near miss is an area that achieved at least 80% but fell short of the 85%.

Victim Contact
All Cases, April - September 2002

Region	Area	Number of named victims	No. contacted within 8 weeks	Target achieved	Performance
West Midlands	Staffordshire	203	181	89%	Above
	Warwickshire	90	86	96%	Above
	West Mercia	136	113	83%	Near miss
	West Midlands	658	398	60%	Below
	West Midlands Total	1087	778	72%	
North East	Northumbria	256	253	99%	Above
	Teesside	131	131	100%	Above
	County Durham	49	49	100%	Above
	North East Total	436	433	99%	
East	Bedfordshire	138	94	68%	Below
	Cambridgeshire	113	106	94%	Above
	Essex	124	99	80%	Near miss
	Hertfordshire	59	48	81%	Near miss
	Norfolk	114	99	87%	Above
	Suffolk	69	47	68%	Below
East Total	617	493	80%		
North West	Cheshire	151	148	98%	Above
	Cumbria	92	72	78%	Below
	Lancashire	315	273	87%	Above
	Merseyside	278	234	84%	Near miss
	Greater Manchester	597	519	87%	Above
	North West Total	1433	1246	87%	
East Midlands	Derbyshire	158	139	88%	Above
	Leicestershire & Rutland	203	203	100%	Above
	Lincolnshire	72	61	85%	Above
	Northamptonshire	125	104	83%	Near miss
	Nottinghamshire	280	268	96%	Above
	East Midlands Total	838	775	92%	
Yorkshire & Humberside	Humberside	144	122	85%	Above
	North Yorkshire	87	85	98%	Above
	South Yorkshire	255	192	75%	Below
	West Yorkshire	457	439	96%	Above
	Yorkshire & Humberside Total	943	838	89%	
South East	Hampshire	200	124	62%	Below
	Kent	148	102	69%	Below
	Surrey	70	67	96%	Above
	Sussex	251	233	93%	Above
	Thames Valley	295	264	89%	Above
	South East Total	964	790	82%	
South West	Avon & Somerset	250	210	84%	Near miss
	Dorset	69	68	99%	Above
	Gloucestershire	32	23	72%	Below
	Wiltshire	46	28	61%	Below
	Devon/Cornwall	153	140	92%	Above
	South West Total	550	469	85%	
London	London Total	849	330	39%	Below
Wales	Gwent	99	85	86%	Above
	North Wales	56	49	88%	Above
	South Wales	193	114	59%	Below
	Dyfed/Powys	11	11	100%	Above
	Wales Total	359	259	72%	
England & Wales Total		8076	6411	79%	

7. Pre-Sentence Reports (PSRs) – Timeliness in Magistrates Courts April 2002 to September 2002

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

Although these figures fall short of the 90%, this half-year period shows that the performance of last year is being maintained, despite the roll-out of OASys increasing the average time spent on each PSR. This represents a significant efficiency gain.

1996-97	55%
1997-98	58%
1998-99	63%
1999-00	68%
2000-01	75%
2001-02	79%
2002-03 (to Sept 02)	79%

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

PSR Timeliness, April - September 2002

Region	Area	No. provided in response to request	No. provided within 15 working days of request	% meeting standard	Performance (90% target)
West Midlands	Staffordshire	1282	1100	86%	Near miss
	Warwickshire	533	369	69%	Below
	West Mercia	1055	804	76%	Below
	West Midlands	2553	1932	76%	Below
	West Midlands Total	5423	4205	78%	
North East	Northumbria	2470	1911	77%	Below
	Teesside	1207	839	70%	Below
	County Durham	906	661	73%	Below
	North East Total	4583	3411	74%	
East	Bedfordshire	825	632	77%	Below
	Cambridgeshire	680	579	85%	Near miss
	Essex	1295	915	71%	Below
	Hertfordshire	802	694	87%	Near miss
	Norfolk	1247	687	55%	Below
	Suffolk	593	468	79%	Below
	East Total	5442	3975	73%	
North West	Cheshire	800	694	87%	Near miss
	Cumbria	686	603	88%	Near miss
	Lancashire	1848	1328	72%	Below
	Merseyside	1809	1483	82%	Near miss
	Greater Manchester	3274	2928	89%	Near miss
	North West Total	8417	7036	84%	
East Midlands	Derbyshire	1240	1118	90%	Above
	Leicestershire & Rutland	1255	1006	80%	Near miss
	Lincolnshire	800	716	90%	Above
	Northamptonshire	839	590	70%	Below
	Nottinghamshire	1516	1139	75%	Below
	East Midlands Total	5650	4569	81%	
Yorkshire & Humberside	Humberside	1131	1026	91%	Above
	North Yorkshire	753	679	90%	Above
	South Yorkshire	2074	1490	72%	Below
	West Yorkshire	2532	1950	77%	Below
	Yorkshire & Humberside Total	6490	5145	79%	
South East	Hampshire	1748	1138	65%	Below
	Kent	1657	1527	92%	Above
	Surrey	685	572	84%	Near miss
	Sussex	1439	1014	70%	Below
	Thames Valley	2410	1884	78%	Below
	South East Total	7939	6135	77%	
South West	Avon & Somerset	1535	1390	91%	Above
	Dorset	808	666	82%	Near miss
	Gloucestershire	507	378	75%	Below
	Wiltshire	677	632	93%	Above
	Devon/Cornwall	1432	1189	83%	Near miss
	South West Total	4959	4255	86%	
London	London Total	11102	8447	76%	Below
Wales	Gwent	882	720	82%	Near miss
	North Wales	623	393	63%	Below
	South Wales	2044	1651	81%	Near miss
	Dyfed/Powys	683	636	93%	Above
	Wales Total	4232	3400	80%	
England & Wales Total		64237	50578	79%	

8. Timeliness of Information Returns

The target, which was announced in the area business plan guidance for 2002-03, is for areas to ensure complete and timely information in at least 95% of returns.

It was initially thought that this would be a straightforward count of the number of times a deadline was missed, as a proportion of the number of returns due. However, it has become apparent that some areas, having missed a deadline, have no incentive to return the required information as early as possible after that deadline. This has led to situations where we are having to delay reports or publish them with incomplete information because deadlines are being missed by weeks and, in some cases, months.

The following methodology resolves this. It only applies to returns from October 2002 to March 2003. It will not be applied retrospectively.

Methodology

Each data return has a deadline. For data that arrives on or before the deadline, we will award 100%. For every working day after the deadline, i.e. every day late, we will subtract 5%. We then average the percentage timeliness for each of the 27 data returns that relate to the six-month period, October 2002 to March 2003, to give the year-end timeliness score.

Performance

Overall the figure of 94% is close to the target of 95%. There are only 3 areas that are red and 33 are on or above the target with 6 near misses.

Timeliness of Information Returns, October 2002 - January 2003

<i>Region</i>	<i>Area</i>	<i>Overall timeliness</i>	<i>Performance (95% target)</i>
West Midlands	Staffordshire	99%	Above
	Warwickshire	90%	Near miss
	West Mercia	100%	Above
	West Midlands	96%	Above
	West Midlands Total	96%	
North East	Northumbria	77%	Below
	Teesside	93%	Near miss
	County Durham	96%	Above
	North East Total	89%	
East	Bedfordshire	95%	Above
	Cambridgeshire	99%	Above
	Essex	99%	Above
	Hertfordshire	100%	Above
	Norfolk	96%	Above
	Suffolk	98%	Above
	East Total	98%	
North West	Cheshire	99%	Above
	Cumbria	99%	Above
	Lancashire	93%	Near miss
	Merseyside	79%	Below
	Greater Manchester	100%	Above
	North West Total	94%	
East Midlands	Derbyshire	100%	Above
	Leicestershire & Rutland	100%	Above
	Lincolnshire	94%	Near miss
	Northamptonshire	98%	Above
	Nottinghamshire	95%	Above
	East Midlands Total	97%	
Yorkshire & Humberside	Humberside	99%	Above
	North Yorkshire	99%	Above
	South Yorkshire	100%	Above
	West Yorkshire	100%	Above
	Yorkshire & Humberside Total	99%	
South East	Hampshire	99%	Above
	Kent	99%	Above
	Surrey	100%	Above
	Sussex	100%	Above
	Thames Valley	99%	Above
	South East Total	99%	
South West	Avon & Somerset	91%	Near miss
	Dorset	100%	Above
	Gloucestershire	98%	Above
	Wiltshire	99%	Above
	Devon/Cornwall	93%	Near miss
	South West Total	96%	
London	London Total	70%	Below
Wales	Gwent	100%	Above
	North Wales	96%	Above
	South Wales	98%	Above
	Dyfed/Powys	99%	Above
	Wales Total	98%	
England & Wales Total		94%	

9. Basic Skills

What is happening?

The NPS has an SDA target of 6,000 basic skills programmes starts and 1,000 awards for 2002-03. Data to the end of December show that across England & Wales there were 4,235 programme starts (94% of the profiled target) and 397 awards (53% of the profiled target).

The achievement of basic skills commencements **is on target** and progressing well. Since September a number of basic skills screening training events have been organised and held nationally. NPD has developed and delivered a basic skills screening training pack to all probation areas for cascade training to pre-sentence report writers and other relevant staff. The majority of probation areas have facilities in place for basic skills screening at the pre-sentence report writing stage. Access to both short and long term funding for basic skills provision for offenders in the community remains an issue for many probation areas. Progress towards the achievement of basic skills awards is slow in the light of the difficulties probation areas face in securing appropriate provision and funding.

To date the majority of basic skills awards are being achieved at entry and level one. This low level skills base characterises the effects of deprivation and social exclusion that the offender population occupies within the community. It is anticipated that greater progress on the achievement of awards will be made following a longer period of offender participation with basic skills provision. Thus the final reporting quarter should begin to show the achievement of awards for those offenders who commenced basic skills in the first quarter.

Why is it happening?

Basic skills activity is a new area of business for probation areas, resulting in a significant change of business processes and procedures. The national budget allocation to probation areas was predicated on the ability of areas, in England and Wales, to access and utilise local Learning & Skills Council (LSC) funding streams. In Wales, the basic skills funding infrastructure is different and there are issues on capacity building, accessibility for offenders and the quality of available provision.

What is being done?

In England, NPD and the national office of the Learning & Skills Council are jointly developing a working together protocol. A joint conference to launch the joint was held during January 2003. Each Regional What Works Manager will reported on regional basic skills performance and issues at the end of January December 2002. In Wales a recent meeting facilitated by the Welsh Assembly Government (WAG) was attended by NPD, Education & Learning in Wales (ELWa), the Basic Skills Agency, Jobcentre Plus, New Deal and NACRO. A scoping study of basic skills provision for offenders in Wales has now been completed. NPD will attend a meeting with the other agencies involved and the WAG on 16th May to discuss how to take this forward. NPD has also commissioned a development project for Wales to make recommendations regarding the future funding, allocation of targets and support for the Welsh probation areas. Basic skills performance has been added to the Performance Improvement Action Teams (PIAT) agenda. NPD will produce performance improvement plans for basic skills targets by the end of June 2003.

Basic Skills, April - December 2002

Region	Area	Starts	Profiled Target (Apr-Dec)	% Profiled Target Achieved	Performance against starts	Awards	Profiled Target (Apr-Dec)	% Profiled Target Achieved	Performance against awards
West Midlands	Staffordshire	69	89	78%	Below	10	15	67%	Below
	Warwickshire	21	35	60%	Below	0	6	0%	Below
	West Mercia	28	69	41%	Below	0	11	0%	Below
	West Midlands	143	315	45%	Below	34	53	65%	Below
	Regional Sub Total	261	508	51%		44	85	52%	
North East	County Durham	31	62	50%	Below	0	11	0%	Below
	Northumbria	108	162	67%	Below	0	27	0%	Below
	Teesside	37	87	43%	Below	19	14	133%	Above
	Regional Sub Total	176	311	57%		19	52	37%	
East	Bedfordshire	26	39	67%	Below	3	7	44%	Below
	Cambridgeshire	45	44	102%	Above	0	8	0%	Below
	Essex	97	102	95%	Near miss	4	17	23%	Below
	Hertfordshire	14	63	22%	Below	0	11	0%	Below
	Norfolk	60	46	131%	Above	0	8	0%	Below
	Suffolk	21	37	57%	Below	0	6	0%	Below
	Regional Sub Total	263	331	80%		7	56	13%	
North West	Cheshire	52	65	80%	Below	23	11	204%	Above
	Cumbria	99	48	206%	Above	0	8	0%	Below
	Greater Manchester	292	329	89%	Below	51	55	93%	Near miss
	Lancashire	856	151	568%	Above	6	26	24%	Below
	Merseyside	184	170	109%	Above	45	29	158%	Above
	Regional Sub Total	1483	763	194%		125	128	97%	
East Midlands	Derbyshire	98	87	113%	Above	4	14	28%	Below
	Leicestershire & Rutland	87	72	121%	Above	14	12	117%	Above
	Lincolnshire	114	51	224%	Above	3	8	36%	Below
	Northamptonshire	94	46	205%	Above	0	8	0%	Below
	Nottinghamshire	110	122	90%	Near miss	0	20	0%	Below
	Regional Sub Total	503	378	133%		21	62	34%	
Yorkshire & Humberside	Humberside	0	85	0%	Below	0	14	0%	Below
	North Yorkshire	55	48	115%	Above	24	8	291%	Above
	South Yorkshire	211	140	150%	Above	16	23	69%	Below
	West Yorkshire	134	247	54%	Below	14	41	34%	Below
	Regional Sub Total	400	520	77%		54	87	62%	
South East	Hampshire	102	131	78%	Below	2	22	9%	Below
	Kent	99	106	94%	Near miss	0	18	0%	Below
	Surrey	30	45	67%	Below	0	8	0%	Below
	Sussex	77	83	93%	Near miss	4	14	30%	Below
	Thames Valley	122	125	98%	Near miss	0	21	0%	Below
	Regional Sub Total	430	489	88%		6	82	7%	
South West	Avon & Somerset	23	123	19%	Below	0	20	0%	Below
	Devon/Cornwall	34	98	35%	Below	0	17	0%	Below
	Dorset	85	50	172%	Above	10	8	121%	Above
	Gloucestershire	55	50	111%	Above	4	8	48%	Below
	Wiltshire	10	46	22%	Below	0	8	0%	Below
	Regional Sub Total	207	365	57%		14	61	23%	
London	London Sub Total	408	566	72%	Below	99	95	105%	Above
Wales	Dyfed/Powys	19	41	46%	Below	0	7	0%	Below
	Gwent	6	56	11%	Below	0	10	0%	Below
	North Wales	43	50	86%	Below	8	8	97%	Near miss
	South Wales	36	120	30%	Below	0	20	0%	Below
	Regional Sub Total	104	268	39%		8	45	18%	
ENGLAND & WALES		4235	4500	94%		397	750	53%	