



NATIONAL PROBATION SERVICE
for England and Wales

National Directorate

National Probation Service

Performance Report 3

March 2002

EITHNE WALLIS
NATIONAL DIRECTOR

Introduction

The National Probation Service (NPS) was formed on 1 April 2001 under the Criminal Justice and Court Services Act. This fundamental reform was intended to create a significant criminal justice organisation capable of delivering credible, effective community based offender corrections and specified victims services.

This is the third performance report. These monthly reports track and report on the NPS 3-year change programme, entitled "A New Choreography". They contain short, headline reports on the 5 major areas of change for which hard-edged targets or service delivery agreements have been set. Other important aspects of organisational re-engineering or service delivery will also be presented from time to time. For this report we have updated the section on Victims, which was included in the last report.

These reports will be widely circulated with the intention of meeting the New Choreography's expressed commitment to open, transparent accountability as a public service.

The National Directorate collects the information but the originators of the data are the 42 local areas. Validation processes are already in place for national standards monitoring. The information is collected using paper-based returns, as we do not yet have electronic systems capable of delivering it. Delays from some areas in returning information to deadlines continue to be a cause of concern. We are putting in place tracking systems that will monitor returns. Chief Officers will be contacted directly by John Scott (my Head of Performance, Planning and the Regions) if there are delays in their area. If the situation persists I will step in, directly. In addition from April 2002 timely data returns (of the key 5) plus ethnic minority monitoring forms is a feature of the Resource Budget Performance link and areas who are repeatedly late will be financially penalised. We will be looking closely at the timing of requests for information. There would be benefits all round if we moved to monthly reporting on all of these key items even if we restricted this to the headline data and asked areas to provide more detail on a quarterly basis. The NPD would also be able to provide more timely feedback.

The movement from 54 different systems to single national monitoring systems is a substantial collective achievement. In its first 12 months, the National Probation Service has undergone fundamental reconstruction, the detailed finessing of which will still continue for some time. The volume and pace of change has been, and will continue to be, relentless. The 8 areas undergoing complex amalgamations are still particularly pressed. BUT THERE HAS BEEN NO BREAK in business continuity and this is a major achievement across the whole organisation.

Having now established important baselines we are in a position to monitor performance trends throughout the 3-year change programme.

A national standards monitoring report is also prepared monthly by John Scott and is available if requested.

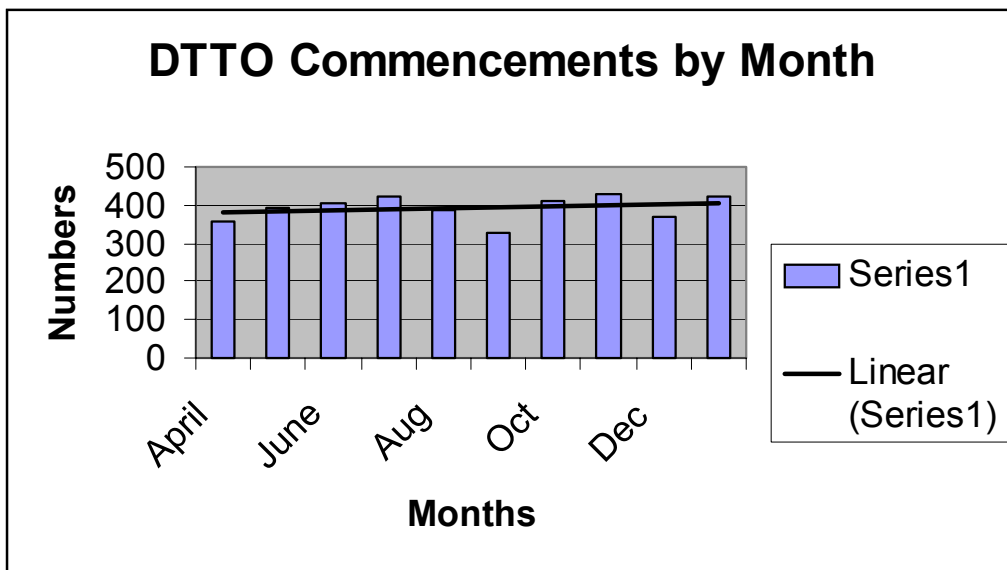
1. DTTO Commencement – April 1 to January 31 2002

The DTTO is a recently established order now rolled-out to all courts in England and Wales. The number of orders commenced during this period was 3938, which represents 66% of the annual target of approximately 6,000 commencements and 79% of the profiled target for the 10 month period.

The orders were building steadily on a monthly basis for the first 4 months of the year and a linear projection at that time would have put us on target at the year-end. However we did experience a drop in August and September (from the monthly averages); this picked up again in October and November. There was a reduction in orders made in December, as expected due to the drop in court activity during the Christmas period. As expected numbers did rise in January with 422 orders being commenced.

Further work is being done within areas to lift these numbers and there have been some additional resources provided to those areas projected to deliver numbers above their target.

The graph below shows the national monthly profile. The linear profile shows a slight monthly increase.



At this monthly rate we are predicting that some 4,800 orders will be commenced by the end of the target year.

The details of the area and regional numbers are shown on the next page. The targets are shown as a straight-line profile over the period.

There are a number of changes in status this month. On the positive side, Bedfordshire, Cambridgeshire, Humberside and Gwent moved from orange to green. Leicestershire moved from red to orange. On the negative side, Warwickshire and Gloucestershire moved from green to orange and Lincolnshire moved from orange to red.

DTTOs commenced April 1st - January 31st 2002

Region	Area	Target	Starts	Target Achieved	Performance
West Midlands	Staffordshire	92	85	92%	Near miss
	Warwickshire	42	41	98%	Near miss
	West Mercia	92	81	88%	Below
	West Midlands	317	247	78%	Below
	Regional Sub-total	543	454	84%	
North East	County Durham	67	45	67%	Below
	Northumbria	175	71	41%	Below
	Teesside	90	66	73%	Below
	Regional Sub-total	332	182	55%	
East	Bedfordshire	50	50	100%	Above
	Cambridgeshire	58	59	102%	Above
	Essex	117	93	79%	Below
	Hertfordshire	58	51	88%	Below
	Norfolk	67	35	52%	Below
	Suffolk	50	41	82%	Below
	Regional Sub-total	400	329	82%	
North West	Cheshire	92	52	57%	Below
	Cumbria	50	42	84%	Below
	Lancashire	158	92	58%	Below
	Greater Manchester	317	250	79%	Below
	Merseyside	192	154	80%	Below
	Regional Sub-total	809	590	73%	
East Midlands	Derbyshire	83	95	114%	Above
	Leicestershire & Rutland	83	76	92%	Near miss
	Lincolnshire	50	43	86%	Below
	Northamptonshire	50	39	78%	Below
	Nottinghamshire	108	136	126%	Above
	Regional Sub-total	374	389	104%	
Yorkshire & Humberside	Humberside	100	102	102%	Above
	North Yorkshire	58	57	98%	Near miss
	South Yorkshire	158	158	100%	Above
	West Yorkshire	258	186	72%	Below
	Regional Sub-total	574	503	88%	
South East	Hampshire	142	95	67%	Below
	Kent	133	111	83%	Below
	Surrey	50	40	80%	Below
	Sussex	100	82	82%	Below
	Thames Valley	133	170	128%	Above
	Regional Sub-total	558	498	89%	
South West	Avon & Somerset	117	78	67%	Below
	Devon & Cornwall	125	99	79%	Below
	Dorset	50	53	106%	Above
	Gloucestershire	42	40	95%	Near miss
	Wiltshire	42	41	98%	Near miss
	Regional Sub-total	376	311	83%	
London	London Sub Total	733	468	64%	Below
Wales	Dyfed/Powys	42	20	48%	Below
	Gwent	67	68	101%	Above
	North Wales	58	72	124%	Above
	South Wales	150	54	36%	Below
	Wales Sub-total	317	214	68%	
England & Wales		5016	3938	79%	

2. Enforcement as at December 2001

The HO business plan target (and SDA target) is that the National Probation Service takes breach action in accordance with the National Standard in 90% of cases. To fully meet the standard, three things must be achieved, ie:

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

From 1 October 2001 this and other National Standards are being monitored on a monthly basis.

The performance measured over October, November and December, shown by type of order/licence figures, was:

CRO 64% (49% within 10 days)
CPO 77% (56% within 10 days)
CPRO 64% (45% within 10 days)
Licences 67% (60% within 10 days)

The performance measured taking all orders together, over the period was **69%**. HMIP and the NPD have recently completed an exercise to validate these figures by sample file reading out in areas. The information collected is currently being analysed.

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 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.

Although there has been good progress since September 1998, it is expected that the target will take until year 2 of the change programme.

This year probation areas' performance on this and other major targets is linked to the cash they receive. Areas are reminded that this link will be calculated using column 1 (within 10 days).

The details of the area and regional numbers are shown on the next page.

Enforcement October - December 2001

Region	Area name	Proportion breached within 10 days	Proportion breached whether or not within 10 days	Performance against 2nd column (90% target)
West Midlands	Staffordshire	41%	61%	Below
	Warwickshire	65%	71%	Below
	West Mercia	65%	75%	Below
	West Midlands	34%	56%	Below
	Regional Sub Total	44%	62%	
North East	County Durham	68%	80%	Below
	Northumbria	74%	81%	Near miss
	Teesside	64%	75%	Below
	Regional Sub Total	69%	79%	
East	Bedfordshire	83%	90%	Above
	Cambridgeshire	63%	78%	Below
	Essex	59%	74%	Below
	Hertfordshire	55%	62%	Below
	Norfolk	58%	82%	Near miss
	Suffolk	47%	57%	Below
	Regional Sub Total	60%	74%	
North West	Cheshire	59%	69%	Below
	Cumbria	40%	50%	Below
	Greater Manchester	61%	73%	Below
	Lancashire	54%	69%	Below
	Merseyside	31%	69%	Below
	Regional Sub Total	52%	69%	
East Midlands	Derbyshire	89%	91%	Above
	Leicestershire & Rutland	39%	87%	Near miss
	Lincolnshire	56%	70%	Below
	Northamptonshire	39%	57%	Below
	Nottinghamshire	71%	83%	Near miss
	Regional Sub Total	58%	80%	
Yorkshire & Humberside	Humberside	68%	75%	Below
	North Yorkshire	52%	60%	Below
	South Yorkshire	66%	81%	Near miss
	West Yorkshire	50%	67%	Below
	Regional Sub Total	57%	71%	
South East	Hampshire	32%	59%	Below
	Kent	51%	59%	Below
	Surrey	54%	64%	Below
	Sussex	52%	69%	Below
	Thames Valley	58%	75%	Below
	Regional Sub Total	48%	65%	
South West	Avon & Somerset	42%	70%	Below
	Devon/Cornwall	46%	70%	Below
	Dorset	40%	65%	Below
	Gloucestershire	56%	69%	Below
	Wiltshire	59%	79%	Below
	Regional Sub Total	46%	70%	
London	London Sub Total	32%	55%	Below
Wales	Dyfed/Powys	59%	80%	Below
	Gwent	52%	80%	Below
	North Wales	70%	78%	Below
	South Wales	46%	55%	Below
	Regional Sub Total	53%	68%	
ENGLAND & WALES		51%	69%	

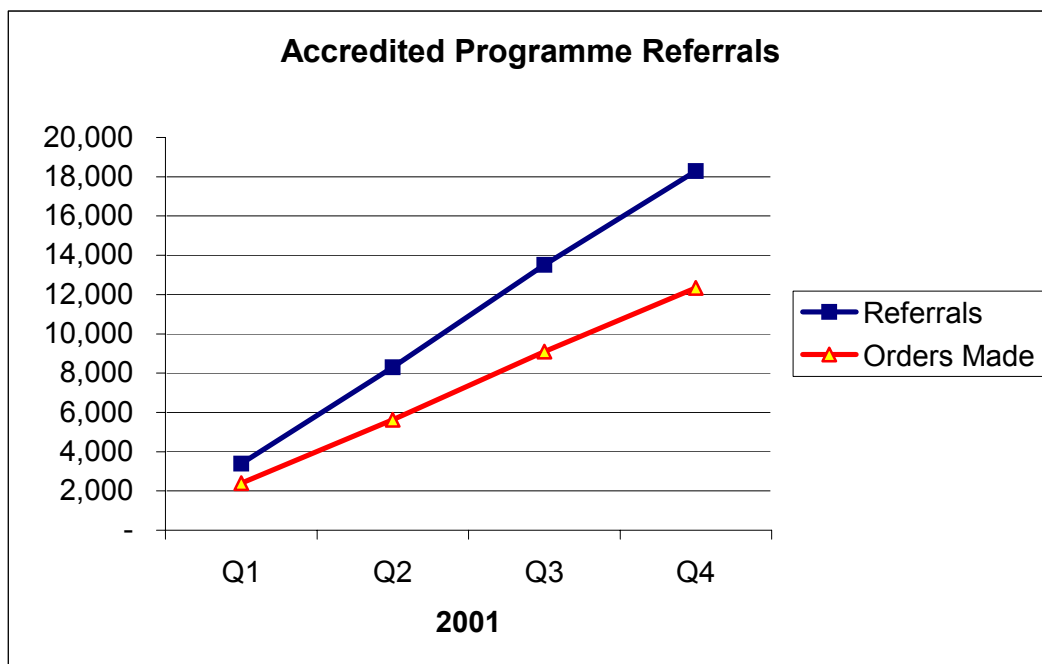
3. Accredited Programmes (“What Works”) to the end of December 2001

Information from areas on accredited programme completion is collected quarterly and this section is not significantly different from performance report 2.

Performance information to 31.12.01 has been adjusted for the time it takes to deliver a programme following commencement. Performance tables are listed below. Using this criterion nine areas are achieving their target programme completions, 3 are within 10% of their target, and 30 are below target. **Overall the NPS has achieved 63% of the completions expected at this point, a significant improvement on previous quarters reflecting the bedding down of programme delivery after nine months of operation.**

The number of referrals resulting in a programme proposal to the courts exceeded the projection at 109%. **The overall concordance rate in court rose to 70% from 50% last quarter.** The number of orders and licences with a requirement to attend an accredited programme stands at 77% of the projected figure for 31.12.01.

Programme Referrals



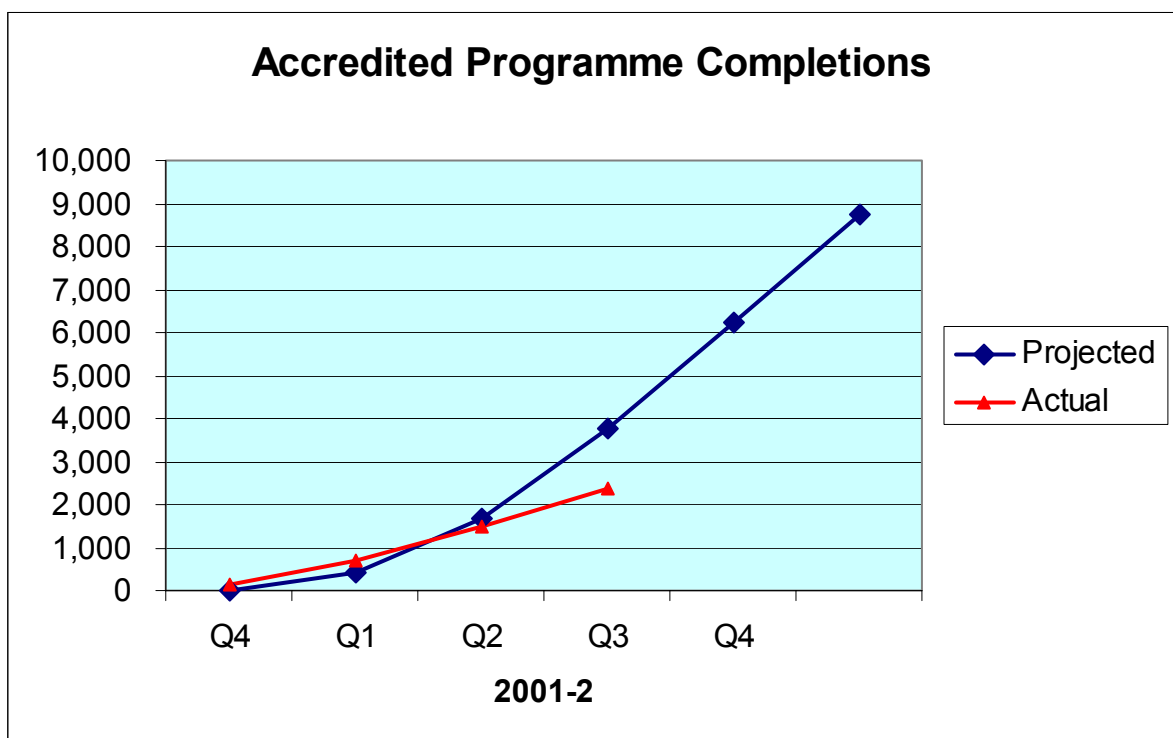
18,315 offenders have been assessed as suitable for accredited programmes, and if this trend continues then the NPS will reach its target of 22,418 places being offered in the full financial year.

The concordance rate is still a cause for concern, with only 12,892 requirements being imposed, as the likelihood is that a significant number of offenders are sentenced to custody rather than a community penalty. Proposals are being developed for a sampling exercise to clarify the outcome in cases where no programme condition is imposed. The wide variation in concordance rates between areas may be caused by different recording practices, and Regional What Works Managers have been asked to clarify recording standards to areas.

The risk profile of offenders is still not consistent with the target profile, with medium risk offenders being under-represented. This is potentially important for programme completions as high-risk offenders are more likely to fail to complete. Accurate targeting using OGRS2 risk scores is hampered by the lack of accurate information about previous convictions in 48% of cases assessed. The need for timely production of this information is now reflected in a Crown Prosecution Service performance target.

Programme Completions

The figures have been presented in a way that takes account of the time taken to deliver an accredited programme. This has been set at 4.5 months, to take account of sex offender programmes which can last more than a year and the Drink Impaired Driver programme which lasts only 13 sessions. The general offending programmes are around 35 sessions long, and areas are experimenting with different delivery patterns, some offering 2 or more sessions a week. There is however a limit to how fast offenders can learn, and intensive block delivery is likely to be ineffective.



63% of completions expected by 31.12.01 had been delivered. Reasons for dropout are recorded as breached 36%, 10% revoked, 9% ill-health, 8% gained employment, 5% excluded, 3% transferred, 1% entered education, and 25% other. Regional What Works managers will be examining the last category with areas to ascertain what other reasons are in this category. Work continues on improving compliance and motivation.

The details of the area and regional numbers are shown on the next two pages.

Accredited Programmes: January to December 2001

Region	Area	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9		
		Raw Data			Target outcomes expected by 31.12.01							
		Referrals	Orders/ licences made	Completions	2001-02 referral target	2001-02 completion target	Completions expected by 31.12.01	% expected referrals achieved	% expected conditions made	% expected completions achieved		
West Midlands	Staffordshire	99	243	4	453	202	76	29%	72%	5%	Below	
	Warwickshire	55	37	3	168	75	28	44%	29%	11%	Below	
	West Mercia	180	168	11	415	185	69	58%	54%	16%	Below	
	West Midlands	1294	626	106	1576	703	264	109%	53%	40%	Below	
	Regional Sub-Total	1628	1074	124	2612	1165	437	83%	55%	28%		
North East	Co Durham	219	232	77	298	133	50	98%	104%	154%	Above	
	Northumbria	1073	720	243	809	361	135	177%	119%	180%	Above	
	Teeside	763	370	82	430	192	72	236%	115%	114%	Above	
	Regional Sub-Total	2055	1322	402	1538	686	257	178%	115%	156%		
East	Bedfordshire	254	129	37	204	91	34	166%	84%	108%	Above	
	Cambridgeshire	115	113	24	217	97	36	71%	69%	66%	Below	
	Essex	546	348	88	525	234	88	139%	88%	100%	Above	
	Hertfordshire	512	145	18	316	141	53	216%	61%	34%	Below	
	Norfolk	217	167	37	247	110	41	117%	90%	90%	Near miss	
	Suffolk	234	146	28	177	79	30	176%	110%	95%	Near miss	
	Regional Sub-Total	1878	1048	232	1686	752	282	149%	83%	82%		
North West	Cheshire	211	156	23	352	157	59	80%	59%	39%	Below	
	Cumbria	141	117	27	195	87	33	96%	80%	83%	Below	
	Greater Manchester	1392	801	158	1556	694	260	119%	69%	61%	Below	
	Lancashire	744	677	166	729	325	122	136%	124%	136%	Above	
	Merseyside	659	436	74	845	377	141	104%	69%	52%	Below	
	Regional Sub-Total	3147	2187	448	3677	1640	615	114%	79%	73%		
East Midlands	Derbyshire	357	159	36	581	259	97	82%	37%	37%	Below	
	Leicestershire	453	220	30	1016	453	170	59%	29%	18%	Below	
	Lincolnshire	268	265	24	262	117	44	136%	135%	55%	Below	
	Northamptonshire	319	308	20	220	98	37	194%	187%	54%	Below	
	Nottinghamshire	184	195	18	572	255	96	43%	45%	19%	Below	

Region	Area	Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	
		Raw Data					Target outcomes expected by 31.12.01				
		763 made	Orders/ licences made	82	2001-02 referral target	2001-02 completion target	Completions expected by 31.12.01	% expected referrals achieved	% expected conditions made	% expected completions achieved	
Yorkshire & Humberside	Humberside	673	176	29	412	184	69	218%	57%	42%	Below
	South Yorkshire	571	269	20	675	301	113	113%	53%	18%	Below
	North Yorkshire	165	120	11	226	101	38	97%	71%	29%	Below
	West Yorkshire	986	743	86	1215	542	203	108%	82%	42%	Below
	Regional Sub-Total	2395	1308	146	2529	1128	423	126%	69%	35%	
South East	Hampshire	416	227	50	1172	523	196	47%	26%	25%	Below
	Kent	248	168	36	538	240	90	61%	42%	40%	Below
	Surrey	196	123	52	242	108	41	108%	68%	128%	Above
	Sussex	214	178	19	412	184	69	69%	58%	28%	Below
	Thames Valley	328	288	99	628	280	105	70%	61%	94%	Near miss
	Regional Sub-Total	1402	984	256	2993	1335	501	62%	44%	51%	
South West	Avon & Somerset	392	392	109	621	277	104	84%	84%	105%	Above
	Devon & Cornwall	493	487	29	502	224	84	131%	129%	35%	Below
	Dorset	184	130	24	265	118	44	93%	66%	54%	Below
	Gloucestershire	203	203	61	247	110	41	110%	110%	148%	Above
	Wiltshire	289	121	19	247	110	41	156%	65%	46%	Below
	Regional Sub-Total	1561	1333	242	1881	839	315	111%	94%	77%	Below
London Total	London	1588	1736	353	3035	1354	508	70%	76%	70%	Below
Wales	Dyfed-Powys	65	65	9	213	95	36	41%	41%	25%	Below
	Gwent	415	339	13	271	121	45	204%	167%	29%	Below
	North Wales	118	20	12	233	104	39	67%	11%	31%	Below
	South Wales	482	329	15	587	262	98	109%	75%	15%	Below
	Regional Sub-Total	1080	753	49	1305	582	218	110%	77%	22%	
England & Wales		18315	12892	2380	22418	10000	3750	109%	77%	63%	

4. Home Secretary's Race Equality Targets – Monitoring at December 2000 and provisionally the period January to September 2001.

The publication of the Probation Statistics for England and Wales in January 2002 confirmed the progress the National Probation Service was continuing to make in the recruitment and grade progression of ethnic minority staff. Provisional figures for the period January to September 2001 show an improving trend.

Some significant achievements have been made:

- The first minority chief officer has been appointed.
- When first appointed some 7 of the 42 Board Chairs were from minority ethnic backgrounds (None of the previous 54 Committee Chairs were).
- About 100 minority ethnic Board members have been appointed (there were only a handful previously).
- 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.
- 4 new appointments have been made at senior management level. A scheme to provide development needs such as mentoring, coaching etc is being implemented to identify and fast track 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%.
- The provisional **September 2001** figures show an **increase** in the proportion of ACO/Area managers from 1.5% to 4.2%.
- Overall the **September 2001** figures show an **increase** in management grades from 10.9% to 14.5% and an **increase** in main grade probation officers from 11% to 12.4%.
- 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):

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	4.0	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 – July to December 2001

Information from areas on sickness absence is collected quarterly and this section is not significantly different from performance report 2.

All local areas are required to monitor sickness absence using a standard format starting from the 1st July 2001 and provide quarterly monitoring returns to the NPD. No targets were set for this year but there is a target of 10 days in 2002/03 and 9 days in 2003/04, taking the NPS to the Service Delivery Agreement. Monitoring was started early in order to establish a base line and take the operations in to gearing work necessary to achieve this target over the next two years.

The national average for the first quarter was 11.78 days and for the second quarter it was 12.97. The cumulative for the whole period was 12.39. We do not collect full statistics to explain the difference between the two quarters but areas did comment that historically this 'winter' quarter did produce more sickness absence.

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

These include:

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

For external benchmarking the NPS average figure compares favourably with the Police at 12.4 days and the Prison Service at 13.9 days. The recently published survey 'Sickness Absence in Local Government 2001' showed Social services sickness rates at an average of 15 days per employee.

The internal audit (Home Office) of these arrangements across England & Wales has been completed. The report is being considered by the NPD and it will certainly mean that further guidance on monitoring sickness absence will be provided to areas as soon as possible.

The details of the area and regional numbers are shown on the next page.

Performance Against SDA Target on Sickness Absence July to Dec 2001-02

		Average Days Absence July to Sep	Average Days Absence Oct to Dec	Average Days Absence July to Dec	Performance against the 2002/03 target (10 days)
West Midlands	Staffordshire	11.88	13.87	12.70	Above
	Warwickshire	10.10	12.93	11.52	Above
	West Mercia	5.93	7.66	6.82	Below
	West Midlands	13.11	13.80	13.45	Above
	Regional Sub-total	11.57	12.68	12.12	
North East	Co. Durham	7.62	9.59	8.63	Below
	Northumbria	10.74	9.24	9.98	Below
	Teesside	10.13	15.69	13.04	Above
	Regional Sub-total	9.83	11.14	10.50	
East	Bedfordshire	16.52	8.99	12.76	Above
	Cambridgeshire	11.72	9.38	10.52	Near Miss
	Essex	8.99	10.27	9.65	Below
	Hertfordshire	12.05	12.77	12.40	Above
	Norfolk	10.55	11.59	11.00	Near Miss
	Suffolk	9.93	12.00	10.97	Near Miss
	Regional Sub-total	11.07	10.78	10.93	
North West	Cheshire	14.17	12.39	13.25	Above
	Cumbria	16.18	13.29	14.69	Above
	Lancashire	7.73	13.43	10.58	Near Miss
	Greater Manchester	10.12	15.50	12.76	Above
	Merseyside	12.90	14.86	13.88	Above
	Regional Sub-total	11.04	14.48	12.76	
East Midlands	Derbyshire	8.33	10.44	9.39	Below
	Leicestershire & Rutland	10.10	9.87	9.98	Below
	Lincolnshire	9.20	11.73	10.47	Near Miss
	Northamptonshire	11.65	8.25	9.98	Below
	Nottinghamshire	11.37	11.70	11.54	Above
	Regional Sub-total	10.11	10.59	10.36	
Yorkshire & Humberside	Humberside	6.80	11.36	9.14	Below
	North Yorkshire	11.69	7.85	9.76	Below
	South Yorkshire	11.86	14.69	13.29	Above
	West Yorkshire	17.29	16.55	16.90	Above
	Regional Sub-total	13.23	14.27	13.77	
South East	Hampshire	9.60	10.21	9.92	Below
	Kent	11.15	13.66	12.40	Above
	Surrey	6.87	10.94	9.03	Below
	Sussex	13.15	22.82	18.11	Above
	Thames Valley	10.66	11.07	10.86	Near Miss
	Regional Sub-total	10.51	13.18	11.88	
South West	Avon & Somerset	16.13	17.51	16.85	Above
	Devon & Cornwall	16.07	13.59	14.84	Above
	Dorset	14.03	10.34	12.19	Above
	Gloucestershire	18.06	11.34	14.75	Above
	Wiltshire	11.34	10.04	10.58	Near Miss
	Regional Sub-total	15.58	13.89	14.71	
London	London	11.85	12.17	12.01	Above
Wales	Dyfed-Powys	9.94	9.26	9.59	Below
	Gwent	17.34	19.55	18.46	Above
	North Wales	14.86	16.14	15.48	Above
	South Wales	13.03	14.13	13.67	Above
	Wales Sub-total	13.76	14.72	14.28	
	England & Wales	11.78	12.97	12.39	

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

The New Choreography makes it clear that the National Probation Service delivers services to victims as well as offenders and the wider community. 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 recognition of the benefits of victim work, from the perspective of those offended against, 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 areas 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 is therefore an important step towards ensuring that the interests of victims are seen as important 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.

This target only applies to cases where the offender is sentenced to 4 years or more but will be formally extended to cases involving sentences of between 12 months – 4 years, from April 2002. In order to “get ahead”, the new monitoring arrangements introduced in April 2001 (currently operating on a paper based monitoring system) cover both categories. The table below summarises performance information from the above period:

LENGTH OF SENTENCE	NUMBER OF NAMED VICTIMS	NUMBER CONTACTED WITHIN 8 WEEKS	AVERAGE NATIONAL PERFORMANCE
4yrs plus	3,214	1,573	49%
12 mths-4 yrs	4,540	2,496	55%
Totals	7,754	4,096	52.5%

The figures demonstrate a substantial performance improvement when measured against the base line established through the HMIP Thematic Inspection Report in 1999. This inspection showed that, on average, the victim was contacted within the target period in **only 30% of cases**.

This 22.5% improvement has not been easy to achieve but reflects the NPS commitment to continuing to improve our performance with victims.

One of the serious inhibitors is lack of resource for this new target, service delivery area. The bid submitted in SR 2000 was only 50% funded, leaving complex decisions about priority investment. The National Directorate and operational areas continue to grapple with these complexities, but cannot entirely close the gap between resourcing and statutory requirements. The quarterly performance figures are presented in detail in the next two comparison charts. The first shows performance on offenders sentenced to 4 years or more and the second shows the performance on those sentenced to between 12 months and 4 years.

Victim Contact - Sentence of 4 years or more

Region	Area	Number of Named Victims	Number contacted within 8 weeks	Target Achieved	Performance
West Midlands	Staffordshire	59	52	88%	Above
	Warwickshire	19	9	47%	Below
	West Mercia	57	17	30%	Below
	West Midlands	525	0	0%	Below
	Regional Sub-total	660	78	12%	
North East	County Durham	13	13	100%	Above
	Northumbria	89	89	100%	Above
	Teesside	41	41	100%	Above
	Regional Sub-total	143	143	100%	
East	Bedfordshire	35	25	71%	Below
	Cambridgeshire	42	24	57%	Below
	Essex	57	32	56%	Below
	Hertfordshire	27	8	30%	Below
	Norfolk	36	25	69%	Below
	Suffolk	7	5	71%	Below
Regional Sub-total	204	119	58%		
North West	Cheshire	31	10	32%	Below
	Cumbria	25	25	100%	Above
	Lancashire	63	35	56%	Below
	Greater Manchester	203	125	62%	Below
	Merseyside	125	90	72%	Below
	Regional Sub-total	447	285	64%	
East Midlands	Derbyshire	59	35	59%	Below
	Leicestershire & Rutland	37	37	100%	Above
	Lincolnshire	25	23	92%	Above
	Northamptonshire	41	38	93%	Above
	Nottinghamshire	76	60	79%	Near miss
	Regional Sub-total	238	193	81%	
Yorkshire & Humberside	Humberside	44	30	68%	Below
	North Yorkshire	12	11	92%	Above
	South Yorkshire	138	93	67%	Below
	West Yorkshire	223	178	80%	Near miss
	Regional Sub-total	417	312	75%	
South East	Hampshire	35	5	14%	Below
	Kent	75	59	79%	Near miss
	Surrey	22	17	77%	Near miss
	Sussex	105	67	64%	Below
	Thames Valley	31	19	61%	Below
	Regional Sub-total	268	167	62%	
South West	Avon & Somerset	127	23	18%	Below
	Devon/Cornwall	34	17	50%	Below
	Dorset	11	10	91%	Above
	Gloucestershire	20	16	80%	Near miss
	Wiltshire	12	11	92%	Above
	Regional Sub-total	204	77	38%	
London	London Sub Total	570	150	26%	Below
Wales	Dyfed/Powys	0	0		
	Gwent	18	14	78%	Near miss
	North Wales	11	6	55%	Below
	South Wales	34	30	88%	Above
	Wales Sub-total	63	50	79%	
England & Wales		3214	1574	49%	

Victim Contact - Sentence of 12 months to 4 years

Region	Area	Number of Named Victims	Number contacted within 8 weeks	Target Achieved	Performance
West Midlands	Staffordshire	143	113	79%	Near miss
	Warwickshire	64	15	23%	Below
	West Mercia	71	28	39%	Below
	West Midlands	722	50	7%	Below
	Regional Sub-total	1000	206	21%	
North East	County Durham	20	20	100%	Above
	Northumbria	121	118	98%	Above
	Teesside	69	66	96%	Above
	Regional Sub-total	210	204	97%	
East	Bedfordshire	76	60	79%	Near miss
	Cambridgeshire	37	28	76%	Near miss
	Essex	70	42	60%	Below
	Hertfordshire	44	4	9%	Below
	Norfolk	42	37	88%	Above
	Suffolk	23	15	65%	Below
Regional Sub-total	292	186	64%		
North West	Cheshire	87	70	80%	Near miss
	Cumbria	44	40	91%	Above
	Lancashire	169	107	63%	Below
	Greater Manchester	326	176	54%	Below
	Merseyside	162	132	81%	Near miss
	Regional Sub-total	788	525	67%	
East Midlands	Derbyshire	74	58	78%	Near miss
	Leicestershire & Rutland	99	90	91%	Above
	Lincolnshire	36	35	97%	Above
	Northamptonshire	72	62	86%	Above
	Nottinghamshire	108	85	79%	Near miss
	Regional Sub-total	389	330	85%	
Yorkshire & Humberside	Humberside	93	79	85%	Above
	North Yorkshire	50	39	78%	Near miss
	South Yorkshire	114	97	85%	Above
	West Yorkshire	261	221	85%	Above
	Regional Sub-total	518	436	84%	
South East	Hampshire	107	24	22%	Below
	Kent	97	86	89%	Above
	Surrey	27	26	96%	Above
	Sussex	103	66	64%	Below
	Thames Valley	62	40	65%	Below
	Regional Sub-total	396	242	61%	
South West	Avon & Somerset	125	26	21%	Below
	Devon & Cornwall	72	23	32%	Below
	Dorset	28	25	89%	Above
	Gloucestershire	30	22	73%	Below
	Wiltshire	30	28	93%	Above
	Regional Sub-total	285	124	44%	
London	London Sub Total	462	85	18%	Below
Wales	Dyfed/Powys	8	7	88%	Above
	Gwent	44	34	77%	Near miss
	North Wales	33	29	88%	Above
	South Wales	115	88	77%	Near miss
	Wales Sub-total	200	158	79%	
England & Wales		4540	2496	55%	