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Ministry of
JUSTICE

National Offender
Management Service

DERBYSHIRE PROBATION TRUST

MONTHLY PERFORMANCE EXCEPTION REPORT¹

AUGUST 2010

¹ This exception report is produced for the purpose of monitoring the running of Derbyshire Probation Trust in accordance with the Trust Contract.

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1. Executive Summary

The Trust continue to exceed our targets in a significant number of areas across the 4 PTRS domains, the local 'What If' PTRS modelling (section 5), which includes *provisional* OMI2 scores, indicates that we continue to achieve solid band 3 (borderline band 4) performance.

Our actual rate of reoffending is 4.74% higher than our predicted rate (not statistically significant); however, this represents an increase in both City and County for the two most recent cohorts and work to identify appropriate offenders for IOM approaches in both LDU's is ongoing. This is anticipated to address the needs of those offenders where the evidence suggests a proportionally higher risk of reoffending and therefore have a positive impact on this outcome.

Performance highlights for 2010/11 YTD include:

- Band 3 or 4 performance across all PTRS domains and overall;
- Region-best Generic Parole Performance at 83.33% (and 6th best nationally);
- 90% OASys timeliness performance across all plans;
- Sustained employment performance transformed and now at 110% of YTD target;
- Staff sickness at 7.30 days is excellent.

Richard Angrave, Performance & Information Manager
24th September 2010.

2. Summary of Performance – Service Delivery Indicators

GREEN – The following indicators are currently being achieved year to date and have shown exceptionally good performance:

OM 27 Indeterminate Sentence Prisoners PAROM1 timeliness (Generic Parole Process):

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
80%	100%	83.33%	63.49%	34.78%	N/A

Excellent performance during August (100%) has maintained our performance improvement, meaning favourable comparison with the regional average and 6th best performance nationally. Access to the PPUD has been obtained for a member of PIU and a designated CAO for each LDU, with training now completed on the use of the PPUD and the local recording processes to support this measure. We continue to regularly flag up specific issues with the PPCS and performance is being very closely monitored on this measure. In fact, it is our understanding from the PPCS team that our performance for the YTD should be 100% when central process errors are taken into account, but this is not yet reflected on the Hub – this will be followed up with PPCS.

OM 35 Tier 4 & PPO OASys Timeliness:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	97.44%	94.89%	94.57%	93.22%	N/A

Excellent performance on this measure continues with the second successive month of excellent initial sentence plan timeliness being a key factor; with 37 out of 39 completed on time (95%), YTD ISP performance is now 92.22% (154 out of 167: 10xT4 & 3xPPO missed). Current performance is now above the regional average for the YTD. The effective use of localised management information and exception reports has resulted in the continuing achievement of this target.

OM 40 Court Report Timeliness (inc RIC):

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	100%	99.86%	98.30%	96.60%	N/A

Exceptional start to the performance year with 1,438 reports completed within timescales, out of a total of 1,440, indicating an improvement on the previous year and above regional average performance.

OM 03 End-to-End Enforcement:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
68%	76.87%	78.27%	68.68%	76.94%	N/A

Excellent start to the year with YTD performance above both the target and the regional average at 71.53%.

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INT 18 Community Payback completion rate:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
75%	75.72%	77.27%	76.68%	74.84%	74.53%

An excellent start to the year with YTD performance above target at 77.27%. This is an improvement on the previous year's performance and is above the regional average.

INT 08 Sustained Employment:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
200	31 (17) (182.35%)	92 (83) (110.84%)	509 (469) (108.5%)	205	190

Following four months as a 'Red' measure, a focus on recording practice has resulted in excellent performance in August (31 compared to a target of 17) and YTD performance is now on target at 111% of the YTD target (92 compared to a target of 83), which is also above the regional average of 108.5%.

IPPF 08 Sickness Absence:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
10.5	8.43	7.30	6.63	8.70	8.82

In keeping with the previous two years, an excellent start to the year with very low sickness levels, well below the 10.5 day target, albeit slightly above the regional average.

RED – The following indicators are currently not on target:

INT 14 IDAP completion rate:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
70%	100%	68.00%	63.30%	74.71%	69.12%

Whilst YTD performance remains below target at 68% (17 completed out of 25), primarily relating to the cohort of 14 who started the programme during the period October - December 2008 (see below for further detail), performance in August significantly exceeded the target at 100% (4 out of the 4 from the February 2009 cohort completing the programme successfully). The rolling 12 month performance is slightly below target and the YTD performance is above the regional average.

October – December 2008 cohort: Based on the 09/10 outturn and the current rolling 12 month performance, it is fair to say that this particular cohort have been less compliant than is normally the case for this programme, 5 of the 7 non-completers being revoked: 4 being given a custodial sentence and one completing the programme on a one to one basis with the offender manager. The remaining two have been transferred out and we are therefore reliant on the new owning area ensuring that the offender completes the programme before we can be accredited with the completion rate.

INT 07 ATR completions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
135	8 (12) (66.67%)	51 (56) (91.07%)	212 (190) (111.6%)	179	157

Three consecutive months below target have resulted in YTD performance of 51 completions, or 91% of target, which is of concern. The rolling 12 month completion total (157) suggests that we are still on track to achieve this target (135). Although there have been treatment provision issues, given the rolling 12 month commencement total of 201 and completion rate of 73.71%, and an average requirement length of 6 months, 148 completions in 2010/11 is feasible.

OM 19 Education Provider Referrals:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
820	33 (69) (47.83%)	230 (341) (67.45%)	1552 (1756) (88%)	876	N/A

This measure remains below target for the 5th successive month, YTD performance being 67.45% or 230 against a target of 341. Work is currently ongoing to identify the reasons for this significant downturn in referrals and it is unclear whether the counting rules for referrals have been changed for 2010/11 – this is currently being investigated with NOMS PMG. This aside, the Trust remain below target for Referrals and Starts, but the Referral to Award conversion rate is well above the 10% target at 27.39%. Further work is required to understand the underlying detail of this performance issue.

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INT01 CSOGP completions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
27	0 (2) (0%)	5 (14) (35.71%)	55 (50) (110%)	24	20

Performance remains below target on this indicator and NSPCC have provided a revised completion profile for the year, which it has been agreed (a variation of) will be submitted to the DOM as an in-year change. Whilst we expect to achieve the annual target, this will not be reflected in the quarterly PTRS publications based on the current profile (see below):

	A	M	J	J	A	S	O	N	D	J	F	M	Tot
Current Profile	0	0	5	7	2	0	2	0	5	0	3	3	27
NSPCC revised profile	0	0	0	8	0	0	0	0	8	0	8	8	32
Proposed re-profile	0	0	0	5	0	2	0	0	5	2	7	6	27

IPPF 02 NS Interventions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	91.09%	89.02%	88.02%	87.46%	87.93%

Performance on this indicator has fluctuated throughout the year, YTD now being below target at 89.02%, representing 8th best performance nationally (up from 10th); this is 3rd in the region behind Notts and Northants. Performance remains volatile, primarily as a result of Q29 and Q48 in the basket: Q29 relates to the offender being tested in accordance with the offence seriousness band on DRR's (7 out of 15, or 47% YTD); Q48 relates to offender attendance for a minimum average of 6 hours per week on unpaid work sessions (86 out of 114, or 75% YTD). The Trust has recently adopted an extended UPW session length of 7.25 hours, which is expected to translate into performance improvement in this area; however, this will take some time due to the 6 month retrospective nature of the NSM file reading process.

3. Emerging Diversity Issues (Q1 report)

Description	White	Mixed	Asian	Black	Other	N Stated
Baseline – Reports during Q1 10/11	88.8%	2.5%	4.5%	3.0%	1.2%	0.1%
Overall Caseload	87.5%	2.8%	4.4%	3.8%	1.2%	0.2%
Tier 1 Caseload	80.9%	2.3%	9.1%	2.9%	4.4%	0.2%
Community Payback starts	89.6%	1.2%	5.0%	2.7%	1.2%	0.2%
Tier 2 Caseload	87.2%	2.7%	4.3%	4.3%	1.3%	0.1%
DTTO/DRR starts	93.0%	2.3%	4.7%	0.0%	0.0%	0.0%
DTTO/DRR completions	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tier 4 Caseload	87.6%	3.1%	3.6%	5.0%	0.4%	0.3%
Hostel Occupancy	81.5%	7.4%	3.7%	7.4%	0.0%	0.0%

The baseline of reports written is used as the control profile for the purpose of monitoring disproportionality within the Trust, as this gives a very good indication of the offender workload profile at first contact. The table above identifies any apparent disproportionality against this baseline, which requires further investigation and a conclusion reached as to the justification or otherwise for its existence.

Looking firstly from an ethnic group perspective, there is an over representation of Black and Mixed offenders across the caseload profile, this being most pronounced in the Tier 4 caseload and Hostel occupancy statistics. This is inherently linked to relatively high use of custody for this group and detailed work has been done on this in relation to the City LDU, looking at offence seriousness and proposals as possible explanations. It is difficult to draw absolute conclusions due to the relatively low numbers involved, but this continues to be a consistent finding (City LDU work was done in November 2009).

Examining the caseload from a tiering perspective, Tier 1 presents two interesting findings that may require further work. White offenders represent a significantly lower proportion, and Asian and Other a significantly higher proportion, within this tier when compared to the control profile. The CP starts provide further evidence of over representation of the Asian group within this tier. This may be linked to proposals, sentencing or otherwise, but further work may be required to establish the reasons for this apparent disproportionality.

Update: An initial analysis of CP starts and the Tier 1 caseload for Asian offenders by offence type has been completed, which has identified that there are no clear patterns with the 21 CP starts, other than 6 for assaults; however, of the 42 Tier 1 offenders, 14 were drugs related offences including 9 for production of Cannabis and 9 driving related.

4. Demand Management (Crime & Caseload Quarterly; Commencements updated monthly)

Description		Current YTD	Previous YTD	% Difference
Crime	All Crime (3 month average, Jun – Aug)	6012.3	6008	+0.07%
	Burglary (as above)	743.3	816.7	-8.99%
	Robbery (as above)	81.7	68	+20.15%
	Vehicle Crime (as above)	515	552.3	-6.75%
	Violence (as above)	1406	1270	+10.71%
	Anti Social Behaviour (as above)	6122.3	6465.3	-5.31%
Caseload	Caseload (offenders) (Q1)	3864	4072	-5.11%
	CO Caseload (offenders) (Q1)	1519	1792	-15.23%
	SSO Caseload (offenders) (Q1)	766	847	-9.56%
	Community Licences (offenders) (Q1)	556	544	+2.21%
	Custody Licences (offenders) (Q1)	1099	992	+10.79%
Commencements	Supervision Reqt Commencements	755	806	-6.33%
	DTTO/DRR Reqt Commencements	90	78	+15.38%
	CP/UPW Reqt Commencements	918	996	-7.83%
	Accredited Prog. Reqt Commencements	172	219	-21.46%
	Alcohol Treatment Reqt Commencements	91	102	-10.78%
	Curfew Reqt Commencements	445	483	-7.87%
	ETE Reqt Commencements	143	135	+5.93%
	SSO Commencements	424	427	-0.70%
	Pre Release Custody Commencements	386	279	+38.35%
	Post Release Custody Commencements	391	303	+29.04%
	Total Commencements (CO, SSO, Pre)	1816	1867	-2.73%
	SDR	690	1150	-40.00%
	FDR	617	476	+29.62%
	Oral Reports	227	118	+92.37%
	Total Reports	1726	1898	-9.06%

Sources: Items 1 – 6, <http://maps.police.uk>; Items 7 – 11, Sentencer Information Report (Performance Hub); Other Items, CRAMS (DPT).

Fig.1. Pre Release Custody Commencements

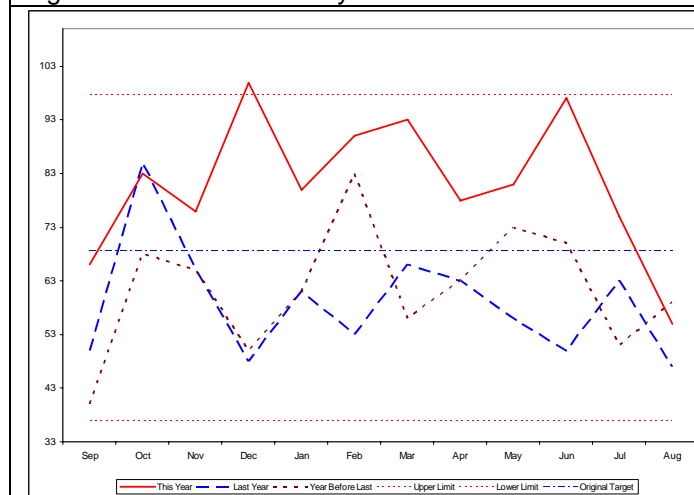
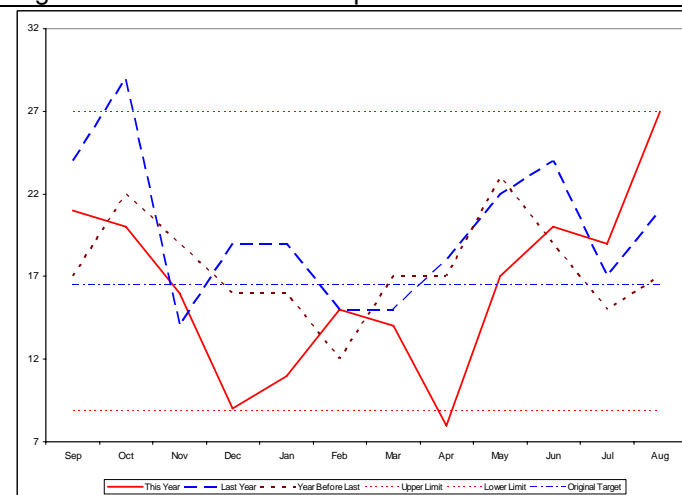


Fig.2. Alcohol Treatment Requirement Commencements



From an overall caseload perspective, it can be seen that we have reduced by 5% (208) on the same period last year; however, the make up of our caseload has changed, with a 13% (354) reduction in community order and SSO caseload offset by an almost corresponding increase of 8% (120) in the custodial caseload. Whilst this is not numerically similar, the longer length of licences and generally higher tier of this work should be borne in mind when making caseload comparisons over time. Fig.1. gives an indication of the growth in pre-release custody cases, where there appears to have been a step change from October 2009.

There is clear evidence that our demand management strategy is working, with reductions in the number of requirements across the board, with the exception of ETE and DRR requirements where slight growth is shown. Whilst there has been a significant reduction in accredited programme (AP) and alcohol treatment (ATR) requirements, this has slowed down somewhat and the number of ATR commencements in August increased to 27, the 2nd highest number in 36 months (see Fig.2). This is good news from the perspective of achieving our volume and completion rate targets in these areas.

From a reports perspective, the growth in FDR's and corresponding reduction in SDR's is clearly evident from the table above and again is evidence of our demand strategy being implemented. The proportion of FDR's in all courts is 56%, whilst this figure is raised to 66% for magistrate's courts (excluding addendum reports). When comparing to the region, only Northamptonshire have a higher proportion of FDR's, 92% YTD in all courts.

5. Local PTRS 'What If Analysis' modelling (YTD)

P T R S	Q1	PTRS - WHAT IF ANALYSIS	3	Derbyshire Probation Trust			
		Reducing Reoffending	Actual: 8.05% Pred.: 7.85% % Diff.: 2.55% Rule: On				
Public Protection	3	Offender Management	4	Interventions	3	Organisational Capability	3
NS Public Protection	98.1% 3	NS Offender Management	93.1% 3	NS Interventions	89.0% 2	Victim Contact	100.0% 3
Parole Assessment Report Timeliness	100.0% 3	Orders or Licences Successfully Completed	76.5% 3	Sex Offender Programme Completion Rate	100.0% n/a	Victim Feedback	100.0% n/a
Generic Parole Process	83.3% n/a	OASys Tier 2, 3, 4 & PPO Final Reviews	97.0% n/a	Domestic Violence Programme Completion	68.0% 2	Sickness Absence	7.3 3
Approved Premises Audit	30.0 3	Accommodation at Termination	90.1% 4	Accredited CBP Completion Rate (excl. SOTP & DV)	72.3% 3	Budget Overtun	100.0% 3
Licence Recall Requests	97.7% 3	Offender Feedback	n/a n/a	Accredited CBP Starts (Relevant Criteria)	91.3% 3	Audit Commission Results	3 3
Tier 2, 3 OASys Timeliness	95.0% n/a	End To End Enforcement	78.3% 3	ATR Performance	69.9% 2	OMI Management Results	85% 4
Tier 4 & PPO OASys Timeliness	94.9% 3	Influencing Demand (incl. Corston)	n/a n/a	DRR Performance	52.1% 3	Staff Diversity	6.0% n/a 5%
OM Phase 2 & 3 OASys Timeliness	98.9% n/a	Court Report Timeliness (incl. RIC)	99.9% 3	Community Payback Completion Rate	77.3% 3		
OASys Quality	n/a n/a	Enforcement	100.0% 3	Community Payback Stand-downs	0.38% 3		
OMI Risk of Harm	80% 4	OMI Assessment & Sentence Planning	84% 4	Sustained Employment	110.8% 3		
		OMI 2 Enforcement & Compliance	n/a n/a	Employment at Termination	51.1% 3		
				OMI Interventions	82% 4		
				OMI 2 Likelihood of Reoffending	n/a n/a		

6. Balanced Scorecard (Q1 Report)

DERBYSHIRE PROBATION TRUST - BALANCED SCORECARD

*Vision: To be an excellent organisation providing local probation services to the highest possible standard.
Mission: To reduce re-offending and protect the public.*

EXCELLENT & EFFECTIVE SERVICE DELIVERY					
Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
1.1	PTRS Public Protection Score	Q	3	4	↑
1.2 ; 2.1	Reducing Re-offending (LAA NI 18)	Q	-9.2%	4.7%	↓
1.3 ; 1.5	Gain 40 Excellence Award (EEM)	A	40		↓
1.6	HMIP Inspection RoH Score ⁽¹⁾	A	70%	80%	↑
1.6	HMIP Inspection LoR Score ⁽¹⁾	A	69%	77%	↑
1.6	HMIP Inspection CaE Score ⁽¹⁾	A	77%	84%	↑
1.6 ; 2.7	Business Continuity Plan in place	Q	Q2		↑
4.5	No unjustified disproportionality	Q	✓	✓	↔

DELIVERING VALUE FOR MONEY					
Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
2.4	Does cost < SBC 'should cost'	Q	Q3		
2.5	Corporate Governance in place (Q2)	Q	Q2	✓	↔
3.1 ; 4.6	Budget vs. Forecast	Q	100%	100%	↔
3.1	Reduce travel expenditure (CSR)	Q	-5%	2.5%	↓
3.1	Budget vs. Establishment	Q	-9.2%	-0.9%	↓
3.1 ; 3.4	Workload Management Score	Q	?128	115	↑
3.4	Reduce workload (caseload) demand	Q	-5%	-5.1%	↑
3.6	Efficient Estate utilisation (m ² /emp)	A	12.3	12.9	↑

CUSTOMERS, PARTNERSHIPS & COMMISSIONING					
Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
5.4	Level 2/3 MAPP meeting attendance	Q	90%	99%	N/A
5.4	Number of Serious Further Offences	Q	<8	2	↔
5.5	CP hours - public nominated projects	Q	56%	63%	↑
5.7	Employment at term (LAA NI 144)	Q	40%	55%	↑
3.2 ; 3.5	Income generated from partners	Q	£1,423K	£1,478K	↑
5.8	CJS Probation Confidence ⁽²⁾	Q	?	21%	↔
5.8	Offender Satisfaction ⁽³⁾	Q	71%	71.0%	↔
5.8	Victim Satisfaction	Q	85%	100%	↑

ORGANISATIONAL DEVELOPMENT					
Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
1.1	Staff Sickness	Q	10.5	6.69	↑
1.7	Workforce planning audit rating	Q2	GA	G	↑
4.1	Staff Satisfaction better than 2009 ⁽⁴⁾	A	55%		
4.1	Training Attendance Rate	Q	95%	88%	↑
4.1	OD plan commissioned	Q	Q2		
4.3	Matrix Quality Standard achieved	A	✓	✓	↔
4.4	% of eligible PSOs holding VQ3	Q	?	19.8%	↔
4.5	Staff BME %	Q	8.3%	10.0%	↑

Notes:
 Direction of Travel (Trend) is in relation to performance and may not reflect a numeric increase or decrease in the measure e.g. an increase in sickness would reflect as ↓
 1. RoH = Risk of Harm; LoR = Likelihood of Reoffending; CaE = Compliance and Enforcement. YTD Target column indicates national average of inspections completed at the point of Derbyshire OMI.
 2. The proportion of Derbyshire respondents who were 'very' / 'fairly' confident that the 'Probation Service is effective at preventing criminals from reoffending'.
 3. Positive response to the statement "Strongly agree that supervision makes sure that offenders are aware of the effects of crime on the victims of crime and the public."
 4. Based on the % of respondents either agreeing or strongly agreeing with the statements in the basket of questions that are consistent with the 2008 and 2009 surveys.