

UNCLASSIFIED



MONTHLY PERFORMANCE EXCEPTION REPORT¹

OCTOBER 2011

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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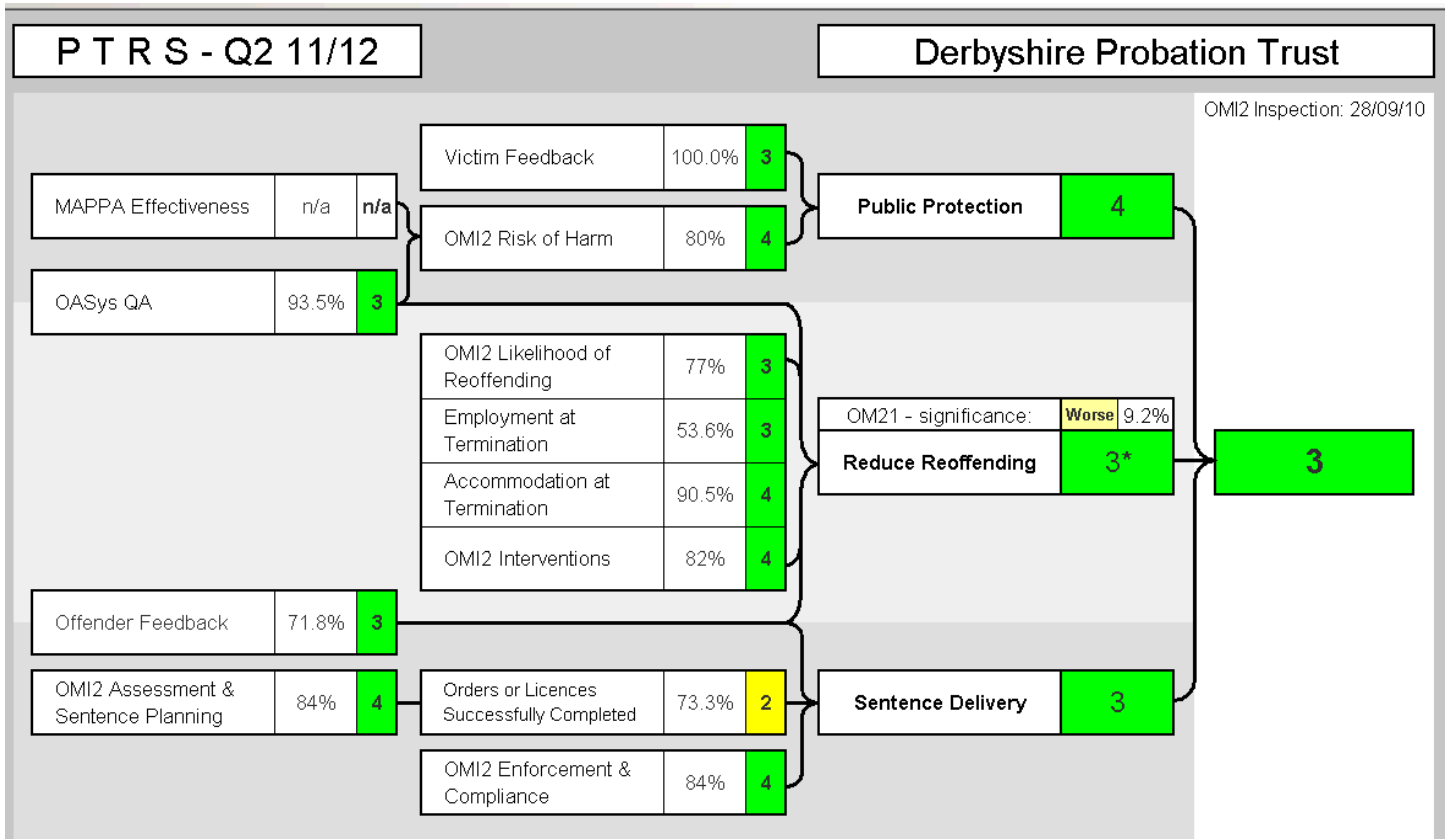
1. Executive Summary

The Trust continue to achieve excellent performance during 2011/12 and the validated national PTRS for Q2 YTD shows that the Trust achieved level 3 performance for this time period; which, based on our current reoffending performance, has been moderated to this from a provisional level 4. Whilst the new, post consultation, reducing reoffending measure (published on 27 October) has an updated baseline year (2008 as opposed to 2007) and indicates better performance in Derbyshire as a whole (Actual reoffending rate – 28.6% – lower than predicted – 29.1% – for the new Annual Proven Reoffending measure), it has been confirmed that the NI 18 Local Adult Reoffending measure will continue to be used to assess performance within the PTRS.

Section 2 identifies five Areas For Improvement (AFI's) in relation to the PTRS and Contract measures, the most notable being: OM20, Orders or Licences Successfully completed, which is a so-called 'leading indicator' for reoffending and contributes 12% of the overall PTRS rating; and, OM21 Reduce Reoffending Rate, which is statistically significant at 9.21% higher than predicted. Further detail on these measures is provided in the body of the report.

An analysis of demand is presented in section 4 and there is some early evidence of upward trends in three areas: Supervision (+6.29%) and Alcohol Treatment Requirements (+14.93%), and Suspended Sentence Orders (+9.79%); and, we will continue to monitor these closely.

Validated National PTRS Quarter 2 YTD 2011/12



Performance highlights for 2011/12 YTD include:

- Second best in class performance for Accommodation at Termination (90.54%; best in class 91.13%);
- Excellent performance for Employment at Termination (54.19%; regional average 50.44%);
- Region-best performance for OASys Quality Assurance with 93.42% of assessments judged as sufficient;
- Sustained employment performance transformed between July and October, now at 123% of target.

Richard Angrave BA (Hons) MCMi
Performance & Information Manager
25th November 2011

2. Summary of Performance – PTRS and Contract Measures

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

OM 17 (PTRS) Accommodation at Termination:

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
80%	91.21%	90.54%	91.13% (Warks)	89.46%	87.99%

Exceptional performance for the YTD with 90.54% of offenders in accommodation at termination, indicating an improvement on the previous two years and near best in class performance. Ensuring that a good quality, i.e. all sections are thoroughly reviewed, and timely final review is completed is inherently linked to the success of this measure.

INT 09 (PTRS) Employment at Termination:

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
46%	59.15%	54.19%	60.86% (Warks)	50.74%	46.00%

Very good performance for the YTD with 54.19% of offenders in employment at termination, indicating an improvement on the previous two years and 8th best performance nationally. Ensuring that a good quality, i.e. all sections are thoroughly reviewed, and timely final review is completed is inherently linked to the success of this measure.

OM 26 (PTRS) OASys Quality Assurance

Target	Q2 Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
90%	93.48%	93.48%	99.53% (Durham)	90.00%	N/A

Very good performance for the YTD with 93.48% of OASys assessments quality assured as being of sufficient standard or higher. This represents an improvement on the previous year, is above target and is 12th best nationally, notably being the best performance in the East Midlands region.

OM 39 (Contract) Tier 2, 3, 4 and PPO OASys Final Reviews:

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
90%	93.75%	94.38%	97.18% (Cheshire)	96.02%	95.29%

Excellent performance for the YTD with 94.38% of final reviews being completed on time. The effective use of localised management information and exception reports has resulted in the continuing achievement of this target.

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

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
80%	80% (4/5)	94.44% (34/36)	100%* (Several)	97.56%	n/a

* Best in Class comparison relates to April – September 2011 performance only – October unavailable as at 25th November.

Very good performance on this measure continues, with 4 out of 5 PAROM1 reports completed on time in October and 34 out of 36 on time for the YTD. This indicates above regional average performance (albeit below best in class), with excellent local processes and close liaison with PPCS to identify process errors being key to success; indeed, one of the two failures during the YTD was a process error (i.e. the PAROM1 was actually completed by the Offender Manager on time) and is currently the subject of a challenge by the Trust.

INT 08 (Contract) Sustained Employment:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
190	28 (16) (175%)	136 (111) (123%)	720 (631) (114%)	203	205

July – October has seen a significant uplift in performance (113 compared to a target of 64) and has effectively cancelled out the three months as an 'Amber/Red' measure in Q1; thus, meaning YTD performance is now 123% of target (back in line with region). A focus on recording practice from June onwards has significantly improved performance on this measure and dedicated admin staff have now been nominated to be responsible for utilising available exception reports, to ensure excellent recording practice is maintained. With confidence in recording practice going forward, we can be more sure when making the link between any potential future shortfall in performance and unemployment in Derbyshire per se.

RED – The following indicators are currently not on target:

OM 20 (PTRS) Orders or Licences Successfully Completed:

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
74%	69.43%	73.31%	87.87% (Dorset)	73.80%	74.60%

Performance has fluctuated throughout the year and following the highest monthly completion rate of the year in August at 78.49%, performance in September and October has dropped to 72.19% and 69.58% respectively; YTD performance is now 73.31%. This represents 30th best performance nationally, with Dorset being best in class at 87.53%. Notably, both the 'revoked – fail to comply' and 'revoked – further offence' performance are high in October at 15% and 15.5% respectively. There are four pieces of work currently in train to improve performance on this measure:

- Analysis of unsuccessful terminations at a lower level of segmentation i.e. OMU and Individual level (complete);
- File audit of terminated cases, with specific focus on the substance misuse teams (completed 31/10/11);
- Review of termination recording practice to ensure this task is prioritised (completed 08/11/11);
- Compliance and/or breach survey to capture the feedback of the 3/10 cases who terminate unsuccessfully (planned for Jan 12).

OM 21 (PTRS) Reducing Reoffending Rate (reoffending to June 2011; cohort to March 2011):

All Offenders	Caseload size	Number of re-offenders	Actual rate	Predicted rate	% difference	Statistical significance	Number of re-offences per 100 offenders
Derbyshire	10518	891	8.47	7.76	9.21%	Higher than predicted	14.93
Derby	3565	285	7.99	7.87	1.52%	No significant difference	13.60
Derbyshire (LDU)	6841	592	8.65	7.67	12.86%	Higher than predicted	15.51
Community Orders	Caseload size	Number of re-offenders	Actual rate	Predicted rate	% difference	Statistical significance	Number of re-offences per 100 offenders
Derbyshire	8345	721	8.64	8.15	6.05%	No significant difference	14.88
Derby	2673	223	8.34	8.46	-1.44%	No significant difference	13.66
Derbyshire (LDU)	5585	489	8.76	7.97	9.87%	No significant difference	15.33
Licence	Caseload size	Number of re-offenders	Actual rate	Predicted rate	% difference	Statistical significance	Number of re-offences per 100 offenders
Derbyshire	2173	170	7.82	6.26	25.01%	Higher than predicted	15.09
Derby	892	62	6.95	6.11	13.81%	No significant difference	13.45
Derbyshire (LDU)	1256	103	8.20	6.33	29.65%	Higher than predicted	16.32

The above table details the most recently published local adult reoffending statistics (15/11/11) and is segmented by Trust and LDU; further, by all offender, community order and licence caseload. At the overall level, our actual rate of reoffending is statistically significant at 9.21% higher than our predicted rate; which is also the case at Derbyshire County LDU level, where the actual rate of reoffending is statistically significant at 12.86% higher than the predicted rate. The City LDU performance has improved over 3 successive cohorts, which coincides with the implementation of IOM (Sept 2010) and this performance improvement can, in part, be attributed to this new offender management approach. The full individual level reoffending data is now available from MoJ and a more detailed analysis will be presented in due course.

INT 02 (Contract) Domestic Violence Programme (IDAP) completions:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
54	1 (4) (25%)	22 (28) (79%)	184 (196) (94%)	84	59

Following four out of seven months below target, the YTD performance is 22 completions against a target of 28 (or 79% of YTD target, which is below the regional average of 94%). Experience indicates that it is still early within the performance year to suggest that there is a significant problem; however, there may be a need for further investigation.

INT 02 (Contract) Accredited Offending Behaviour Programme (OBP) completions:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
170	9 (18) (50%)	71 (74) (96%)	371 (477) (78%)	183	236

Performance on this target has been relatively consistent throughout the YTD; however, the YTD performance is just below target at 71 completions against a target of 74 (96%). Whilst this is not yet a cause for concern, we need to be mindful that our target profile increases throughout the remainder of the performance year and we have 99 completions to deliver during the five months from November – March, proportionally more than we have delivered in the YTD.

INT 20 (Contract) Educational Referrals to Awards Conversion Rate:

Target	Monthly Actual	YTD Actual	Best in Class	10/11 outturn	09/10 outturn
20%	6.90%	19.01%	75.81% (W Mercia)	25.68%	21.58%

Performance on this measure has fluctuated throughout the year; however, the October performance is well below target at 6.90%, bringing YTD performance below the 20% target at 19.01%. We need to investigate if the October performance is linked to recording practice or is reflective of a 'real' dip in performance before doing any further work on this issue.

3. Balanced Scorecard – Q2 YTD 2011/12**DERBYSHIRE PROBATION TRUST - BALANCED SCORECARD (Q2 2011/12)**

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	↑
2.1	Reducing Re-offending	Q	-9.2%	9.2%	↑
1.3	Gain 4* Excellence Award (EEM)	Q4	4*		↔
5.3	Serious Further Offence Convictions	Q	<8	5	↓
1.6 ; 2.7	Business Continuity Plan in place	Q	✓	✓	↑
4.4	No unjustified disproportionality	H	✓	✓	↔

DELIVERING VALUE FOR MONEY

Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
4.5	Does cost < SBC 'should cost'	Q3	✓	-	
3.1	Costs reduced for 2012/13	Q	-2%	-3%	↑
3.1	Forecast as % of budget	Q	100%	100.0%	↔
3.1	Reduce travel expenditure (CSR)	Q	-5%	-12.0%	↑
2.3 ; 3.1	Workload Management Score	Q	≤128	117	↓
3.3	Reduce workload (caseload) demand	Q	-2%	2.0%	↓
3.4	Efficient Estate utilisation (m ² /emp)	Q	12.8	12.8	↑

CUSTOMERS, PARTNERSHIPS & COMMISSIONING

Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
5.3	Level 2/3 MAPP meeting attendance	Q	90%	97.3%	↑
5.4	CP hours - public nominated projects	Q	56%	66.0%	↑
2.2 ; 5.6	Employment at term (LAA NI 144)	Q	46%	53.6%	↑
1.5 ; 2.2	CP Public Sector bid successful	Q4	✓	-	
5.1 ; 5.8	Sentencer Satisfaction	Q4	SAB	-	
5.8	Offender Satisfaction ⁽¹⁾	Q3	72%	74.9%	↑
5.8	Victim Satisfaction	Q	90%	100%	↔

ORGANISATIONAL DEVELOPMENT

Strategic Plan Ref	Measure	Freq	YTD Target	YTD Actual	Trend
1.1	Staff Sickness	Q	10.5	8.37	↓
1.6	Internal Audit ratings	Q2	GA	GA	↔
4.2	Staff Satisfaction better than 2010 ⁽²⁾	Q3	67%	-	
4.2	Training Attendance Rate	Q	95%	90%	↓
1.2 ; 1.5	ResourceLink system implemented	Q	65%	62%	↔
4.3	% of eligible PSOs holding VQ3/equiv.	Q	20%	70.0%	↑
4.4	Staff BME %	Q	8.3%	10.1%	↑

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 ↓
Measures marked * have not yet been updated with the Q3 performance result.

- This is the NOMS Offender Feedback measure (OM29) conducted in October 2011. Benchmarked results available from December 2011 (Q3). National Standard is 67%.
- Based on the % of respondents either agreeing or strongly agreeing with the statements in the basket of questions that are consistent with the 2008 - 2010 surveys.

Strengths:

- PTRS Public Protection score is the highest possible, level 4 performance;
- Offender Satisfaction at 74.9% is above both the NOMS target (67%) and the DPT improvement target (72%);
- Excellent budgetary performance, including 12% reduction in travel expenditure when compared to budget;
- Workload Management and Caseload demand relatively stable and on, or close to, target;
- Staff sickness well below 10.5 target at 8.37 days.

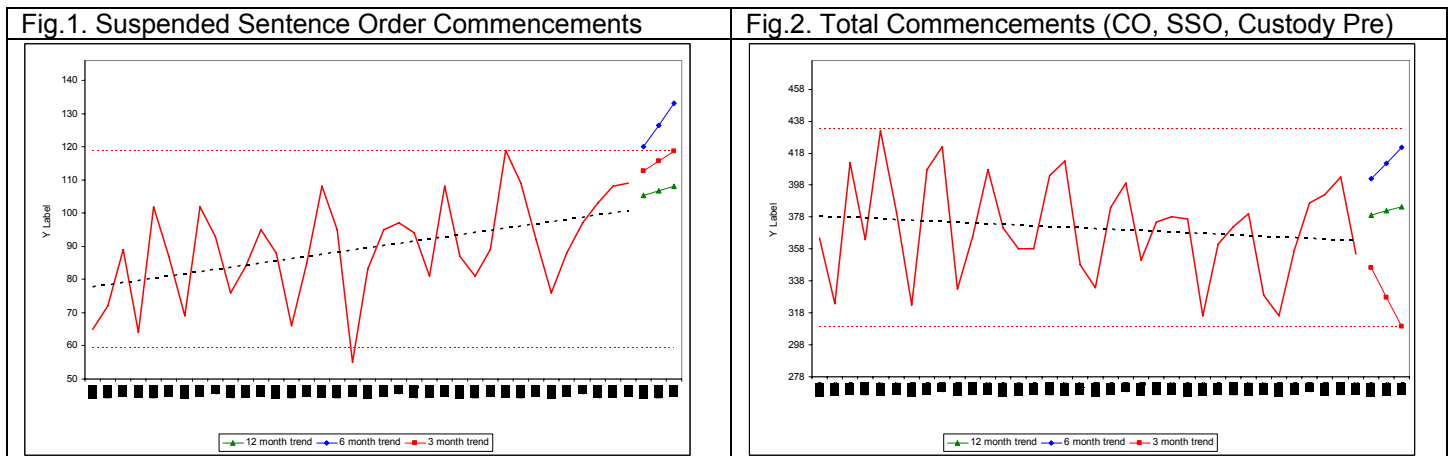
Areas For Improvement (AFI)'s:

- Reducing reoffending performance; albeit, the new annual proven reoffending measures indicate better performance in respect of reoffending in Derbyshire – further detailed analysis will be done on the new measure in due course;
- Implementing an action plan to achieve 4* Recognised for Excellence Award;
- Number of SFO convictions is higher as at Q2 this year when compared to Q2 2010/11;
- Training attendance rate is below target at 90% (Q2 attendance rate was 87%, or 40 non attendances);
- ResourceLink project behind schedule due to Self Service security accreditation issues (Payroll in place and three live payrolls successfully completed).

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

Description		Current YTD	Previous YTD	% Difference
Crime per 1,000 popn.	All Crime (12 months to June 10 vs June 11)	64.5	66.7	-3.25%
	Burglary (as above)	8.2	8.8	-7.39%
	Robbery (as above)	0.7	0.81	-13.58%
	Vehicle Crime (as above)	5.9	6.93	-15.15%
	Violence (as above)	12.7	12.64	0.63%
	Anti Social Behaviour (as above)	62.8	68.39	-8.13%
Caseload (Qtr. Avg.)	Caseload (offenders) (Q2)	4465	4379	1.96%
	CO Caseload (offenders) (Q2)	1735	1770	-1.98%
	SSO Caseload (offenders) (Q2)	962	907	6.06%
	Community Licenses (offenders) (Q2)	722	708	1.98%
	Custody Licenses (offenders) (Q2)	1290	1267	1.82%
Commencements (Apr - Sep '11)	Supervision Reqt Commencements	1133	1066	6.29%
	DTTO/DRR Reqt Commencements	115	121	-4.96%
	CP/UPW Reqt Commencements	1338	1320	1.36%
	Accredited Prog. Reqt Commencements	269	316	-14.87%
	Alcohol Treatment Reqt Commencements	154	134	14.93%
	Curfew Reqt Commencements	588	675	-12.89%
	ETE Reqt Commencements	186	183	1.64%
	SSO Commencements	673	613	9.79%
	Pre Release Custody Commencements	442	507	-12.82%
	Post Release Custody Commencements	540	588	-8.16%
	Total Commencements (CO, SSO, Pre)	2539	2569	-1.17%
	SDR	962	951	1.16%
	FDR	935	932	0.32%
	Oral Reports	343	334	2.69%
	Total Reports	2483	2468	0.61%

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



From an overall caseload perspective, it can be seen that there has been an increase of 2% when compared to the same period last year (Q2) and the make up of our caseload continues to change, with a reduction in community order caseload (-1.98%) and an increase in SSO (6.06%) and custodial caseload (1.87%).

In terms of demand management, whilst total commencements have remained relatively stable when comparing this YTD to the previous YTD (1.17% decrease), there are some upward trends being seen in relation to Supervision (+6.29%) and Alcohol Treatment Requirements (+14.93%), and Suspended Sentence Orders (+9.79%). Fig. 1 shows the 3, 6, 12 and 36 month commencement trends for SSO commencements, which whilst spiky, are all upwards and we need to keep a close eye on this in particular. Fig. 2 shows total commencements for context.

From a reports perspective, there has been a recent 'flattening out' of upward (FDR/Oral) and downward (SDR) trends; albeit, we are now beginning to see the expected increase in FDR's following the implementation of PI 05/2011 (see table). The proportion of FDR's in all courts is 59.03%, whilst this figure is raised to 68.85% for magistrate's courts (excluding addendum reports). When comparing to the region, only Northamptonshire have a higher proportion of FDR's, 80.61% YTD in all courts.