

UNCLASSIFIED



MONTHLY PERFORMANCE EXCEPTION REPORT¹

DECEMBER 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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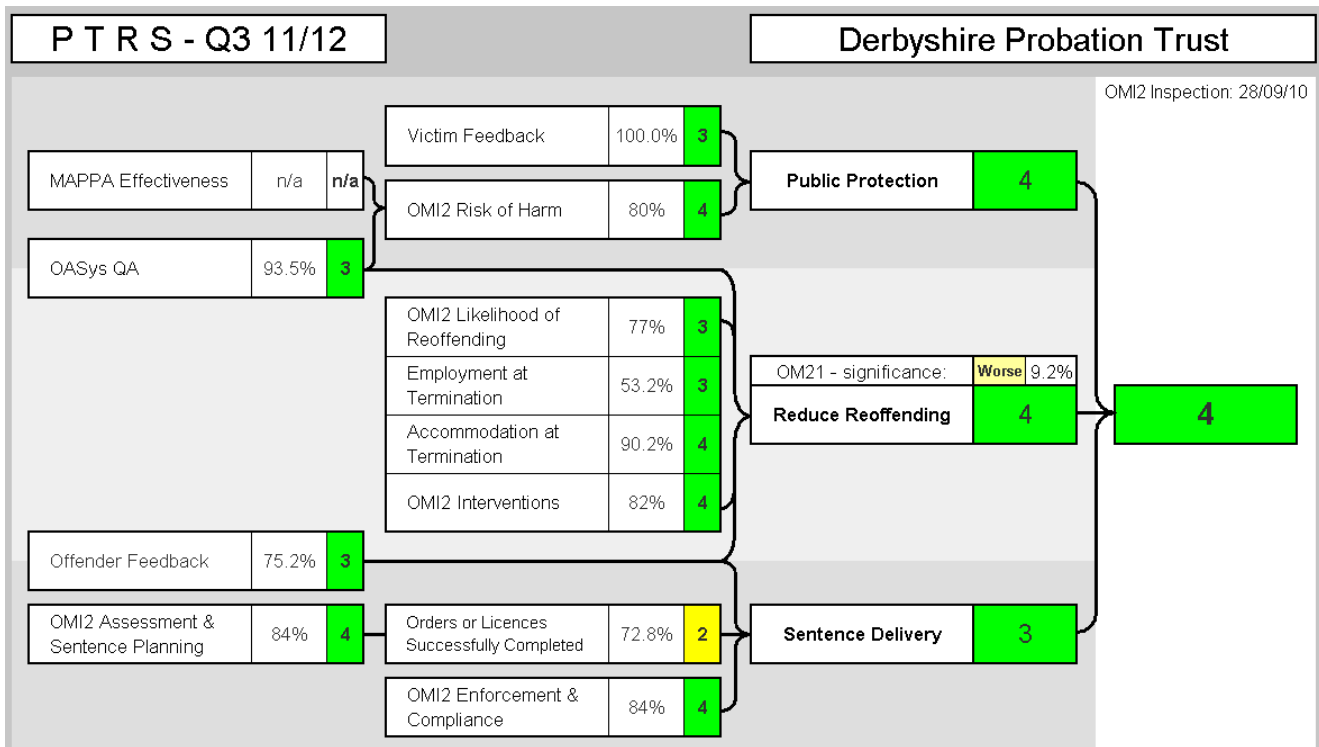
1. Executive Summary

The Trust continue to achieve excellent performance during 2011/12 and the provisional national PTRS for Q3 YTD showed that the Trust achieved level 4 performance for this time period; however, based on our current reoffending performance (see AFI's), this would be automatically moderated to level 3. The validated PTRS rating will be published on 21st February, alongside the publication of the Local Adult Reoffending data by MoJ (<http://goo.gl/9gGaA>).

Section 2 identifies four 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, as of October 2011 (i.e. the point at which our inspection scores are older than 1 year), now contributes 14.1% 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 continuing evidence of the changing nature of our caseload: a reduction in community order caseload (-2.86%) and an increase in SSO (+9.57%) and custodial caseload (+5.23%), leading to an overall increase in caseload of 2.75%. There has also been an increase of nearly 2% in total commencements and the upward commencement trends in supervision (+6%) and SSO's continue (+13%).

Provisional National PTRS Quarter 3 YTD 2011/12



Performance highlights for 2011/12 YTD include:

- Near best in class performance for Accommodation at Termination (90.22%; best in class 90.87%);
- Excellent performance for Employment at Termination (53.19%; regional average 50.65%);
- Region-best performance for OASys Quality Assurance with 93.42% of assessments judged as sufficient;
- Sustained employment performance transformed between July and December, now at 119% of target;
- Very good offender feedback performance, with 75.23% of those surveyed recording an overall positive experience of engagement.

Richard Angrave BA (Hons) MCMi
Performance & Information Manager
1st February 2012

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%	92.86%	90.22%	90.87% (Warks)	89.46%	87.99%

Exceptional performance for the YTD with 90.22% of offenders in accommodation at termination, indicating an improvement on the previous two years and near best in class performance (2nd). 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%	50.60%	53.19%	61.70% (Warks)	50.74%	46.00%

Very good performance for the YTD with 53.19% of offenders in employment at termination, indicating an improvement on the previous two years and 11th 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 29 (PTRS) Offender Feedback

Target	11/12 Actual	National Average	Best in Class	10/11 outturn	09/10 outturn
67%	75.23%	75.30%	90.48% (Dorset)	71.76%	N/A

Very good performance for the annual offender manager feedback survey with 75.23% of offenders recording an overall positive experience of engagement. This represents an improvement on the previous year, is above target and is 21st best nationally.

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%	93.27%	94.15%	97.02% (W Mercia)	96.02%	95.29%

Excellent performance for the YTD with 94.15% 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%	100% (7/7)	96.00% (48/50)	100%* (Several)	97.56%	n/a

* Best in Class comparison relates to April – November 2011 performance only – December unavailable as at 31st January.

Excellent performance on this measure continues, with 7 out of 7 PAROM1 reports completed on time in December and 48 out of 50 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.

INT 08 (Contract) Sustained Employment:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
190	17 (16) (106%)	170 (143) (119%)	913 (814) (112%)	203	205

July – December has seen a significant uplift in performance (147 compared to a target of 96) and has effectively cancelled out the three months as an 'Amber/Red' measure in Q1; thus, meaning YTD performance is now 119% 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.

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%	69.23%	72.79%	88.32% (Dorset)	73.80%	74.60%

Performance has fluctuated throughout the year (from 68.40% to 78.06%) and YTD performance is now 72.79%. This represents 31st performance nationally, with Dorset being best in class at 88.32%. There are five pieces of work currently in train to improve performance on this measure:

- File audit of terminated cases, with specific focus on the substance misuse teams (completed Oct 11);
- Review of termination recording practice to ensure this task is prioritised (completed Nov 11);
- Analysis of completion rates at a lower level of segmentation i.e. OMU and Individual level (completed Jan 12);
- Compliance and/or breach survey to capture the feedback of the 3/10 cases who terminate unsuccessfully (planned for Feb 12);
- Benchmarking with 'best in class' Trusts to formulate improvement action plan (to be completed by 10 Feb).

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.

N.B. The next publication date for Local Adult Reoffending data is 21/02/12.

INT 03 (Contract) Accredited Offending Behaviour Programme (OBP) completions:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
170	8 (18) (44%)	100 (110) (91%)	510 (585) (87%)	183	236

Performance on this target has been relatively consistent throughout the YTD (an average of 10 per month); however, performance is below target at 100 completions against a target of 110 (91%). Given that there are 70 completions required over the period January – March and a provisional review of January performance indicates 102 completions up to 31st January, this target is not expected to be achieved. The Trust have however, already exceeded the annual Sex Offender Groupwork Programme (CSOGP) target (29 completions against a target of 27) and are on target to achieve a total of 35; further, it is expected that the annual Integrated Domestic Abuse Programme (IDAP) target (54) will be exceeded.

INT 06 (Contract) Drug Rehabilitation Requirement (DRR) completions:

Target	Monthly Actual	YTD Actual	Regional YTD	10/11 outturn	09/10 outturn
92	4 (8) (50%)	67 (70) (96%)	372 (415) (90%)	104	128

Following five out of nine months below target, the YTD performance is 67 completions against a target of 70 (or 96% of YTD target). There are 22 DRR's on the caseload that are due to terminate between now and 31st March; therefore, the maximum number of completions that can be achieved is 89. Given, however, that the YTD completion rate is 46%, the total number of successful DRR terminations is expected to be approx. 78. The learning and action plan from the file audit of terminated cases in substance misuse teams (cf. OM20 above) is expected to improve performance on this measure in future.

3. Balanced Scorecard – Q3 YTD 2011/12**DERBYSHIRE PROBATION TRUST - BALANCED SCORECARD (Q3 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	6	↑
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%	-6.0%	↓
2.3 ; 3.1	Workload Management Score	Q	≤128	115	↓
3.3	Reduce workload (caseload) demand	Q	-2%	2.7%	↓
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%	96.3%	↓
5.4	CP hours - public nominated projects	Q	56%	60.7%	↓
2.2 ; 5.6	Employment at term (LAA NI 144)	Q	46%	53.2%	↓
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%	75.2%	↑
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	8.33	↑
1.6	Internal Audit ratings	Q2	GA	GA	⇔
4.2	Staff Satisfaction better than 2010 ⁽²⁾	Q3	67%	66%	↓
4.2	Training Attendance Rate	Q	95%	91%	↑
1.2 ; 1.5	ResourceLink system implemented	Q	66%	66%	↑
4.3	% of eligible PSOs holding VQ3/equiv.	Q	20%	70.0%	⇔
4.4	Staff BME %	Q	8.3%	10.8%	↑

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.

1. This is the NOMS Offender Feedback measure (OM29) conducted in October 2011. Benchmarked results available from December 2011 (Q3). National Standard is 67%.
2. 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 75.2% is above both the NOMS target (67%) and the DPT improvement target (72%);
- Excellent budgetary performance, including 6% reduction in travel expenditure when compared to budget;
- Staff sickness well below 10.5 target at 8.33 days.

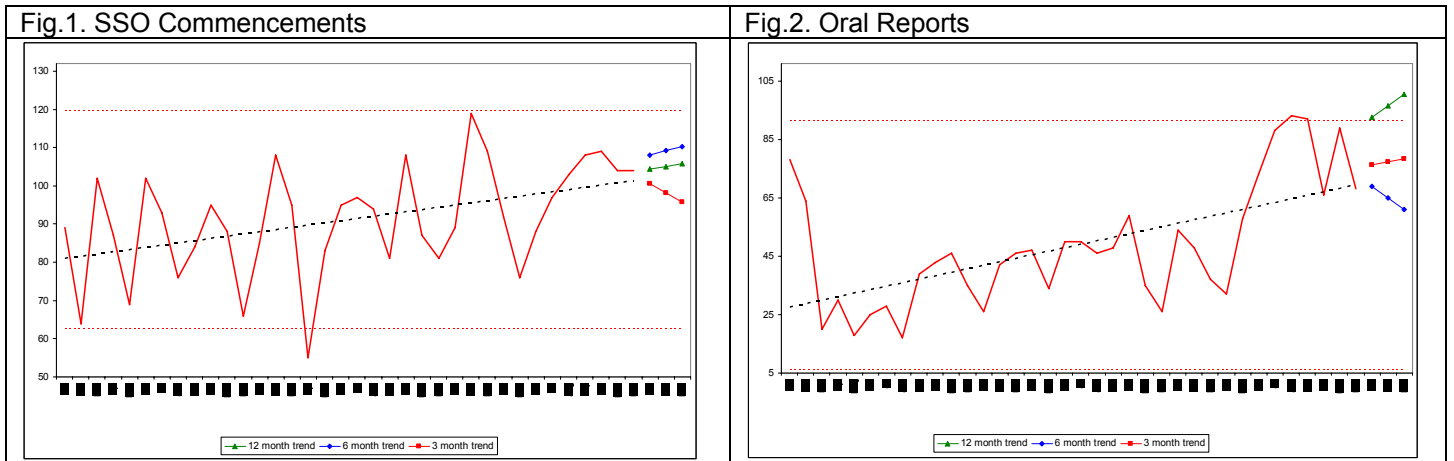
Areas For Improvement (AFI)'s:

- Reducing reoffending performance; albeit, the new annual proven reoffending measures indicate better performance in respect of reoffending in Derbyshire;
- Implementing an action plan to achieve 4* Recognised for Excellence Award;
- Action plan in place to improve staff satisfaction;
- Training attendance rate remains below target at 91% (118 non attendances in the first 9 months of the year);
- ResourceLink project re-scheduled in line with security accreditation of Self Service issues – improvement plan over the period February – July to implement Self Service functionality e.g. online payslips, expenses, leave, etc.

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 (Q3)	4074	3965	2.75%
	CO Caseload (Q2)	1458	1501	-2.86%
	SSO Caseload (Q2)	836	763	9.57%
	Community Licenses (Q2)	605	564	7.27%
	Custody Licenses (Q2)	1165	1118	4.20%
Commencements (Apr – Nov '11)	Supervision Reqt Commencements	1453	1370	6.06%
	Drug Rehabilitation Reqt Commencements	163	156	4.49%
	CP/UPW Reqt Commencements	1696	1669	1.62%
	Accredited Prog. Reqt Commencements	341	394	-13.45%
	Alcohol Treatment Reqt Commencements	197	171	15.20%
	Curfew Reqt Commencements	800	867	-7.73%
	ETE Reqt Commencements	230	232	-0.86%
	Community Order Commencements	1840	1851	-0.59%
	SSO Commencements	881	781	12.80%
	Pre Release Custody Commencements	599	630	-4.92%
	Post Release Custody Commencements	699	733	-4.64%
	Total Commencements (CO, SSO, Pre)	3320	3262	1.78%
	SDR	1210	1271	-4.80%
	FDR	997	1165	-14.42%
	Oral Reports	659	395	66.84%
	Total Reports	3130	3135	-0.16%

Sources: Items 1 – 6, <http://www.hmic.gov.uk>; All other items, CRAMS (DPT).



From an overall caseload perspective, it can be seen that there has been an increase of nearly 3% when compared to the same period last year (Q3) and the make up of our caseload continues to change, with a reduction in community order caseload (-2.86%) and an increase in SSO (9.57%) and custodial caseload (5.23%).

In terms of demand, total commencements have increased by nearly 2% when comparing this YTD to the previous YTD and there are upward trends in relation to Supervision (+6%), Drug Rehabilitation (+4%) and Alcohol Treatment Requirements (+15%). Fig.1 shows the upward 6, 12 and 36 month SSO commencement trends, which have increased by 13% when comparing this YTD to the previous YTD.

From a reports perspective, there has been a ‘flattening out’ of the upward FDR and downward SDR trends; and, we are now seeing the expected increase in oral reports following the implementation of PI 05/2011 (see table and Fig.2). The proportion of Oral/FDR’s in all courts is 59.19%, whilst this figure is raised to 69.35% for magistrate’s courts (excluding addendum reports). When comparing to the region, only Northamptonshire have a higher proportion of Oral/FDR’s, 79.32% YTD in all courts.