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Ministry of
JUSTICE

National Offender
Management Service

DERBYSHIRE PROBATION TRUST

MONTHLY PERFORMANCE EXCEPTION REPORT¹

JANUARY 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 exceed our targets in a significant number of areas across the 4 Probation Trust Rating System (PTRS) domains, the validated national PTRS for Q3 (section 5) indicates that we continue to achieve solid level 3 performance. We do however need to focus on the Interventions domain, which indicates level 2 performance, primarily as a result of our performance on drug rehabilitation (DRR) and alcohol treatment requirements (ATR), and the sustained employment measure. Note that a new rule is to be implemented in the Q4 PTRS which states, 'a Probation Trust with any domain rated at level 1 or level 2 cannot achieve a level 4, exceptional performance rating overall.'

The latest local adult reoffending performance statistics were released on 22/02/11 and indicate that our actual rate of reoffending is statistically significant at 10.09% higher than our predicted rate (section 4), representing an increase in both City and County for the four most recent cohorts and work has been completed to identify cohorts for IOM in both LDU's. The City LDU have made significant progress in establishing this approach, having a co-located IOM team at Cotton Lane Police Station in Derby and a developing performance management framework to identify entry, exit and success criteria for their IOM cohort. The County LDU cohort has been provisionally identified and three planning meetings have taken place to progress the County IOM model, with co-located IOM teams due to be in place at Bay Heath House, Ilkeston Probation and Buxton Probation by 01/06/11. This work 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.

We need to continue to closely monitor demand, particularly in terms of our custodial workload, where the 3, 12 and 36 month trends in post release caseload are all upward, following a sustained 9 month increase in custodial sentences from October 2009 – June 2010. Section 3 of this report gives further detail on this issue, including graphical representation.

Section 6 of this report includes the most recent Trust Balanced Scorecard (Q3), which indicates good holistic performance and progress towards our strategic plan priorities.

Performance highlights for 2010/11 YTD include:

- Level 3, or above, across 3 out of 4 PTRS domains and overall:
 - Region-best Generic Parole Performance at 100%;
 - 90% OASys timeliness performance across all plans;
 - IDAP completion rate now significantly above target at 77.08% (Region-best);
 - Staff sickness at 9.02 days remains strong.
- 5% reduction in overall caseload;
- 31% reduction in SDR's and corresponding increase in FDR's (24%) and Oral Reports (46%);
- Staff satisfaction rate of 67%, against a target of 55% (set against the 2009 benchmark).

Richard Angrave, Performance & Information Manager
28th February 2011.

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%	100%	N/A	34.78%	N/A

Excellent performance on this measure continues, with 100% performance for the 10th successive month and 31 out of 31 on time for the YTD. We continue to work closely with the PPCS to identify central process errors and resolve specific issues.

OM 35 Tier 4 & PPO OASys Timeliness:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	91.31%	95.04%	94.26%	93.22%	N/A

Excellent performance on this measure continues, with a continued focus on ISP's and monthly performance of 94.29%; YTD ISP performance is now 93.75% (318 out of 339: 12xT4 & 9xPPO missed). There has been a slight 'blip' in RSP performance during the month, which was below target at 88.33% (7 out of 60 reviews not completed on time). Current performance remains above the regional average for the YTD.

OM 40 Court Report Timeliness (inc RIC):

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	100%	99.71%	97.98%	96.60%	N/A

Exceptional performance throughout the year with 3,052 reports completed within timescales, out of a total of 3,061, indicating an improvement on the previous year and above regional average performance.

INT 05 Community Payback Completions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
1100	76 (92) (83%)	1117 (918) (122%)	4459(3725) (120%)	1425	1347

Overall, excellent performance continues with YTD performance above target at 122%; despite a slight dip in completion numbers during December and January at 63 and 76 respectively. Performance remains above the regional average and is in line with previous years' performance (projected out-turn at year end, based on current performance, is 1347).

INT 14 IDAP completion rate:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
70%	100% (2/2)	77.08%	66.39%*	74.71%	75.76%

N.B. All YTD data represents April – December performance.

YTD performance is now well above target at 77.08% (37 completed out of 48), following a period of under performance during the early part of the year (see below for further detail of related cohort). The rolling 12 month performance, which is more indicative of the likely year end outturn (as it includes the above cohort), is above target at 75.76% and the YTD performance remains 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.

IPPF 08 Sickness Absence:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
10	9.01	9.02	8.37	8.70	9.04

In keeping with the previous two years, there was an excellent start to the year with very low sickness levels, well below the 10 day target, which has been followed by an increase in sickness levels during the period September – December and a return to a lower level in January (9.01 days). Whilst long term and DDA sickness have remained relatively constant from July – January, the level of short term sickness has fluctuated significantly, increasing steadily to 7.87 days in

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December, returning to a more usual level of 3.64 days in January. Nevertheless, the YTD performance remains on target at 9.02 days, which is below the rolling 12 month total but above the regional average of 8.37 days.

RED – The following indicators are currently not on target:

INT 08 Sustained Employment:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
200	20 (17) (117.6%)	160 (168) (95.23%)	1098 (954) (115%)	205	175

Following three months as a 'Red' measure, performance has improved during January (20 completions against a target of 17), following a focus on recording practice. YTD performance remains below target at 95% of the YTD target (160 compared to a target of 168), which is below the regional average of 115% and the rolling 12 month total of 175 suggests that the annual target of 200 will be challenging. However, if we continue to achieve 20 per month in the remaining two months, the annual target will be achieved.

INT 07 ATR completions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
135	16 (11) (145.5%)	112 (113) (99.1%)	464 (398) (116.6%)	179	143

Following four months below target during the year, the achievement of 16 completions during January has resulted in YTD performance of 112 completions, or 99% of target, which is a strong position. The rolling 12 month completion total (143) suggests that we are well on track to achieve this target (135) and as at 23/02/11, we were only 14 short of this target, from a possible caseload of 26 due to complete before the end of March. An exception report has been issued with this detail.

INT 17 DRR Completion Rate:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
50%	50.00%	47.16%	47.69%	54.24%	47.22%

Following four out of the last six months as a 'Red' measure (Q3 performance being 33.33%), YTD performance on this indicator is now below target at 47.69%. The rolling 12 month performance of 47.22% would indicate that the 50% target is challenging. It is also worthy of note that the level of completions has decreased over the same period; albeit, January saw 9 completions against a target of 8. As at 23/02/11, we were only 5 short of the volume completion target (92), from a possible caseload of 14 due to complete before the end of March. An exception report has been issued with this detail.

OM 19 Education Provider Referrals:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
820	67 (68) (98.53%)	671 (684) (98.10%)	3235(3243)(99.8%)	876	N/A

Although this measure remains below target for the YTD, it is worthy of note that a significant amount of work has been done by the ETE team to identify those Information, Advice and Guidance (IAG) referrals that have gone on into learning provision and therefore count as a 'Learner' referral (i.e. the new definition of this target). YTD performance has been transformed from 68.05% of target (as at Q2) to 98.10%, or 671 against a target of 684. Based on the current trend, we would not expect to achieve this target.

INT01 CSOGP completions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
27	0 (0) (0%)	7 (21) (43.75%)	97 (97) (100%)	24	16

YTD performance remains well below target on this indicator and we now require 20 completions in the final two months of 2010/11. Whilst we expect to achieve the annual target, this will not be reflected in the quarterly PTRS publications based on our current completion profile.

IPPF 02 NS Interventions:

Target	Monthly Actual	YTD Actual	Regional YTD	09/10 outturn	Rolling 12 months
90%	87.76%	89.29%	88.31%	87.46%	88.61%

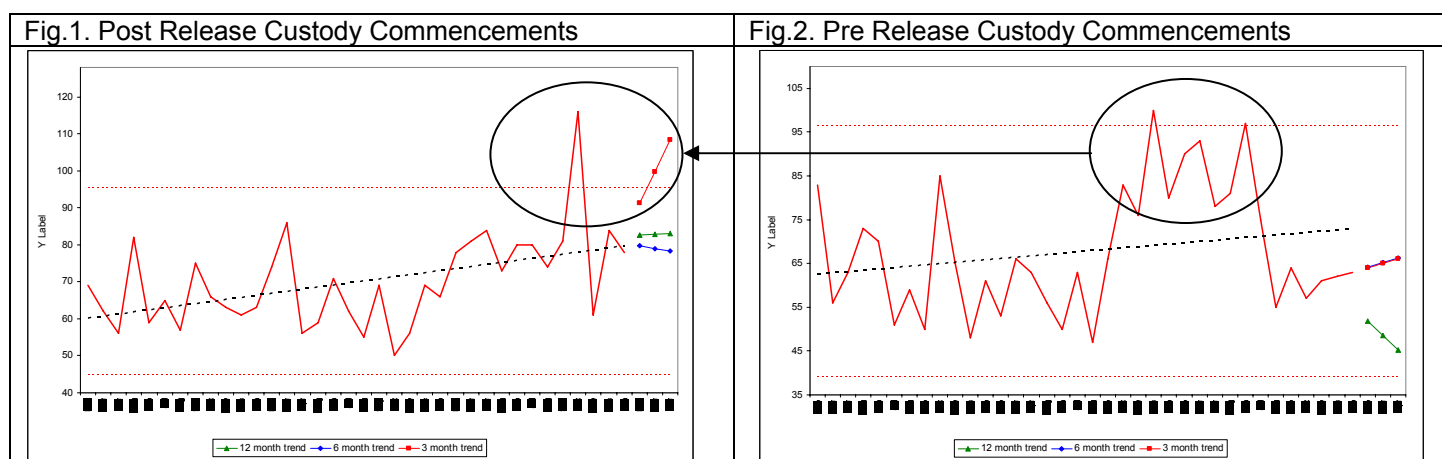
Performance on this indicator has fluctuated throughout the year, YTD now being just below target at 89.29%, representing 12th best performance nationally; this is 3rd in the region behind Notts and Northants. Performance remains volatile, primarily as a result of Q29 and Q48 in the basket: Q29 relates to the offender being tested in accordance with the offence seriousness band on DRR's (14 out of 30, or 47% YTD); Q48 relates to offender attendance for a minimum

average of 6 hours per week on unpaid work sessions (158 out of 199, or 79% 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. Demand Management (Crime & Caseload Quarterly; Commencements updated monthly)

Description		Current YTD	Previous YTD	% Difference
Crime	All Crime (3 month average, Sep – Nov)	5639	5720	-1.4%
	Burglary (as above)	723.3	758	-4.6%
	Robbery (as above)	68.7	73.7	-6.8%
	Vehicle Crime (as above)	504	719.7	-30%
	Violence (as above)	1257	1156.7	8.7%
	Anti Social Behaviour (as above)	5119	5416.3	-5.5%
Caseload	Caseload (offenders) (Q3)	3828	4029	-4.99%
	CO Caseload (offenders) (Q3)	1435	1674	-14.28%
	SSO Caseload (offenders) (Q3)	746	826	-9.69%
	Community Licenses (offenders) (Q3)	575	537	7.08%
	Custody Licenses (offenders) (Q3)	1120	1073	4.38%
	Commencements	Supervision Reqt Commencements	1532	1530
DTTO/DRR Reqt Commencements		168	170	-1.18%
CP/UPW Reqt Commencements		1869	1904	-1.84%
Accredited Prog. Reqt Commencements		314	391	-19.69%
Alcohol Treatment Reqt Commencements		193	179	7.82%
Curfew Reqt Commencements		969	984	-1.52%
ETE Reqt Commencements		256	288	-11.11%
SSO Commencements		870	845	2.96%
Pre Release Custody Commencements		693	684	1.32%
Post Release Custody Commencements		811	613	32.30%
Total Commencements (CO, SSO, Pre)		3623	3728	-2.82%
SDR		1412	2058	-31.39%
FDR		1318	1066	23.64%
Oral Reports		449	307	46.25%
Total Reports		3506	3727	-5.93%

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



From an overall caseload perspective, it can be seen that we have reduced by 5% (201) on the same period last year (Q3); however, the make up of our caseload has changed, with a 13% (319) reduction in community order and SSO caseload offset by an almost corresponding increase of 5% (86) 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.

In respect of the custodial caseload, Fig.1 indicates that the significant growth in post release cases during October 2010 has returned to levels more consistent with trends over the previous 36 months during November – January; however, it is worthy of note that the 3, 12 and 36 month trends are all upward. Given the sustained (9 month) increase in pre release

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cases of exactly 12 months previous (see Fig.2) and the inevitable impact that this will have on the post release caseload when these cases are due for release, it is prudent to keep a close eye on this. A piece of work to look at the average length of custodial sentences over this 9 month period and the associated projected release dates is being carried out by the PIU to inform this planning.

Evidence continues to support the effectiveness of our community order demand management strategy, with reductions in the number of requirements across the board, with the only exceptions being supervision and ATR requirements where slight growth is shown. It is also worthy of note that SSO commencements have shown a slight increase on the previous year (2.96%), but this remains broadly consistent with sentencing trends of the previous two years.

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 57.99%, whilst this figure is raised to 66.09% for magistrate's courts (excluding addendum reports). When comparing to the region, only Northamptonshire have a higher proportion of FDR's, 89.33% YTD in all courts.

4. Latest Reducing Reoffending Performance Data (NI 18)

Region	Probation Trust	Local Authority	Cohort size (combining four quarters of probation caseload data)[1]	Actual rate of re-offending	Predicted rate of re-offending	% difference from baseline[2]
East Midlands			50226	9.26%	9.31%	-0.49%
	Derbyshire		11272	8.54%	7.76%	10.09%
		Derby	3706	8.61%	7.87%	9.35%
		Derbyshire	7458	8.47%	7.68%	10.32%
	Leicestershire		10401	8.09%	8.04%	0.56%
		Leicester	5488	8.25%	8.27%	-0.14%
		Leicestershire	4726	8.06%	7.85%	2.64%
		Rutland	174	5.17%	5.57%	-7.20%
	Lincolnshire		6186	9.44%	9.42%	0.21%
		Lincolnshire	6178	9.32%	9.40%	-0.80%
	Northamptonshire		7584	8.39%	8.27%	1.40%
		Northamptonshire	7589	8.33%	8.27%	0.65%
	Nottinghamshire		14783	11.01%	11.86%	-7.18%
		Nottingham	6589	10.96%	12.19%	-10.14%
		Nottinghamshire	8078	10.87%	11.54%	-5.80%

5. PTRS Q3 Validated Performance

P T R S		Q3	PROTECT THE PUBLIC & REDUCE CRIME		3	↔	Derbyshire Probation Trust
Reducing Reoffending				Actual	Pred.	% Diff.	
				8.54%	7.76%	10.09%	
Public Protection		Offender Management		Interventions		Organisational Capability	
3 ↔		4 ↔		2 ↔		3 ↓	
NS Public Protection	97.5%	3	↔	NS Offender Management	93.6%	3	↑
Parole Assessment Report Timeliness	100.0%	3	↔	Orders or Licences Successfully Completed	74.3%	3	↓
Generic Parole Process	n/a	n/a		OASys Tier 2, 3, 4 & PPO Final Reviews	96.0%	n/a	↔
Approved Premises Audit	30.0	3		Accommodation at Termination	90.0%	4	↑
Licence Recall Requests	97.6%	3	↓	Offender Feedback	71.8%	n/a	
Tier 2, 3 OASys Timeliness	95.2%	n/a	↔	End To End Enforcement	74.3%	4	↔
Tier 4 & PPO OASys Timeliness	95.4%	3	↑	Influencing Demand (incl. Corston)	n/a	3	
OM Phase 2 & 3 OASys Timeliness	96.8%	n/a	↓	Court Report Timeliness (incl. RIC)	99.7%	3	↓
OASys Quality	n/a	n/a		Enforcement	100.0%	4	↑
OMI 2 Risk of Harm	80%	4		OMI 2 Assessment & Sentence Planning	84%	4	
				OMI 2 Enforcement & Compliance	84%	n/a	
				NS Interventions	89.5%	2	↔
				Sex Offender Programme Completion Rate	76.5%	n/a	↔
				Domestic Violence Programme Completion	77.1%	4	↔
				Accredited OBP Completion Rate (excl. Relevant Criteria)	73.8%	3	↑
				Accredited OBP Starts (Relevant Criteria)	93.5%	3	↑
				ATR Performance	70.6%	2	↔
				DRR Performance	46.8%	1	↓
				Community Payback Completion Rate	75.3%	3	↓
				Community Payback Stand-downs	0.42%	3	↓
				Sustained Employment	92.7%	1	↑
				Employment at Termination	51.5%	3	↑
				OMI 2 Interventions	82%	4	
				OMI 2 Likelihood of Reoffending	77%	n/a	
				Victim Contact	100.0%	3	↔
				Victim Feedback	100.0%	n/a	↔
				Sickness Absence	9.0	3	↓
				Budget Overtun	100.0%	3	
				Audit Commission Results	3	3	
				OMI 2 Management Results	90%	4	
				Staff Diversity	10.1%	n/a	

6. Balanced Scorecard Q3

DERBYSHIRE PROBATION TRUST - BALANCED SCORECARD (Q3 2010/11)

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	3	↔
1.2 ; 2.1	Reducing Re-offending (LAA NI 18)	Q	-9.2%	9.8%	↓
1.3 ; 1.5	Gain 4★ Excellence Award (EEM)	A	4★		↔
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%	0.0%	↓
3.1	Budget vs. Establishment	Q	-9.2%	-5.4%	↑
3.1 ; 3.4	Workload Management Score	Q	≤128	111	↑
3.4	Reduce workload (caseload) demand	Q	-5%	-5.0%	↓
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%	100%	↑
5.4	Serious Further Offence Outcomes	Q	<8	2	↓
5.5	CP hours - public nominated projects	Q	56%	50%	↓
5.7	Employment at term (LAA NI 144)	Q	40%	51%	↓
3.2 ; 3.5	Income generated from partners	Q	£1,423K	£1,547K	↑
5.8	CJS Probation Confidence ⁽²⁾	Q	25%	21%	↔
5.8	Offender Satisfaction ⁽³⁾	Q	71%	67.4%	↓
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	9.02	↓
1.7	Workforce planning audit rating	Q2	GA	G	
4.1	Staff Satisfaction better than 2009 ⁽⁴⁾	A	55%	67%	↑
4.1	Training Attendance Rate	Q	95%	87%	↓
4.1*	OD plan commissioned	Q	Q2		
4.3	Matrix Quality Standard achieved	A	✓	✓	
4.4*	% of eligible PSOs holding VQ3	Q	SAB	19.8%	↔
4.5	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.
 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' (Oct 09 - Sep 10).
 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." *Note national standard target is 67%.*
 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.