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| Ministry of Justice | July 2017 |

**Freedom of Information Act (FOIA) Request – 112560**

You asked for the following information from the Ministry of Justice (MoJ):

**1. In each of the last two financial years (13/14) and (14/15) and (15/16) please state how many times you have been informed that an electronic tag has been fitted to the wrong person for any period of time?**

**2. Please provide a breakdown showing (i) which company was responsible for these incidents and (ii) for each incident how long the wrong person was tagged for before the mistake became apparent?**

**3. How much was paid to each service provider of electronic monitoring services in each of the following financial years (13/14) and (14/15) and (15/16)?**

Your request has been handled under the FOIA.

I can confirm that the MoJ holds the information that you have requested. Given the dates you stated, I have interpreted your request at questions 1 and 2 to be for a three year period.

**Questions 1 and 2**

Please see the table below covering the period 2013/14 to 2015/16.

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| --- | --- | --- |
| **Period** | **Contractor** | **Length of time (days)** |
| 2013/14 | G4S | 5 |
| 2013/14 | G4S | 50 |
| 2013/14 | G4S | 1 |
| 2013/14 | Serco | 2 |
| 2013/14 | Serco | 1 |
| 2013/14 | Serco | 1 |
| 2013/14 | Serco | 2 |
| 2013/14 | Serco | 3 |
| 2013/14 | Serco | 3 |
| 2014/15 | EMS Capita | 7 |
| 2014/15 | EMS Capita | 3 hours |
| 2015/16 | EMS Capita | 24 |
| 2015/16 | EMS Capita | 3 |

Where individuals have deliberately engaged in a deception to prevent the right person being tagged, this will be dealt with robustly and appropriately, in some cases leading to both parties receiving a custodial sentence.

Electronic monitoring services were taken over by Capita in 2014. Since then significant activity has been undertaken to review and develop operational processes and contract management governance, with staff now embedded on-site to provide assurance of contractor operations. This has significantly increased our confidence in, and oversight of, incident reporting.

For the aforementioned 2014/15 cases we worked hard with Capita to strengthen and improve the processes by which an individual’s identity is verified, and the way in which incidents are reported have been overhauled.

Additional scrutiny is provided by a specialist government auditing team which will regularly review the contract delivery. Any findings are passed to the contractors and their implementation is directly overseen by the contract management team.

We have also increased accountability so that it is clear which contractor, team or individual is responsible for every deliverable.

**Question 3**

I have extracted the figures in the table below.

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| --- | --- | --- | --- |
| **Provider** | **2013/14 (Old contracts)** | **2014/15 (Interim services contract)** | **2015/16 (Bridge services contract)** |
| Serco | £29.5m | £1.0m | £4.1m |
| G4S | £38.0m | £0.2m | £6.0m |
| EMS Capita | - | £17.8m | £51.0m |

Please note that the above figures where they relate to Serco and G4S have been adjusted to account for the refund received following the investigation into the over-billing issues identified in 2013.

Payments to Serco and G4S continued into 2014/15, after these contractors had been stopped from delivering electronic monitoring services, as we continue to use equipment supplied by these companies in order to maintain operational continuity pending mobilisation of the new service, contracts for which were announced in July 2014.