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15 May 2024

Dear Mr Leonard

#### **PUBLIC AUDIT COMMITTEE WRITTEN RESPONSES**

During my appearance at the Public Audit Committee on 2 May, I committed to providing further detail in response to questions asked by Members. Please find below the questions and further details as requested.

#### **Which prisons are considered 'red status'**

As of 2 May, there were 7 establishments considered as 'red risk' status, these were HMPs Edinburgh, Barlinnie, Grampian, Glenochil, Kilmarnock, Low Moss and Perth.

This is monitored on a dynamic basis and as of 15 May, this had reduced to 6, these being HMPs Barlinnie, Edinburgh, Glenochil, Perth, Kilmarnock and Low Moss.

#### **Information showing improved performance following the recalibration of the GEOAmev Contract.**

Please note that the GEOAmev reported figures to SPS and MALG partners at Quarterly Business Reviews, have not been ratified. These figures will be ratified in the coming months by an external data consultant.

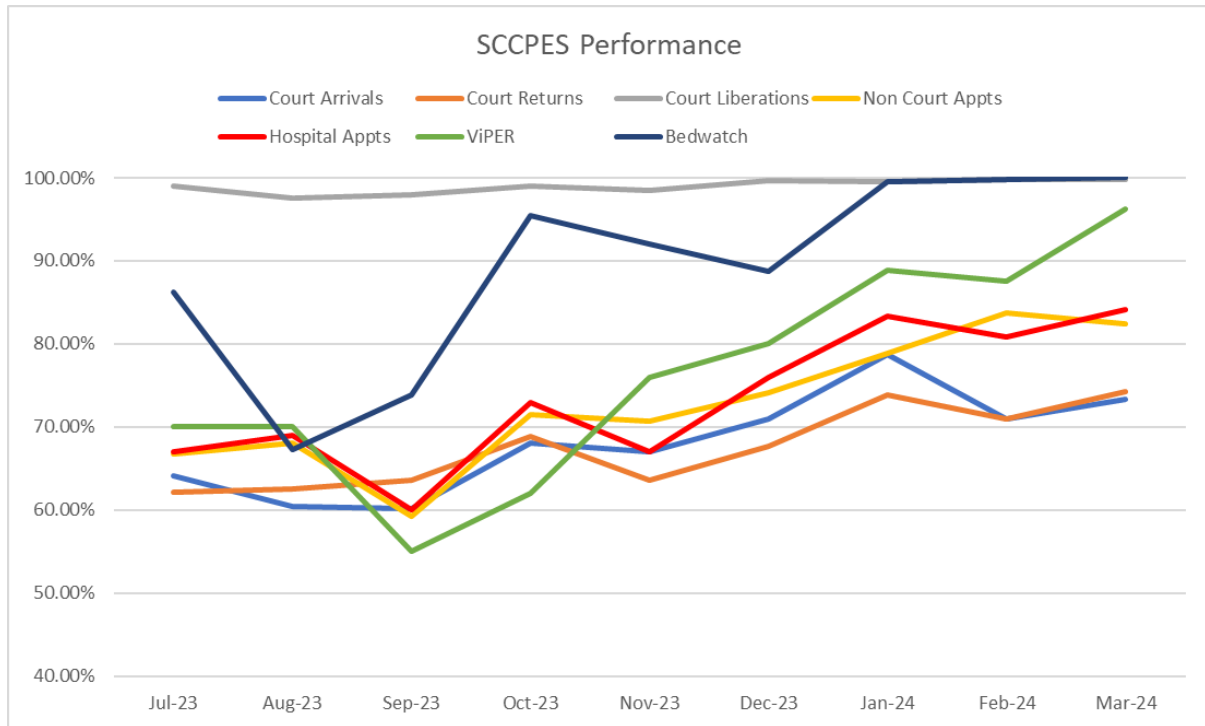
It is however clear that performance has improved across many of the contractual metrics, so it is correct to say that there is an overall upward trend of improvement, although we are waiting on actual agreed levels of service delivery.

The following table shows the changes in service delivery performance between July 2023 and March 2024:

Performance (Subject to Contractual Ratification)							
Month	Court Arrivals	Court Returns	Court Liberations	Non-Court Appts	Hospital Appts	ViPER	Bed watch
Jul-23	64.10%	62.10%	99.00%	66.70%	67.00%	70.00%	86.20%
Aug-23	60.40%	62.50%	97.50%	68.10%	69.00%	70.00%	67.30%
Sep-23	60.20%	63.60%	98.00%	59.20%	60.00%	55.00%	73.90%
Oct-23	68.00%	68.90%	99.00%	71.50%	73.00%	62.00%	95.40%
Nov-23	67.00%	63.60%	98.50%	70.70%	67.00%	76.00%	92.00%
Dec-23	71.00%	67.70%	99.60%	74.10%	76.00%	80.00%	88.80%
Jan-24	78.70%	73.80%	99.58%	78.90%	83.40%	88.90%	99.50%
Feb-24	70.90%	71.00%	99.85%	83.70%	80.90%	87.50%	99.80%
Mar-24	73.30%	74.20%	99.75%	82.40%	84.10%	96.20%	100.00%

Data is not yet ratified.

The graph below also highlights the trend in service delivery improvement.



**Details of the fine's issued to GEOAmeY since the end of 2022/23.**

The fines or Service Credits (SCs) are shown in the table below. SPS Contracts Management Unit have not applied any fines since the start of the new contract, however it is likely that SCs will be applied upon receipt of agreed performance figures once ratified. There are also a number of outstanding direct monetary SCs (not subject to any failure tolerance) such as hospital bed watch, delays to court proceedings, escapes etc. which are still going through ratification within the contract.

	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sept 2023
Monetary Penalty £	6607.65	63708.14	16720.38	157517.77	364510.13	281950.07
Non-Monetary Penalty £	1065.60	1302.40	473.60	2012.80	2131.20	1420.80
<b>Total Credit £</b>	<b>7673.25</b>	<b>65010.54</b>	<b>17193.98</b>	<b>159530.57</b>	<b>366641.33</b>	<b>283370.87</b>

It should be noted that a moratorium on SC's was in place from August 2022 to September 2023, including those for court arrivals, returns and non-court appointments. No SCs have been applied since 1 October 2023, subject to ratification of performance levels, GEOAmev report will be submitted by end of May 2024.

I hope the above information is useful.

Yours sincerely

**TERESA MEDHURST**  
Chief Executive