

Our Ref: HQ19050

04/07/2019

Dear,

Thank you for your request dated 06/06/2019 under the Freedom of Information (Scotland) Act 2002 (FOISA). This gives a statutory deadline for responding by 04/07/19. For reference I have copied your request below. You asked:

Request for Information

RFI 1 With reference to the Scottish Court Custody and Prisoner Escort Service (SCCPES); Schedule D; Section C; Table 1 – Group A Outcome Service Levels, Table 2 – Group B Service Levels, and Table 3 – Group C Performance Indicators:
Between 26/01/2018 and 31/05/2019 a monthly breakdown of:

- A. The number of breaches in each category.
- B. The monetary value of the breaches in each category.

We have now completed our search for the information you request, and a copy is enclosed..

Please note that not every performance breach attributed to the Contractor translates into a monetary value. The Contract allows for some performance breaches to be dealt with by way of an action plan for improvement of performance, and as such, those performance breaches may not realise a financial remedy.

The Contract also contained thresholds tolerances for performance targets (Table 2: Group B – Service Levels); this means that it was not possible to calculate a financial amount for all breaches by category. Subsequently, the attached spreadsheet tracks all recorded service provider Performance Measures's for the period requested, along with, the total Service Credits received by SPS over the same period for the breaches by calendar month.

If you are unhappy with this response to your request, you may ask us to carry out an internal review, by writing to The Chief Executive, Calton House, 5 Redheughs Rigg, Edinburgh, EH12 9HW. Your request should explain why you wish a review to be carried out, and should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If you are not satisfied with the result of the review, you then have the right to make a formal complaint to the Scottish Information Commissioner.

Yours sincerely