



Ministry
of Justice

Sir Geoffrey Clifton-Brown MP
Chair of Public Accounts Committee
Houses of Parliament
SW1A 0AA

Or by email

Dr Jo Farrar CB OBE
Permanent Secretary
Ministry of Justice
102 Petty France
London
SW1H 9AJ

e-mail: permanent.secretary@justice.gov.uk

Date 02 September 2026

Dear Sir Geoffrey,

Further to the department's Treasury Minute response to the Committee's report *Improving the Efficiency and Resilience of the Probation Service*. This letter sets out the actions we are taking to address recommendations related to Electronic Monitoring.

In recommendation six(a), the committee requested MoJ and HMPPS to write to the Committee within six months setting out how Serco is performing against its key performance indicators, with regard to the electronic monitoring service and fitting tags.

Serco were assessed to have successfully delivered on the "Path to Green" plan to meet contractual targets in February 2026. Although one KPI target was missed it had shown a consistent upward trajectory, for February 2026 performance was reported as 92.4% against a target of 95%, and Serco had confirmed that they expected to achieve the 95% target in March. Serco met all their contractual KPIs on a monthly cycle for March, April, May and June. Their reported performance on each KPI was subject to assurance activity, as a result of which one KPI in March (KPI 13 – Availability of the Telephony Service) had mitigation applied for a marginal failure outside core operating hours – 99.80% against a target of 99.95%.

July's performance data has been received indicating that all KPI targets have been met. It is, however, subject to routine assurance testing that may change the final outcome. This performance was sustained throughout the sustained increase in volumes of prison releases under the FTR56 implementation in March to May 2026.

The performance improvements were closely monitored by the Department including appropriate use of contractual mechanisms. The close scrutiny will continue including use of

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contractual levers to maintain performance and the use of formal rectification or improvement remedies if required.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jo Farrar', written in a cursive style.

Dr Jo Farrar CB OBE
Permanent Secretary
Ministry of Justice

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