



**The Hon Joe Francis MLA  
Minister for Emergency Services; Corrective Services;  
Small Business; Veterans**

Our Ref: 00959-2015

Hon Liz Behjat MLC  
Chairman  
Standing Committee on Public Administration  
Parliament House  
PERTH WA 6000

Dear Ms Behjat

Thank you for the letter of 29 June 2015 in which the Standing Committee on Public Administration seeks responses to a number of supplementary questions. The Department of Corrective Services' response to these questions is attached.

Should you have any queries please contact Leigh Quealy on 9264 1903, or by email to [leigh.quealy@correctiveservices.wa.gov.au](mailto:leigh.quealy@correctiveservices.wa.gov.au).

Yours sincerely

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**HON JOE FRANCIS MLA  
MINISTER FOR EMERGENCY SERVICES;  
CORRECTIVE SERVICES; SMALL BUSINESS; VETERANS**

- 5 AUG 2015

15 JUNE 2015 HEARING — SUPPLEMENTARY QUESTIONS —  
DEPARTMENT OF CORRECTIVE SERVICES'  
RESPONSE

**Question E1:** *The December 2013 OICS report commented that SERS data was unmonitored compared with the C3S software data, which was monitored by DOTAG. Has that situation changed?*

**Answer:** The Department of Corrective Services regularly monitors information entered on SERS (Serco Escort Recording System). The Person in Custody (PIC) Event Reports are spot checked to ensure that relevant information regarding changes of behaviour, including security and at-risk behaviours, are recorded appropriately. These checks are undertaken on a case by case basis rather than downloading large quantities of de-identified data.

**Question E2:** *"I know in my board reports, which I am very happy to show you, we have data, recommendations and things we use to actually manage when people get there and the best way to get them there on time. In fact, there would not have been a board meeting that has gone by where we have not analysed data to do with these particular KPIs." Can we have one of those, and we will take that as E2.*

**Answer:** Please see attached extract from the Court Security and Custodial Services Board report showing late to court data (**Attachment 1**).

**Question E3:** *"With regard to abatement, your submission notes a range of breaches of agreed service levels by Serco need financial penalties. The submission indicates that there is a maximum abatement per incident – information which is also in the 2013-14 annual report on the contract." Can you tell us whether the maximums were applied in each of the circumstances?*

**Answer:** Please refer to **Attachment 2**.

Note: In addition to the abatements applied for the Geraldton airport escapes, Serco also paid an additional amount of \$168,911.87 to offset the cost of the police response to the escape on 3 January 2014.

Serco also agreed to pay for the cost of modifications to door locks across their vehicle fleet. This modification was made when it was identified that the locks were found to have contributed to the escape. Serco advised the Department that the cost of these modifications was approximately \$295,000.

**Question E4:** *Can you provide on notice the number of disruptions for 2013, 2014 and this year, where they took place and what were they? Disruptions to court, specifically for arrival times for appearances in court.*

**Answer:** Please refer to **Attachment 3**.

**Question E5:** *I am just wondering, can you provide to us a list of the facilities in Western Australia through the lockup system where the video links are in fact operational at those centres; if they are not operational, the date they are due to become operational; and if they are operational and not being utilised, perhaps the reason why that may be the case? Can you take that on notice?*

**Answer:** The Department of Corrective Services currently has 22 video conferencing facilities in 16 prisons (please refer to table below) linked to the courts. All of these are operational and are being utilised. An additional video conferencing facility at Acacia Prison is due to commence operating in November 2015. Details of video conferencing facilities in lock-ups and courts should be directed to the Western Australian Police, and the Department of the Attorney General, respectively.

Site	Number of video conference facilities
Acacia Prison	1
Albany Regional Prison	2
Bandyup Women's Prison	2
Banksia Hill Detention Centre	2
Boronia Pre-Release Centre	1
Broome Regional Prison	1
Bunbury Regional Prison	1
Casuarina Prison	2
Eastern Goldfields Prison	1
Greenough Regional Prison	1
Hakea Prison	3
Karnet Prison	1
Wandoo Rehabilitation Centre	1
Roebourne Regional Prison	1
West Kimberley Regional Prison	1
Wooroloo Prison Farm	1

25 JUNE 2015 HEARING — SUPPLEMENTARY QUESTIONS —  
DEPARTMENT OF CORRECTIVE SERVICES’  
RESPONSE

**Question (page 2, un-numbered):** *If Serco choose to increase their numbers, you are not going to say to them, “Well, you shouldn’t do that.” What I think might be helpful is if we could for each of the years the contract has been in existence, what those staffing levels started out at in the original contract and what they have progressed to each year.*

**Answer:** The following table provides data on the number of Serco workers engaged in court security and custodial services.

	01/08/2011	30/06/2013	30/06/2014	30/06/2015
<b>Total FTE</b>	274	327	344	364

**Question A1:** *That is the numbers of contract management staff – the reduction in those numbers since 2012.*

**Answer:** The nominal FTE within the Contracted Services branch in the Department of Corrective Services has reduced from 49, as at June 2012, to 27, as at June 2015. Over this period there were 14 voluntary redundancies. As a part of restructuring, the Department is adopting a different approach to monitoring. The Department has created a Coordination Centre within the Operational Services Division that will carry out a much broader and deeper compliance check across all operational contracts.

### APPENDIX 3: LATE TO COURT MOVEMENTS

All Late to Court movements continue to be reviewed by contract management against the contractual requirement to present a person in custody at a court 30 minutes prior to the state warrant time. The time utilised is the time a person in custody is presented to a court custody centre, and the information is sourced from DotAG's C3S system and from Serco's Escort Record System (SERS).

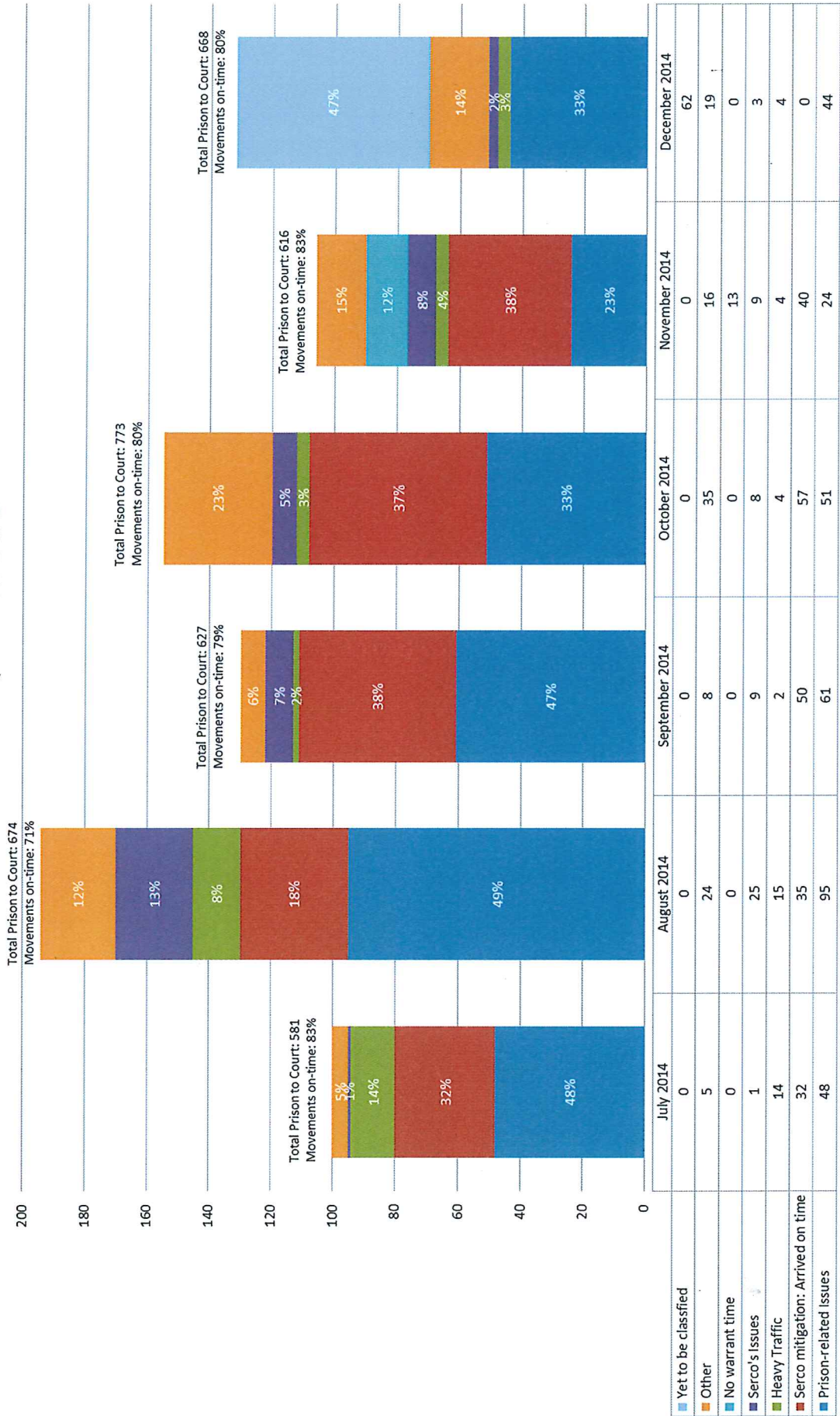
Information is sourced from daily reports provided by Serco, reports from DCS Monitors and information provided by DotAG and Adult Justice Services. All Serco mitigation is considered as part of the review.

The table and graph below show the number of late to court movements on a monthly basis. This information has been provided to Adult Justice Services for ongoing feedback to prisons as required, and will be provided to the Operational Group meeting held with Serco and WLG representatives at each meeting.

#### Key points:

- 19 percent of all prison to court movements (2057) during the quarter resulted in a late to court delivery (393).
- Compared to the previous quarter the percentage of 'prison-related' issues which contributed to a late delivery to court decreased across all three months.
- The most frequent reason for a delay within the prison was the person in custody not being ready.
- While Hakea Prison had the greatest number of prisoners delivered late to court (152) for the quarter, when compared to the number of prison to court movements, the percentage of late deliveries to court from Hakea Prison ranged from 11% to 17% late deliveries or 89% to 83% on-time deliveries.
- For October and November 2014, the most commonly occurring reason was vehicle arriving and waiting outside sally port. This was followed by Prison-related issues, which include PICs not ready at reception, Vehicle not let in before scheduled time, Other vehicles in sally port, and Late add-on to the Transfer & Discharge sheet.
- Hakea Prison accounted for 47% of all prison to court movements (313 court movements from Hakea's prison out of a total of 668 across the State during December 2014).
- The information provided during mitigation showed that Serco vehicles arrived outside the court sally port prior to the required time and often waited outside for a period of time. This information is consistent with advice provided by the Monitors.

# LATE TO COURTS - QUARTERS 1 & 2



■ Prison-related issues  
 ■ Serco mitigation: Arrived on time  
 ■ Heavy Traffic  
 ■ Serco's issues  
 ■ No warrant time  
 ■ Other  
 ■ Yet to be classified

## DISRUPTIONS TO COURT DUE TO LATE DELIVERIES TO COURT

From January 2013

<b>DATE</b>	<b>PLACE</b>	<b>REF NO.</b>	<b>CAUSE</b>
26 March 2013	Supreme Court	2013_663	Error by prison
18 September 2013	Supreme Court	2013_1105	Error by prison
7 October 2013	Armadale Court	2013_1151	Contractor failure
29 October 2013	District Court	2013_1258	Contractor failure
9 December 2013	Broome Court	2013_1348	Contractor failure
23 May 2014	Central Law Courts	2014_1699	Custody handover issues at Northbridge
26 May 2014	Central Law Courts	2014_1700	Custody handover issues at Northbridge
6 June 2014	Perth Children's Court	2014_1692	Contractor failure
7 November 2014	Broome Court	2014_2214	WA Police unable to handover custody of person due to other commitments
19 December 2014	Supreme Court	2014_2444	Error by prison
4 January 2015	Magistrates Court at Perth Watch House Northbridge	2014_2432	WA Police unable to handover custody of person due to other commitments

### Abatement Amounts & Incident Descriptions — 2013/14

- **Incident 1**

4x Escape of a secure person from an unsecure environment, each with a maximum abatement amount of \$33,156.

Abatements

1x \$33,156      On 10 September 2013, person in custody (PIC) escaped from Fremantle Hospital.

1x \$3,155      On 17 January 2014, PIC escaped from Joondalup Hospital.

1x \$24,867      On 9 March 2014, PIC escaped from Royal Perth Hospital.

1x \$33,156      On 21 May 2014, PIC escaped from Royal Perth Hospital.

- **Incident 2**

4x Secure Person in custody Escape, each with a maximum abatement amount of \$110,520. Two of these matters were concluded as part of a commercial settlement with the Contractor.

Abatements

1x \$5,000      On 21 November 2013, PIC escaped from Perth Children's Court.

1x \$110,520      On 3 January 2014, PIC escaped from Geraldton Airport.

1x \$110,520      On 3 January 2014, PIC escaped from Geraldton Airport.

1x \$11,052      On 12 February 2014, PIC escaped from Geraldton Court.

- **Incident 3**

1x Serious Failure to provide a Service, with a maximum abatement amount of \$55,260.

Abatement

1x \$5,526      On 31 December 2013 at Acacia Prison, Serco CS&CS officers did not have the pod keys to unload 4x PICs from a vehicle.

- **Incident 4**

3x Unsecure person in Custody unauthorised release, each with a maximum abatement amount of \$2,763.

Abatements

1x \$2,763      On 23 September 2013, a juvenile left Armadale Court without signing his bail papers.

1x \$2,763      On 25 November 2013, a member of the public left Midland Court without signing a Community Based Order.