



UK Visas
& Immigration

Freedom of Information
Central Correspondence Team
Central Operations
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Email:
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www.gov.uk/ukvi

FOI Reference: 52279

1 May 2019

Dear [REDACTED]

Thank you for your enquiry of 6 February in which you requested information on Asylum accomodation. Your request has been handled as a request for information under the Freedom of Information Act 2000.

Information Requested

How much was levied in respect of service credits in each key performance indicator designated met in respect of each Compass asylum accommodation region in 2018/19?

Response

2018-to date	
Serco SNI	164,093.06*
Serco NW	681,951.47*
G4S MEE	
G4S NEYH	
CRH WSW	
CRH LSE	
Total	924,079.38

* April 2018 to December 2018 (January and February figures are still being reviewed). The figure is the SC that has been applied, the actual SC accrued is higher as Serco have used some of their accrued bonus points to reduce the figure.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to foirequests@homeoffice.gsi.gov.uk, quoting reference 52279. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request will be reassessed by staff not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

J Rushton
Central Operations

We value your feedback, please use the link below to access a brief anonymous survey to help us improve our service to you:
<http://www.homeofficesurveys.homeoffice.gov.uk/s/108105TAZNG>



Home Office

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020 7035 1022 (direct
line)

www.gov.uk

[REDACTED]

13 March 2019

Dear [REDACTED]

Freedom of Information request (our ref. 47769): ICO Case Reference FS50768317

You will have seen the decision notice of 6 February 2019 from the Information Commissioner's Office (ICO), on your complaint about our response to your Freedom of Information request of 15 March 2018 for information about service credits in relation to COMPASS asylum accommodation.

In compliance with paragraph 3 of the decision notice, I am providing you with the information set out in the attached Annex.

I am copying this letter to the ICO.

Yours sincerely

Adrian Brook
Information Rights Team

Annex

The Home Office has a rigorous contract compliance regime in place to ensure that the required performance standards expected of all providers, as defined in the contracts, are met. This includes monthly contract management and quarterly strategic review meetings, as well as regular daily discussions between COMPASS providers' and operational delivery managers about day to day issues. The Home Office investigates complaints it receives from service users and third parties and works with contractors to ensure that any issues raised are addressed promptly.

Performance against each key performance indicator (KPI) is measured on a monthly basis. If an individual KPI is met then no service credit applies. Where there is non-conformance with a KPI a Service Credit may be due. The Service Credit, deducted from a Providers monthly invoice, will depend upon the level of non-conformance.

The following table sets out the amount of service credits recovered against all COMPASS providers during the period requested. Please note that a Service Credit is calculated on the overall performance against all relevant KPI if any of those KPI are designated as not met. This means that the contract does not apply a Service Credit to an individual KPI failure, but that the Service Credit is an aggregation of any and all KPI failure.

	2016-2017	2017-2018	Total
Serco SNI	£1,049,253.09	£216,871.70	£1,266,124.79
Serco NW	£114,171.92	£72,576.99	£186,748.91
G4S MEE	0	£206,828.42	£206,828.42
G4S NEYH	£59,279.79	£56,565.31	£115,845.10
CRH WSW	0	0	0
CRH LSE	0	0	0
Total	£1,222,704.80	£552,842.42	£1,775,547.22