



Ministry
of Justice

Electronic Monitoring GPS Satellite Tagging handbook

Everything you need to know about satellite tagging.



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Do you have a question?

You can call our **FREE** helpline at any time on **0800 083 0194**. We are here to help you 24 hours a day, every day of the year

1. About this handbook

This handbook will help answer questions you might have about wearing a GPS tag. If you live with other people, please let them read it too.

If anything is not clear, or if you have any questions, at any time, we are here to help.

Simply call our free helpline on **0800 083 0194**.

It is open 24 hours a day, every day of the year.

Your exclusion/inclusion zones are:

Please refer to the map provided (if applicable)

Your curfew days/hours are:

Full details of your conditions are on your community order, suspended sentence order, bail notice or licence.

Staff safety

When we visit you, please help us by following these simple rules:

- Do not abuse or threaten us
- Do not smoke or allow other people to smoke
- Lock up any animals
- Do not stop us from leaving your house

A support team always monitors the location and safety of our staff. If the support team is concerned about the safety of our staff, they will call the police immediately.

2. How does tagging work?

GPS tagging is designed to help us make sure people comply with the electronically monitored requirements of their bail notice, community order or suspended sentence order, or release licence.

We use a GPS tag and a home beacon to check that people are complying with their electronically monitored requirements or licence conditions.

We do this by monitoring the tags from our monitoring centre, and where necessary, by making visits and phone calls.

What will happen?

We will:

- fit a tag around your ankle
- issue you with or install a home beacon or charging device

The tag sends signals to a satellite 24 hours a day. The system will record your location and helps us to monitor if:

- you are keeping to your curfew or exclusion or inclusion conditions
- the tag or home beacon is damaged
- you try to take off or damage your tag

If you break your conditions, or fail without reasonable excuse to comply with the requirements of your order, or if the tag or beacon is damaged, we will know and take action right away.

What are the conditions I must keep?

The court, or prison from which you are released, has told you your conditions and how long your GPS tagging will last.

Your conditions will include one or more of the following:

- any times (day or night) when you must stay at your approved address (curfew)
- any exclusion zones you must not enter
- any inclusion zones you must not leave

or your condition could be:

- your whereabouts will be recorded on a continual basis (i.e. a 'standalone location monitoring requirement')

Your approved address

This is usually your home.

The person who owns or rents your approved address must agree:

- for us to monitor you from there
- to have a home beacon fitted

You must find another approved address if they don't agree.

If you or your family have any questions, please call our free helpline on **0800-083-0194**. We are here to help you 24 hours a day, every day of the year.



3. The tag

Our first visit

On your first day of tagging we will fit the tag and issue you with or install the home beacon and charging device. We will tell you when and where this will be.

If we have told you that we will come to your approved address to fit your tag, we will give you a time slot. If you are not there when we come, you will have failed to keep to your conditions.

We will leave you a letter. You must phone us straight away on **0800 083 0194**.

Fitting the tag

- the tag fits around your ankle
- we measure very carefully to make sure it fits correctly
- we are not allowed to fit a tag that is a different size to our measurement

If you are female, we will always try to send a female officer if we need to come into your approved address.

Wearing the tag

- you must wear the tag at all times until we take it off
- you must not damage the tag or try to remove it (we will know if you do and take appropriate action.)

Living with the tag

Most people get used to the tag and don't find it uncomfortable.

The tag is:

- waterproof: you can take a bath or shower or go swimming (for up to 1 hour)
- shockproof: you can play some sports and ride a bike
- You must not:
 - do any water sports (water skiing, surfing, diving, etc.)
 - do contact sports (rugby, football, hockey, kick boxing, etc.)
 - fly (without the approval of your responsible officer).

It might be unsuitable for you to visit some locations, for example hospitals, as the tag may interfere with on-site equipment. In emergency situations a hospital may cut off the tag with specialist equipment.

Medical conditions

- You must tell us if you have a false limb or any other medical condition that you think may affect the monitoring process
- If you can't have a tag fitted to your ankle, our staff may consider alternatives or your case may be referred back to a decision maker for a review
- If you are pregnant and the strap becomes too tight you should call the free helpline 0800-083-0194.



4. The home beacon and charging device

We will issue you with or install a home beacon.

Once the home beacon has been set up:

- it must not be moved by anyone
- it must have an electricity supply at all times

The home beacon is used to monitor you when you are in your approved address, this helps the battery on the tag to last longer. If the home beacon is switched off:

- the tag will still monitor you
- we may phone you or visit you to find out why

Charging the tag

You must charge your tag **every day for at least 2 hours, or until 'pwr' light is green** (this does not need to be non-stop, you can charge in 4 sets of 30 minutes, for example.)



You can:

- attach the mains charger to the tag
- or
- use the cordless charger (so you can move around while charging the tag.)

The devices can also be charged while watching TV.

If you do not charge your tag and the battery runs low, the tag will vibrate and the pwr (power) light will flash red on the tag until it is charged. The monitoring centre will be alerted automatically.

if you do not keep your battery charged, you will have breached your conditions.

Damaged and lost equipment

If you, or anyone else, damages your home beacon, charging device or tag we will be able to tell and will take action.

If you damage or lose the tag or home beacon, we will also tell the police. The police could charge you with criminal damage or theft.

If you have any problems with the tag or the strap, please call our free helpline on **0800-083-0194**.

5. How we monitor you: visits and phone calls

We work closely with your offender manager/ responsible officer. We let them know if you are keeping to your electronically monitored conditions or not.

To do this we will:

- use the information from the tag
- visit you
- call you

When we contact you, we will always treat you with respect.

We will contact you by:

- calling a pre-agreed phone
- visiting your approved address
- texting your mobile number (if we have it)
- vibrating your tag

You must always:

- answer the phone or call us straight back if you miss the call
- call us if you feel your tag vibrate and all 3 lights are flashing at the same time
- let us come into your approved address when we visit

Exclusion or inclusion zones

If your conditions include an exclusion zone the tag will let you know if you have entered this zone and you must leave immediately.

The tag will vibrate and the zone light will flash red.

If you are near to an exclusion zone the tag may have been set up to vibrate and flash green as a warning, but this is not always the case.

If your conditions include an inclusion zone and you leave it, the tag will let you know and you must return immediately.

The tag will vibrate and the zone light will flash red.

Visits from us

We will always show you an official ID card before coming into your home (do not let anyone into your home without one.)

If necessary we may visit you at any time during your curfew hours (if you have one). This could be late at night or in the early hours of the morning.

We may also visit at other times (but will phone you first).

We will not phone or visit you between midnight and 6am unless we are alerted to an issue with your tag.

Missing our visit

If you are not at your approved address when we visit during your curfew hours or at a pre-agreed visit time you will have failed to comply with your conditions.

We will leave you a letter and you must call us straight away on 0800 083 0194.

If you have any problems with the tag, home beacon or charging device, please let us know immediately. Call our free helpline on 0800 083 0194. We are here to help you 24 hours a day, every day of the year.



6. What do the different LED lights mean?

There are 3 lights on the tag:



Power (pwr) light flashes red:

- power is low. Charge for at least 1 hour or until the pwr LED light turns green.

Zone light flashes red:

- if you are in an exclusion zone, you must leave immediately.
- if you are away from an inclusion zone, you must go there immediately.

Zone light flashes green:

- you are near to an exclusion zone and must ensure you do not enter the exclusion zone

All 3 light are flashing red:

- we need to speak to you. You must contact us immediately on **0800 083 0194**

If you feel the tag vibrate or see any lights flashing and you are not sure what this means – contact us on **0800 083 0194** and we will help you.

7. Common Questions

Q: How will I benefit from the GPS tagging?

A: Tagging can benefit you in a number of ways including:

- it can give you a reason to stay out of trouble. You will know that if you commit a crime, the police may be able to see where you were
- it can help prove your innocence. If you are a suspect for a crime you didn't commit, the GPS tag could show that you couldn't have done it, if you weren't there.
- less hassle for your family or friends. Because monitoring staff don't have to knock on your door to see if you are in.
- showing your offender manager and other agencies that you are trying to change. The data from the tag can show that you are complying with your monitoring conditions
- helping your family and friends trust you more. The data from the tag will show that you are making an effort to change.

Q: What does 'breaking your conditions' mean?

A: It is your job to keep to the conditions listed in your community order, suspended sentence order, bail notice or licence.

If you are not sure what they are, you must speak to us or to your case manager.

You will breach your electronically monitored requirement or conditions if you:

- are not at your approved address when we come to fit the tag, home beacon and charging device
- refuse to have the equipment in your approved address (or if the landlord refuses to have the equipment there)
- refuse to wear the tag

- go out, or come in late, during your curfew hours (as applicable)
- enter any exclusion zones (as applicable)
- leave any inclusion zones (as applicable)
- threaten us or are violent towards us, either on the phone or when we visit
- damage or interfere with the tag, the home beacon or the charging device (or if anyone else does)
- move the home beacon or disconnect the electricity (or if anyone else does)
- do not charge your tag as instructed
- do not keep an electricity supply to the home beacon
- do not give us proof following an emergency

Q: What happens if I break my conditions?

A: If we detect a breach you could go back to court or into custody:

- if you break your conditions we will contact you or alert you to contact us straight away to find out what has happened. We may also visit you
- if your conditions are for bail, we will tell the police who may arrest you
- if the court imposed an electronic monitoring requirement as part of a community order or suspended sentence order, then the National Probation Service or your case manager may tell the court
- if your conditions were given on release from custody, as a home detention curfew or other licence condition, we will tell the Ministry of Justice casework team or your local case manager

If you have any problems keeping to your conditions, please let us know immediately. Call our free helpline on **0800 083 0194**.

We are here to help you 24 hours a day, every day of the year.

Q: Can I live at more than one address?

A: Yes, but only if you have permission from the court or your offender supervisor. Your notice, order or licence will tell you the address or addresses you must stay at.

Q: Can I change my address and/or any conditions?

A: You must ask for permission from the court or your offender supervisor (you can ask your solicitor for help with this.)

You must keep to your original conditions, and stay at the same approved address, unless you receive a new order or licence. If you do not do this, you will be failing to comply with the requirements placed on you.

Q: Can I get the tag wet?

A: Yes, you can have a bath, shower or go swimming with the tag on (for up to 1 hour). You must not do any water sports (water skiing, surfing, diving, etc.)

Q: Can I go outside during my curfew hours?

A: No, you cannot go outside your approved address during your curfew hours, unless you have written permission from the court or the place where you carried out your sentence. You cannot go outside, even to smoke, unless you have written permission.

Q: Can I leave my approved address during my curfew hours?

A: No, not unless you have written permission.

Q: Can I enter my exclusion zone or leave my inclusion zone?

A: No, not unless you have written permission

Q: How do I ask for permission for any of these changes to my conditions?

A: Call our free helpline on **0800-083-0194** as soon as possible (and at least 48 hours before you need to go out).

We will tell you if you need to get permission from us or someone else.

You will need to provide written proof of where you need to go and why – for example, a letter inviting you to a job interview.

Wait until you hear whether you have permission before you go out.

We will take action if you do any of these things without permission.

Q: What do I do in an emergency?

A: If you need to break your conditions in an emergency, you must call our free helpline on **0800-083-0194** as soon as you can.

We will tell you what written proof we need and when we need it by.

If you do not give us proof, you could go back to court or prison.

If you have a case manager, you must also contact them as soon as you can. They may also need proof of why you went out.

Q: What if I need to go into hospital?

A: If your hospital visit is planned, you must ask to change your conditions before you go. You should ask: the court or your supervising officer.

If it is an emergency and you do not have time to change your conditions, please ask the hospital to contact us for you on the free helpline. After you leave the hospital call us on the free helpline when you are back, in line with your conditions.

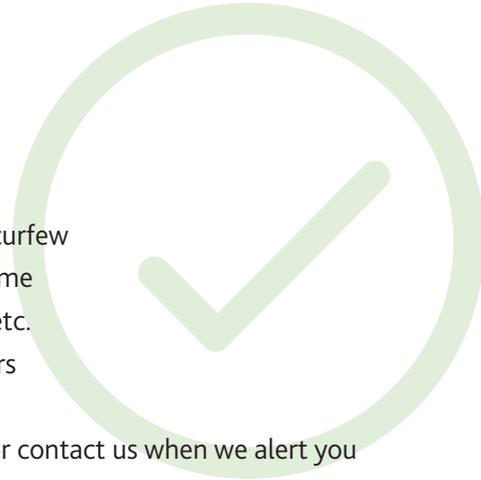


8. Tips to help you keep to your conditions

DO:

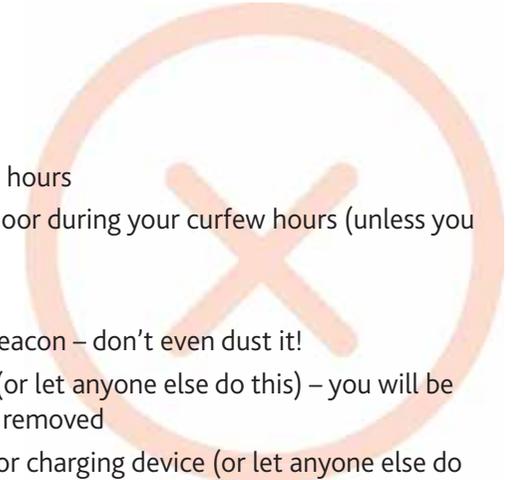
Make sure you:

- stay in your inclusion zone
- stay out of your exclusion zone
- are at home before the start of your curfew
- give yourself plenty of time to get home
- plan for heavy traffic, delayed buses etc.
- stay at home during your curfew hours
- keep your tag on at all times
- answer the phone when we call you or contact us when we alert you
- have electricity available at your approved address
- if you have a pre-payment electricity meter, have enough coins or cards to keep the electricity on during your curfew
- charge your tag every day
- phone us on 0800 083 0194 if you have to break your conditions for any reason
- give us written proof of any emergency within 48 hours of failing to comply with the conditions placed on you
- tell us if you are having problems keeping to your conditions
- let us know right away if you have any problems with the electricity supply, tag, home beacon or charging device
- arrange your family needs and commitments around your conditions
- have enough food and everything you need before each curfew period (if one is imposed)



DON'T:

- leave your inclusion zone
- enter your exclusion zone
- come home late during your curfew hours
- go outside your front door or back door during your curfew hours (unless you have written permission)
- unplug the home beacon
- put anything on or over the home beacon – don't even dust it!
- take off or damage the tag or strap (or let anyone else do this) – you will be responsible if the tag is damaged or removed
- move or damage the home beacon or charging device (or let anyone else do this – you will be responsible if the equipment is damaged or removed)
- threaten or be violent towards staff



Do you have any questions about your conditions or the equipment?

Please call our free helpline any time on **0800-083-0194**.

We are here to help you 24 hours a day, every day of the year.

9. When will you remove the tag?

We will visit you on the final day of your tagging period if this is recorded on the original notice, order or licence, or after we get told by the court that your order has ended. We will visit during your curfew hours or at a pre-arranged time.

You must stay in and wait for us.

We will remove the tag, and take back the home beacon and charging device.

After we have removed the tag and equipment, you must stay inside until

the end of your final curfew period (if you have one).

We will ask you some questions about our service and what it was like being tagged.

If we do not get our equipment back, or if any of the equipment is missing, we will report this to the police.

The police may then charge you with theft.

The home beacon and charger use very small amounts of electricity, 3 pence per day. If you want to claim this money back, please write to us or email us at the end of your tagging period.



10. Other people at your approved address

Other people at your approved address may be affected when we phone or visit you.

We may visit at pre-arranged times during your curfew (if you have one).

If we do not get our equipment back, or if any of the equipment is missing, we will report this to the police.

The police may then charge you with theft.

The owner, or named tenant, of your approved address can ask us to take out the home beacon and charging device at any time.

If this happens we can no longer monitor you from that address (see above under 'can I change my address').

11. Using your information

We use the information about you and your tag to show how you are keeping to your electronically monitored requirements / conditions.

Where legally justified, we can also use it to help the police investigate or prevent crime.

- It may be necessary to share the information we have about you with criminal justice agencies and their advisors

We will not show your information to anyone else unless legislation permits or you, or the Ministry of Justice, agree.

At any time, you can ask to see a copy of the information we have about you. This will cost you £10.

Please send a cheque for £10 payable to 'PCC of HERTFORDSHIRE' with your request to:

**Information Compliance Office
Hertfordshire Constabulary
Stanborough Road
Welwyn Garden City
Hertfordshire
AL8 6XF**

01707 35 4177

informationservices@herts.pnn.police.uk.

12. Comments and complaints

Please contact us if you have a complaint, or comment, about our service.

We take all complaints very seriously. We will try to sort out any problems as soon as we know about them.

We will:

- let you know that we have got your complaint
- tell you if we need time to carry out an investigation
- respond to you in full within 20 working days (or explain why there is a delay)

Comment and complaints:

1. call our free helpline on: **0800 083 0194**
 2. email us at: **mojgpspilot@herts.pnn.police.uk**
 3. write to us at:
**MoJ GPS Pilot
Police Station,
Combe Street
Hemel Hempstead
HP1 1HL**
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13. Help and advice

We are here to help you as well as to check that you are keeping to the conditions placed on you.

If you have a question, or need advice, speak to one of our officers when they call you or visit you or call our free help line on 0800 083 0194

The following organisations may also be able to help you keep to your conditions:



90 90 90
jo@samaritans.org
www.samaritans.org
Confidential emotional support 24 hours a day, every day of the year



0300 123 1999
helpline@nacro.org.uk
www.nacro.org.uk
Information and advice for ex-offenders and their families



Friendly, confidential drugs advice
0300 123 6600
frank@talktofrank.com
www.talktofrank.com
Confidential drugs information and advice 24 hours a day, every day of the year



0808 800 4444
info@shelter.org.uk
www.shelter.org.uk/advice
Free housing advice
0800 9177 650



0800 555 111
www.crimestoppers-uk.org
Call anonymously with information about crime.
Available 24 hours a day, every day of the year



help@alcoholics-anonymous.org.uk
www.alcoholics-anonymous.org.uk
0800 555 111
www.crimestoppers



A national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf.
Freephone 24 hours
0808 2000 247

GPS Satellite tagging
MoJ GPS Pilot
Police Station
Combe Street,
Hemel Hempstead
HP1 1HL

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You can call our free helpline on **0800 083 0194**.

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