



Tagging

Everything you need to know
about being tagged







This handbook

This handbook gives you information to help you keep to your tagging conditions.

You will probably have some questions about your tagging conditions. We have tried to answer many of them in this handbook.

Your tagging conditions could affect other people who live with you. Please let anyone who lives with you read this handbook.

Your Tagging Conditions are:

If you or your family have any questions, please call our free helpline on 0800 137 291.

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

1. About Electronic Monitoring

What is Tagging?

Tagging is the way we monitor your whereabouts and how you keep to your tagging conditions.

You will have already received your tagging conditions. These will be on your community order, suspended sentence order, bail notice or release licence.

If you do not have these details, you must contact your responsible officer, prison or court

Your conditions may include one or more of the following tasks:

- Monitor whether you are keeping out of any exclusion ('no-go' areas): the tag will alert if you enter any areas you have been told not to go to by the court or prison.
- Monitor whether you are sticking to your curfew: the monitoring centre will know whether you are sticking to your curfew times and will inform your Responsible Officer if you are not.

- Monitor attendance: the tag can monitor whether you are attending appointments or other programmes that are part of your conditions. Your Responsible Officer will be alerted if you don't attend.
- Give your Responsible Officer access to your movements: You may have been issued with a Trail Monitoring condition. This means your Responsible Officer can view a record of all the places you have been. They can use this information to support good behaviour, or raise any concerns they may have about where you have been going.

However, your tagging conditions will be unique to you. It is important you understand all conditions issued by the court or prison that you came from.



2. Installing your tag and box

You will be told to be at home at the start of your order or licence. This allows us to install the tag and the box on the first day of your tagging. We will visit your approved address between the start of your order and midnight.

Your approved address

You will have agreed your approved address when you were given your tagging conditions. This is a very important part of your tagging conditions. **The following information must be read by you and the person who owns or rents your approved address:**

- The person who owns or rents the property must agree for us to monitor you from there. This means they must agree to have the box installed in the property.
- If they do not agree, you will have to find another place for us to monitor you from.
- It may affect you when we phone or visit the person with

tagging conditions; we may phone or visit after midnight. These calls and visits will only happen if there are issues with monitoring.

- If you are the owner or named tenant of the approved address, you can ask us to take the box out of your home at any time. This means we can no longer monitor the person with tagging conditions from this address.

If you are not at the approved address when we visit to install the tag, you will have broken your tagging conditions.

Fitting the Tag

- At the time that has been agreed, we will visit your approved address, fit the tag and install the box.
- We will take an accurate measurement to make sure the tag fits your ankle correctly.
- We are not allowed to fit a tag that is a different size to our measurement.

Important

You must tell us if you have a false limb or any other condition that could affect the monitoring process. If you are pregnant and the strap becomes too tight, you should call the free helpline.

3. Living with your tag

Most people find the tag comfortable to wear when they get used to it.

The tag is:

- **Waterproof:** You can take a bath or shower or go swimming (for up to one hour)
- **Shockproof:** You can play some sports and ride a bike



Important

- You must wear the tag at all times until we take it off at the end of your tagging conditions.
- You must not damage the tag or try to remove the tag yourself. If you do, we will know and take action.
- If you damage or lose the tag or the box, we will tell the police. They 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 137 291.



4. Charging your tag

It is important that you keep your tag **charged**. This makes sure we can monitor you.

If you do not keep your tag charged, you are **breaking your tagging conditions**.

We will provide you with two chargers - a mains charger and a portable charger.



This charger plugs into a plug socket and slots over your tag to charge it. You should keep it on charge until the green light stops flashing.

You should charge your tag for at least 1 hour every day.

Low Battery

Your box will show this alert if your tag has a low battery. If you fail to charge your battery we may call you to remind you. When your tag battery is very low, your tag will vibrate. You will need to place on charge immediately.



The charging clip slots over your tag and the main body slots on the leg strap of your tag. You should keep it on portable charge until the green light stops flashing.

You need to charge the portable charger by plugging into a plug socket for at least 2 hours a day.

Please remember it is your responsibility to keep your tag charged.

If you don't, you will be breaking your tagging conditions.

5. The monitoring unit (the box)

- We will set up the box at your approved address. You might not want us to put the box where we decide, but we must put it in the best place for us to monitor you.
- The box must have an electricity supply at all times.
- You must not move or damage the box in any way or let anyone else move or damage it. If you do, action will be taken.
- We will take the box away at the end of your tagging conditions.

The box, chargers and tag uses a very small amount of electricity; if you want to claim this money back, please write to us or email us at the end of your tagging conditions.

Our contact details are in the 'Comments and complaints' section.

Monitoring Unit (MU)



6. Your contact with EMS

What is Electronic Monitoring Services?

- We work on behalf of the Ministry of Justice.
- Our job is to check that you are keeping to your tagging conditions.
- This means we may contact you by phone or by visiting you.
- When we contact you, we will always treat you with respect.
- We do not wear uniform when we come to your home and we do not drive marked cars.
- We always carry an EMS ID card and we will always show this to you before coming into your home.

- We work closely with your Responsible Officer. We let them know if you are keeping to your tagging conditions or not. If you do not have a Responsible Officer, we talk to the court or prison where you were given your conditions.
- We are here to help you as well as to check that you are keeping to your tagging conditions.

Please do not let anyone into your home if they say that they work for EMS but do not have an EMS ID card.

EMS 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.

Our visits

- We may visit you at your approved address at any time, although we usually visit between 7pm and midnight. Visits are usually arranged when we have been alerted to a possible issue or, if you have a curfew, you have breached a curfew.
- If you are not at your approved address when we visit, you will have broken

Important

- If you are female and we need to come into your curfew address, we will always send a female officer. A male officer may visit to make a doorstep check.
- If you are under 18 and do not live independently, we can only come into your curfew address if an appropriate adult is with you.

your tagging conditions. We will leave a letter to let you know we have visited. Please phone us as soon as you get this letter.

- We can phone you on the box at any time as part of your tagging conditions, although we try to keep late night/ early morning calls to a minimum. It is important that you answer the box when we call.
- When you finish your tagging conditions, we will visit as soon as we can to take the tag off and remove the box.
- All calls to the Monitoring Centre are free.

If you have any problems keeping to your tagging conditions, please let us know immediately. Call our **free helpline** on **0800 137 291** We are here to help you 24 hours a day, every day of the year.

Contacting EMS From the box

You should call the Monitoring Centre if there is a problem.

The box acts as a telephone line connecting you to the Monitoring Centre. You can use it to make and receive calls from the Monitoring Centre.

You can call the Monitoring Centre at any time. Please see the section “How to use the box” for more details.

You can also use the box if you need any of the emergency services [fire, police, ambulance].

You must always answer the box when it rings. If you do not answer, a monitoring officer may visit you.

7. What happens when your tagging conditions end?

- We will visit you on the final day of your tagging conditions to remove the tag and the box. We can visit you at any time to remove your tag and box, although we will usually visit between 7pm and midnight.
- You should stay in and wait for us, if we cannot get our equipment back we will report this to the Police as theft.
- Your tagging conditions will, apply until midnight on the final day; even if we have removed your tag and box, you must keep to your tagging conditions until then.

8. Common questions

Q: How will I benefit from GPS tagging?

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

- Giving you a reason to stay out of trouble
- Helping prove your innocence. If you are a suspect for a crime you didn't commit, the tag can help to prove where you were.
- Showing your responsible officer and other agencies that you are trying to change. The data from the tag can show that you are keeping to your Tagging conditions

Q: What does 'breaking tagging conditions' mean?

A: Breaking your tagging conditions means not keeping to the set conditions. If you are not sure what these conditions are, please contact your responsible officer, prison or the court

You will break your tagging conditions if:

- you are not in when we come to fit the tag and the box

- you refuse to have the box at your approved address
- the person who owns or rents your approved address refuses to have the box in your home address
- you refuse to wear the tag
- you threaten us or are violent towards us, either on the phone or when we visit
- you or anyone else damages or interferes with the tag or the box
- you or anyone else moves the box or disconnects the electricity
- you do not charge your tag as instructed
- there is no electricity supply to the box
- you do not give us proof of an emergency that required you to break your conditions within 48 hours
- you enter your exclusion zone if you have one as part of your tagging conditions
- You break your curfew

Breaking your tagging conditions means that you could go back to court or into custody.

Q: What happens if I break my tagging conditions?

A: If you break your tagging conditions, we will take immediate action:

- We will contact you or alert you to contact us straight away to find out what has happened. We may also visit you at your approved address.
- If your tagging conditions are for bail, we will tell the police. The police may arrest you.
- If the court gave you your tagging conditions as a community sentence or suspended sentence order, your responsible officer will tell the court.
- If your tagging was given on release from custody, as home detention monitoring or other licence condition, we will tell the appropriate authority

Q: Can I live at more than one address?

A: Yes, but only if you have permission from your responsible officer

Q: Can I change my approved address or tagging conditions?

A: You can but you must ask permission from the court or prison you came from. You can ask your solicitor or responsible officer for help with this.

You must keep to your original tagging conditions and approved address until you receive a new order or licence. If you do not, you will break your tagging conditions.

Q: Can I enter my exclusion 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: You should call your responsible officer or court as soon as possible [at least 48 hours before you need the change to happen]. They will either give you permission or support you to seek permission from the right person.

We will take action if you breach your tagging conditions without permission or before confirmation.

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).

You must wait for confirmation before acting on your requested change.

Q: What do I do if I need to go into hospital which falls in my exclusion zone?

A: If your hospital visit is planned, you must ask to change your tagging conditions before you go.

You must ask permission from the court or your responsible officer where you served your sentence.

If it is an emergency and you do not have time to change your tagging conditions, please ask the hospital to contact us for you. Please ask the hospital to provide you with written confirmation of your attendance.

Q: Can I get the tag wet?

A: Yes. You can have a bath, shower or go swimming with the tag on

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 137 291, as soon as you can.

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

If you have a responsible officer, you must also contact them as soon as you can. They may also need proof of why you breached your tagging conditions.

If you do not give us proof, you could go back to court or the place where you carried out your sentence

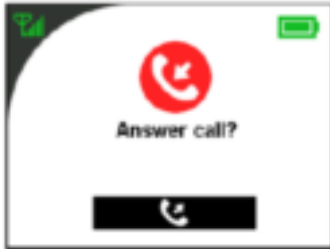
Remember - if you have any problems keeping to your conditions, please let us know immediately.

Call our free helpline on **0800 137 291**

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

9. How to use the box: a step by step guide

Answering the box when it rings



When the Monitoring Centre calls you, the box rings and the touchscreen shows this display. You must:

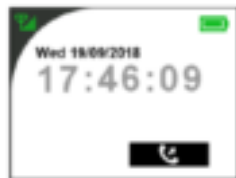
1. Pick up the handset
2. Press the black button with the telephone icon on it on the touchscreen
3. Speak to the monitoring officer
4. Once the call is over, replace the handset

Calling the Monitoring Centre from the box



1. Press the black button with the telephone icon on it on the touchscreen. This is the call selection button.

The touchscreen will then show you what calls are available to you from the box. You can scroll down the list of calls you can make with the scroll down button which is the black button at the bottom with a downward arrow. The green highlight will move as you scroll to highlight which call you are making.



2. When it highlights the right call, press the green button with a tick in it. For example, if you choose to call the Monitoring Centre, the message below will be displayed.
3. Press the black button with the tick in it to confirm you want to make this call. The message below will then be displayed.
4. Pick up the handset and wait for the monitoring officer to answer. When you get through to the Monitoring Centre, there may be a short delay before you speak to someone. We will answer your call as soon as possible
5. When you have completed the call, replace the handset. The box will then go back to showing the home screen including the date and time.



Calling emergency services from the box



If you need to call the emergency services, you must do the following:

1. Press the black button with the telephone icon on it on the touchscreen. This is the call selection button.
 2. Press the black button with the downward arrow on it until the green highlight is on emergency
 3. Press the green button with the tick on it in the bottom right hand side of the touchscreen.
 4. Press the black button with the tick on it on the right-hand side of the touchscreen to confirm you want to make the call
 5. Wait for the operator to answer and then talk to them.
- Replace the handset when the call is over.

10. Other organisations that can help you

SAMARITANS

116 123

jo@samaritans.org
www.samaritans.org

Confidential emotional support 24 hours a day, every day of the year



0800 1111

www.childline.org.uk

Free and confidential helpline for children and young adults in distress or danger. Available 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

Shelter

0808 800 4444

info@shelter.org.uk
www.shelter.org.uk/advice

Free housing advice helpline

FRANK

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



Alcoholics Anonymous

0800 9177 650

help@aamail.org
www.alcoholics-anonymous.org.uk



Refuge

020 7395 7700

https://www.refuge.org.uk/get-help-now



0800 555 111

www.crimestoppers-uk.org

Call anonymously with information about crime. Available 24 hours a day, every day of the year

Women's Aid

0808 2000 247

https://www.womensaid.org.uk/



11. How we use your information

The following applies to all electronic monitoring orders/licences issued on or after 25 May 2018.

As part of your tagging conditions, the system will capture whether you have entered and exited your address throughout the day for the duration of your tagging conditions. If you are fitted with a GPS enabled tag this will capture your whereabouts 24 hours a day. Your location data will only be accessed and shared where there is a lawful reason to do so.

This data is necessary to monitor compliance during your tagging conditions and therefore for the administration of justice. The data captured outside of your tagging condition period will not be accessed unless there is a lawful reason to do so.

If you pass a location where another monitoring unit ('box') is installed, the box will send a signal to the Monitoring Centre indicating your tag was in range of that box. This incidental data will not be accessed unless there is a lawful reason to do so.

Your personal data, including your location data, will be securely retained after the end of the tagging conditions. It will only be accessed if there is a lawful reason to do so. Any data captured on one order that is relevant to the management of another may be duplicated and retained against the latter.

Where necessary, adequate, relevant and not excessive, the information captured by the Monitoring Centre, including your personal data, may be shared with criminal justice agencies, including the Police, for law enforcement, or safeguarding purposes. Information will also be shared with agencies involved in managing compliance with and the enforcement of your tagging conditions.

We may also share your data with government departments where necessary, such as in the case of legal proceedings.

Under Data Protection legislation, you have a right to:

- 1) Request a copy of the data we hold about you by writing to:

EMS
Post Box 170
Manchester
M41 7XZ

Alternatively, you may contact our call centre using your monitoring unit, or email: assurance@ems.co.uk.

- 2) Request that we correct data we hold about you if you believe it is incorrect. Please note that if this seeks to correct data provided by another source, such as probation, courts etc. then we will need the express permission of those agencies before we can correct the data they provided.
- 3) Request that we delete or stop using your data. Please note that where the processing of data is for law

enforcement purposes we may not be able to comply with your request, but we will let you know.

- 4) Lodge a complaint with the Information Commissioner's Office, contact details for which are as follows:

Website: <https://ico.org.uk/concerns/>

Email: casework@ico.org.uk

Telephone: 0303 123 1113.

The Ministry of Justice (MoJ) is data controller for your data. If you are dissatisfied with the outcome of your request to EMS, you may contact the MoJ at the following address:

Electronic Monitoring General Enquiries,

Ministry of Justice,
102 Petty France,
London,
SW1H 9AJ



12. Comments and complaints

If you have a complaint or want to comment about our service, please contact us.

You can:

- call our **free helpline** on **0800 137 291**
- email us at **enquiries@ems.co.uk**
- write to us at **EMS
PO Box 170
Manchester
M41 7XZ**
- **tell one of our officers** when they call you or visit you

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

If we need time to carry out an investigation, we will:

- tell you
- confirm receipt of your complaint within one working day
- respond to you in full within 20 working days, or explain why there is a delay



13. Tips to help you keep to your curfew

Do:



- make sure you are at home before the start of your curfew
 - give yourself plenty of time to get home before the start of your curfew
 - think about 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
- put the handset back on the box and press the **blue** button when you finish a call with us
- make sure you have electricity available at your curfew address
 - if you have a pre-payment electricity meter, make sure you have enough coins or cards to keep the electricity on during your curfew hours
- phone us on **0800 137 291** as soon as you can if you have to leave your home for an emergency during your curfew hours
- give us written proof of any emergency within 48 hours of going out during your curfew hours
- tell us if you are having problems keeping to your curfew
- let us know immediately if you have any problems with the electricity supply, phone line (if fitted), tag or box
- arrange your family needs and commitments around your curfew
- make sure you have enough food etc. for each curfew period

Don't:



- 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 box (if you do, we can still tell if you are keeping to your curfew)
- put anything on or over the box – don't even dust it!
- take off or damage the tag or strap or let another person do this – you will be responsible if the tag is damaged or removed
- move or damage the box or let another person do this – you will be responsible if the box is damaged or removed
- threaten or be violent towards EMS staff

Electricity

- You must make sure that there is always a supply of electricity to the monitoring box.
- If the power is switched off, we may phone you or visit you to find the reason why.
- If the power is switched off, the box will carry on monitoring you as it has a back-up battery.
- The box uses a very small amount of electricity – it costs about 30p a month to run.
- If you want to claim this money back, please write to us or email us at the end of your curfew. Our contact details are on the back of this handbook.

EMS

PO Box 170
Manchester
M41 7XZ

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at any time on **0800 137 291**.

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of the year.

