



Immigration  
Enforcement

Immigration Enforcement  
Foreign National Offenders Returns Command  
The Capital Building  
39 Old Hall Street  
Liverpool  
L3 9PP

Dear Sir/ Madam,

**Re: Upcoming Changes to Electronic Monitoring**

I am writing to advise you of upcoming changes relating to the provision of Electronic Monitoring as a condition of immigration bail conditions.

As you may be aware, Serco took over the operation of the existing Electronic Monitoring Service from Capita on 1 May 2024. We are about to enter the transition period, which will see changes to the hardware utilised by the Home Office as follows:

- The existing Solo 2 will be replaced by the Solo 3, which is both smaller and lighter than its predecessor. The Solo 3 is also a GPS device.
- The existing Buddi non-fitted device will be replaced by the Jelly Star mobile phone which will enable an improved contact management process, with the device containing a direct dial line to the monitoring centre to, for example, more effectively report device issues.

There will be a phased implementation of the new devices from the beginning of August 2024. From 26 August, all new service users will be given new devices. Between August and November 2024 existing service users will be migrated from the current devices onto one of the newer devices. Serco will be contacting service users to arrange appointments at home addresses to undertake the switch. Contact from Serco will be by letter and, where possible, text message. In certain circumstances the switch may occur at another location where a residential address is not appropriate, for example where the service user is of no fixed abode.

You do not need to do anything in response to this letter. Should you have a client who receives a letter/ text message in respect of the migration of devices please reassure them that this is simply a change of device (in line with their bail requirement to allow the provider to maintain the device) and advise them to comply with the appointment. This visit is for no purpose other than changing the device.

Yours faithfully,

**Foreign National Offenders Returns Command  
Electronic Monitoring Hub**