



Prisoner telephone access

Policy Index No.	Policy Sponsor	Page/s	Approved by	Date
PIN -036	Operations Directorate	4	The Director of Operations	24/09/14

Related policies/standards	Date
See Section 5	

Legacy reference of policy	Date for review of policy	Date of issue/amendment
-	02/07/2017	02/07/2015

IPS Policy for Prisoner telephone access

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1. Aim of this policy

- 1.1 To provide secure and efficient arrangements across the prison estate for the effective management and operation of the *Telephony-NICE Phone System*.

2. Purpose of this policy

- 2.1 To delegate responsibility and control of the *Telephony-NICE Phone System* to the Operational Support Group (OSG) to ensure:
- 2.1.1 The integrity of our phone monitoring;
 - 2.1.2 To ensure our phone monitoring system is managed by OSG in a secure, efficient and consistent manner.

3. Scope of this policy

- 3.1 This policy applies to all authorised users of the *Telephony-NICE Phone System* based in:
- 3.1.1 Prisons;
 - 3.1.2 OSG HQ and;
 - 3.1.3 IPS HQ.

4. Procedures for implementation

4.1 General

In accordance with Protocols, SOP's and Orders:

- 4.1.1 Ensure all phone numbers are submitted on the approved Prisoner phone numbers application form (PPN form) - See Appendix I - PPN form July/15.
- 4.1.2 Ensure adequate measures to assist prisoners with special needs to complete PPN forms.
- 4.1.3 Ensure all submitted PPN forms are fully completed in a clear and correct manner and:
 - a) include the Callee name and Relationship;
 - b) signed by the proposing prisoner;
 - c) approved and signed on behalf of the Governor and;
 - d) forwarded for verification without delay.
- 4.1.4 Verified PPN forms must be signed by the Officer confirming callee acceptance.
- 4.1.5 Confirmed PPN forms shall be forwarded to the Operation Support Group.
- 4.1.6 It is the responsibility of the prison Governor to:
 - a) authorise the placing of nominated numbers on the *Telephony-NICE Phone system* (by nominated designated persons) and;
 - b) ensure listening access to the *Telephony-NICE Phone system* is confined to authorised staff.
- 4.1.7 Ensure that arrangements for 'Court Order' contacts (in accordance with the terms of care orders concerning children in the care of the Child & Family Agency) by children of prisoners are facilitated.
- 4.1.8 Only authorised personnel may be permitted access to the *Telephony-NICE Phone system*.
- 4.1.9 Relevant personnel shall ensure that all information is efficiently processed and correctly entered on the *Telephony-NICE Phone system*.
- 4.1.10 The *Telephony-NICE Phone system* must have fail safe measures to ensure conversations between prisoners and their legal representatives are not recorded.

4.1.11 OSG personnel must ensure that:

- a) phone cards are promptly forwarded to designated officer for issue to applicants;
- b) a record of all processed PPN applications is maintained;
- c) a copy of each processed PPN application form is transmitted to the General Office of the relevant prison for placement/retention on the applicants file;
- d) all SOP's are strictly adhered to.

4.2 S.O.P.'s.

S.O.P.'s developed to ensure adherence to the principles outlined in this policy must be in place and approved by the Director of Operations in advance of taking effect.

4.3 Policy Review / Update

The Operations Directorate and Governors are committed to the implementation of this Policy and undertake to review and revise it as scheduled and in light of changes in legislation, experience and other relevant developments.

5. Related policies /standards

SOP 51/001/2 NICE Listening post access – *SOP document*

SOP 51/002/2 NICE System- Officer I/C processing prisoner phone call applications – *SOP document*

6. Definitions

Court Order contacts – It is envisaged that compassionate phone calls will present a mechanism for court ordered contact by prisoners on basic level and standard level regimes. Prisoners on enhanced level regimes may access phone calls within their entitlement.

Callee – A person agreeing to accept telephone calls from a prisoner.

Appendix I - Prisoner Phone Numbers application form (PPN form – July/15)



Prisoner Phone Numbers (PPN) application form

PRISON _____

Application for phone calls

Change of number/s

please tick as appropriate

PIMS No.

Prisoner Name: _____

Date: _____

PLEASE PRINT

DD/MM/YY

Governor,

I, _____ (*prisoner signature*) am applying to have the following phone numbers put on my phone card.

I understand and agree that:

- my legal representative/s may be placed on Call Options 1, 96, 97 and 98 and **calls are NOT recorded**,
- my personal contacts may be placed on Call Options 2 to 12 and **calls may be monitored and are recorded**,
- the Samaritans call number is placed on Call Option 99 and **calls are NOT recorded**,
- the prison confidential line is placed on Call Option 77 and **calls ARE recorded**,
- I have **5 attempts in the day** to make my call and will place my most important numbers on lines **2 – 6**,
- numbers placed on lines **2 – 6** will always remain active, even if my regime level changes.

Call Option	Name	Relationship	Telephone Number	* Placed by Officer <i>name</i>	*Date <i>dd/mm/yy</i>
1**		Legal representative			
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
77	Prison confidential line	CONTACT DETAILS FOR THIS CALL OPTION ARE PRE-SET			
96**		Legal representative			
97**		Legal representative			
98**		Legal representative			
99**	The Samaritans	CONTACT DETAILS FOR THIS CALL OPTION ARE PRE-SET			

* The officer must sign and date this form on the relevant line on placing/changing a phone number.

** CALLS TO THESE NUMBERS ARE NOT RECORDED.

Contact numbers for legal representatives (i.e. Solicitors/Barristers) should be land-line numbers. Mobile contact numbers may be entered on this form but only on receipt of written authorisation on headed paper from each legal representative listed.

1 96 97 98 **Tick relevant box if written consent from a legal representative has been received and confirmed.**

Approved _____

Date _____

PPN form July/15

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