**Mobile Solution for prisons without in-cell telephony**

In order to allow prisoners in establishments without in-cell telephony to maintain contact with their families, a number of mobile phones have been sourced from BT.

The mobile phones are locked down and will only call the prison PIN system once the number below is entered into the address book – no calls/texts/data can be received.

A supply of tamper evident seals will be required for application to each mobile phone once SIM is inserted and phone is ready for issue.

We have tried to ensure as many questions as possible are answered in the process below but feel free to contact me if you need more information.

A compact to allow prisoners to use the mobile phones can be produced and sent out if it is required.

1. Mobile phones should be distributed to only those sites with no in-cell telephony. Regional Silver Teams will decide where and when to issue mobile phones based on need, staff availability, infection rate/spread, Op Cap.
2. There are **only** 900 mobile phones being issued nationally to facilitate calls in establishments where no in-cell telephony is installed; numbers allocated to each region is based upon Op Cap in sites with no in-cell telephony.
3. When the call button is pressed the mobile phone will be connected to the PIN system and residents will then experience the same call process as if they were on the prison PIN phone system.
4. Calls made from the mobile phones will not be recorded on the PIN system locally, all calls made on the mobile phones will be recorded in a single BT facility.
5. Establishments must have in place processes for issuing and retrieving the mobile phones. All phones must be accounted for each day, the system must record which mobile phone has been issued to which resident. If a phone needs to be ‘stunned’ by BT we will need to know which phone has been issued to who (suggested example below)
6. Establishments must have in place a cleaning regime to sanitise each mobile phone after it has been used.
7. A quantity of headsets with an extension cable will be made available, along with a magnetic mobile phone holder, for use should these be needed – Segregation, confirmed COVID 19 cases etc. A magnetic mobile phone holder will be supplied with the headsets and extension cables – headsets can be passed through inundation points.
8. If establishments are able to supervise calls made on the normal landing PIN phones these calls will still be recorded locally.
9. Initially only 180 calls can be connected simultaneously across the service. BT are currently working on making more lines available. When the BT work has been completed the system will allow 450 calls to be made simultaneously.
10. Establishments using the mobile phones must prepare communications to residents informing them that every effort is being made to facilitate family contact but the number of lines available to us is limited, BT is working to make more lines available. If all the lines are busy residents trying to call will hear an engaged tone, encourage residents to be patient and try again.
11. Due to the amount of lines available to us and the real potential for lines to be busy establishments should consider how long they allow residents to be in possession of the mobile phone before it is retrieved and passed to the next resident to use.
12. When mobile phones and SIM cards arrive at the agreed delivery addresses the following actions must be taken –
	1. Insert SIM into each mobile phone (SIMs will arrive separately)
	2. Turn on mobile phone and make a test call to ensure each SIM is locked down – try to make a call to an office number, if the call connects the SIM is not locked down and must not be used.
	3. Add the following number into the address book of each mobile phone - **0300 123 2087** – This will mean some additional work in regions but unfortunately O2 do not complete such tasks. The 0300 123 2087 number is the number used to contact the PIN system from the mobile phones
	4. Call the number once stored in the address book, residents will then only have to press the call button to be connected
	5. Record the SIM mobile telephone number in a table as shown below. Each establishment will need to know which mobile it has been issued and the mobile phone numbers for each phone should a phone need to be ‘stunned’ by BT. Record to be delivered with the mobile phones to each establishment
13. Tamper evident seals must be applied to the mobile phones. There is a risk that residents will remove the SIM and use an illicit one in their possession. Tamper evident seals will indicate where this might have happened and appropriate steps can be taken.