Operational guidance note:

Temporary Mobile PIN Phone security management.

May 2020

HMPPS establishments have made good use of the temporary mobile PIN Phones (TMPP) provided to assist with phone access under COVID-19 regime changes and for isolating prisoners. While compliance by prisoners has been generally good there have been isolated incidents of tampering. There are TMPP risks we have removed, risks we’ve mitigated and risks we continue to manage. To do this it is essential that establishments;

* only use the mobiles in a considered and appropriate manner
* record and report non-compliance/tampering/loss appropriately.

**Access to mobile PIN phones**

Access should be based on a genuine need to facilitate PIN phone access where the current COVID-19 related conditions make access to the fixed PIN phones impossible or unsafe. They should not be used to generally ease regime/resourcing, placate prisoners or as a reward/enticement.

Prisoners must sign a TMPP compact prior to use being authorised. The Security department must locally complete a risk assessment and grant access in line with the phased approach set out in the TMPP guidance provided. A TMPP risk algorithm is available from [**mobilePINmonitoring@justice.gov.uk**](mailto:mobilePINmonitoring@justice.gov.uk)for use where significant numbers of prisoners require risk assessing. Security departments must publish to wings a list of prisoners authorised to access TMPP, in order for wings to appropriately facilitate use.

**Reporting**

The following outlines reporting procedure for breaches including tampering with security seals/SIMs, damage, loss etc.

**Operational staff managing phones identify an issue**

**Record on IR and notify TMPP SPoC** (include ‘TMPP’ in content of IR)

**Security department notify RIU and copy** [**mobilePINmonitoring@justice.gov.uk**](mailto:mobilePINmonitoring@justice.gov.uk)

**Sanctions**

Prisoners will have signed up to the TMPP compact before use. The compact makes clear this is an additional service offered only to prisoners who are compliant. It also states that there will be sanctions for failure to adhere to the terms of the compact including but not limited to being prohibited from accessing the mobile PIN phones and being placed on report.

In cases of tampering on non-compliance as a minimum the prisoner should be withdrawn from the mobile PIN system and put on report.