Operational guidance note:

Temporary Mobile PIN Phone security management.

April 2020

**Management of TMPP on Wings**

The following guidance should be observed when managing routine Temporary Mobile Pin Phone (TMPP) use on wings. This guidance must be published to all operational staff where TMPP are to be issued to prisoners.

* All phones must be stored securely when not in use during the core day
* At the end of every session, the wing manager must confirm that all phones have been returned, and make a visual check for any sign of damage or tampering
* Phones must be appropriately cleaned immediately after every use, prior to issue to the next user
* All security seals on phones must be visually inspected prior to and after every call/use
* If any damage or suspected tampering with phones is observed, the phone must be removed from circulation immediately, placed in a sealed evidence bag, and returned to the Security department
* If any phone is found to have been deliberately damaged, or tamper seals indicate attempts to access internal phone area and components, the responsible prisoner must be placed on report
* Any damage, whether suspected to be intentional or accidental, or any suspicion of tampering with phones must be reported to the Security department by IR and the wing manager should report the incident to the local SPoC
* Wings must record all daily TMPP use and return this information to the Security department on a daily basis
* IRs should detail action taken including excluding the prisoner from future access to the TMPP and the prisoner being placed on report