**Regime Mitigations GOLD briefing**

Since April, a range of emergency measures have been put in place in establishments in England and Wales to alleviate the potential impact of the restricted regimes, as well as to maintain stability across the estate.

Along with the support of our staff, the measures have helped to protect the mental health and wellbeing of the people in our care and we need to continue doing everything we can to mitigate the potential harms caused by the necessary regime changes. Therefore, we are extending these measures until April 2021. This approach will be further reviewed in January 2021. Whilst the guidance remains the same for the majority of the measures, updates have been provided for Additional Pin Credit, Free Video Calling, and the provision of Mobile Pin Phones.

A summary of each measure is set out below, and more information can be found at <https://hmppsintranet.org.uk/except/latest-updates/>

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| **Mitigation** | **Update** |
| Additional PIN Credit | * To help maintain family ties, we will continue to add £5 credit per week to prisoners and children’ PIN phone accounts. * However, we have noticed that phone credit is building up in some people’s accounts rather than being used on calls to family and friends as it was meant to be. * Starting from W/C 11th January, if a prisoner has £25 and over in their PIN Credit balance, (checked on Thursday each week), they will no longer receive an additional £5 every week, until their balance falls below £25. Youth Secure Estate Establishments are exempt from this cap. |
| Free Video Calls | * To ensure that prisoners and children are able to maintain contact with loved ones during the restricted regimes, a video calling service has been rolled out across the estate, and 1 session of 30 minutes free video calling is provided per month. * This will continue to be offered until at least April 2021 and we are looking at how video calling could be delivered in the long term across the estate. * We want to maximise use of free video calling over the festive period and are exploring the possibility of allowing prisoners an additional monthly call. In the meantime, we ask that establishments are as creative and flexible as possible to ensure that their current capacity is used in the best possible way. This may involve use of contracted Family Engagement Workers (FEWs) to support delivery of video calls or providing extra flexibility on call times. |
| Provision of Mobile PIN Phones | * We have provided temporary mobile PIN phones for establishments which do not have in-cell technology or sites which have temporary accommodation. This will continue to be offered until at least April 2021. * To ensure appropriate security measures and contingency staffing arrangements are in place, some establishments will resume responsibility for monitoring of these calls themselves, and will receive notification and guidance on this once the required equipment is ready to be installed. |
| Access to iPads | * Access to iPads are provided to enable contact during a funeral or when a loved one was dying and visits were not possible. This will continue to be offered until at least April 2021. * We continue to identify other beneficial ways in which the iPads can be used and are working with Psychology Services to consider how iPads might support psychological assessments and other mental health services. |
| Supplementary Food Packs | * To help mitigate the impact of regime changes, a daily supplement food pack is being provided for prisoners and children. Given the ongoing restrictions, approval has been granted to extend the supply of the packs until April 2021. * Pack contents have been adapted to reflect prisoners needs, e.g. the nutritional value of the packs have been reviewed, resulting in a reduction in calorific terms of 25% and we also have introduced a product to increase levels of Vitamin D. * Regular weekly bulletins will continue to be issued to Catering Managers to provide up-to- date product information, including advice on the contents of the Supplementary Food Packs. |
| Prisoner Pay | * Currently, pay for those who normally attend activities should continue in all circumstances, even if they are unable to attend work. * All prisoners including those normally unemployed will receive at least their basic rate of pay; Governors may choose to pay recent average pay where higher, at their discretion. * Pay Policy colleagues will work with relevant colleagues to further review the approach in January 2021. |
| Free TV | * During the restrictions, there has been a national ban on rental payments for TVs in cell. This is to ensure all prisoners and children have a valuable means of distraction and connection to the outside world. * This instruction will remain in place until April 2021. |

If you have any questions please direct them to [COVID19.Regimes&OpsGuidance@justice.gov.uk](mailto:COVID19.Regimes&OpsGuidance@justice.gov.uk) in the first instance.