**Background**

Since their introduction prisoner video calls have proven to be an effective and well received method for prisoners to stay in touch with families and close friends. These calls will be retained post pandemic as part of the range available prisoner communications alongside visits, phone calls and letters.

As with all prisoner communications staff time is needed to book, facilitate, supervise and monitor video calls and the purpose of this note is to ask that you consider the resourcing of these as part of your regime recovery planning.

Governors are able to approve additional video calls for individual prisoners but the overall aim is to maximise the number of prisoners having one video call a month.

**Supervision and Monitoring**

All social video calls must be supervised concurrently in real time by an appropriately trained and briefed staff via the Monitoring Terminal. There is also an expectation that staff provide supervision of the video calling technical equipment when in use and accessed by prisoners.

Live monitoring of E-List Heightened and High/Exceptional Risk Category A prisoners must be completed in line with the Heads of Security Guidance document. Where Annex A of the E-List Assessment sets out a requirement for retrospective Pin Phone monitoring of E-List Standard or E-List Escort prisoners, this must be updated to reflect the requirement to also monitor video calls.

Retrospective monitoring of video calls must reflect local requirements to complete Public Protection or Intelligence Led monitoring, and as such, Pin Phone monitoring authorisations must be updated to reflect the requirement to also monitor video calls.

An expected level of targeted monitoring would usually be approximately 4.6% of total calls made. This monitoring would be separate from the up to 5% random monitoring of video calls, and 10% random retrospective monitoring expectation for Pin Phone calls.

Completion of random retrospective monitoring of video calls must be managed locally, where Governors identify a need to consistently deliver random retrospective monitoring of video calls at a level below 5%, this must be agreed with their PGD, identifying the reason for the reduced level of random monitoring.