

CONNECT INMATE COMMUNICATION

Communication with the outside world provides a source of emotional comfort and is crucial to the rehabilitation and well-being of prisoners.

With Unify CONNECT, connecting prisoners with the outside world is facilitated in a controlled and auditable way that supports the social reintegration of prisoners, and promotes safer prison regimes.



CONNECT AND REHABILITATE

It has been proven that poor (or a lack of) family and intimate relationships is a criminogenic need and as such, contact with the outside world supports prisoner rehabilitation and reduces re-offending rates. For the maintenance of safety and security, it is crucial that this contact is enabled in a safe and secure manner.

With Unify in-cell telephones, prisoners have the opportunity to make calls in their own cells, prison managers are assured that calls can only be made to pre-approved numbers, and call histories are recorded and fully auditable.



CONNECTING FAMILIES

In the Farmer review, commissioned in 2017 by the Secretary of State on the importance of strengthening prisoner's family ties to prevent reoffending and reduce inter-generational crime, it was noted that 'supportive relationships with family members and significant others give meaning and all important motivation to other strands of rehabilitation and resettlement activity'.

Having access to the in-cell telephones 24/7 also gives the flexibility to fit around family schedules. For example, speaking to a child at bedtime, being able to call around work, or to account for time differences for family members located abroad.

CONNECT AND PROTECT

Communal telephones are a known risk in prisons and can trigger violence due to the raised emotions of speaking with loved ones in an open environment. With queues and limited call times, confrontations can easily lead to violence, putting other prisoners and prison officers at risk.

The introduction of in-cell telephones reduces the levels of frustration and demand for communal telephones with limited timeframes.

With 24/7 access to in-cell telephones, prisoners have unlimited access to approved support lines, providing them with additional support when required, and supporting the reduction in the risk of self-harm and suicide.

CONNECT AND CONTROL

With in-cell telephones, all calls can be recorded, giving prison staff access to any calls that require additional monitoring for security purposes.

Where applicable, call recording can be turned off, for example when used in a YOI, STC or Secure Children's home. Keyword recognition also ensures prison staff are notified of any conversations that may be of concern.

CONNECT AND ENCOURAGE

Telephone calls represent a cost to prisoners. However, with calls to family being such an important part of life inside, the need to have regular contact provides an incentive to engage with the wider prison regime.

The Incentives and Earned Privilege scheme can be an effective behavioural management tool, and the introduction of Unify REWARD is an effective way of promoting good behaviour, through the awarding of telephone credit in return for reward points.

CONNECT AND DETER

Encourages compliance by providing an alternative to the illegal use of mobile phones in prison. Unify CONNECT gives prisoners access to telephone communications that are accessible and flexible, and subsequently reduces the desire or need to attempt to use or bring mobile phones into the prison.

WHAT OUR CUSTOMERS SAY

Users of the UNIFY DETECT solution range from Prisons, YOIs, STCs and IRCs. We asked our customers how the solution works in their environment.

"The system is more secure, more cost effective and allows staff to monitor calls where required."

"It prevents the tense atmospheres that can occur around a communal telephone."

"It gives prisoners access to support lines at any time of the day, which can be extremely beneficial for vulnerable inmates."

KEY FEATURES



PIN ACCOUNT PER PRISONER

Prisoners are assigned their own PIN number to access in-cell telephone calls.



PRE-APPROVED NUMBER LIST

Calls are restricted to a list of pre-approved numbers (PAN).



FLEXIBILITY ON RESTRICTIONS

Calls can be restricted by PAN, location and/or time.



REAL TIME MONITORING

Calls can be monitored in real time.



RECORDED AND ARCHIVED

All calls can be recorded and archived to provide prison staff with the ability to pull up any calls at any time.



FULLY AUDITABLE

Audit history of all telephone calls are easily accessible, along with any administration changes to the system.



KEYWORD RECOGNITION

Alerts can be created to recognise key words and flag up any suspicious activity.



OPTION FOR INBOUND CALLS

If appropriate, inbound calls can also be an option.



ROBUST AND SECURE

Telephones are robust and secure.



USER PATTERNS ANALYSIS REPORTING

Unusual call activity can easily be identified through the analysis of user and usage patterns.



ADJUSTABLE CALL CHARGES/TARIFFS

Call charges and tariffs can be adjusted suitably dependent on a number of factors, e.g. reward schemes, time of delay, location.

WHAT THE INMATES SAY

We spoke to some of the inmates who use our in-cell technology about how it helps with rehabilitation, and how it compares to communal telephones in other prisons.

“It means everything to be able to speak to my family when I need to.”

“It means you don’t get any banging or other inmates telling you to hurry up!”

“My family give me the encouragement to keep my head down on the outside when I get out.”

Providers of **innovative technology solutions to the Custodial sector**, supporting the provision of safer, more technologically advanced prison environments.