



RISE

CRIMINAL SANCTIONS AGENCY

SMART PRISON

Designing ICT Facilities and Digital Services for Women Prisoners

Smart Prison Project

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SMART PRISON PROJECT 1.10.2018 – 1.10.2020

- "Hämeenlinna 2020": *"the world's best women's prison"*
- smart prison concept: *"prison as a genuinely digital learning environment"*
- digitalization project as part of the whole building project from the very beginning vs. building digital environment to "old premises"
- *in collaboration with ICT specialists and rehabilitative practices specialists*
- *service design -> digital service design: prisoner as a "customer" / end user*
- *change in prison culture and means of interaction*
- *research on effectiveness in collaboration with the Finnish Institute for Health and Welfare*



"Prison is always 10-20 years behind the development of the rest of society..."

CURRENT STATE IN PRISONS

- 150 devices for prisoners' joint use
 - secured Internet (white list) for educational, judicial, rehabilitative, social and work-related matters
 - Skype
 - Moodle (e-learning) and "Basics of AI" (Helsinki University)
- restricted use of e-mail (prisoners can receive e-mail but not send it personally)
- video connection for consultations and appointments with judicial, communal and social services is increasing
- > new: e-consultancy with *Public Employment, Social Insurance Institution, A-Clinic* and *Red Cross*
- ICT skills courses
- ICT contact person in every unit



"Prison as a genuinely digital learning environment – Hämeenlinna 2020."

DIGITAL LEARNING ENVIRONMENT – HÄMEENLINNA 2020

- best practices and digital practices for rehabilitation, reintegration and reducing recidivism
- self-service device in every cell (100 individual cells)
 - "prison-intranet" -> "*Portti*" – "*Gate*" for communication and daily activities inside prison
 - secured Internet (white list)
 - > social, educational and other rehabilitative services
 - online communication inside and outside unit (e-consultancy to prisoner health care unit, public services & authorities and family)
 - relevant materials (documents, manuals etc.) in electronic format and "office-tools"
- *digital guidance by staff and peers*
- *pilot environment for new innovative digital practices*
- *broadening the model to other units 2021 ->*

STRATEGY OF THE CRIMINAL SANCTIONS AGENCY (CSA)

**Vision
2025**

Preparing for a life without crime –
safely towards more open enforcement

Social impact target

We prepare the clients for a life without crime

We are in charge of the security of the
enforcement of sentences and promote the
safety of society.

Legal protection and equal treatment are realized
in our operation

Operative performance

We network and integrate into the normal
services of society

Our operation and client processes are smooth
and the information systems promote
performance

The network of facilities and the organisation
structure help us to reach our goals

Human resources

We motivate and guide the
staff in constant change

We develop well-being at
work systematically

We increase interaction
between the clients and
the staff

Resources

We allocate resources to
activities promoting the
strategy

Our operation is
economical and productive

WHY DO PRISONERS NEED DIGITAL SERVICES?

■ **REDUCE RECIDIVISM**

- *effective rehabilitation and recovery: more services, personal and easy access*
- *more time for individual face-to-face contact with prisoners*
- *service continuum after release: "bridging the gap"*

■ **REINTEGRATE INTO SOCIETY**

- *normality principle: equal public service availability, use of services "beyond prison walls"*
- *Directive of Web Accessibility (EU): true availability*
- *prevent marginalisation: digital skills*

WOMEN-SPECIFIC DIGITAL NEEDS IN PRISON?

- contact to family members and child care services outside prison
- contact to health care in a secure and fast way
- learning and vocational skills: digital skills, modern labour market's requirements
- women-specific interests and recreational services on the white list:
 - wellness, literature, spirituality etc.
 - important NGO's -> women's community and family responsibilities, help for trauma / abuse recovery
- empowerment: agency, privacy and updated skills (self-service device)
- less vandalism towards devices than in men's prisons?

”DIGITAL RIGHTS” (Imprisonment and Remand Imprisonment Act 2015)

■ *”... a prisoner may be given permission to:*

- send and receive **email messages** for an important reason related to the maintenance of outside contacts, subsistence, or attendance to work-related, educational, judicial, social or housing matters or for another corresponding important reason.”
- use the **internet** for an important reason related to his or her subsistence or attendance to work-related, educational, judicial, social or housing matters or for another corresponding important reason. A prerequisite for granting permission in a closed prison is that the prisoner's access to other websites than those determined in the permission is appropriately blocked. ”
- communicate with his or her close relatives or other close persons **via video connection or other suitable technical means of communication** where the participants have **an audio and visual connection** with each other. In order to maintain outside contacts or for another important reason, the prisoner may also be allowed to communicate with some other important person in this manner. ”

NEW LEGISLATIONS!

- *Imprisonment and Remand Imprisonment Act for prisoners' digital services will be updated in 2020 -> renewed act to support digitalization / smartization of prisons*
- *Digital Services Act 15.3.2019 (based on EU's Directive of Web Accessibility): "...The authority shall provide everyone with the possibility of sending messages and documents in relation to their errands using digital services or other electronic means of communication... In their digital services, the authority must clearly specify how anyone can deal with these services electronically... and give contact details for advice... "*
 - all authorities must provide their digital services in an accessible way and provide help
 - digitalizing prisoners' services is necessary
 - important to get access to our partners' digital services (social and health care services, NGO's etc.)

FIRST PROOF OF CONCEPT (POC) IN 2019

- **preliminary survey** of available self-service devices on the market
- **questionnaires** to prison personnel (370) and prisoners (200) in two prisons
 - current use of digital services in prisons
 - expectations of the new self-service system: specific needs
- four **workshops** for staff and prisoners in the prisons
 - info-events: awareness-raising and market survey
 - service design model to find out customer's needs and to plan together (engaging and motivating): *"must have features and nice to have features"*
 - > group tasks, discussions, interviewing
- **collaboration between ICT specialists and senior specialists** (rehabilitative work, studies, healthcare) in CSA and Legal Register Centre
- *"Smart Prison – self-service device development"* (Lindström, 2019)

ADOPTING THE MODEL FROM OTHER SMART PRISONS...



SERVICE DESIGN – DIGITAL SERVICE DESIGN

- *service design* = how to make the service meet the customers' needs
- prisoner as a customer
 - know your customers' *needs and abilities*
 - find customer *segments* (subgroups)
 - tailor specific services for different customer segments
- successful service design
 - creates more *effective* and *user-friendly* services
 - *motivates* customers to use services
 - *increases* the amount of customers
- *digital service design?*

GOAL

To improve the prisoners' ability to live without crime
 > To decrease the risk of repeated offending

HOW?

Effecting the probability of repeated offending is the foundation of everything. Effects are produced through...

?

Active support and motivation

Humane and respectful interactions

Coaching for change

CULTURE

LEADERSHIP

A prison is a
**LEARNING ENVIRONMENT
 FOR A LIFE WITHOUT CRIME**

– safe, encouraging and supporting
 of participation in society –

Supporting convicts' independence and initiative

Matching services to convicts' needs

Building partnerships outside the prison

SERVICE PROVISION

Respect for humanity

Justice

Belief in the ability of a person to change and grow

Security

The concept is also informed by the four core values of Criminal Sanctions Agency:

WHY?

The prison concept is based on Finnish Imprisonment act, which states that the goal of the enforcement of imprisonment is to increase the readiness of the prisoner to live a life without crime, by promoting the prisoner's ability to manage his or her life and by promoting his or her adjustment to society as well as to prevent the commission of offences during the term of sentence.

FOR WHOM?

The concepts' beneficiaries include the society, the personnel of the prison as well as the prisoners.

FOR THE PRISONERS
 Improved chances of participation in the society and of living without crime during and after the sentence.

FOR THE PERSONNEL
 Sense of meaningfulness in work and opportunities for professional growth.

FOR THE SOCIETY
 Safety and resource-effectivity that is measurable.

GOOD ABILITIES

SUBSTANCE ABUSE AND OTHER FACTORS EFFECTING ABILITIES:



POOR ABILITIES

Poor basis for changing attitudes

Good basis for changing attitudes

1 Substance use and addictive behaviour	2 Criminal thinking and values	3 Social and everyday life skills	4 Education and vocational skills	5 Health and well- being	TA 6 Social relations, family and parenting	TA 7 Reintegration into society
<p>Substance abuse rehabilitation programmes</p> <p>Digital services</p> <p>Individual work carried out by instructors / prison officers</p>	<p>Restorative mediation</p> <p>Programmes for managing self-esteem and social problems</p> <p>Programmes for managing violence and aggression</p> <p>Psychologist's reception</p> <p>Prison chaplain's reception</p> <p>Creative activities</p>	<p>Teaching management of everyday finances</p> <p>Learning social skills and mediation skills</p> <p>Management of social matters (social welfare)</p> <p>Cooking skills for prisoners</p> <p>Outdoor work / Green care</p> <p>Teaching digital skills</p>	<p>Basic education</p> <p>Preparatory education for vocational training *</p> <p>General upper secondary education</p> <p>Higher education</p> <p>Vocational education connected to work activities</p> <p>Library</p>	<p>Arrival check (part of sentence plan)</p> <p>Health check-up prior to release</p> <p>Group exercise and sports with instructor</p> <p>Health education</p> <p>Medical care</p> <p>Mental health care</p> <p>Dental care</p> <p>Outdoor exercise</p> <p>Gym</p>	<p>Current situation and planning of individual work based on networks</p> <p>Different types of visits</p> <p>Family camps</p> <p>Other communication with family and close people</p> <p>Individual work carried out by instructors / prison officers</p>	<p>Peer-support for those motivated to desist from crime</p> <p>Case management and providing information about services provided by society</p> <p>Preventing homelessness</p>

“SAFE AND REHABILITATIVE ENVIRONMENT. PROFESSIONAL INTERACTION WITH RESPECT FOR HUMAN DIGNITY”

1
**Substance use and
addictive behaviour**

2
**Criminal thinking
and values**

3
**Social and
everyday life skills**

4
**Education and
vocational skills**

5
**Health and well-
being**

TA 6
**Social relations,
family and
parenting**

TA 7
**Reintegration to
society**

White list

Self-help
materials in
electronic form

E-consultation
inside and outside
prison

White list

Self-help materials in
electronic form

Online rehabilitative
program work

White list

ICT skills courses

E-library

White list

MOODLE

E-learning
materials

Educative materials
in electronic form
(videos etc.)

Teaching AI

White list

E-consultation
with prisoners
healthcare and
other services

Virtual reality -
pilot

White list

Video-calls with
family members
and other close
ones

Online-meetings
with social
services (child care
etc.)

White list

E-consultation
with communal,
judicial and social
services
(employment,
housing etc.)

E-bank

"A GENUINELY DIGITAL LEARNING AND REHABILITATION ENVIRONMENT – DIGITAL GUIDANCE BY STAFF AND PEERS."

1 Substance abuse and addictive behaviour	2 Criminal thinking and values	3 Social and everyday life skills	4 Education and vocational skills	5 Health and well- being	6 Social relations, family and parenting	7 Reintegration to society
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QUESTIONS for the POC

- device type (tablet, laptop, desktop)
- access (biometrical, USB, ID / password)
- security
- service selection / features
- Interactiveness
- integration flexibility
- prisoners' user experiences (accessibility)
- prison personnel's experiences
- skills level and motivational questions
- effects on daily activities / prison culture

EXAMPLES OF REQUIRED FEATURES FOR POCs

- User manual / Info
- Notices ("intranet")
- Calendar / Daily agenda
- Personal documents
- Wallet
- Shop
- Secured Internet (white list)
- Service map
- Contact with prison officers and other staff members
- Requests and applications
- Telephone and Skype
- Email
- E-learning
- Office-tools
- Library / E-books
- Healthcare
- Legislation
- *Etc...*

REQUIRED FEATURES SHOULD ENABLE PRISONERS TO:

- **plan the daily schedule** and **follow up the sentence plan**
- **purchase products** and **manage finances**
- **contact relatives** (phone calls and Skype)
- **contact the staff**, "distance help"
- **study** and **rehabilitate independently** (courses, self-help, learning materials etc.)
- **search for employment** and **use social services for reintegration** (bank, housing, job and education opportunities, social services, NGO's etc.)

...

- **manage applications and requests** (prison leaves, visits, appointments etc.)
- **manage personal information / files** (applications, sentence plan, wallet, health care information etc.)
- **search for relevant information** (legislation, prison rules, other important manuals, websites)
- **take courses and use rehabilitative services inside and outside the prison** (groups, materials, self-help, learning programmes, e-consultation etc.)
- **learn** basic digital skills

POCs (May – June 2019)

- 1,5 months in two prisons (men and women)
- tablets + tablets with keyboards
- collaboration with vendors, project team, prison personnel and prisoners
- services:
 - messages / requests
 - noticeboard / newsfeed
 - daily schedules
 - menus and canteen lists
 - library catalogue
 - document storage
 - questionnaires (feedback from prisoners)
 - games

... POCs

■ white list services:

- Moodle (e-learning) and "Basics of AI" –course (Helsinki University)
- newspapers
- account balance
- audiobooks and Bible
- selection of websites for relevant authorities (health care and social services) and NGO's
- phone calls

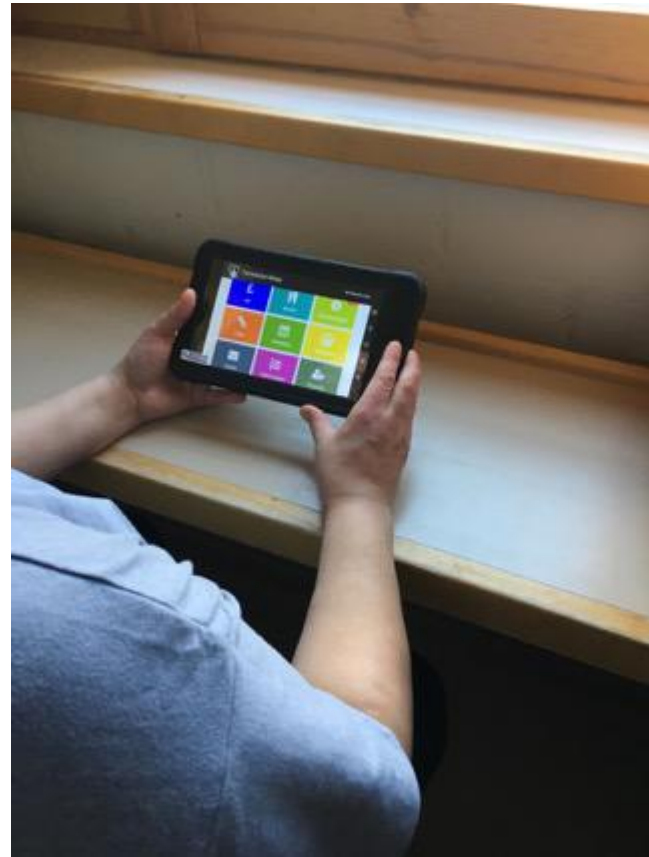
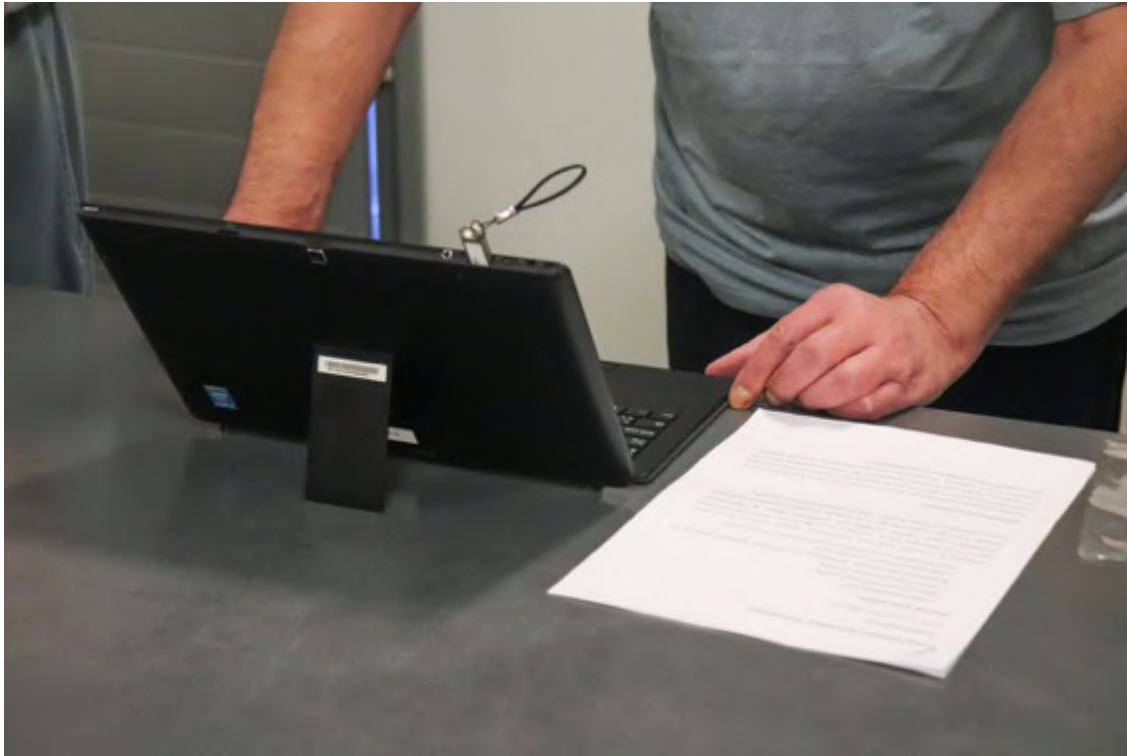
■ daily assistance from personnel and weekly assistance from project manager

■ contact to vendors and logs control

■ weekly feedback from prisoners

■ experiences and feedback contributed to the requirements of tender documents

POC'S IN TURKU AND HÄMEENLINNA PRISONS, MAY 2019



NEW: ARTIFICIAL INTELLIGENCE AND ARTIFICIAL FREEDOM!

- *development of artificial intelligence (AI)* – new prison work (Vainu)
 - modern labour markets requirements and digital skills
 - document processing with separate workstations
 - women-specific?: alternative to traditional prison work, "secretary type" work, independent, flexible, enhances reading and cognitive skills
- *virtual reality (VR)* project (Tampere University)
 - rehabilitative effect and skills training
 - health and welfare (virtual nature), learning new skills (public places, difficult situations simulations)
 - help for isolated prisoners and prisoners with psychological problems – "*artificial freedom*"

NEW INNOVATIVE ICT FACILITIES AND DIGITAL SERVICES...

“The task is to treat, or paint with, the text of companies/organizations (green), Locations (yellow), names of people (red), and work titles (viol). The purpose of the task is to consider the context.”

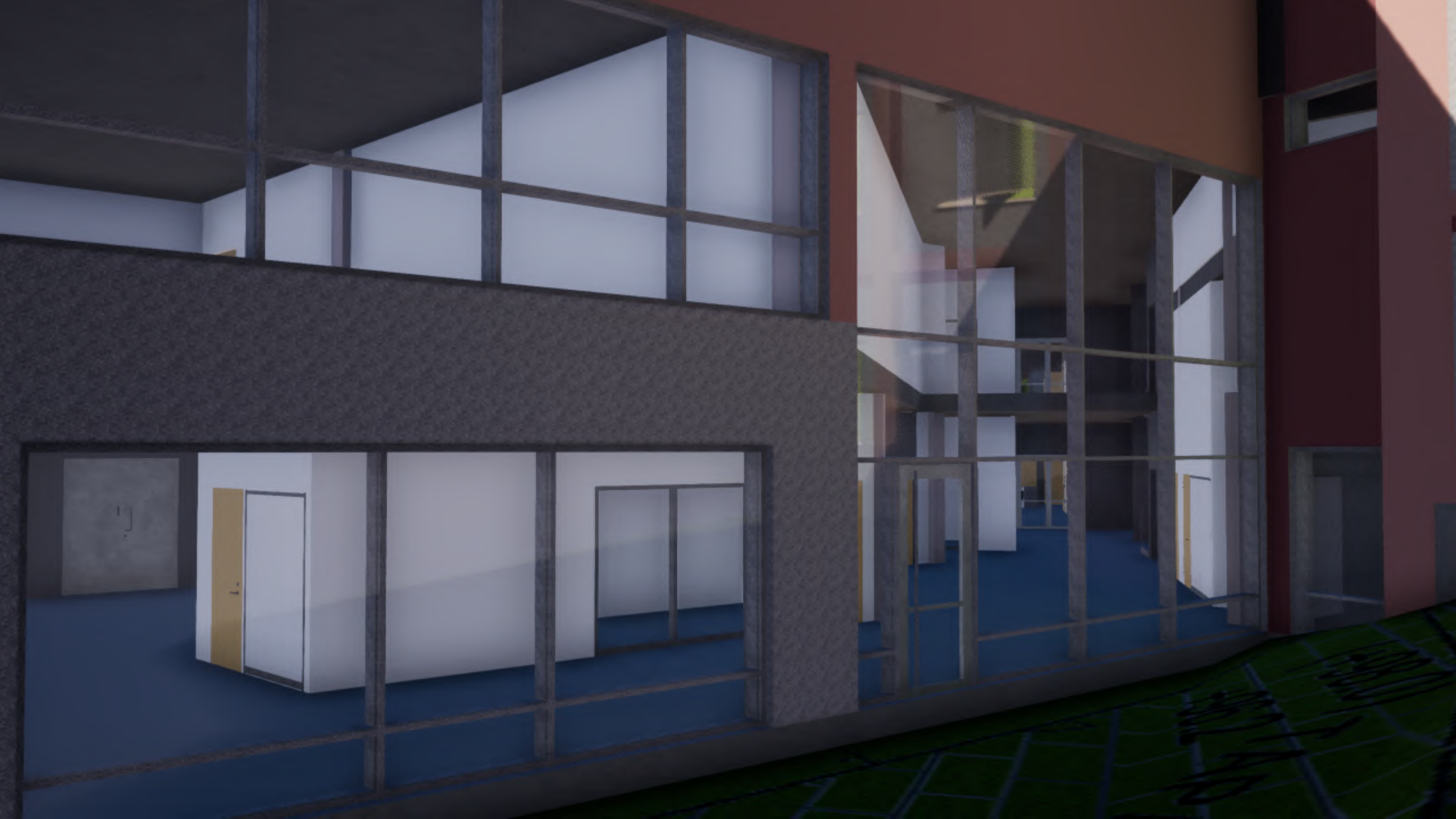
 MTurk  NER

Bitty and Beau 's ORG Set to Open Savannah LOC Location This Weekend

SAVANNAH , Ga. LOC -- Bitty and Beau ' s Coffee ORG will open its third location in Savannah LOC this weekend . The Wilmington-based LOC coffee shop will host a ribbon-cutting ceremony on Saturday . Since its opening in January 2016 , Bitty and Beaus ORG owners TITLE Amy PER and Ben wright PER have been advocates of inclusivity , employing people with intellectual and developmental disabilities . The store rose to international prominence after Amy Wright PER was named the CNN Hero of the Year in 2017 . This will be store 's third location , with the second being in Charleston LOC . READ MORE



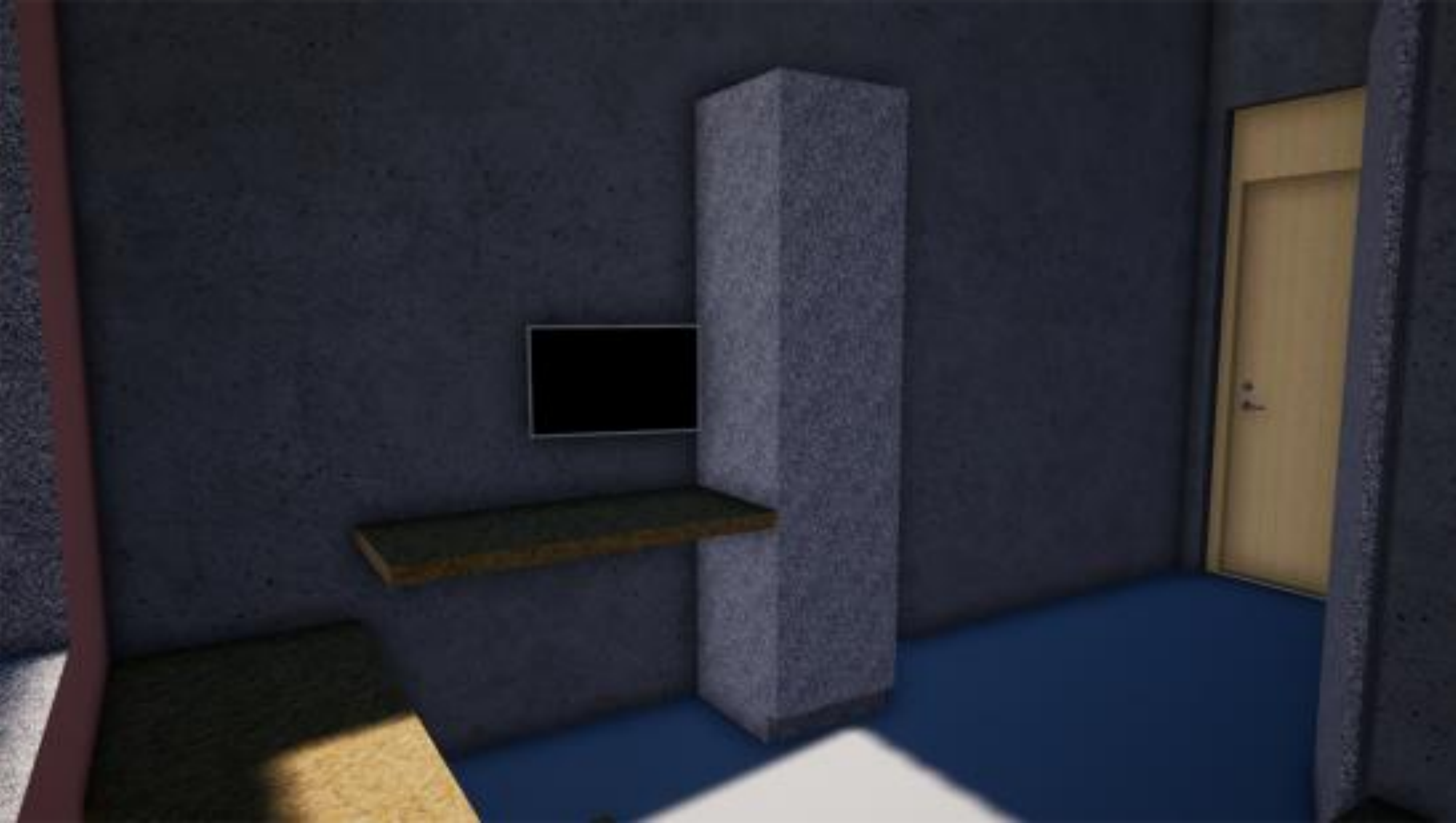












PROJECT TRAJECTORY (October 2019 – October 2020)

- official tender process (EU-area) - October 2019 to March 2020
- redefining of features and requirements and integration into other services, new POC with the winner – April to July 2020
- setting up for the new prison - August 2020
- training and preparation of the staff and prisoners - August 2020 ->
- opening of the new women's prison on 1st of October 2020
- research on effectiveness in collaboration with the Finnish Institute for Health and Welfare (Digiln –research project) – October 2020 ->

PROJECT PARTNERS

- Senate Properties
- Legal Register Centre
- Government ICT Centre
- Health Care Services for Prisoners
- Finnish Institute for Health and Welfare
- Several public service authorities
- Several NGO's

FUTURE VISIONS

- *all closed prisons adopt smart prison model*
- *use of digital services increase – genuinely digital learning environment
= 10 % of service use is digital service use*
- *pilot environment for new innovations like teaching AI (Vainu) and rehabilitation in virtual reality (Tampere University)*

”Digi is a means to an end – properly used it will increase the effectiveness of any service and can be a way to come out of marginalization instead of leading to it.”



THANK YOU!

OPEN TENDER (EU-area): <https://ted.europa.eu/TED/main/HomePage.do>