

THE INMATE'S DIGITAL JOURNEY – CURRENT AND FUTURE SOLUTIONS

Digital transformation and the introduction of mobile devices for prison staff: ensuring security, efficiency, and the prisoner's needs. A Swiss experience.

Europris, Istanbul, 5-6 April 2022

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SCEPP

The Swiss Centre of Expertise in Prison and Probation SCEPP



Florus Mulder, Head of Training, member of the Executive Committee

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« The competence centre is the recognised professional and interdisciplinary platform and hub for the system for implementation of penal sentences and justice in Switzerland, and the central platform for interdisciplinary as well as inter-cantonal exchange.»

Source: Vision from SCEPP strategy 2021-2024

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« With its activities, the Competence Centre provides recognisable added value to harmonisation and co-ordination, as well as quality assurance and development of the implementation of penal sentences and justice in Switzerland. It supports the CCJPD, the concordats and the cantons in the strategic planning and development of the implementation of penal sentences and justice, and thus represents an important interface between political decision-makers and experts. »

Source: Vision from SCEPP strategy 2021-2024

Our overarching goal: A progressive system for implementation of penal sentences and justice throughout Switzerland

Training and development

Quality and innovation

Education and awareness-raising

- Vocational and further training
- Education in the system for implementation of penal sentences and justice
- Research, practice development, and monitoring
- Exchange of expertise
- Public relations

Training and development of experts

- Basic training
- Leadership training
- Further training
- Development of teaching materials and forms of learning



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Training and development: Education in the system for
Implementation of penal sentences and justice

Training detainees

- Education of detained persons:
Basic education for persons who do
not have an elementary school level
of education



Further practice development

- Basics and skills
- Recommendations and standards
- Funding external research projects
- Monitoring



Promoting exchanges

- Workshops and conferences
- Annual Forum on the system for implementation of penal sentences and justice
 - 2020: "Digital change in the system for implementation of penal sentences and justice"
 - 2021: "Changing education"
 - 2022: "Safety and security"



Educating and raising public awareness

- Publications (Web and Print)
- Imparting expertise, raising public awareness
- Newsletter
- Media relations



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Conference of Cantonal Heads of implementation of penal sentences and justice (Konferenz der kantonalen Leitenden Justizvollzug) - KKLJV

The KKLJV has 26 members, who represent the cantonal systems for implementation of penal sentences and justice bodies, usually prison authorities.

As the SCEPP we are in regular contact with the executive board of the KKLJV and administration, and, for example, carry out research assignments for the KKLJV.



Zurich Prison Services

Prison Zurich West



**Misses
workshop
due to Covid**

Thomas Sutter, PhD, Deputy Governor Zurich West Prison, board member of the program for the harmonisation of ICT in the Swiss penal justice system, former head of investments at Corrections and Rehabilitation Zurich

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Prison Zurich West

Prison Zurich West (GZW)

- *A building within the building*



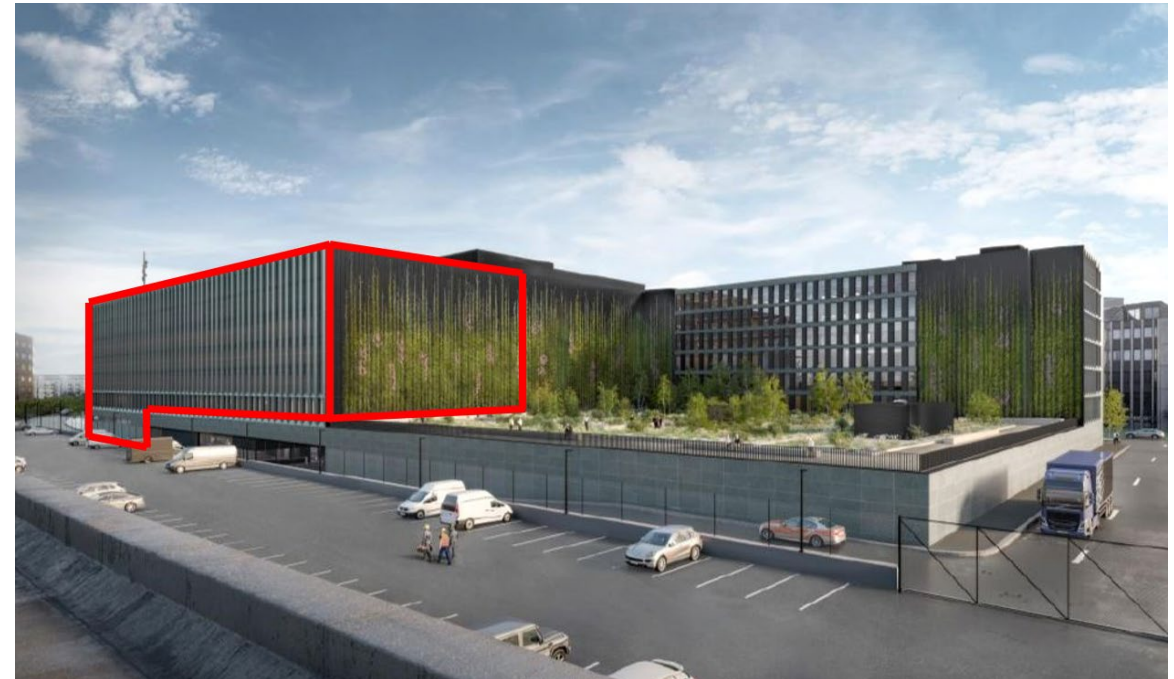
Quelle: Baudirektion Kanton Zürich



Quelle: Baudirektion Kanton Zürich - Fotograf: Till Forrer
19.05.2022 14

Prison Zurich West (GZW)

- One of 7 remand prisons in the Canton of Zurich
- Total capacity: 241 (124 arrest/detention (first 96h), 117 remand) for men, women, juveniles
- 24/7
- Staff: 140
- Operates on seven floors
- Opening: 4.4.2022



Challenges

- Approx. 12'000 prisoners entering (and leaving) the facility per year
- Average stay of only a few days (max. 7) in arrest/detention
- Daily interrogations at police and at the prosecutor's office (connected to the prison) and visits (lawyers): up to 500 movements / day
- Identification of prisoners entering and leaving the facility (existing card of the police with basic information/photo is only on paper and can not be used within the prison)
- To provide staff with real-time information to best handle and care for the needs of the prisoners

What we needed

We need to know **WHO** is **WHO** (*identification*)

We need to know **WHO** is **WHEN WHERE** (*location*)

We want to ensure **real-time information** on **prisoners** and their **needs** (*information*)

Zurich Prison Services

IT Services, Zurich Prison Services

Annabelle Sersch, Senior ICT Projectmanager, Implementation of Smartphones and Apps for Staff in Zurich West Prison (GZW)



Initial Situation I/II

Challenges from a management perspective

- High number of movements of persons in the GZW
 - Up to 500 escorted movements per day
 - Appointments (entry, leave, visits...)
 - Activities (yardtime/showers)
- Identification of persons "only" ...
 - by photo in Offender Management System (OMS) at workstations
 - with printed identification card
- Whereabouts of persons can only be noted on paper or "memorized"
- Collusion must be prevented
- Women, men and juveniles must be strictly separated

Begleitkarte für		Zelle
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Vorname	[!GFIVNAME!]	zust. Behörde
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Ort, Datum, Visum		

Example of identification Card

Initial Situation II/II

Finding out about challenges from staff & inmates perspective

- Visit remand prisons
- Staff-Interviews
- **Accompanying staff members on their daily work**

➤ Lists, Lists, Lists...

The image displays several overlapping documents from a prison setting. The most prominent is a 'Zellenplan klein' (Small Cell Plan) for Wednesday, July 29, 2020. It lists cell numbers (e.g., 214/A, 214/B) and their corresponding staff assignments. To the right is a larger 'Zellenplan' for '214' cells, showing a grid of cell numbers and their corresponding staff assignments. Below these is a 'Tageseinsatzplan' (Daily Staffing Plan) for the same date, listing various tasks like 'Gefängnisleitung', 'Küche', and 'Spaziergänge' with assigned staff members. Handwritten notes on the right side of the collage include 'LROSS', '220 A Luci', '220 B Julies', and '34/1'.

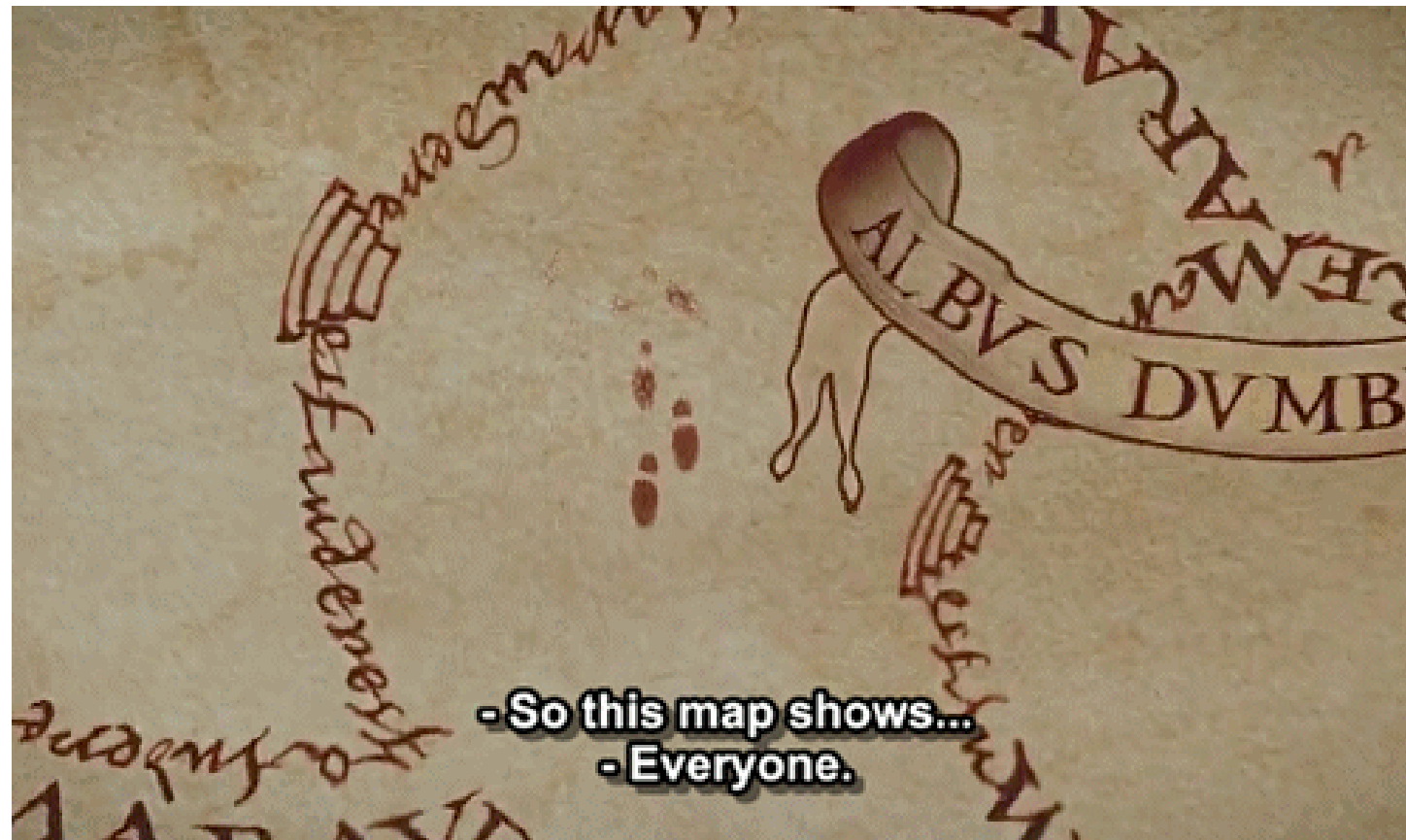
Projectgoals – "Knowing the Person in the Cell"

- **Ensuring the individually required handling of the detained persons**
- Safe and quick fulfilment of the daily tasks of the staff members
 - Selecting the right person for appointments and release from custody
 - Staff have quick and easy access to information on the whereabouts of a detained person
 - Prevention of collusion, keep man, women and juveniles separated
 - Overview for scheduling to coordinate appointments and movements
- Making the workplace more attractive for staff through modern tools



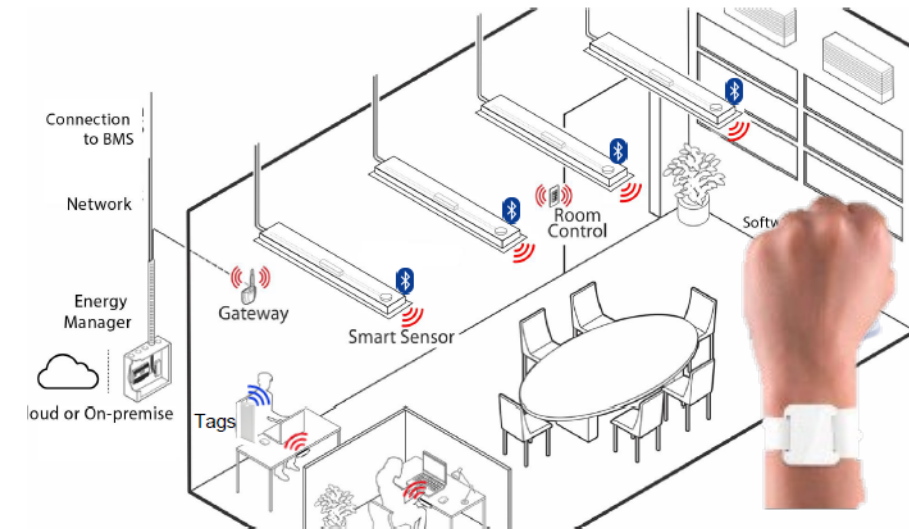
Key-Stakeholders of the project

"We just need to know who is where and when."
GZW employees July, 2020



What could we do?

- On Desk Market Research
- Request for Information (RFI) with international suppliers
 - Smart Buildings
 - Automatic face recognition
 - Sensor technology
- **No suitable solution available on the market that meets legal requirements**
- Participation in conferences on digitalization in corrections
- Developing a new variant based on the example of Canada



Example: Smart Building Solution with RFID-Whristband



What do we want to do?

- Smartphone for prison Staff
- Provide basic data from OMS via app:
 - Display profiles of persons in custody
 - Display and edit location data in OMS via app (appointments)
 - See and edit data on the care of persons in custody on the app (notes, counts)

→ Lists and profiles can be viewed digitally everywhere and are always "en jour"!



"It's not magic, it's **SiSu**"

How to do it?



- Design **IT-architecture** under general framework of **information security and data protection**
- Design new business organization
 - Define new processes
 - Change management
 - Training of staff
 - Etc.
- Two-year project duration
- Core team 2-5 persons (100%)
- Over 50 project participants

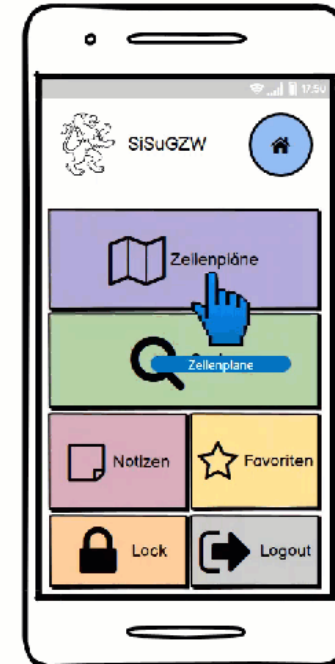
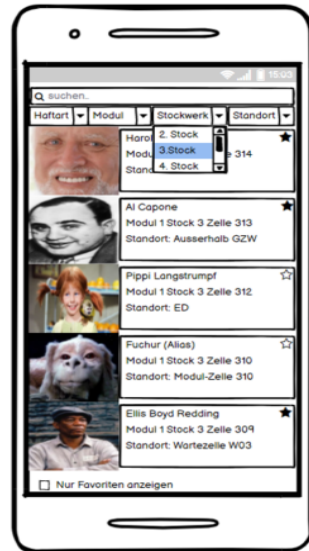
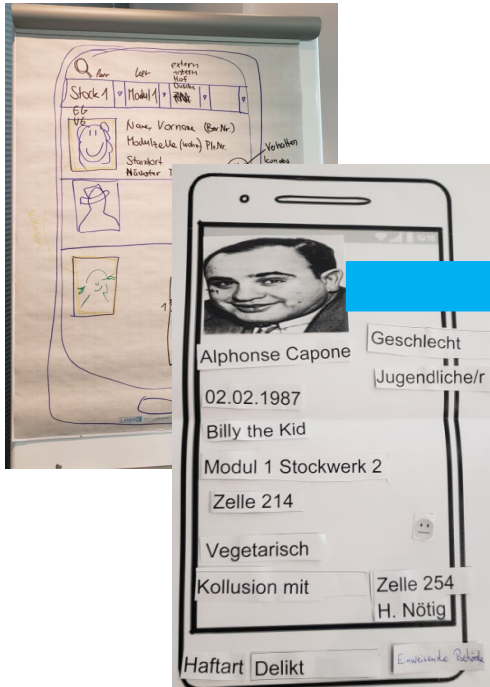


Realisation of the system with 4 main battlefields...



App-Development, Smartphone procurement

The App – First Mockups





PSS and Prisoners App on one device

Development Partner also supplies our personal security system (PSS)

- A secure smartdevice for "everything"
 - DECT-Telephony
 - Personal Security System (PSS)
 - Prisoners App
- The mobile app operates **independently of the radio technology** (functions via 4G, WLAN or DECT)
- **BYOD**: App is compatible with other Android devices
- Existing **desktop solution for administration**
- Prisoners App is **built modularly** from four apps, which can be felt and operated as one app via the "**One App Experience Bar**":
 - Self-Assign/Locations → Adaptation of existing App of the provider
 - **Prisoners** → newly developed for GZW
 - **Appointments** → newly developed for GZW
 - Notes → to be developed in **Phase 2**
- Apps in this modular principle can be exchanged

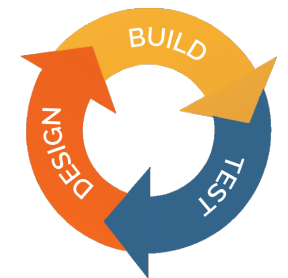


App-Development



Phase I

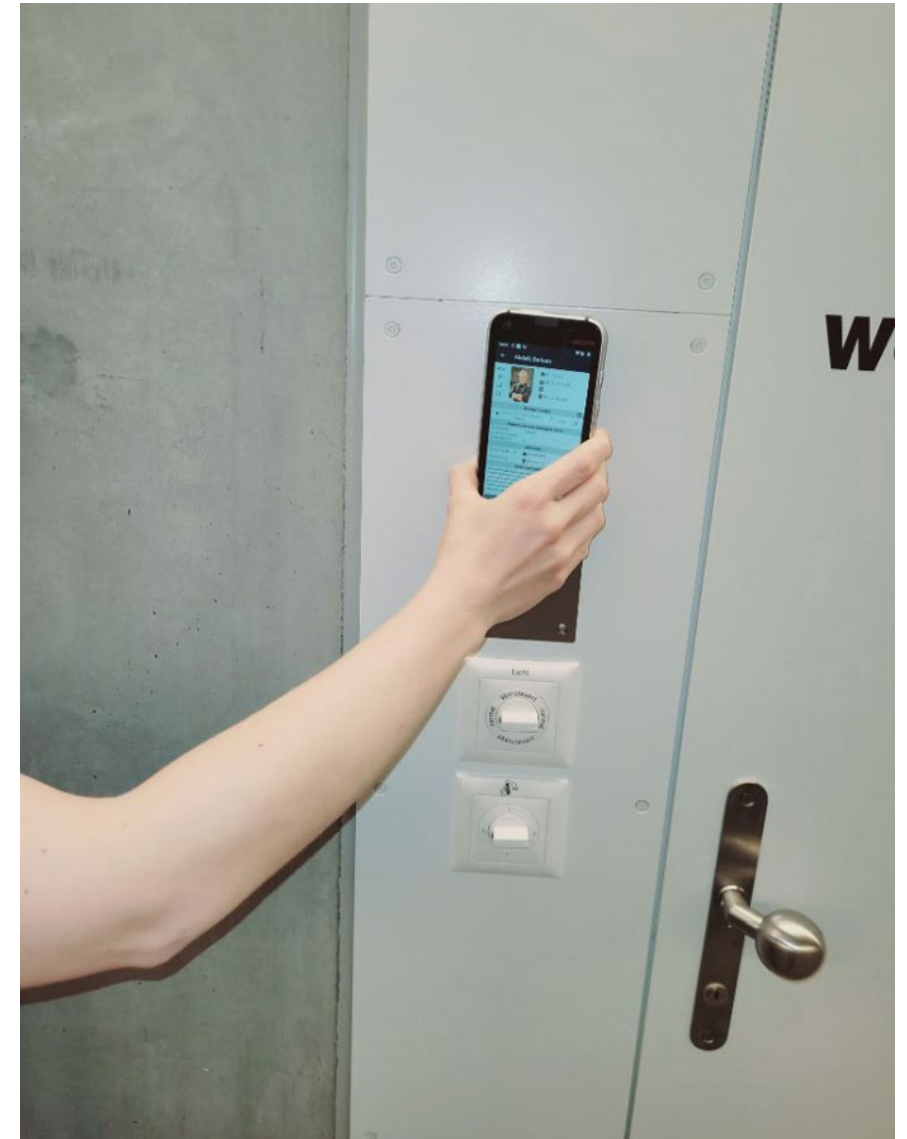
- 100 workshops and meetings with the users of the GZW to define the processes and evaluate the desired functions of the app
- The app was conceptually developed without "running prison operations" and still has to prove itself
- The project team is developing agilely in sprints (shared Kanban board)
- The first phase of the project is completed with the launch in April 2022, followed by phase 2 with further developments



Using NFC-Tags

NFC-Tags are used to minimize clicks and searching:

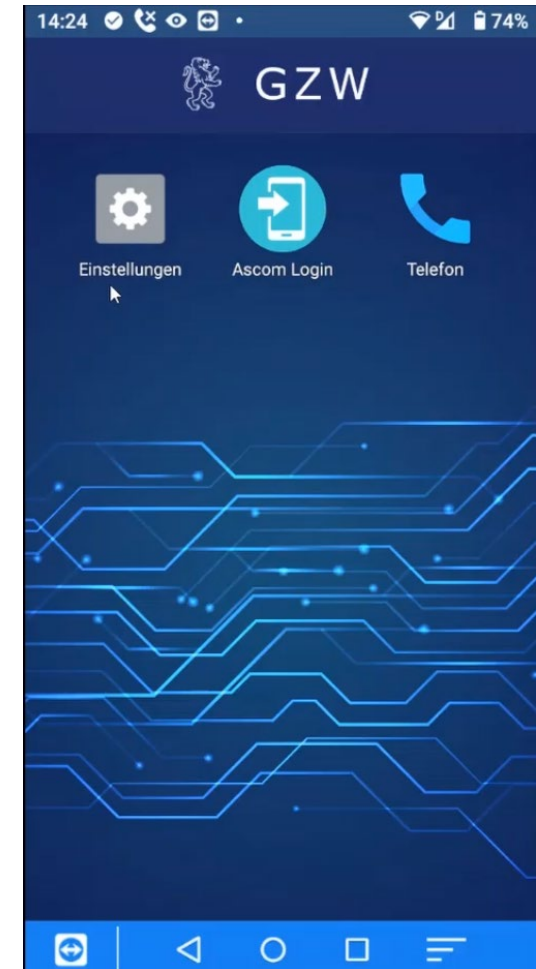
- Every Location (cell) in GZW is equipped with at least one NFC-Tag
- By scanning an **NFC Tag** on a location a list of all the prisoners in this Location is shown (Filtered Search View)
- The NFC can be used to check persons into a location and therefore activate an appointment/activity



Homescreen

Once you have started your device, you will land on the home screen, where three apps are available to you,

- the **phone app** for calls via DECT incl. the phone book of the prison employees
 - the "**Login App**" to access "Prisoners"
 - The "**Settings**" app
- The smartphone is in **kiosk mode**, centrally managed by IT
- Access to all other apps or mobile data is not available for security

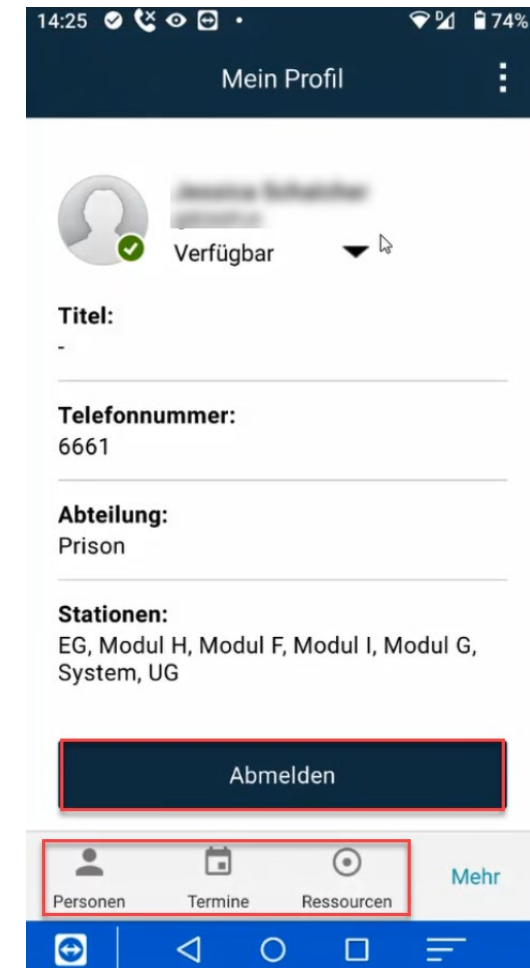


*Screenshots made via
Teamviewer on Demo Device*



One App Experience Bar

- To access "**Prisoners**", you open the login app and log in with your password.
- The first important thing to understand about the app is that there are three tabs that interact with each other
 - Personen (Prisoners)
 - Termine (Appointments)
 - Ressourcen (Locations)





Prisoners

When you open "Personen"

- Basically: In the "Personen" section, **all prisoners in the prison are displayed** in a list overview and with a profile.
- The first tab "**Bereich**" shows the persons you are **responsible for today** (you will find out how this is done in a moment)...if you click on the **group icon** on a list entry...
- ...You can **compile the groups** flexibly from all lists and they will be shown in "**Gruppe**" and remove them again, lastly there is the tab "Alle"
- In the tab "**Alle**" you can see all detained persons in the prison, if you are looking for a detained person who is not in your responsibility today or if you want to keep an overview!



Appointments

The next big part of the app is "Termine"

- In the first tab "**Bereich**" you see the **appointments of the people who are assigned to you** and which you and your colleagues should work through
- via the **slider on the appointment you assign yourself the responsibility for working through it**, so everyone knows that you are doing this, your name appears next to the assignment for the others.
- If you now switch to the tab "**Zuweisung**", **you will see the collection of appointments that you would like to work on.**
- In the tab "**All**" you can see all the appointments in the prison.
- If an appointment in your "Zuweisung" is past due, you get an **notification**



Locations & Assign

The third and last big part of the app is **"Resources"**, here you can see **all cells and rooms in the prison and their occupancy**

- In the first tab are the **resources you have assigned to yourself**, this assignment happens initially in the Resources app, because you are always responsible for a certain part of the prison. When you are in the "Resources" app, you will see the **"Assign"** icon at the top...
- ...Here you determine which module or floor you will take over today and the inmates and appointments will be displayed accordingly in "Personen" and "Termine".
- In the Locations area you can see in the overview which cells are occupied and **by clicking you can access the persons who are in the cell**. If a person is absent, they are greyed out.

Vision

Integrate other Systems on the Smartphone, realise more Use-Cases

- Journal
- Manage Properties
- Digitalize Documents
- Chats for Staff
- Staff List – Whos working today?
- Integration with cell Call system
- Etc.

Kontakt

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