EUROPRIS
PROMOTING PROFESSIONAL PRISON PRACTICE

European Prison Information System (EPIS)

User Guide

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PROMOTING PROFESSIONAL PRISON PRACTICE

www.europris.org

EPIS User Guide: Contents

WHAT IS THE EUROPEAN PRISON INFORMATION SYSTEM?

"European Prison Data for European Prison Agencies"

The **European Prison Information System (EPIS)** was created to support the aims of EuroPris of enhancing practitioners' cooperation, networking, exchange of information and best practice and to support transparency and knowledge sharing among the European Prison Agencies.

It is designed to be a central resource of data related to prisons and corrections across Europe and to provide answers to commonly asked questions, e.g. how many prisons, what types of prisons, prisoner population and types, etc. Launched in 2014, the tool allows local administrators to enter this key information with the view that over time we can build on and expand this knowledgebase.

A major component to its success however is the support of all prison services in the management and maintenance of this shared resource.

Membership of EuroPris is not required for European Prison Agencies to use or contribute to the EPIS system

Who can use the EPIS system?

The information held on EPIS is accessible on a number of levels.

Basic information concerning a prison service (General Information and Population) is publicly viewable.

Most other information is restricted to recognised EPIS users only and a handful of fields which are private to EuroPris staff internally (Example: personal contact information).

However EPIS Administrators of each European Prison Agency are in most cases able to self-select which additional data should be Public and which should be Private.

The service exists primarily to provide information to European Prison Agencies and practitioners although access may also be granted to 'competent authorities' such as European Commission officials or researchers.

1 Members of the Public

The EPIS database can be accessed by Public visitors. By default only basic information is available publicly. Agencies can select which information is accessible at this level.

2 EPIS Users

Any member of staff from a European Prison / Correctional Agency can create an account on EPIS. After creating an account a 'user' on EPIS can access all information on the system.

3 EPIS Administrators (EPOC)

Up to three personnel from each European Prison / Correctional Agency may be assigned as the official point of contact for editing and updating their agency's data.

4 Establishment Managers (ESTPOC)

Personnel who are internally assigned by an EPIS Administrator to update information for a specific establishment(s).

5 KMS Contributors (KPOC)

Personnel who are internally assigned by an EPIS Administrator to receive and respond to KMS Questions sent by EuroPris.

What you can do on EPIS

EPIS allows you to browse a map of Europe and click to view information on European Prison and Correctional Agencies. Access more than 2500 responses to questions covering a wide variety of topics and drill down to view information on specific prison establishments/facilities.

View Agency Profiles

Each European Prison / Correctional Agency has its own page on EPIS. These pages consists of Tabs and Sections. Tabs include:

- **Agency Profile** (general information on agencies covering a range of topics)

- **KMS** (Knowledge Management System - questions and answers concerning prison practices)

- **Establishments** (a listing of all establishments/facilities and related general information)

- **Documents** (files which have been uploaded by an agency for sharing, e.g. annual report)

- **Statistics** (interactive graphs using data from the Council of Europe SPACE Penal Statistics programme)

Filter and Compare

You can use the EPIS system to compare data between different agencies or establishments or filter them based on specific criteria (Example: show all prisons with female prisoners in Belgium).

Explore the Knowledge Management System (KMS)

EuroPris facilitates the sending of questions between agencies, and collates the responses from all jurisdictions. These collated responses form Reports which can be found on the EPIS system. More than 210 topics concerning prison practices exist on the system today.

Access Statistical Information

In collaboration with the University of Lausanne, EuroPris has made key indicators from the Council of Europe's SPACE Penal Statistics programme available on EPIS. Here you can look to the latest official statistics and find links to the full reports.
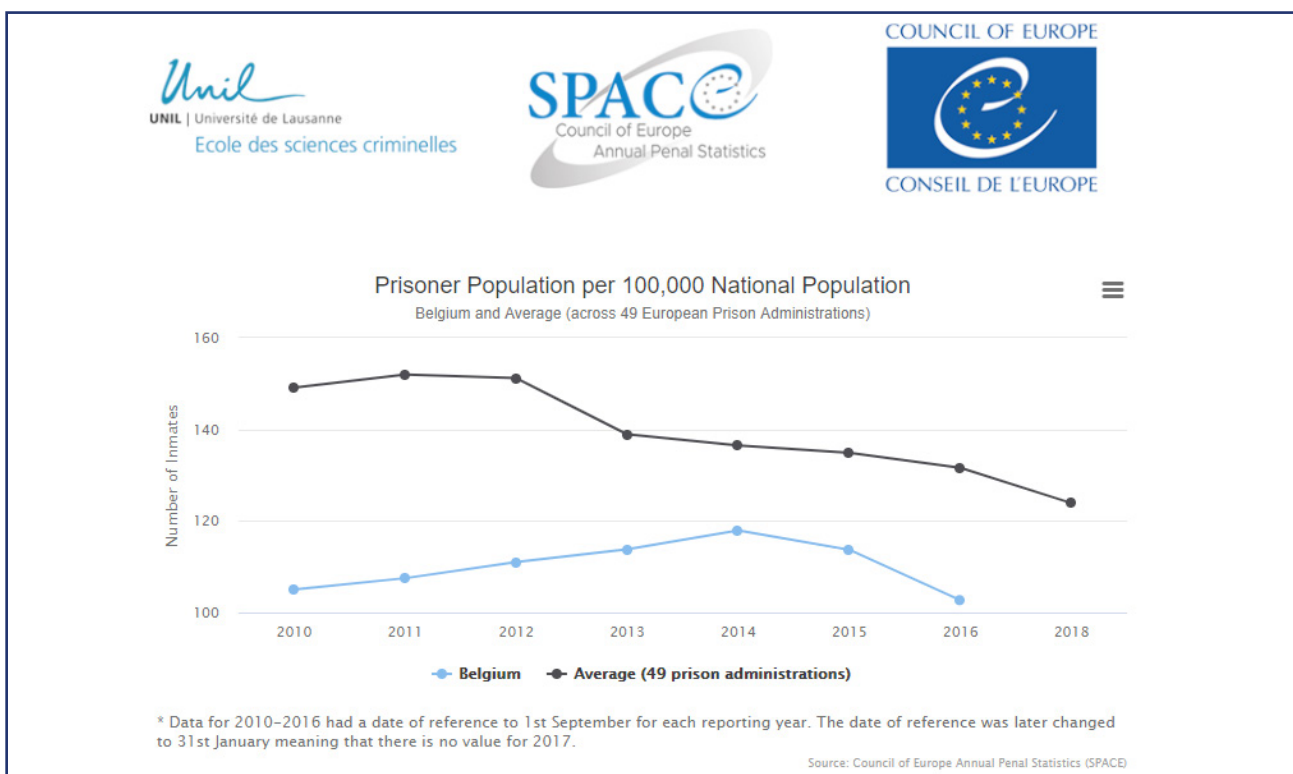
CREATING AN ACCOUNT ON EPIS

Create an account on EPIS

Sign up

- Go to www.europris.org
- Click 'Login to EPIS/KMS'
- A box will appear with the link 'Register here'

Fill in your details

- Enter your official email address
- Enter your name
- Create a password, make a note of this and keep it in a safe place

Activate your account

- Check your email account for a verification email
- Click the link to 'Activate' your account

Log in!

- Go to www.europris.org
- Click 'Login to EPIS/KMS'
- You are automatically redirected to a dashboard page for your agency

Search 🔍
Login to EPIS/KMS 👤

Email:
Password:
☐ Remember Me

Log In

Lost your Password?
❯ Click Here

Don't have an account?
❯ Register Here

Having difficulties?

- Email address not recognised?
- Didn't receive a verification email?
- Need permissions to edit your agency or establishment details?

Email EuroPris for support on epis@europris.org

Administrator Accounts

⚠️ **Permissions to edit Agency data can only be set by EuroPris**

Permissions to edit Establishment information can be set by your EPIS Administrator

You should first create a regular user account before requesting permissions

We have two types of account for editing live information on EPIS:

1) **EPIS Administrator (EPOC)** - can edit most information regarding their agency, assign Establishment Managers and update contact information. Up to three accounts maximum per agency.

2) **Establishment Manager (ESTPOC)** - can only edit information for specific establishments

Request Permissions to be an EPIS Administrator (EPOC)

- Check on your dashboard page (after login) to see if any EPIS Administrators are currently assigned to your agency. You should first speak with any existing EPIS Administrators before requesting permissions.

- Email the EuroPris team from your official email account to request permissions on epis@europris.org

- EuroPris will inform you if the request has been actioned or ask for further information.

- Once permissions have been applied you will have access to all options on your dashboard page

Request Permissions to be an Establishment Manager (ESTPOC)

- Login to www.europris.org

- On your dashboard page you should see the name of the EPIS Administrator for your agency

- Contact your EPIS Administrator to request access to edit information

- If the access is granted you will receive an email asking you to create an account or login.

- Your dashboard will now show options for editing establishment information

Having difficulties?

- Don't know who your EPIS Administrator is?

- Options for editing information greyed out?

Email EuroPris for support on epis@europris.org

INFORMATION FOR EPIS ADMINISTRATORS

Managing Agency Information (EPOC only)

⚠️ **This information applies to EPIS Administrators (EPOCs) only**

The EPIS system requests data for:

1) **Agency Profile** - this is overall information concerning your agency
2) **Establishment Profiles** - information on each facility within your jurisdiction
3) **Contacts** - the information entered here allows EuroPris to maintain communication with your agency and is used for internal purposes only
4) **Documents** - you can upload any relevant files to share on the Agency Profile (Example: Annual Report)

Agency Profile

- The agency profile consists of Sections and Questions concerning your agency

- We ask that where applicable, the data entered should be taken from 31 January (Example: population figures).

- Please try to complete all fields.

- We don't have established Data Definitions yet, but we're working on it. For now we ask that you submit data according to your own local definitions.

- Requests to update or check/verify data will occur twice yearly on 30 January and 30 June.

- We will send you a 'Completion Status' email twice yearly on 30 March and 30 August.

- Where data requires a check/verification you will see 'Attention Required' on the applicable sections.

- Some information, such as your agency's name and 'National Population' can only be updated by EuroPris.

- For most information you can choose what should be available to Public users of EPIS or only to users from other European Prison Agencies (Private).

- Fields marked as 'Internal' can only be seen by EuroPris staff (Example: personal contact information).

- After editing information please view your Agency Profile as a normal user by clicking 'View agency's record on EPIS'.

Look out for these options on your dashboard screen

🌐 Change/Update Agency information
Edit all information regarding your agency and head of service.

→ View agency's record on EPIS

Managing Agency Information (EPOC only)

⚠️ **This information applies to EPIS Administrators (EPOCs) only**

Establishment Profiles

- You can create a record for each establishment/facility in your jurisdiction.

- Establishment records request just a small amount of basic information.

- Your dashboard (after logging in) will show the total number of Establishments declared (this is a field in the Agency Profile section), and displays the total number of Establishment records on EPIS. This helps to you to identify if there are missing records or too many records.

- Only the EPIS Administrator can create or delete an Establishment record.

- You must first create an Establishment record before you can invite a colleague to maintain the information of that record (Establishment Manager).

- By inviting Establishment Managers it becomes easier to maintain and update information, especially for larger jurisdictions with a large number of facilities. See next section regarding 'Contacts'.

Look out for this option on your dashboard screen

🏠 **Manage Establishments**

Manage all information about establishments. You can add, edit and delete and review information stored in EPIS.

   i. The total number of Custodial Establishments declared within your agency = **35**
   ii. The total number of Non-Custodial Establishments declared within your agency = **1**
   iii. The total number of all Establishment records added on the EPIS system (calculated) = **36**

(i+ii) The total number of establishments declared can be edited in Section 1 of your Agency Profile.
(iii) Ideally the number declared should match the number of records on the system.

Managing Agency Information (EPOC only)

⚠️ **This information applies to EPIS Administrators (EPOCs) only**

Contacts

- You can view **but not edit** information concerning the EPIS Administrators (EPOC).

- You can add, remove and manage Establishment Managers (ESTPOC) accounts. Here you also assign which establishments/facilities they are able to edit. Note that the establishment record must first be added to the system (see previous section).

- Note that **Establishment Managers must have an existing account** on EPIS, or they must create a new one. When inviting an Establishment Manager they will receive an email which invites them to do this (be aware that sometimes such emails can be automatically sent to junk/spam folders!).

- You can add, remove and edit the KMS Contributor (KPOC) records. KMS Contributors **do not need to create an account** on EPIS in order to receive and reply to KMS questions. A maximum of four records can be created.

- You can add, remove and edit the Head of Service Point of Contact (HOSPOC) records. These individuals do not need to create an account on EPIS. Any correspondence sent by EuroPris to your Head of Service will be copied to the people listed here. A maximum of four records can be created.

*Look out for this option
on your dashboard
screen*

👥 Manage Contacts

Click here to manage which staff from your agency can update information on the EPIS system or receive information from us.

Managing Agency Information (EPOC only)

 This information applies to EPIS Administrators (EPOCs) only

Documents

- You can add, remove and manage files for your agency. (Example: your agency's Annual Report)

- Any files uploaded will be accessible by users on EPIS.

- You can determine which files should be accessible by Public users or only to users from other European Prison Agencies (Private).

- Do not upload any documents which contain sensitive or copyrighted material.

*Look out for this option
on your dashboard
screen*

📁 **Manage Files**

Add files to your Agency Profile which you feel might be useful to others. For example, your agency's Annual Report.

- Total number of files: **0**

Managing Agency Information (EPOC only)

⚠️ **This information applies to EPIS Administrators (EPOCs) only**

How your agency record appears on EPIS

- Below shows an excerpt from an Agency Profile.

- The Overview and Quick Stats boxes extract information from different sections of the Agency Profile.

- The KMS tab displays KMS questions and responses that your agency has responded to. This section is maintained by EuroPris staff.

- The Establishment tab lists all establishment/facility records for your agency. A map shows the location of each establishment based on the address entered on each record.

- The Documents tab lists all files added for your agency.

- The Statistics tab displays graphs for your agency which are taken from the Council of Europe SPACE statistics initiative. This section is maintained by EuroPris staff.

Belgian Prison Service (BE)

Belgium

Prison Service
National Population:
11 322 088
EuroPris Member:
Yes
Custodial Establishments:
35

Quick Stats

Imprisonment Rate per 100,000:
0
Avg. Prisoner Population:
10 628
Total available prisoner places:
9 231
Official design capacity:
9 231

| EPIS | KMS | Establishments | Documents | Statistics |

Section 1: General Information	● Public

Last updated 26/06/2019

Administrative Status	Prison Service
EuroPris Member	Yes
Country	Belgium

Managing Agency Information (EPOC only)

⚠️ **This information applies to EPIS Administrators (EPOCs) only**

Data Refresh and Notifications

- To help you manage your agency's account, EuroPris will send a request to update information on EPIS twice per year.

- Upon receiving this request, EPIS Administrators should notify their appointed Establishment Managers (if applicable) to check/verify data.

- Also twice per year we will send you an email concerning your Completion Status.

- Much of the information entered on EPIS will simply require a quick verification that it is still up-to-date. If no changes are required just click the 'Update' button on each section of the Agency Profile.

- To ensure that EPIS Administrators remain sighted on any changes to their agency account, you will receive a Weekly Email Notification with a list of fields that have been edited. This is to aid EPIS Administrators especially where there are multiple account administrators. The weekly roundup of information will only be sent if changes have occured.

30 January 30 June	**Data Refresh Reminder Email** * please check your information is still current * check your Head of Service details are updated * review who has permissions to make changes on your account
30 March 30 August	**Completion Status Email** * we'll send you an update on the completion status of your account * organisations with more than 80% are considered to be complete * it's unlikely that this will show a 100% completion

Managing Establishment Information

⚠️ **This information applies to EPIS Administrators (EPOCs)**

This information applies to Establishment Managers (ESTPOCs)

Editing Establishments

- Only EPIS Administrators can add or remove establishment/facility records.

- Only EPIS Administrators can invite and appoint Establishment Managers.

- Both EPIS Administrators and Establishment Managers (where appointed) can edit information on existing establishment/facility records.

- Establishment Managers do not receive updates concerning data refresh. The EPIS Administrators should communicate this internally to their appointed managers.

- You can choose what should be available to Public users of EPIS or only to users from other European Prison Agencies (Private).

*Look out for this option
on your dashboard
screen*

🏠 **Manage Establishments**

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(i+ii) The total number of establishments declared can be edited in Section 1 of your Agency Profile.
(iii) Ideally the number declared should match the number of records on the system.

The Knowledge Management System (KMS)

⚠️ **This information applies to EPIS Administrators (EPOCs)**

This information applies to KMS Contributors (KPOCs)

KMS Management

- Only EPIS Administrators can add or remove KMS Contributors from an agency's record.

- Up to four KMS Contributors can be added to the system.

- KMS Contributors do not need to create an EPIS account.

- When EuroPris staff receive questions from European Prison Agencies there is a process of clarification to shape the question and any related sub-questions.

- When the question is ready, EuroPris staff will use the KMS Contributor records to send the request.

- The KMS Contributor is responsible for ensuring that the question is addressed by an appropriate subject-matter expert from within your agency, and collates the response.

- KMS Contributors can respond online to the question without the need to log in.

- It is requested that KMS responses are submitted in English where possible.

- When the KMS Question has closed, EuroPris staff circulate the report by email to the KMS Contributors. This report can also be downloaded from EPIS system at any time.

Troubleshooting

Common Issues

USER IS NOT ABLE TO CREATE AN ACCOUNT

The EPIS system uses domain name verification to assess which agency you belong to and if you have rights to create an account as official personnel from a European Prison Agency. Although we have most domain names authenticated on the system, it can occur where the system does not recognise a particular domain name. This problem can be easily resolved by contacting EuroPris staff.

NEW USER UNABLE TO ACCESS ACCOUNT

After you create a new user account, you must check your email inbox for a verification email. It can often happen that this email is held up in a spam/junk folder. If you still cannot find the email this issue can be resolved by EuroPris staff.

FORGOTTEN PASSWORD

You can easily reset your EPIS password by clicking the 'Login to EPIS/KMS' link on www.europris.org. An email will be sent to your account to verify the request. Please ensure that you check your spam/junk folder if you do not receive this email.

OPTIONS TO EDIT INFORMATION ARE GREYED OUT ON THE DASHBOARD

All users on logging in are redirected to a dashboard page. For most users the options for editing information are greyed out and cannot be clicked. Permissions must be given to allow access to these parts of the system. EPIS Administrators can only be appointed by EuroPris staff on request by an agency. For Establishment Managers, these permissions can only be given by their respective EPIS Administrator.

NUMBERS DON'T DISPLAY CORRECTLY ON EPIS

We ask that numbers added to the EPIS system do not contain separator values such as . and , Adding separator values can cause formatting issues and different separators are used in various ways across Europe.

UNABLE TO FIND DATA DEFINITIONS FOR RESPONDING TO EPIS QUESTIONS

At this moment we don't have a source of Data Definitions for responding to EPIS questions but are currently working on a solution. For the moment we ask that you respond as best you can using your own local definitions and understanding of specific terminology.

THERE'S A BUG!

The EPIS system is a bespoke homegrown platform. Although great care is taken to create a stable system things can break or behave in unintended ways. If you encounter such an issue we'd be grateful for your support by reporting this to the EuroPris staff. We'll endeavour to resolve this as quickly as possible!

Email EuroPris for support or feedback on **epis@europris.org**

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