

To: Wilkinson Helen [redacted] DPA
From: Williams, Juls
Sent: Tue 20/02/2018 12:19:53 PM
Subject: RE: Email / Internet access

the IT system was completely down for 4 days and the detainee could not access his emails at all

- if the detainee wants to print out an email with attachments he has to get a ticket in the Welfare team first.
- to access Welfare he would have to queue as there was only one or two members of staff and this usually takes 1.5 hours. Time wise for welfare demands on the needs of the detainee at time of being seen
- Welfare is only available from 08-11:30, 13:30-16:30 and 18:30-20:30 hrs.
- Welfare can only deal with a maximum of 20 people so there have been occasions he has been unable to print anything. If there are two members of staff, then they should double the amount of detainees they see each day,

These are the figures of how many detainees were seen over the last few months in 2017.

Dec 581 (figures are low due to wing refurbishment and the centre capacity was reduce by 140 beds).

Nov 917

Oct 1024

Sep 1064 (this equates to seeing 5 detainees per hour or 35.4 detainees each day throughout the whole of September)

Aug 1147

- Given this BH makes it very difficult for him to send things to his lawyer.

I would like you to comment on each of these points and supply any supporting evidence.

Could you comment on whether the internet was down for 4 days in September 2017 and if so what was put in place so that the detainees could access their emails and the internet during that period. I understand that they should have access seven days a week for a minimum of seven hours a day. Please would you also advise what information the detainees were provided with to notify them that the internet was down, what updates and what advice on alternative measures put in place.

Yes the internet was down for four days due to an external line problem, Virgin and BT were called to fix the problem. Detainees would of been notified of this, as posters would had been put up on the doors in the IT rooms, explaining to detainees that if they wish to get access to their accounts or print in regards to their cases then provisions such as going to welfare or see one of the residential DCMs who would have access to internet.

Why the detainee was unable to print attachments from the computer in the IT room and had to use welfare as I understand from your response that he should be able to print direct from the computer in the IT room?

Detainees can print from the IT room, unless the printer was not working or not connected to the individual computer because it was replaced following continue damage to individual computer's by detainees and not connected. Plans were already in place to refurbish the IT before this issue in September.

One of the other issues detainees had, was not being able to open their attachments, again because of the system it didn't allow this to happen on certain sites.

IT was completely refurbished in October due to the continue damage by detainees and having access to sites which they were not allowed to have because of the firewall,

Is there welfare in each wing or is this central? If in each wing could you access any welfare on just the one on his wing D Wing?

There is only one central welfare office, although staff do deal with welfare issues on their own wings on a daily basis, but don't print, outside of welfare this can be done by the residential DCM

Detainees do have access to fax machines and there is one on every wing.