



# Digital transformation of the year - Delivering technology into prison cells

HM Prison and Probation Service (HMPPS) is an executive agency of the Ministry of Justice (MoJ). It is responsible for all prisons and other correctional services within the UK.





## Their challenge

- 1 As part of UK Government Major Projects Portfolio, HMPPS commissioned a £52m In-Cell Technology Programme to install 15,000 laptops into prison cells and 300 kiosks across 15 sites onto prison wings.
- 2 Completed in Autumn 2022, this project took place during the Covid pandemic.

## Our approach

- 1 Responsible for the programme's project management, Triad supervised the migration of two prisons to new systems, whilst managing the installation of technology and hardware to 13 new sites, including women's prisons and young offender institutions.
- 2 Across software and hardware, we were responsible for project management, buildout, testing and analysing.
- 3 Across all sites, we managed the infrastructure, with Wi-Fi providing access to an internal content hub and Unilink transactional services.
- 4 Working on four sites in parallel, we overcame frequent lockdowns and site-specific restrictions, to streamline the schedule and complete on time.

## Results

-  Prisoners now have access to digital transactional services. They can complete administrative tasks, replacing time and resource intensive paper-based services.
-  Overall safety and security, plus prisoner wellbeing and digital literacy, have improved, while interaction between prisoners and staff are now focused on more important matters.
-  Wing officers and administrative staff are reporting time savings of between 2 and 3.5 hours a week each.
-  This project's success means funding has already been approved for phase 3 of the programme to continue to roll out in-cell technology to a new set of UK prisons.

## Their story



Ministry  
of Justice

Launchpad provides laptops for Prisoners to use in their cells, kiosks on the landings, and Wi-Fi in residential areas at some sites. Our mission was to build on the success of the first two "Digital Prisons" launched in 2016 and implement the Launchpad service across 13 new sites.

### Many UK prisoners lack digital literacy

And yet the UK is a digital world. This makes rehabilitation harder as ex-offenders struggle with the reality of our digital society.

### Transforming daily tasks

Technology has helped prisoners access services such as basic shopping, organising family visits and arranging activities in a controlled and restricted way. They can also communicate with family, providing an incentive to reduce reoffending.

### Significant efficiency improvements

Staff no longer distribute email printouts or drop off and collect paper order forms for daily processes such as food and personal supply orders. This has created time savings for staff, increased staff satisfaction and seen staff relationships with prisoners improve.

### Our project managers operated in extreme circumstances

Constantly tested by the prison environment and the Covid pandemic, they balanced personal security with project deadlines whilst navigating prison rules and regulations.

### A roadmap for the future

Triad created a support and operating model that can now be scaled across all publicly operated prisons in England and Wales.

### Digital Transformation Project of the Year

Triad and HMPPS won "Digital Transformation Project of the Year" for the project management of this programme at the 2023 BCS & Computing UK IT Industry Awards.