

# **Survey on the Availability of Digital Technologies in Prisons and Probation**



**DIGICOR**

**Survey analysis**

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## Introduction

The DIGICOR proposal is closely linked to the idea that the digitalisation momentum derived from the pandemic crisis must not be ignored but instead supported.

This initiative focuses on fostering inmate education, employability, and contact with the outside world, using digital literacy as a core driver for the success of this transformation.

Considering prison staff's intermediary role between inmates and technological solutions, DIGICOR aims to provide training to correctional professionals to decrease recidivism rates exponentially.

DIGICOR seeks to enhance educational/training staff, technicians, and prison officers' digital skills through technology to improve inmates' rehabilitation.

DIGICOR is being implemented in Portugal, Belgium, Germany, Turkey and Romania, totalling 7 partner organisations working in 5 countries.

The partners developed a survey to assess the existent digital panorama in prisons and probation services and the respondents' level of interest in the proposed solutions. This survey is still ongoing.

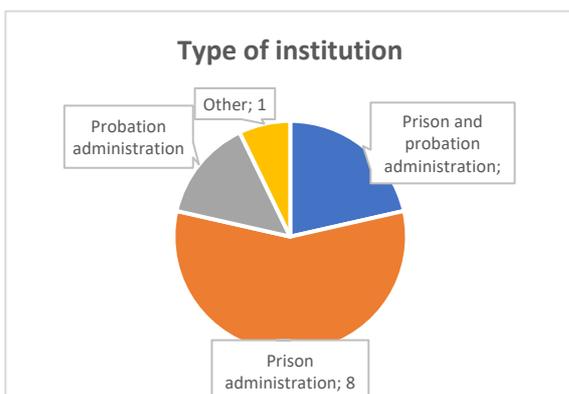
The present report is the preliminary analysis of the survey. This survey was divided into 3 parts. Part I intended to provide a characterisation of the respondents and their institutions. Part II referred to Digital solutions in prisons, and Part III to Digital Solutions in Probation Services.

The respondents were asked to fill out the survey according to their function within the prison system, as follows:

1. Representatives of the Prison and Probation Administration reply to this survey's questions.
2. Representatives of the Prison Administration respond to Part I (general questions) and Part II of this survey.
3. Representatives of Probation Administration reply to Part I (general questions) and Part III of this survey.
4. Representatives of the Ministry of Justice, an International Multilateral Organisation or a Corrections Technology Expert answer all the questions.

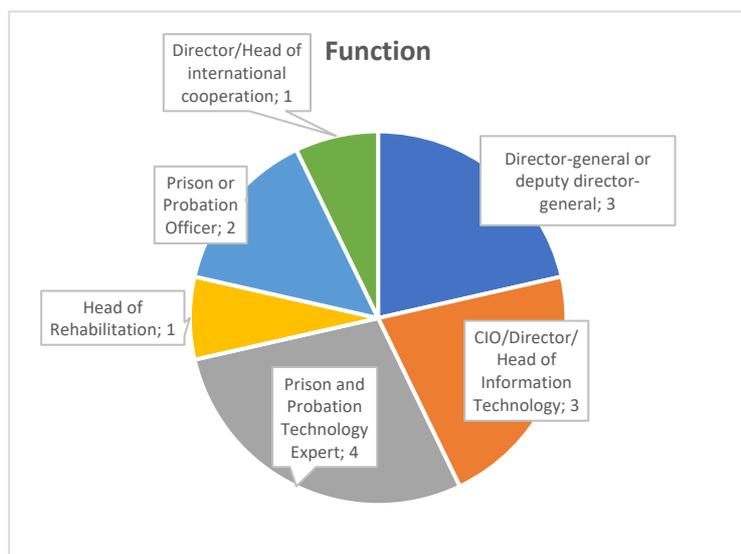
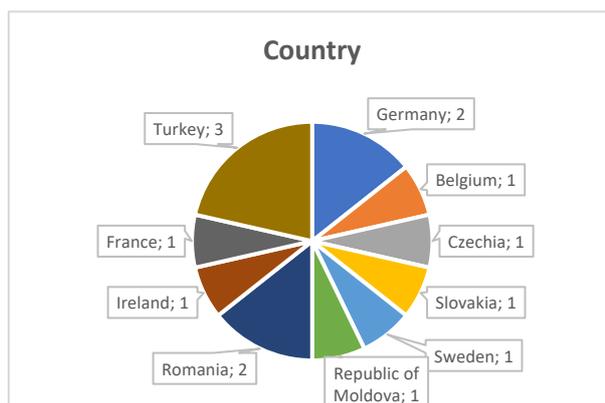
## PART I: About you and your institution

### 1. Characterisation of the respondents



Most respondents belong to the Prison administration (n=8), although 2 come from Probation Administration and 3 from Prison and Probation Administration. One of the respondents did not specify.

Respondents come from ten countries — three from Turkey, 2 from Romania and 2 from Germany. One respondent is from the following countries: Sweden, Slovakia, Moldova, Ireland, France, Czechia, and Belgium.



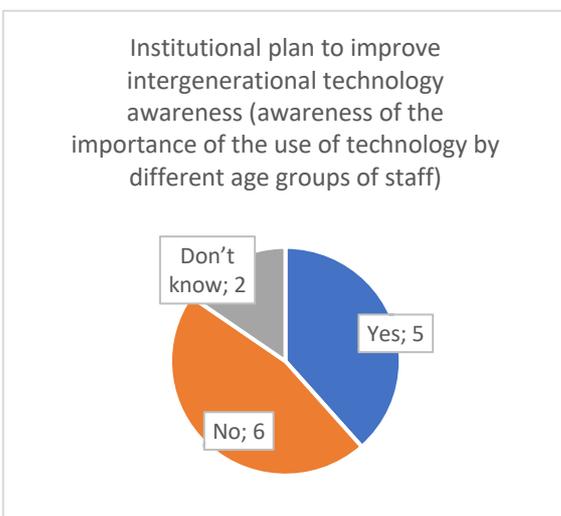
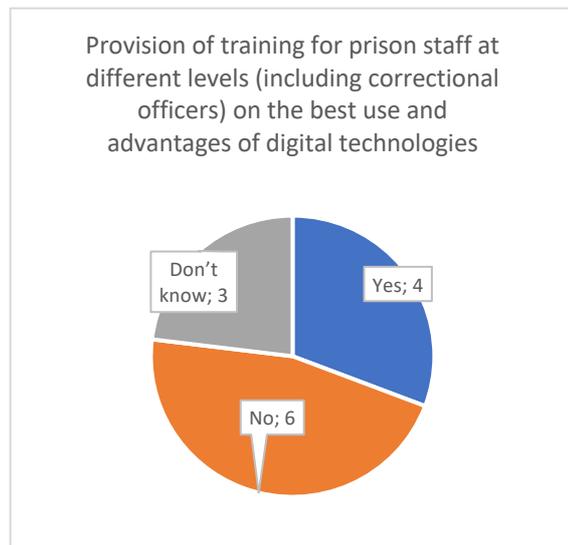
Regarding their function, respondents are Prison or Probation technology experts (n=4), followed by the Director-General or deputy director-general (n=3) and CIO/Director/Head of Information Technology (n=3). One is the Director/Head of International Cooperation, and the other is the Head of Rehabilitation.

## 2. Characterisation of the institution



Most respondents affirmed their institution has an annual investment plan for digitisation, digitalisation, digital modernisation, or transformation (n=8), whereas 3 answered there is no plan. Two respondents do not know.

Concerning providing training for prison staff at different levels (including correctional officers) on the best use and advantages of digital technologies, most respondents (n=6) replied that there is no such training, 4 respondents answered affirmatively, and 3 do not know.



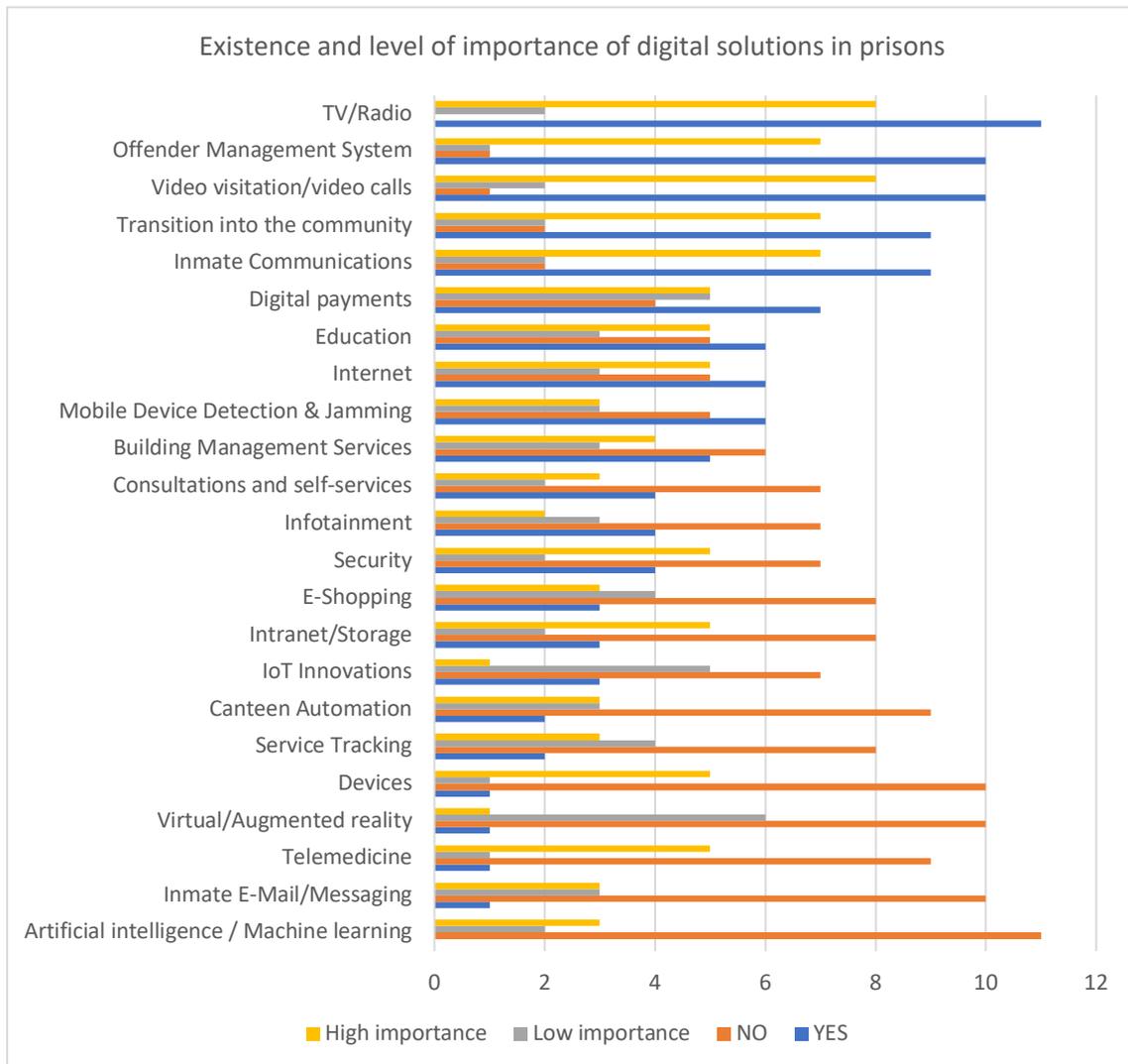
As for an institutional plan to improve intergenerational technology awareness in the prison system, most respondents (n=6) answered no, and 5 replied affirmatively. 2 respondents were unaware of such a plan.

Regarding the organisation's annual investment in digitisation, digitalisation, digital modernisation, or transformation, only 4 respondents answered this question. For analysis purposes, the amounts indicated were converted into euros. The first said there was a state budget, but there were no details nor information for this field of action (Germany). The second specified that in 2020, 282 643,32 euros and, in 2021, 395 108,41 euros were spent on IT operations, and there was a 308 768,74 Euros investment in 2021 (Czech republic). The third stated 6 534 890,36 Euros in 2020 and 8 231 078,46 Euros in 2021 (Sweden). Finally, the last one said approximately 30.000 euros (Romania).

## PART II: Digital Solutions in Prisons

### 1. General Overview

The graph below illustrates the results regarding the existence and level of importance of digital solutions in prisons.



The respondents were asked to state if a given digital feature existed or not in their prison and to rate its importance. As the graph above displays, two options enhance opposites. The first is the existence of TV/Radio in all prisons, which is mainly considered highly important. The second is there is no artificial intelligence/machine learning in any prison, but it was given high importance by most respondents (n=3). Offender management systems and Inmate communication exist in almost every prison (n=10) and are given mostly high importance (n=7). Video visitation/video calls exist in most prisons (n=10) and are mostly considered highly important (n=8). Transition into the community exists

in 9 prisons and is rated mostly as highly important. Digital payments are present in 7 prisons; respondents are divided between low and high importance (n=5, each).

Education, Internet and Mobile Device detection & Jamming exist in 6 prisons. Most respondents give the first two high importance, and in the last, respondents are divided regarding the importance (high and low, n=3).

Building Management Services exist in 5 prisons and are missing in 6, and respondents mostly give it high importance. Consultations and Sel-service, Infotainment and Security, do not exist in most prisons (n=7), but Security is given the highest importance (n=5) and Infotainment the least (n=2).

E-shopping, Intranet Storage and IoT Innovations exist only in 3 prisons, and the first is mostly highly important (n=5). E-shopping and IoT Innovations were mostly given low importance (n=4 and n=5, respectively).

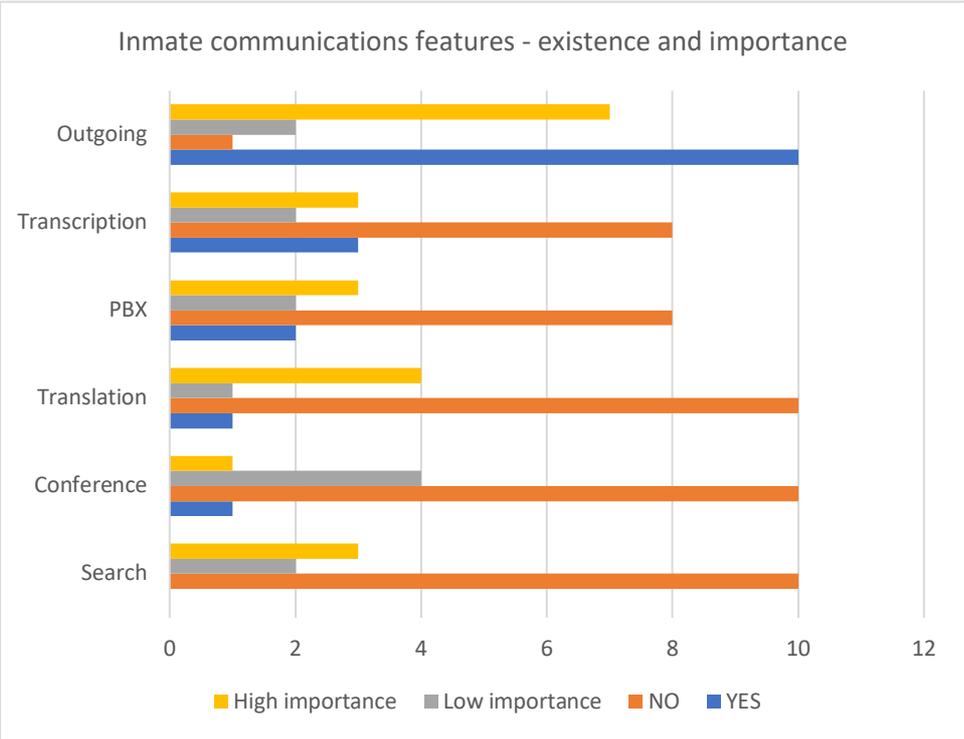
Canteen automation and Service Tracking exist in 2 prisons, and the first was considered more important than the latter.

Devices, Virtual/Augmented Reality, Telemedicine, and Inmate E-mail/messaging exist only in one prison. However, Devices and Telemedicine are considered highly important by most (n=5), whereas Inmate E-mail messaging is given less importance and Virtual Reality is given very low importance (n=6).

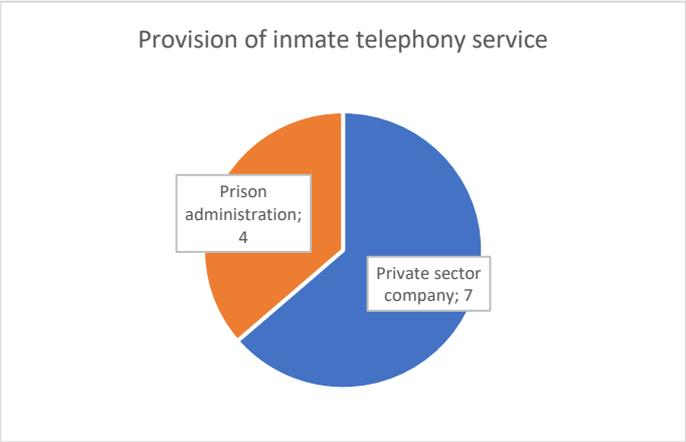
## **2. Inmate Communications**

### **2.1 Overview**

Regarding Inmate Communication features, Outgoing exists in almost all prisons (n=10), which most respondents consider highly important (n=7). In contrast, Search does not exist but is given mostly high importance. The monitorisation of inmates' calls (Monitoring) and VoIP and Recording exist in 7 prisons, are absent in 4 and respondents are divided regarding its importance (50% low; 50% high). Recording and Legal Intercept exist in 6 prisons and are missing in 5, but Recording is given a higher level of importance. Internal and Incoming calls are missing in most prisons (n=6) and exist in 5, and are given high importance by most respondents (n=4). Transcription is absent in 8 prisons and exists in 3 and is mostly considered highly important. 2 prisons have PBX, whereas 8 do not, and respondents mostly consider it highly important. Translation and Conference exist only in one prison, but the first is given high importance, whereas the second, low importance.

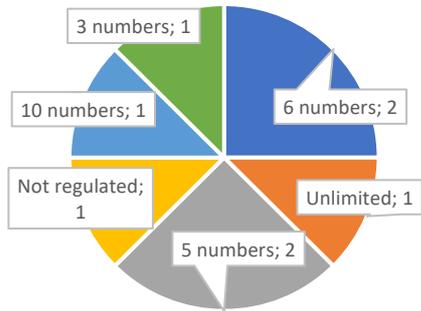


**2.2 Inmate Telephony Service**



Private sector companies mostly provide the inmate telephony service (n=7), and less by Prison Administration (n=4).

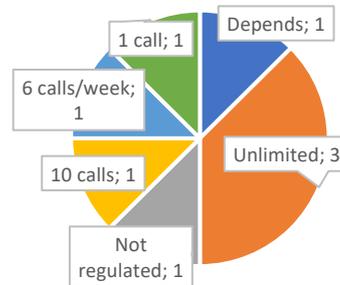
How many phone numbers are allowed



Regarding the number of phone numbers allowed, one respondent stated "unlimited" and the other "not regulated". As for concrete numbers, 2 respondents said 5, 6, whereas 1 indicated 10 phone numbers.

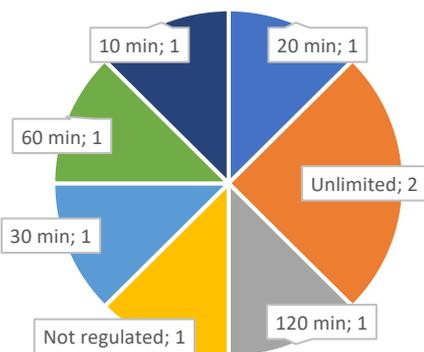
There are different features in the prison services regarding the number of calls an inmate can make per day. Most respondents (n=3) replied there are no limits for the calls. Each respondent indicated 1 call, 6 calls per week, not regulated, depends (although not specified) and 10 calls.

How many calls per day

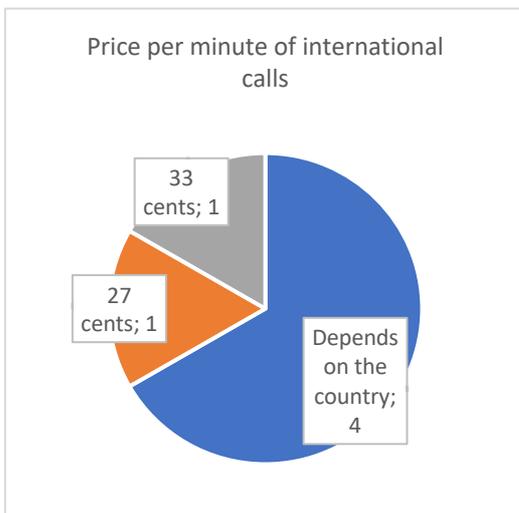
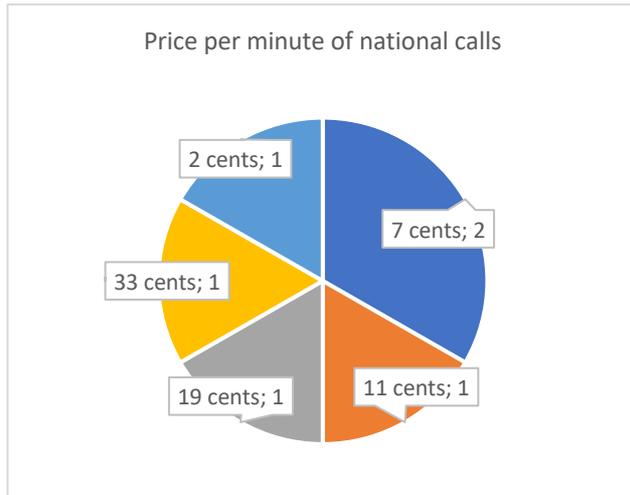


The duration of the calls is also variable, ranging from 10 minutes to 120 minutes. On the other hand, in some prisons (n=2), the time of the calls is unlimited or not regulated (n=1).

How long can be the calls

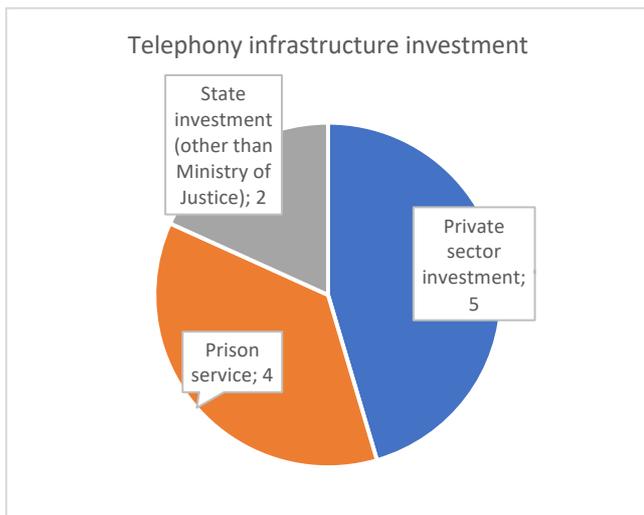


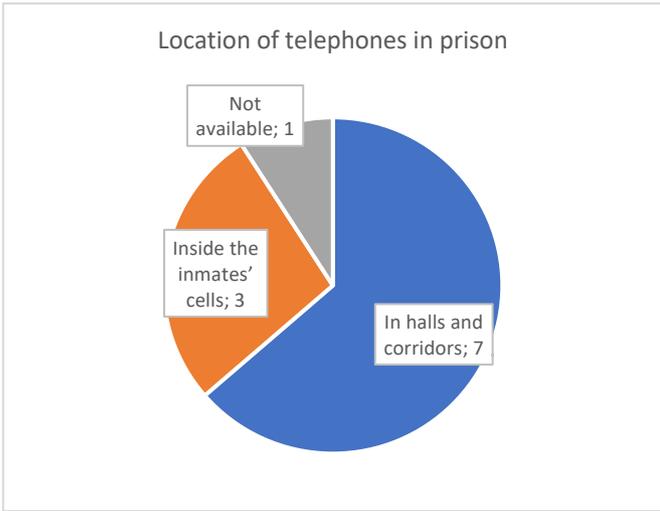
For analysis purposes, the amounts indicated were converted to euros. The price per minute of national calls is mostly 7 cents, but there are different prices, ranging from 2 cents to 33 cents, but these are less common. However, only half of the respondents answered.



The price of international calls depends on the country of destination in most cases (4). One respondent indicated 33 cents and the other 27 cents. However, few respondents answered.

As for the investment in the telephony infrastructure in prison, it comes mainly from the Private sector (5 prisons), followed by the Prison service itself (4 prisons) and, to a lesser extent, from State investments, other than the Ministries of Justice (2 prisons).



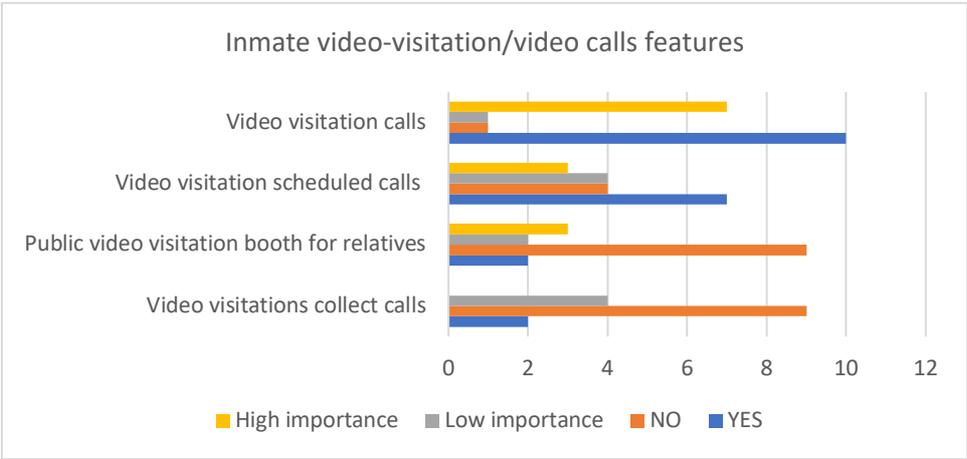


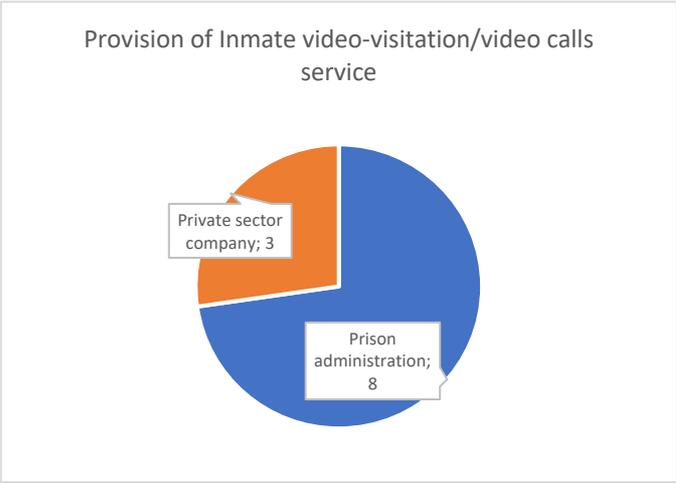
In prisons where telephones are available (n=10), they can be found mainly in the halls and corridors (n=7) and, to a lesser extent, inside the inmates' cells (n=3). However, in one prison, there are no telephones available.

### 3. Inmate Video visitation calls

#### 3.1 Overview

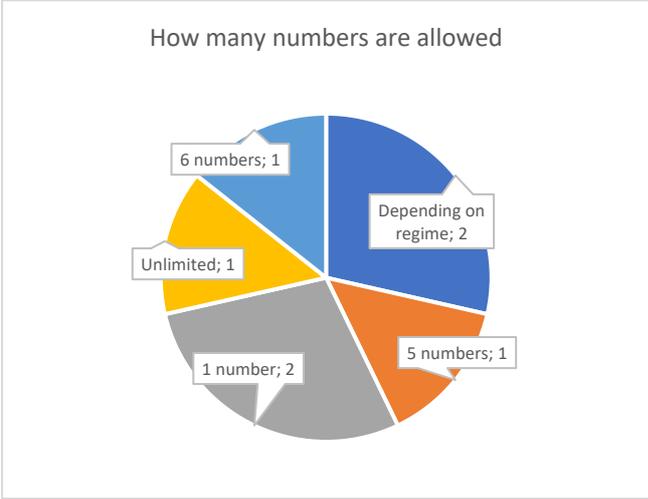
Regarding Inmate video-visitation/video calls, the most common feature in prisons (n=10) is Video visitation calls, which are considered highly important by most respondents (n=6). In contrast, the less common feature is Video visitations collect calls, existing only in 1 prison and are regarded with low importance. Video visitation scheduled calls from inmates or relatives exist in 5 prisons and are given low importance. Finally, most respondents consider Public video visitation booths for relatives, and Video visitation collect calls exist only in 1 prison. The first was considered important, whereas the second was given low importance.





Inmate video-visitation/video call service is provided mainly by the prison administrations (n=8) and, to a lesser extent, by the private sector (n=3).

Regarding the number of visitation calls inmates are allowed to have, there are differences among prisons. The most common feature is one number or dependent on the inmate's regime. However, there are situations with unlimited numbers or up to 5 or 6.

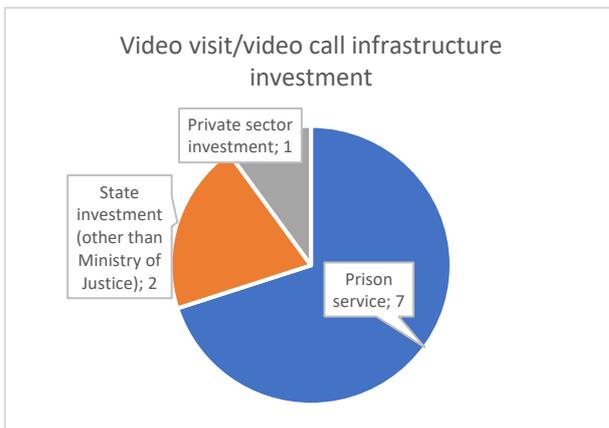


The number of video calls allowed daily also displays a wide variety, and only half of the respondents answered. Mostly, the number is set according to their regime, although not specified. When specified, this number ranges from 1 to 6 hours per week to 2 hours per month (considered visits).



The allowed duration of video calls differs significantly from prison to prison. The most common period is 60 minutes. However, inmates' time for a call ranges from 15 minutes to 60 minutes and even 60 minutes per week. In 2 cases, it depends on the inmates' regime.

The price per minute of national and international video calls is the same and, in most cases, free of charge. However, one respondent indicated 14 cents per minute and the other 3 cents per minute. Less than half of the respondents answered this question.



The funding sources for Video visit/video call infrastructure are mostly the prison services (n=7), followed by State investments (others than Ministries of Justice) (n=2) and the private sector (n=1).



In most prisons, video call devices are primarily found in halls and corridors (n=7) and inside the inmates' cells (n=2). However, in one prison, these devices are not available.

#### 4 Existence and importance of various digital features/systems in prisons

For analysis purposes, some items in the survey were distributed into 3 groups and grouped in tables, as follows:

- 1) Group 1 – Education, Telemedicine, Infotainment, Devices, TV/Radio and Multimedia.
- 2) Group 2 – Mobile phones detection and jamming, Internet, E-shopping, Intranet/File storage and E-mail/messaging
- 3) Group 3 – Transition into Community, Canteen, Staff service tracking, Documentation, Building Management and Security.

The remaining features are displayed graphically. The results will be presented for each group and feature.

##### 4.1 Group 1 - Education, Telemedicine, Infotainment, Devices, TV/Radio and Multimedia

Regarding **Education**, Self-certification exists in 3 prisons but is absent in 8. Self-education exists in 2 prisons and missing in 9 prisons. Community conformity education only exists in one prison. However, all of these features are highly important to the respondents.

**Telemedicine** features are absent in most prisons; most respondents consider them highly important. Specifically, Doctor calendar was given the highest importance but

exists only in 1 prison. Health centre interfaces and Medical monitoring systems exist in 2 prisons. They are equally considered highly important by most respondents.

As for **Infotainment**, the most common feature is Entertainment on demand, although it exists in 3 prisons and is absent in 8. The level of importance is divided among the respondents; 50% considered it highly important, and the others low important. Apps are missing in all prisons but are considered equally high and low. Most respondents give games, E-books / Audiobooks / Music equal high and low importance levels.

The existence of **Devices** in prison is not very common. It is possible to see that Officer tablets and In-cell tablets do not exist in any prison. Still, Officer tablets are regarded as highly important as opposed to In-cell tablets, rated as low important by most respondents. Cabled smart TVs and Media terminals exist in 2 prisons. They are given equal levels of importance, high and low. Finally, In-cell smartphones, Internet smart TVs and Hallway kiosks only exist in one prison and are also given equal importance levels.

**TV and Radio** exist in all prisons. Most respondents consider them highly important, especially TV. In contrast, TV/Radio recording exists in 2 prisons and is given equal importance levels. Finally, Media store does not exist, although regarded as highly important.

**Multimedia consultation and self-service systems**, although nonexistent in most prisons, they have some expression in others. Thus, the most expressive is Inmate account enquiry, existing in 4 prisons and is considered highly important by most respondents. Group calendar, Visitation scheduler, Surveys and Consultations come next, existing in 2 prisons. Still, most respondents regard only the first two as highly important, whereas the others have equal levels of importance. Food orders and Multimedia notice board exist in one prison, and the latter is considered more important than the first. Requests & Complaints and Inmate calendar do not exist. However, they are mostly considered highly important.

Digital Devices	YES	NO	1	2
<b>Education</b>				
Self-certification	3	8	0	6
Self-education	2	9	0	6
Community conformity education	1	10	1	5
<b>Telemedicine</b>				
Health centre interfaces	2	9	1	4
Medical monitoring system	2	9	0	4
Doctor calendar	1	10	0	5
<b>Infotainment</b>				
Entertainment on demand	3	8	3	3
E-books / Audiobooks / Music	1	11	2	3
Games	1	11	3	3
Apps	0	11	3	3
<b>Devices</b>				
Media terminals	2	8	3	3
Cabled smart TVs	2	9	3	3
In-cell smartphone	1	10	3	2
Hallway kiosks	1	10	3	3
Internet smart TVs	1	10	3	3
In-cell tablets	0	11	4	2
Officer tablets	0	11	1	5
<b>TV/Radio</b>				
TV	11	0	1	7
Radio	11	0	3	6
TV/Radio recording	2	9	3	3
Media store	0	11	1	4
<b>Multimedia consultation and self-service systems</b>				
Inmate account enquiry	4	7	2	5
Group calendar	2	9	1	5
Visitation scheduler	2	9	1	5
Surveys	2	9	3	3
Consultations	2	9	3	3
Food orders	1	10	3	3
Multimedia notice board	1	10	1	4
Requests & Complaints	0	11	1	4
Inmate calendar	0	11	1	5

#### **4.2 Group 2 – Mobile phones detection and jamming, Internet, E-shopping, Intranet/ File storage and E-mail/Messaging**

The most common feature of **Mobile phones detection and Jamming** is Detection, which is present in 8 prisons but absent in 3 and regarded mostly as highly important. Jamming and Alerting are mostly absent, the first existing in 4 prisons and missing in 7, and the second existing in 3 and absent in 8. However, they are considered equally highly important by most respondents.

Regarding the **Internet** features in prison, Browsing Activity exists in 5 prisons and is regarded chiefly as low importance. However, some respondents gave it high importance. Most consider the Content filter highly important, which is present in 4 prisons. Likewise, although, to a lesser extent, Contextual Analysis was also rated highly important, and it exists only in 3 prisons.

As for **e-Shopping**, these features are not very common in prisons. There is no Store availability, and it's given equal levels of importance. Allowance and allotment are present in 2 prisons, and mostly rated as low important. Online payments and Online shopping for inmates are only found in one prison but are regarded mostly as low importance.

**Intranet/File storage** features are found in prisons, although in the minority, but to different degrees. The most common is Inmate information management, which is present in 3 prisons, followed by Request forms (2 prisons). Private Inmate File Storage does not exist. However, most respondents consider these features highly important, especially Request forms (5 respondents), but Private inmate File storage less important. As for E-mail/Messaging, almost all elements of this item do not exist in prison and are given equal importance levels. The only existing one is Contact approval, but only in one prison and also given equal levels of importance.

Digital devices/systems	YES	NO	Low Importance	High Importance
<b>Mobile phones detection and Jamming</b>				
Detection	8	3	2	5
Jamming	4	7	2	4
Alerting	3	8	2	4
<b>Internet</b>				
Browsing Activity	5	6	4	3
Content filter	4	6	2	5
Contextual Analysis	3	8	2	4
<b>E-Shopping</b>				
Allowance and allotment	2	9	4	2
Online shopping for inmates	1	10	3	2
Online payments	1	10	3	2
Store availability	0	11	3	3
<b>Intranet / File storage</b>				
Inmate information management	3	7	1	4
Request forms	2	8	0	5
Private Inmate File Storage	0	10	4	3
<b>E-mail/Messaging</b>				
Contact approval	1	10	3	3
SMS/MMS	0	11	3	3
Rich media messaging	0	11	3	3
E-Mail	0	11	3	3

#### 4.3 Group 3 – Transition into Community, Canteen, Staff service tracking, Documentation, Building Management and Security

Regarding **Transition into community**, these features are primarily absent from prisons, and Animal Shelter Portal does not exist in any prison, and the level of importance is divided. The most common feature is Housing search support, existing in 4 prisons, and Job application portal, existing in 3 prisons, although both are mostly considered highly important. Extended internet access and Dating Portals are regarded with low importance, especially the former, and exist only in 2 and 1 prison, respectively.

**Canteen automation** features are mostly absent in prisons. Canteen Automation System exists only in one prison and is given equal levels of importance. The Usability by inmates and officers is missing in most prisons (n=9), existing in 2 but considered more important than the former.

Concerning **Staff Service Tracking** features, it is possible to see these are not very common in prison, particularly Request Tracking, existing only in one prison and is absent in 9, although considered mostly highly important. Complaint tracking and Incident Tracking are equally lacking in 8 prisons and exist in 3 but are regarded as highly important, especially the first.

As for **Documentation and Training of Staff** features, E-learning exists in 6 prisons, is absent in 4 and is mainly regarded as highly important. Video training lessons and Handouts exist in 4 prisons but are lacking in 7 and 6, respectively. However, they were rated with high importance, especially the latter.

**Building management services** are the most common feature (9 prisons) and also the one given the highest importance (8 respondents). Intercoms exist in 6 prisons and are absent in 4 but are regarded as highly important. Finally, Digital signage is the less existing feature (3 prisons). Still, it is also considered less important than the others.

The most common **Security** feature in prisons is Video surveillance (CCTV), which is present in almost all prisons (n=10) and absent in 1, followed by Alarming, which is present in 8 and missing in 3. Body Scanners, Intelligent Video Surveillance (iCCTV), Digital monitoring features for inmates and officers are present in 6 prisons and absent in 5. Fingerprint scanners are lacking in most prisons (7) and present in 4. All features were mainly considered highly important, especially CCTV, ICCTV, Alarming and Fingerprint scanners.

Digital devices/systems	YES	NO	Low importance	High importance
<b>Transition into the community</b>				
Housing search support	4	6	2	6
Job application portal	3	7	1	7
Extended internet access	2	8	3	3
Dating portals	1	10	4	1
Animal shelter portal	0	10	2	3
<b>Canteen automation</b>				
Usability by inmates and officers	2	9	2	5
Canteen Automation System	1	10	3	3
<b>Staff Service Tracking</b>				
Complaint tracking	3	8	0	6
Incident tracking	3	8	2	4
Request tracking	1	9	1	5
<b>Documentation and Training of Staff</b>				
E-learning	6	4	2	5
Video training lessons	4	7	3	4
Handouts	4	6	2	7
<b>Building Management</b>				
Building management services	9	2	1	8
Intercoms	6	4	2	6
Digital signage	3	6	2	3
<b>Security</b>				
Video surveillance (CCTV)	10	1	1	7
Alarming	8	3	1	7
Body scanners	6	5	2	5
Intelligent Video surveillance (iCCTV)	6	5	0	7
Digital monitoring inmates	6	5	2	5
Digital monitoring officers	5	6	2	5
Fingerprint scanners	4	7	1	6

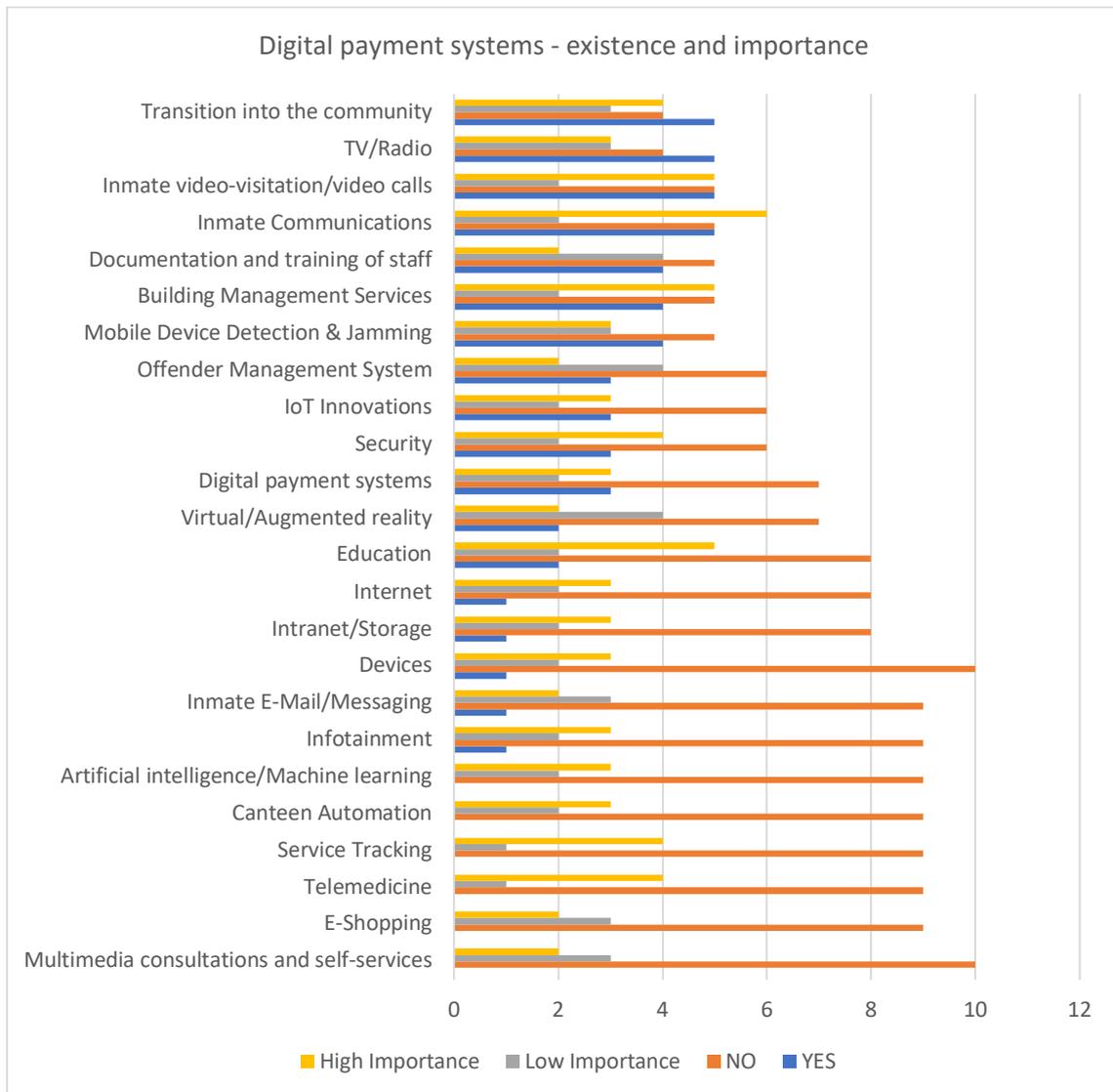
## 5. Digital Payment Systems

Digital payment systems are not a very common feature in prisons. Artificial intelligence/Machine learning, Canteen Automation, Service Tracking, Telemedicine, E-Shopping, Multimedia consultations and self-services exist in none. However, only Service Tracking and Telemedicine are rated highly important, Artificial Intelligence and Canteen Automation are also considered important, but to a lesser extent, whereas the other two are mostly given low importance.

The most common features corrections-wide are Transition into community, TV/Radio, Inmate Communications and Inmate video-visitation/video calls, which exist in 5 prisons but are absent in 4 and 5, respectively. All are highly important, especially Inmate

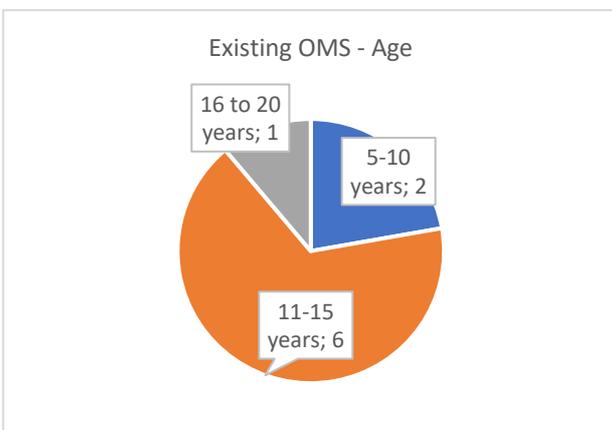
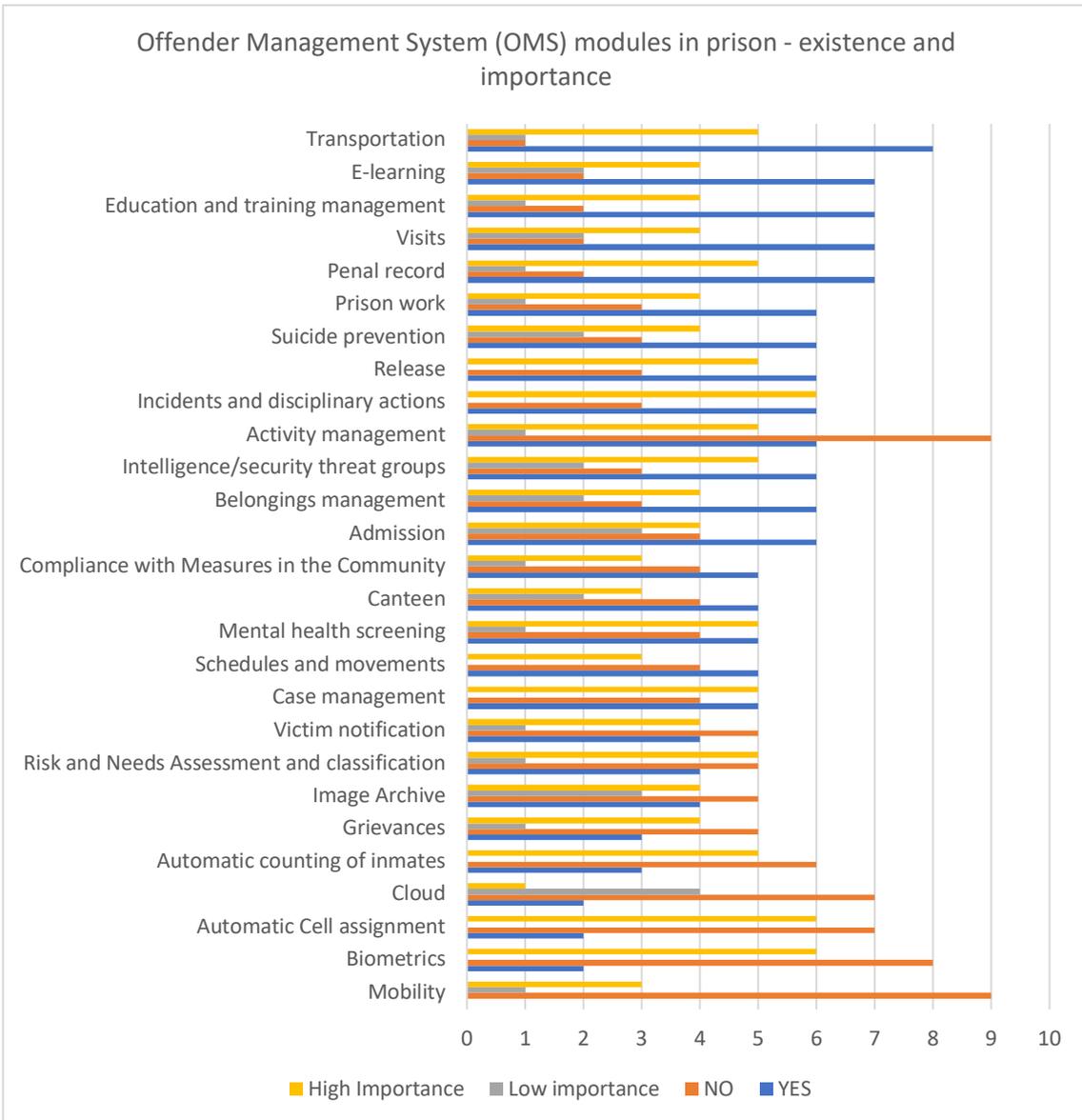
Communications and Inmate video-visitation/video calls and, to a lesser extent, Transition into community and TV/Radio.

In 4 prisons, Documentation and training of staff, Mobile Device Detection & Jamming, and Building Management services exist but are absent in 5, and the latter is considered the most important. Offender Management systems, IoT Innovations, Security and Digital payment systems exist in 3 prisons, and Security is given high importance, followed by IoT innovations and Digital payment systems. In contrast, offender management system is mainly considered low important. Virtual/Augmented reality and Education exist in 2 and are missing in 8, the first is considered low importance and the second is high importance. Finally, in one prison, there is Infotainment, Internet, Intranet/Storage, Devices and Inmate Email/Messaging. Regarding the importance given, they are all mostly considered highly important, except for Inmate E-mail/messaging. The graph below displays these results:

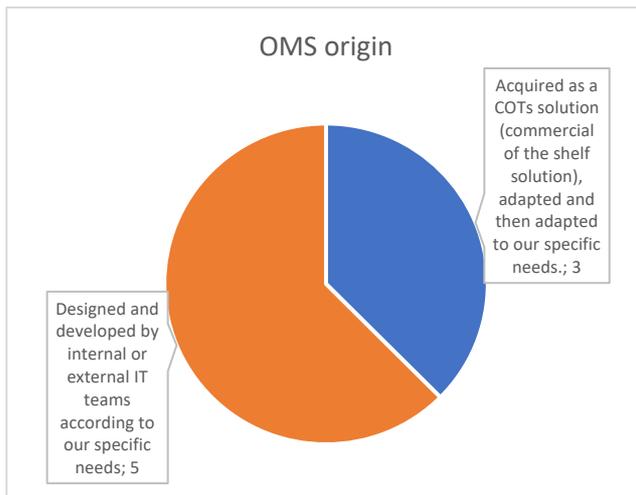


## 6. Offender Management System (OMS) modules

The graph below highlights that, despite the absence or presence of these modules, almost all of them are mostly considered highly important, especially Incidents and Disciplinary actions, Biometrics and Automatic Cell Assignments, Admission. The first exists in 6 prisons but the latter only exist in 2. Cloud, existing in 2 prisons, was the only item considered as low important. The most common is Transportation in 8 prisons, followed by E-learning, Education and training management, Visits and Penal record in 7 prisons. In 6 prisons, there are Prison work, Suicide Prevention, Release, Activity management, Intelligence/security threat groups, Belongings management, and Admission. These are followed by Compliance with Measures in the Community, Canteen, Mental health screening, Schedules and movements and Case management, existing in 5 prisons and missing in 4. Absent in 5 and existing in 4 are Victim notification, Risk and Needs Assessment and classification and Image Archive. In 3 prisons, there are Grievances and Automatic counting of inmates, and in 2 prisons, besides Cloud, Automatic Cell assignment and Biometrics are missing in 7. Finally, the significant absence is Mobility, existing in none but is mainly considered highly important. The graph below depicts the results of the existence and importance granted to Offender Management System (OMS) modules in prison.



In most prisons, the existing Offender Management System is 11-15 years old (n=6). The youngest OMS is 5-10 years in 2 prisons. The oldest one is 16-20 years in one prison.



The OMS systems in the prisons of this survey were mainly designed and developed by internal or external IT teams according to the specific needs of the service (5 prisons). To a lesser extent, these systems were acquired as COTs solutions adapted and later adapted to the particular needs of the service (3 prisons).

## 7. The TOP10 digital services/technologies according to the need/urgency of investment in prison systems

The respondents were asked to rate their Top 10 digital services/technologies from 20 items according to the need or urgency of investment in their prison systems.

The table below illustrates the frequency of the choices by each respondent, highlighting the most common options and providing the median values. According to the table, it is possible to establish the most common 10 priorities:

- 1 – Telephone Supervision and, to a lesser extent, Offender Management Systems
- 2 – Telephone supervision with GPS location
- 3 – E-mail/Messaging/WhatsApp with clients
- 4 - Electronic monitoring – with radio-frequency
- 5 - Use of applications for programming
- 6 – Transition into the community
- 7 – Breathalysers
- 8 – Use of automated systems for assessing clients
- 9 – Virtual / Augmented reality
- 10 - Programs and services management systems

Priorities in need of investment	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
Telephone supervision	6	1		2			1			1
Telephone supervision with GPS location		4	2		2			2		1
E-Mail/Messaging/WhatsApp with clients		2	3			2		1	2	
Electronic monitoring – with radio-frequency		1		4	1	2		1		
Use of applications for programming				1	4		1	3	1	1
Transition into the community		1	1	1	2	4	2			
Breathalysers			1				3	3		1
Use of automated systems for assessing clients			1			2	2	2	2	1
Virtual / Augmented reality			1				1		3	2
Offender Management System	4			2		1	1		1	2
Programs and services management systems		2			3			1		4
Workload allocation systems					1	1	1			
Case planning/management systems	1	2	1	3					1	
Revenue registers								1	1	
Business Intelligence		1	2							
Geographic information system									1	
Mobile devices for staff	1				1	1			1	
Multimedia consultations and self-services			2	1		1				
IoT Innovations										1
Artificial intelligence / Machine learning	1						2		1	

## PART III: Digital solutions for Probation Services

### 1. Related to client management

Regarding Client management devices on probation, it stands out that Robots for home visits were unanimously regarded as low importance and do not exist in any probation service. The Use of kiosks is also nonexistent but regarded important as opposed to the first. The most common devices are E-Mail/Messaging/WhatsApp, existing in 6 probation services and missing in 2, and Telephone Supervision, existing in 5 and missing in 3. In 3 probation services, there is Electronic monitoring – with GPS, Breathalysers and Use of automated systems for assessing clients but are missing in 5, being the latter considered the most important. However, the others were also regarded as important, though to a lesser extent. Absent in 6 and existing in 2 are Telephone supervision 2 and Electronic monitoring – with radiofrequency both considered highly important. Finally, only one probation service has Complex forms of electronic monitoring, Use of applications Web-based programs, but Use of Applications is the only considered important.

## 2. Related to the management of workload or data

The results for Management of workload or data features in probation highlight that all features are mostly considered highly important, especially Electronic databases (in 6 probation services), Reports (in 5 probation services), Compliance with Measures in the Community and Case Planning, followed by Case management (4 probation services). In 3 probation services, there are Programs and Services, but they are absent in 5. Missing in 6 are Applications, Penal situation, Revenue register and Business Intelligence. Finally, in only 1 probation service, there are Complex forms of electronic monitoring, use of applications and Web-based programmes, and absent in 7 probation services.

The table below shows the aggregated results of both features.

Digital Services on Probation	YES	NO	Low importance	High importance
<b>Related to client management</b>				
E-Mail/Messaging/WhatsApp.	6	2	2	4
Telephone supervision	5	3	1	5
Electronic monitoring – GPS	3	5	2	3
Breathalyzers	3	5	1	4
Use of automated systems for assessing clients	3	5	1	5
Telephone supervision 2	2	6	1	4
Electronic monitoring – radiofrequency	2	6	1	4
Complex forms of electronic monitoring	1	7	4	1
Use of applications	1	7	0	4
Web based programs	1	7	2	2
Use of Kiosks	0	8	1	3
Robots for home visits	0	8	4	0
<b>Related to the management of workload or data</b>				
Electronic databases	6	2	0	6
Reports	5	3	0	5
Compliance with Measures in the Community	4	4	1	5
Case planning	4	4	0	5
Case management	4	4	1	4
Programs and Services	3	5	2	3
Applications	2	6	1	3
Penal situation	2	6	0	4
Revenue register	2	6	1	3
Business Intelligence	2	6	1	4
Work allocation	1	7	1	3
Geographic information system	1	7	1	3

### 3. The TOP10 digital services/technologies according to the need/urgency of investment in Probation Services

The respondents were asked to rate their Top 10 digital services/technologies from 17 items according to the need or urgency of investment in their probation systems.

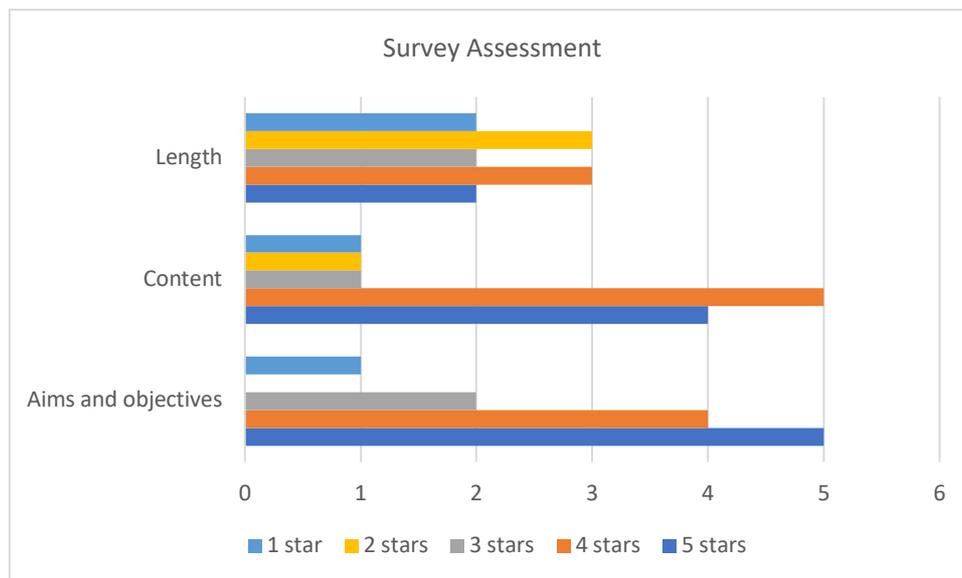
The table below illustrates the frequency of the choices by each respondent, highlighting the most common options and providing the median values. According to the table, it is possible to establish the most common 10 priorities:

- 1 – Telephone Supervision
- 2 – Telephone supervision with GPS location
- 3 – E-mail/Messaging/WhatsApp with clients
- 4 - Electronic monitoring – with radiofrequency
- 5 - Use of applications for programming
- 6 - Use of Kiosks
- 7 – Breathalysers
- 8 – Use of automated systems for assessing clients
- 9 – Robots for home visits
- 10 - Use of electronic databases

Priorities for Probation services	1st	2nd	3rd	4th	5t	6th	7th	8th	9th	10th
Telephone supervision	8	3	1	1				1		
Telephone supervision with GPS location	2	6	1		1			1		2
E-Mail/Messaging/WhatsApp with clients		3	4	1	1	2	1	1	2	
Electronic monitoring – with radio-frequency			3	5	1		1	1		
Use of applications for programming				1	6	1	2	2		
Use of Kiosks			1	1	1	4			2	
Breathalysers					1	2	5	2	1	1
Use of automated systems for assessing clients					1	2	3	4		
Robots for home visits								1	5	
Use of electronic databases	1			2	1	2			1	6
Programs and services management systems		1	1	1			1		2	1
Workload allocation systems		1						1		2
Case planning/management systems	2	1	1		1					
Revenue registers										
Business Intelligence			1				1			
Geographic information system						1				1
Mobile devices for staff			1	2					1	1

## Survey Assessment

After completing the survey, respondents were asked to assess its length, content, aims, and objectives on a 1 to 5 scale. The graph below illustrates the results.



As it is possible to see, most respondents considered the aims and objectives of the survey with a high assessment, between 5 and 4 (4 respondents and 5 respondents, respectively). Regarding the content, although most respondents gave a 4 and a 5 level (4 respondents and 5 respondents, respectively), some have a less favourable opinion. Finally, considering the length, most respondents considered it lengthy (3 respondents) and 2 respondents each divided their assessment between a positive and negative evaluation.