TEPHRA
smart hatch
Observe and protect

Smart Hatch

Smart Hatch is an on demand smart glass solution specially developed to enhance the safety and privacy of those living and working in a custodial environment. It is the first and only auditable obscured controlled panel that can be retrofitted to prison observation hatches or installed as part of a new build.

Background

Prison Services have a responsibility to provide a positive duty of care to protect prisoners from personal injury and harm, including abuse and neglect. The current standard of care is to risk assess prisoners, observe and manually document that they are safe, and at regular intervals.

Despite the best efforts these established observation protocols are open to abuse, affecting sleep patterns and interfering with prisoner privacy; negatively impacting on the relationship between staff and prisoner.

Given the rise in prisoner litigation, the need for accurate and reliable records of cell observations and engagement by prison staff has never been greater.

Features –

Control and power	For a retrofit installation Smart Hatch is powered and controlled by a rechargeable handheld device providing enough power for a full 12 hour shift. The option to power and control Smart Hatch in a new build specification is available through Lava's Cell Controller.
Audit trail	Every action and event within the system is recorded in a time stamped audit trail. It includes which device, which cell and the duration of observation. Only authorised personnel can view the full event history.

Hardware compatibility	Designed for easy installation. It can be installed in new builds or retrofitted to existing observation hatches.
Display Panel	Designed specifically for high security environments, the overlay retains and enhances all the strength and anti-vandal properties of the existing window.
Privacy	The panel has a haze coefficient of >90% when obscure. When clear it has a haze coefficient of <10%.

Safeguarding prisoners

Prisoners are disrupted less, feel more secure, have greater privacy and are less likely to challenge staff as all hatch operations are fully recorded.

Ultimately this leads to fewer complaints as the audit trail provides transparency of prison observation procedure for both staff and prisoners.

Smart Hatch also addresses many common prison complaints of:

- Sleep disturbances caused by hatch noise
- Abuse and accusations of the frequency of observations
- Observation hatches left open or unmonitored

Enhanced security benefits –

Authorised control	Prevents unauthorised viewing by staff or prisoners.
Silent operation	Electronic operation means prisoners are not disturbed by manual hatch noise.
Audit trail of records	Provides independent and verifiable proof of all interactions with the Smart Hatch including who, where and when.

Cost effective	Reduces repair costs of vandalised flaps.
Greater accountability and integrity	Real time system records cannot be altered or tampered with retrospectively.
Increased protection from litigation	Protects against false accusations contributing to reduced incidents of custody complaints.

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