



Opening Hours

Monday to Friday
9.00am - 8.00pm

Saturday and Sunday
10.00am - 3.00pm

Keeping in Touch

Can I telephone the prison and speak to a prisoner?

No. Prisoners cannot receive incoming phone calls.

Can the prisoner make a telephone call to me?

Yes. There are telephones available to prisoner and should be easily accessible. These can be used to keep in contact with family and friends. There may be restrictions on the time of day the phones can be used and there may be a queue to use the telephone. There are generally only one or two telephones per wing.

How are the calls paid for?

Prisoners are required to cover the cost of their phone calls from their private cash or earnings. If you want to help a prisoner with the cost of making calls then you can send money to them at the prison by way of a postal order (*for more details see help-sheet on 'Property and Money'*).

Prisoners do not use 'phone cards'.

On reception to prison, prisoners are given a PIN number and a form on which they need to provide the details (name, address, telephone number) of up to twenty people they wish to have contact with and up to fifteen legal numbers. These numbers will need to be approved by security before being attached to the PIN number. A prisoner can then only make telephone calls to those people he/she has elected to.

Prisoners can be banned from using certain telephone numbers. This might include those of victims or the press.

For help with keeping the price of prison calls (to mobiles) low there are services to help reduce this cost (FoneSavvy/Prison phone) where your loved one can phone you for longer, at a lower cost.

What if it is an emergency?

If a prisoner cannot access a Pinphone and needs to get in touch with someone as a matter of urgency, for example for very strong compassionate reasons then they may, at the Governor's discretion, be permitted to use an official telephone.

Are telephone calls monitored?

Prison officers can listen to a number of calls at random. For most prisoners, other than Category A prisoners, calls are not routinely checked unless there is some intelligence to suggest illegal activity may be taking place. Calls made by all high risk Category A prisoners are monitored.

Calls will be terminated if a call contains anything that:

- Relates to escape plans or compromises the security of the prison
- Is connected to a criminal offence or a breach in prison rules
- Threatens national security

- Is threatening or indicates blackmail
- Is racially offensive or obscene in nature

Calls made to Samaritans, legal advisers, the Prison and Probation Ombudsman's office, the Criminal Cases Review Committee, Consular Officials and a number of other 'confidential access organisations' are not listened to.

Can I write to a prisoner?

Yes. A prisoner can receive an unrestricted number of letters through the post, except if they are in a prison where letters are routinely read. When a prisoner is on remand they will be given the postage for 2 letters per week and when sentenced, prisoners are entitled to postage for 1 free letter per week.

Will the letters be read?

All letters are opened to ensure that no unauthorised items are contained within but they are not generally read. However letters, as with phone calls, may be randomly checked or more routinely monitored where there is intelligence to suggest illegal activity may be taking place. All letters, both incoming and outgoing, may be read in high security establishments.

Letters must also not contain anything that:

- Relates to escape plans or compromises the security of the prison
- Is connected to a criminal offence or a breach in prison rules
- Threatens national security
- Is threatening or indicates blackmail
- Is racially offensive or obscene in nature.
- If a prisoner is Category A and either, a danger to children or has a restraining order or injunction in place, letters will be opened and read for security reasons.

Letters will be stopped if the above rules are broken.

Can I send in photographs?

Yes, but be aware that a prisoner is not allowed to have photographs of themselves. This includes family or group photographs in which they appear. Photographs that are explicit or sexual in nature are also not permitted. Certain prisoners may not be permitted to have photographs of children.

Can I email a prisoner?

The organisation emailaprisoner.com (EMAP) has systems in place in the majority of prisons which enable families and friends to send emails to prisoners. There is a charge of 30p per email made to the sender. This system does not provide a direct email to the prisoner. Staff in the prison post room print off the email, put it in an envelope and deliver it to the prisoner with the rest of their correspondence.

To find out if you can take advantage of this service log on to www.emailaprisoner.com.

The contents of emails must follow the same rules as letters and telephone calls.

Can a prisoner email me?

No, at present there is no facility for prisoners to email out. However this is being developed at certain establishments

What if I do not want the prisoner to contact me anymore?

If you do not want a prisoner to contact you anymore then you must contact the prison's public protection unit and inform them you no longer want to receive contact from the prisoner, either by mail or telephone.



If you are a victim of crime or are related to a victim and have received unwanted contact from a prisoner (by letter or telephone), contact the National Offender Management Service Victim Helpline.

Tel: 0845 7585 112

You can also write to the helpline at the following address:

**National Offender Management Service
Victim Helpline
P.O. Box 4278
Birmingham B15 1SA**

