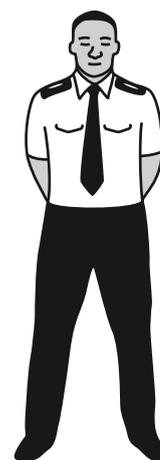
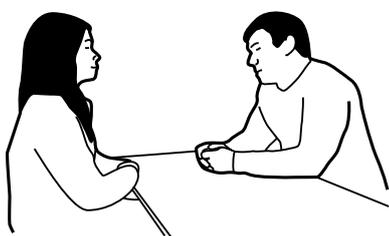


Prisoners Handbook

An Easy Read guide to a stay in prison:

- Reception and Induction
- Health care
- Your cell
- Daily life - routines, visits
- Leaving prison
- Help and support



Arriving at Prison



First you will go to the prison reception.

Prison staff in reception help you get ready for your time in prison.

They need to do some checks and tell you some important things.

Your things

Everything you have with you like your glasses, watch and jewellery will be searched and recorded by a prison officer.

You may be able to keep some of your things. The rest will be kept safe until you leave prison.



Searches

You will be searched when you get to prison.

You might be asked to take some of your clothes off to allow staff to search you.



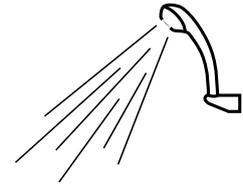
Phonecall

You will be able to make a phonecall to a family member or your legal adviser



Bath or Shower

You will be offered a bath or a shower .



Prison number

You will be given a prison number.

C1234

Where you will sleep

You will be told where you will sleep on your first night. You might have to share a cell with someone else



Your health

You will be seen by the prison health care team. They will check your health.

Tell them if you have any health problems.



Housing and benefits

If you rent a house or flat you will need to tell your landlord you are in prison.

If you claim benefits you need to tell your local Jobcentre Plus office that you are in prison. They will stop your claim.

Prison staff should be able to help you with this.



**job
centre
plus**

Help and support



You can talk to prison officers, or other members of staff, about any problems you have.

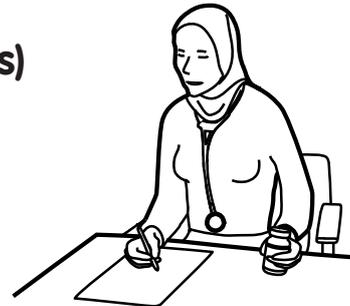
All prisons have a complaints system.

You can make complaint if you feel you are being treated badly or unfairly.

Other staff in prison who can help you

Healthcare team (nurses, doctors, dentists)

You can talk to them about any physical or mental health problems you have, or if you feel worried or upset.



Chaplains

- A chaplain is a religious person .
- You do not have to be religious to speak to them.
- You can speak to them about anything.



Equality Officer

You can talk to them about any disability, race or discrimination issues you want to know about.

- This person works in prison as a prison officer
- You can ask to see them at any time.
- Ask staff how to find this person.



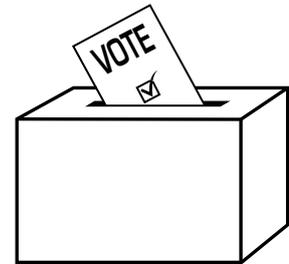
Prisoners who can help you

Listeners

Listeners are prisoners who provide support to other prisoners. They will not tell anyone what you say unless you tell them they can.

Wing representatives (wing reps)

The wing is the part of the prison where you live. Wing Reps are prisoners voted in by other prisoners on their wing.



They go to meetings to tell the prison staff if there is anything wrong. If you have any problems you can speak to your wing representative.

People you can phone for support

Samaritans

These people are outside of prison. They are there at any time to help people who are upset or worried.

- **Phone:** 08457 90 90 90.



The Prison Reform Trust

Have a free advice and support line for prisoners. You can call them on The Prisoners' freephone information line. It is open Mondays 3.30pm - 7.30pm, Tuesdays and Thursdays 3.30pm - 5.30pm.

- **Phone:** 0808 802 0060



NACRO

Nacro help people who have been in prison.

- **Phone:** 0800 0181 259



Induction



This is when you are told about life in prison.

You will be told about the prison rules.

There are formal rules for all prisons and local rules each prison has.

The rules are important

You should not break any rules.

Ask a member of staff if you do not understand any of the rules.

Rules	
1.	_____
2.	_____
3.	_____
4.	_____
5.	_____



If you break the formal prison rules it is called an 'offence'.

You will be told if prison staff think you have committed an offence and what the offence is.

You will go to a hearing where the offence will be investigated.



Punishment

If you are found guilty of an offence, you will be given a punishment.

Guilty

Types of punishment

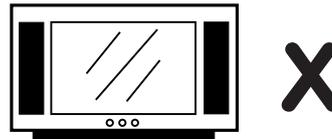
The punishment you get depends on how serious the offence is.

Some examples of punishments are:

- A caution



- Having the TV in your cell taken away for up to 42 days.

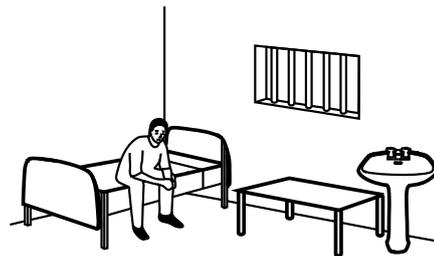


- Having some of the money you earn taken away for up to 84 days.



- Being stopped from mixing with other prisoners for up to 21 days.

This is called 'cellular confinement'.



Extra help

Induction staff will tell you about special members of staff who can give you extra help if you need it.



Ask questions

You can ask any questions about things you do not understand or want to know more about.



Your cell (room)

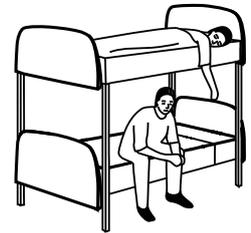


This is where you will live in prison.

Your cell door will be locked for some of the day and all night.

You may have to share a cell with another person

If you do have to share a cell prison staff will decide who is the best person for you to share with.



What you can have in your cell

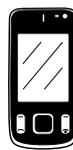
Staff will tell you what you can keep in your cell. This can be things like books, magazines, religious things, a radio, CD player and bathroom things.

You may have to earn the right to keep some things in your cell. You do this through good behaviour.



Checking your cell

Prison staff will often check your cell to make sure you do not have things you are not allowed.



You are not allowed drugs, a mobile phone and alcohol. Staff will tell you if there are other things you are not allowed.

Daily life in prison



Every prison is different.

You will be told about the daily routine of the prison during induction.

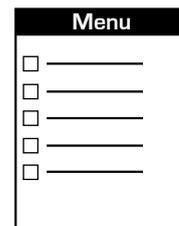
Things like what happens each day and what activities you will do.

Food

You will eat your food with other prisoners in the dining area or in your cell.

If you have a problem with the food or you have a special diet you should speak to a prison officer.

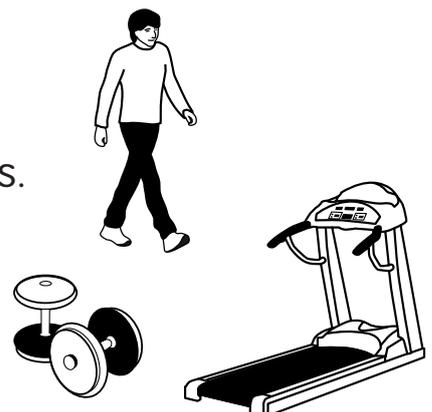
Before your meal you will be able to choose the food you want from a menu. You should tell staff if you cannot understand the menu.



Exercise

You can go outside to the exercise yard most days.

You are allowed to go the prison gym to exercise. An prison officer will tell you how often you can go to the gym and on what days.



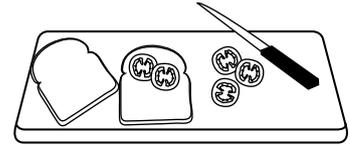
Work

You will need to work in prison unless you are on remand.

The work you do will depend on which prison you are in.

There may not always be work available for you.

You will be paid for the work you do.



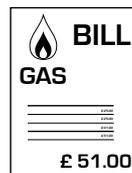
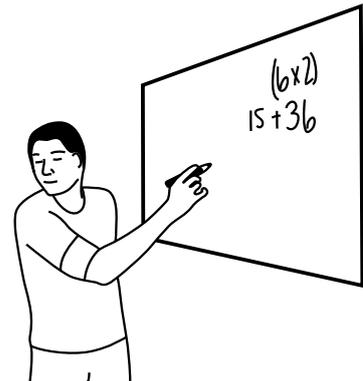
Education

You might be able to go to education. If you are under 18 you will have to go.

You can learn new skills and new information to help you when you leave prison.

Things like:

- using money and paying bills
- new skills that can help you find a job.



If you need extra support, the education staff and teachers will help you.

Library

The prison has a library and you should be able to go there once a week.

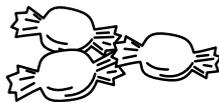


Prison shop (canteen)

There is a prison shop called the canteen.

You can buy things like:

- batteries
- sweets
- tobacco
- deodorant.

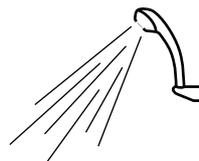


If you do not know how to order things from the canteen ask your personal officer.

Time outside your cell (association)

This is when you spend time outside of your cell.

You are allowed out of your cell every day to spend time with other prisoners or have a shower.



You can use the prisoners PIN phone during time out of your cell. You have to pay for phone calls. Ask a member of staff if you need help using the phone.



It is important that you tell a member of staff if you are being picked on or people are treating you badly.

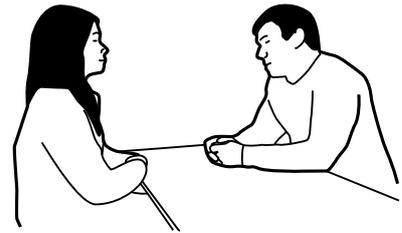


Visits

Your friends and family can visit you in prison.

Your lawyer or probation officer can also visit you.

When you want someone to visit you, you may need to fill out a visitor form.



You should tell a member of staff if you cannot fill out the form or cannot understand how to organise a visit. They will help you to sort this out.

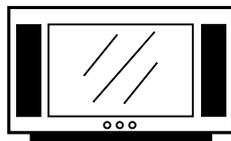
If your family can't afford to visit you ask a member of staff about the Assisted Prison Visits Scheme. This can help pay towards visits.

Incentives and Earned Privileges (IEPs)

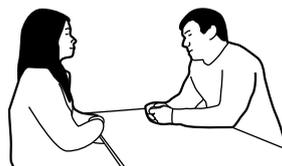
In prison you can get privileges if you behave.

These are some of benefits you can get:

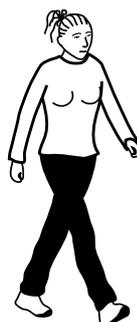
- Television in your cell



- Extra visits



- More time out of your cell



All these privileges can be taken away if you misbehave.

Your Health



Every prison has a healthcare centre.

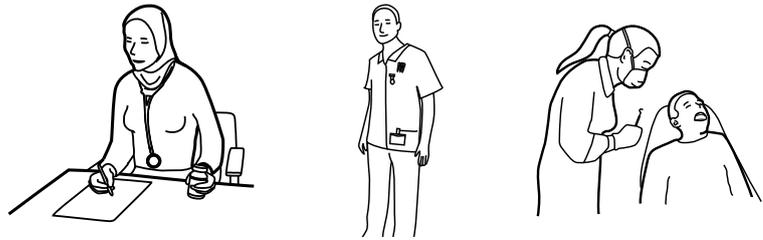
The healthcare team will help you to look after your health.

You can ask to see the health care team.

Many healthcare centres are not open all the time.

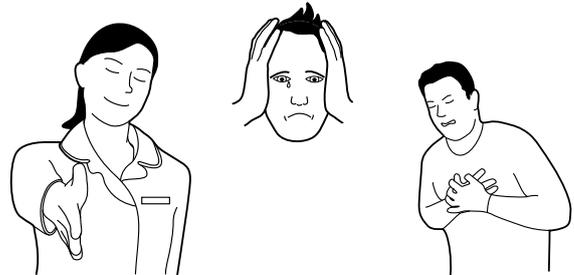
Healthcare staff

There are doctors, nurses and dentists.



Health problems

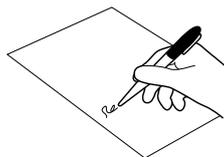
You can talk to them about any health problems you have. This includes feeling sad, worried or upset.



Appointments

You may need to fill in a form to ask for an appointment.

You will be told the time and date of your appointment with the healthcare team.



It is important to go to your appointment. You must tell a member of staff if you cannot go.

If you need help with your health please ask staff

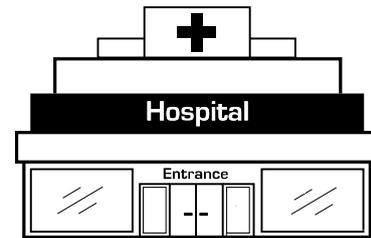
They can help you to fill in forms.

They can explain things to you,
and help you remember when
your appointment is.



Going to hospital

If you have a very serious health problem
you may have to be treated in hospital.



Resettlement



This is about getting ready to leave prison

Staff should give you help and advice to prepare you for leaving prison and starting life back in the community.

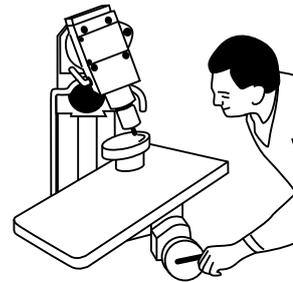
Health and benefits

You will need to find a GP (doctor) and sort out any benefits you will need to get.



Training and work experience

You may have the chance to do things like training, education and work experience while you are in prison.



The courses and training will help you when you leave prison.

Preparing to leave prison

In resettlement you will learn how to move back to living in society.



This means getting housing and possibly a job. It also means how to live without breaking the law again (re-offending).

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Developed by Surrey and Borders Partnership NHS Foundation Trust, NHS Surrey and The Clear Communication People Ltd.
