

## WHAT ABOUT YOU?

It is really important that you take good care of yourself and your family, and look after your health, as this will help the prisoner to manage their life inside. So take extra care with your diet, and please watch your alcohol consumption, as it is so easy for this to increase when life is demanding and difficult.

**Your health** Your GP will be there to help if your health is being affected by this stressful time, and remember you have nothing of which to be ashamed. If you find you are struggling, several organisations may be able to assist.

**Mind** is a charity which offers advice and support to empower anyone experiencing a crisis in their lives. Their infoline provides an information and signposting service.

Website: [www.mind.org.uk](http://www.mind.org.uk)  
Email: [info@mind.org.uk](mailto:info@mind.org.uk)

Open weekdays 9.00 am – 6.00pm (except bank holidays)

Telephone: **0300 123 3393**

**Samaritans** are always there to listen. They are non-judgemental, often find they are listening to people who feel they cannot talk to anyone else, or don't trust anyone else, or don't wish to worry friends and family. You can call them FREE anytime day or night on **116 123**

Website: [www.samaritans.org](http://www.samaritans.org)  
Email: [jo@samaritans.org](mailto:jo@samaritans.org)

If you think counselling may help you or family with particular concerns, this website is well worth exploring:

<https://www.counselling-directory.org.uk/areaspge.html>

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## Financial Difficulties

There are several organisations which may be able to help

**Community Money Advice** is free, non-judgemental, for people who are struggling with money or are in debt living in South Wiltshire.

Telephone: **07710 031454**  
Email: [CMASouthWilts@swanadvocacy.org.uk](mailto:CMASouthWilts@swanadvocacy.org.uk)

**Step Change Debt charity**. Recommend the best debt solutions for your individual circumstances and support you for as long as it takes to deal with the debt problems.

Helpline: **0800 138 1111**  
Website: [www.stepchange.org](http://www.stepchange.org)

**Citizens Advice**. Offers general advice with legal queries, money, debt, benefits, employment, housing, consumer problems discrimination, etc.

Telephone: **03444 111 444**  
Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Tenancy Sustainment Service** (TSS) Helps you overcome debt or other money difficulties. Welfare Benefit Advice, budgeting support and the latest information about changes due to Covid Contacts.

If you are a Wiltshire Council tenant:  
Telephone: **0300 456 0117**  
Email: [housingtso@wiltshire.gov.uk](mailto:housingtso@wiltshire.gov.uk)

If you are a Housing Association tenant, call your housing provider and ask for the Tenancy Sustainment Officer (TSO) or Customer Service Representative for support.

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## Salisbury Court Chaplaincy

We are very sorry that someone you care about has been given a custodial sentence. We are acutely aware of the difficulties and life-changing circumstances this is going to cause for you all.

Initially most male prisoners are sent to Winchester Prison, and we will alert the Prison Chaplaincy of their arrival.

Please feel free to contact us once you leave the court if you think we can be of further service (details on the chaplaincy leaflet).

If appropriate, we would urge you to try and maintain as much contact as is possible, with those who are now imprisoned, as it makes a huge difference to their overall health and wellbeing.

Below is some information which we hope you may find helpful at this sad time.

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### Two useful websites

[www.gov.uk/browse/justice/prisons-probation](http://www.gov.uk/browse/justice/prisons-probation)

[www.prisonersfamilies.org](http://www.prisonersfamilies.org)

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### National Prisoners' Families Helpline

Freephone: **0808 808 2003**

Open weekdays 9.00am – 8.00pm  
Saturday & Sunday 10.00am – 3.00pm

Email: [info@prisonersfamilies.org](mailto:info@prisonersfamilies.org)

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## Sending Letters

You can contact a prisoner by writing to them.

- Write the person's prisoner number on the envelope. (This number is given on entry to the prison)
- Normally there's no limit on the number of letters you can send.
- Most letters sent to and from prison are checked by prison staff.

You cannot email prisoners directly, but you can use a service called Email a Prisoner at:

[www.emailaprisoner.com](http://www.emailaprisoner.com).

If you send an email this way:

- It'll be printed out and delivered by prison staff (normally same day).
  - You need to set up an account online and buy credit to use the service. Each email costs you 40p to send, plus 25p for any reply by the prisoner.
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## Telephone call

The *prisoner* has to call *you* using a prison phone. They can only call people named on their list of friends and family. This list is checked by security when they first arrive so it may take a few days before they are able to make a call.

Prison staff can listen to and record most types of calls. Some calls are not monitored, for example when a prisoner calls a legal adviser.

## Visiting someone in prison

You can visit partners and close family members in some prisons. There are restrictions because of coronavirus (COVID-19).

You'll need to contact the prison before you visit, in order to:

- check if they're open for social visits
- request a visit
- find out what facilities they have, eg for disabled access.

You can only visit a prisoner if they have added *you* to *their* visitor list. The prison will contact you once you are on this list.

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## Sending money to someone in prison

(The necessary form is on the Prisoners Families website: [www.prisonersfamilies.org](http://www.prisonersfamilies.org))

You can use this service to make a payment by Visa, Mastercard or Maestro debit card. Money usually takes less than 3 working days to reach a prisoner's account, but it may take longer.

You'll need the:

- prisoner's date of birth
  - prisoner number
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## Getting help with the cost of a visit

You might be able to get help paying for a prison visit, for example travel costs, if you are receiving certain benefits.

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