

## INFORMATION TO CONTACT PEOPLE IN PRISON (COVID-19)

If you have a loved one in prison, you will be even more worried about them than usual. All prison visits have been stopped. This is to protect the health of us all. Here are some other ways you can try to contact people in prison:

### **Write a letter**

You will need to include the person's prison number as well as the full address of the prison they are in. You can find full prison addresses here:

<https://www.justice.gov.uk/contacts/prison-finder>

### **Email a prisoner** <https://www.emailaprisoner.com/content/howitworks>

You can send messages to a prisoner via this website, it takes only a few minutes to sign up and, the message gets delivered to the person's cell.

You will need a bank card to sign up and will have to pay £5.00 credit into your account. And, have to know the person's full name, prison number and location.

Emails cost £0.40 each and you can pay £0.25 extra to receive a reply.

### **Prison Voicemail:** <https://prisonvoicemail.com/faqs>

Prison Voicemail enables family or friends to exchange voicemail messages with someone in prison. To sign up you will need a phone number, the full name and prisoner number of the person in prison and a bank card.

The cost is paid by the account holder, who can choose a monthly package. The package comes with a set number of minutes each month. The person in prison does not pay anything.

### **Serious concerns about welfare or safety of someone in prison**

This is a very stressful time for everyone.

If you have serious concerns about the physical or mental health of someone in prison, you can contact the prison Safer Custody team. VPact (Prison Advice and Care Trust) has a list of prison's contact details including how to contact Safer Custody teams:

<https://www.prisonadvice.org.uk/prison-visitors-guides>

You might have to leave a message for someone to call you back. You will need the person's full name and prison number.

### **Prisoners' families' helpline**

Pact has a free helpline, to provide advice and support to the families of people in prison. The helpline number is: 0808 808 2003 and is open Mon - Fri 9am to 8pm and 10am to 3pm. The helpline will be very busy.

### **HMPs**

Government updates on Coronavirus in prisons will be available on this page:

<https://www.gov.uk/guidance/coronavirus-covid-19-and-prisons>