PRISON REFORM TRUST

Advice and Information Service

We are a small service which provides information and advice for people in prison.

We are independent of the prison service.

Information

We can give you information about

- Prison rules and procedures
- Your rights in prison
- Prison conditions
- How to get help in prison

We can send you an information such as

- Information sheets and booklets about prison
- Prison Service Instructions (PSI) or Policy Frameworks which includes rules and guidance for prison staff

Because of printing and postage costs, we cannot send out large amounts of information or information that is not about prison.

Advice

We can give advice about how you might be able to resolve problems in prison

- Who to speak to
- How to request things
- How to make a complaint

If we are not experts in the problems you are having we may be able to tell you about an organisation that could help you.

We are not solicitors. We cannot give you legal advice. We are not covered by rule 39.

We can tell you if you need to speak to a solicitor about what is happening. We can send you a list of solicitors that do prison law.

Advocacy

Sometimes we can write to the prison for you. We can usually only do this if:

- You have made a complaint – we may ask to see copies of responses.
- We have a signed authorisation form from you.
- There is no other organisation or solicitor is helping you with the matter.

Confidentiality

The information you give to us is confidential. This means will not tell the prison or anyone else without your consent.

However, if you tell us that you will hurt yourself or hurt someone else, we have a responsibility to let the prison know.

How to contact us

You can telephone us. Our freephone information line is **0808 802 0060**.

This number is **free** and you do not need to put it on your PIN.

Our freephone is open:

Monday	3pm – 5pm
Wednesday	10:30am – 12:30pm
Thursday	10:30am – 12:30pm

When we are not taking calls you can still leave a short voicemail. Please give your name, prison number, the prison you are in and what information you are looking for.

We kindly ask that you call no more than once per week during our opening hours and we try to keep each call to a maximum of 10 minutes to allow as many people to get through as possible. We also ask people to leave no more than one voicemail per day.

You can write to us at:

Prison Reform Trust
FREEPOST ND 6125
London
EC1B 1PN

You do not need to use a stamp.

PRT information sheets and booklets

Below is a list of information sheets produced by our advice service. If you would a copy of any of these please put a tick in the box next to it, up to a maximum of 5, and send this form back to ***Prison Reform Trust, FREEPOST ND 6125, London, EC1B 1PN***.

Name: _____ Prison number: _____

Prison: _____

#	*Information sheet subject*	
Early days in prison		
1	Early days in prison	
2	People who can help you in prison	
3	How to sort out things outside the prison	
4	Keeping in contact with family and friends	
5	Keeping in contact with solicitors	
Understanding your sentence		
6	Understanding your sentence	
7	Unconvicted, Unsentenced and Civil Prisoners	
8	Information for people serving extended sentences	
9	Information booklet for people serving a life sentence	
Life inside prison		
10	Accommodation and Living conditions	
11	Regime and time out of cell	
12	Prison Records	
13	Property in prison	
14	Money in prison	
15	Food in prison	
16	Faith in prison	
17	Education and Work in prison	
18	Incentives	
19	Helplines and other cleared numbers in prison	
20	Making a complaint in prison	

Health and wellbeing		
21	Your Health in prison	
22	Social Care in prison	
23	Substance misuse support in prison	
24	Safety and wellbeing in prison	
Security and Discipline		
25	Prison Rules and Adjudications	
27	Searching in prison	
28	Segregation	
29	Use of force in prison	
Sentence progression		
30	Offender Management and Sentence Planning	
31	Categorisation	
32	Release on Temporary Licence (ROTL)	
33	Understanding Risk	
34	Maintaining Innocence in Prison	
Release and resettlement		
35	Release – determinate sentences	
36	Home Detention Curfew (HDC)	
37	Resettlement support in prison	
38	The Parole Board and parole reviews	
Licence conditions and recall		
39	Licence conditions and recall – determinate sentences	
40	Licence conditions and recall – indeterminate sentences	
41	Approved Premises	
42	Probation Complaints	
43	Information booklet for people on licence for a sex offence	
Rights and equality		
45	Human Rights information booklet for prisoners	
46	Information book for prisoners with a disability	
47	Voting whilst in prison	