

**Family and Significant Others Newsletter- February 2021**

For this month’s newsletter we wanted to give an update surrounding our current regime restrictions in light of the rise of COVID both within establishments and the community. In the Newsletter we will also address some frequently asked questions by Family & Friends as well as updates on how we can try and ensure that ties with Families & Significant others are maintained and supported by staff throughout this lockdown.



**WHAT DO THE REGIME RESTRICTIONS LOOK LIKE?**

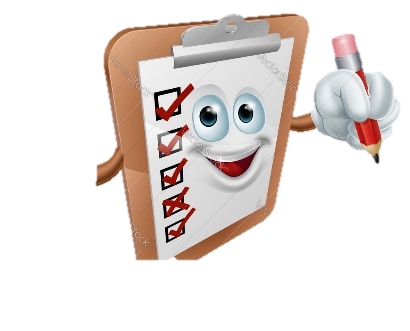
* All staff and Prisoners are required to wear a face mask in all areas of the Prison.
* If Prisoners have tested positive or are asked to isolate through Track & Trace, they will be asked to do this for a period of 14 days as in the community.
* Social Visits still remain suspended until further notice in line with the National Lockdown.
* Education will remain in-cell until classroom delivery can recommence.
* Gym will include an outdoor regime only.
* Only Essential Services such as the Kitchens, Laundry etc. will be open for employment purposes.

**VISITS**

Whilst Face to Face visits are unable to take place, we would like to make you of ‘Purple Visits’ which allows you to have a video call with family and friends whilst normal visits are restricted. If this is something that you would be interested in, you can download the **‘Purple Visits App’** on your Smartphone or you can search **‘Prison Video Calls’ on GOV.UK** for more information.

Please find attached a step by step guide on how to get started on Purple Visits, how video calls are booked and other useful information!

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We are also interested to hear your feedback if you have also taken part in Purple Visits since they went live. Please find attached a quick survey you can complete and return to [FamilySupport.GuysMarsh@justice.gov.uk](mailto:FamilySupport.GuysMarsh@justice.gov.uk)



**WHAT ELSE IS ON OFFER TO HELP SUPPORT FAMILY TIES/ FAMILIES & SIGNIFIGANT OTHERS?**

1. **Using Prison Voice Mail to keep in touch**

Read this uplifting article on the BBC about how one family used Prison Voicemail to rebuild their relationship - <https://www.bbc.co.uk/news/stories-54194831>

***"When people are in prison, they are still someone's mother, father, sister brother… And although they should have some description of punishment, having a lack of family ties shouldn't be one of them."***

If you want to find out more about using Prison Voicemail to keep in contact with your loved one at Guys Marsh visit - <https://prisonvoicemail.com/>

1. **Barnardo’s Letter Packs**

Residents with children can request letter writing packs so they can access materials to send to their children to mark those special occasions. We are currently putting packs together for Mother’s Day and Thank You Cards too! Residents can request these packs from the in-cell activity list or you can contact the family worker on [guysmarshvc@barnardos.org.uk](mailto:guysmarshvc@barnardos.org.uk) if you would like a pack sent to your loved one.

1. **Families on Film Project**

The Families on Film project is a new initiative being implemented at HMP Guys Marsh which is where the families send a film of the children to the resident. There is currently no charge to the prisoner or his family although they can donate if they wish. The resident applies to us via a regular wing app or a tear-off slip from the flyer and send to the Activities Hub to process where there are clear instructions and guidelines about applying and sending the film to Storybook Dads.

If you would like your loved one in Prison to take part in this, or you would like to send a film in then get them to apply via application on the wing or you can email our Family Mailbox!

1. **Barnardo’s Boloh Helpline**

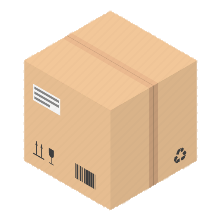
Are you a Black, Asian or Minority Ethnic child, young person, parent or carer, affected by Covid-19? You can speak to Barnardo’s Boloh service about your worries, problems and stresses during this time, and we can provide emotional support, practical advice and signposting to other organisations who can provide further help.

If you have been affected by the pandemic and you need advice or someone to talk to, you can call us confidentially on **0800 1512605** or, if you prefer to have an online chat with the specialist support advisor, you can do this via the live **web chat** online. Our trained staff are awaiting your phone calls or web chats **Mon-Fri, 10am-8pm, and Sat-Sun 10am-3pm.**

We are here to help you if you have experienced bereavement, ill health, feeling down or anxious about the lockdown, feeling isolated, worried about friends or family, concerned about your finances, unemployment,  experienced bullying or racism,  issues with homelessness or eviction, worried about returning to school/university or any other issue. Our team of specialist psychotherapists can provide you with ongoing support during this difficult time.

**FREQUENTLY ASKED QUESTIONS:**

1. **Parcels**



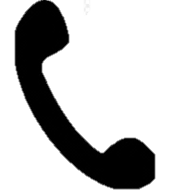
No Parcels are to be sent in to residents outside of their 28 Day window of being transferred in unless agreed at Governor Level and in exceptional circumstances. If any parcels, gifts etc. are sent in they will either be returned to the sender or placed in the resident’s property for their release. We are currently in the process of updating the Prison Finder website to get this reflected on the here.

1. **Safer custody concerns**



If you are concerned about your family or significant other within our establishment and want to get staff to do a well-being check or provide you with some information then please send an email to either[SaferCustodyGuysMarsh@justice.gov.uk](mailto:SaferCustodyGuysMarsh@justice.gov.uk) or [FamilySupport.GuysMarsh@justice.gov.uk](mailto:FamilySupport.GuysMarsh@justice.gov.uk) and we will ensure your request is dealt with.

1. **Pin phone requests**



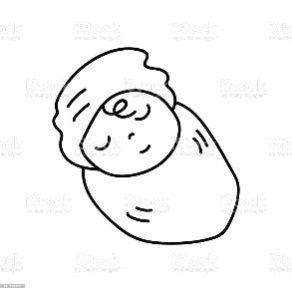
Phone Numbers cannot be added onto resident’s pin phones using the below emails as there is a process in place to be able to do this. The resident will need to be provided with the phone number and then they put in a Pin Phone Request to be Security Checked and if the person’s number passes the checks, they will be added to their pin phone.

1. **Cash orders not going through**



If you have recently sent in money to a resident but have been informed that the money has not gone through or is ‘on hold’ this is because it is classed as anonymous cash. This means that the sender’s details aren’t on our system so the money is unable to be released. If this happens, the Cashier will send down a Security form to the resident for them to fill out the senders details and then the money will be released.

1. **New born babies – dads pads, chaplaincy process**



If you have recently given birth or are currently pregnant and want to make someone aware within the establishment then you will need to inform the Prison of your current situation using any of the emails below. We then pass this onto the Chaplaincy and they contact you to get your consent for them to keep in contact with you throughout your pregnancy.

Once the baby is born, an official visit will be unable to take place until the baby is officially registered to prove the relationship to the individual. Once this has taken place, an official social visit can take place.

**OTHER HELPFUL INFORMATION**

* Please see link below about information in regards to mobile phone data increases that can be requested on behalf of families by schools, trusts and local authorities. Government link for data increase for some disadvantaged families - <https://get-help-with-tech.education.gov.uk/about-increasing-mobile-data>
* You can also make contact with the Banardos Family Worker Aimee on [Aimee.Derrick@barnardos.org.uk](mailto:Aimee.Derrick@barnardos.org.uk) / [GuysMarshVC@barnardos.org.uk](mailto:GuysMarshVC@barnardos.org.uk) if you need support to access devices to support your children’s remote schooling. Barnardo’s have linked with Vodaphone so that tables can be sourced to support families.

**Please also let us know what you would like to see on any future monthly newsletters- to help us in keeping you up to date with any information you would like to know!**

**Contact Us**

Should you have any concerns about one of the men in Guys Marsh you can contact the safer custody team by email [SaferCustodyGuysMarsh@justice.gov.uk](mailto:SaferCustodyGuysMarsh@justice.gov.uk) or if the matter is urgent call the main Prison switchboard (01747 856400) and the local safer custody team will be made aware of your concerns.

If you have any general queries or questions then feel free to contact the Family Champions Tracy & Mia by email on [FamilySupport.GuysMarsh@justice.gov.uk](mailto:FamilySupport.GuysMarsh@justice.gov.uk) or the Guys Marsh Banardos family worker Aimee on [Aimee.Derrick@barnardos.org.uk](mailto:Aimee.Derrick@barnardos.org.uk) / [GuysMarshVC@barnardos.org.uk](mailto:GuysMarshVC@barnardos.org.uk)

You can also receive regular updates on what is happening at HMP Guys Marsh by following the official twitter account [@HMPGuysMarsh](mailto:account.@HMPGuysmarsh)

We are aiming to provide you with updates on any changes or new initiatives on a monthly basis. If you would like to sign up to receive the newsletter each month via email, then please contact the Family Support email above and we can add you to a mailing list!

Also, if there is anything you would like to see on the monthly newsletters, then please get in contact and make us aware!

Stay safe and keep well☺

HMP Guys Marsh