



HMP Forest Bank

Information Booklet

For Families



Introduction

We understand that this is a potentially difficult time for you and your family. It's natural to have lots of questions relating to prison processes and concerns about what your partner/loved one may be going through.

We hope this booklet will provide some information on HMP Forest Bank, its processes and what you can expect from us.

There's a lot to take in, so this booklet aims to cover the essentials:

- What it's like
- Support available—services in the prison
- Keeping in touch
- Visiting the prison/Search procedure
- Family Support

We know this booklet doesn't contain all the answers so if you'd like to speak to someone directly, please contact the Children & Families Team on:

0161 925 7000

(Ask the Operator to transfer you to the Families Team)

Alternatively, email us on FBFamilies@sodexogov.co.uk

What It's Like

Especially in the early days, many families worry about what life is like for their loved ones now they are in prison.

Here at HMP Forest Bank we refer to men in our care as 'prisoners'. For the first few days prisoners are located on one of our Induction wings. Induction wings have staff dedicated to helping people settle in and helping them to adjust to this new way of life.

During their time on an Induction wing prisoners will be given information on prison processes e.g. how to add credit to their personal accounts, how to order canteen items, how to request support from services such as Healthcare etc. Every prisoner is seen by a member of the Healthcare team on their



arrival to the prison.

At HMP Forest Bank prisoners will have the opportunity to work or attend Education. We want to ensure prisoners use their time with us effectively, so there will be several jobs made available to him and he will be paid a small amount for the work he does.

Support Available

Departments in the prison:

Chaplaincy

The Chaplaincy is available for everyone in HMP Forest Bank, regardless of whether they align themselves with religion. The Chaplaincy offer a quiet space for people if required. Should there be a death in the family; the Chaplaincy is on hand to offer emotional support.



Listeners

Over 20 years ago HMP Forest Bank and the Samaritans worked together to create the Listeners scheme. It is now in place throughout the prison estate. Listeners are prisoners who have been trained by the Samaritans to support people who feel they need someone to talk to. Prisoners are able to talk to a Listener in confidence. If prisoners do not feel comfortable talking to a listener, they are able to speak to the Samaritans 24/7 via the Samaritans phone.

Recovery

Recovery offer support for people with drug or alcohol problems. Prisoners are seen by a member of the Substance Misuse Team on reception (arrival) to HMP Forest Bank. Prisoners accepting support will be assessed and allocated a dedicated Recovery worker to support them through their recovery journey. A care plan is opened and this will cite what work will be undertaken in custody to address his issues. It will also contain details of plans to be made in preparation for release.



Prisoners may participate in group work whilst in custody, complete written work (in-cell booklets) or address his issues on a 1-1 basis. However, a combination of these is often the case. Further interventions offered range from harm reduction, relapse prevention and working towards abstinence.

If prisoners are prescribed medication (this is often opiate substitute medication) then a dialogue with the ISMS (Integrated Substance Misuse Service) clinical team will be started. Prisoners may be prescribed Methadone. There are often changes in prescribing, so it is the job of the Recovery worker to update community prescribing agencies to ensure plans are put in place for medication and support upon release back into the community.

Key Working

All prisoners will be allocated a Keyworker who will complete regular 1-1s with them. This is to ensure the men in our care have ongoing support. The Keyworker will refer the prisoner to relevant departments where a need is identified.



Canteen

Prisoners are able to use the money they earn from work (or money sent in from family members) to buy things each week. This is referred to as 'canteen'. They are required to use the kiosk on the wing which has a list of items they are able to purchase. This includes phone credit, vapes, toiletries and clothes.

As HMP Forest Bank is classed as a 'short stay' prison, you will not be able to send in things for your partner—if he wants to get anything he will have to buy it from the list on the kiosk (there is the exception of initial prop packages which will be explained later in the booklet).

Please be aware that there is a limit on what prisoners are able to spend each week depending on their IEP level (Incentives and Earned Privileges). IEP levels are determined by a resident's conduct and behaviour.



Convicted prisoners and those on remand are entitled to spend different amounts of

money each week:

<u>Remand</u>		<u>Convicted</u>	
Basic:	£27.50	Basic	£5.50
Standard	£60.50	Standard	£19.80
Enhanced	£66.00	Enhanced	£33.00

Sending in Money

As previously mentioned you are able to send in money to prisoners so they are able to purchase things from the kiosk.

To do this you can use the Governments [Money to Prisoner Portal](#).



So by logging on to:

www.gov.uk/send-prisoner-money you can register and use your debit card to send money in hassle free. You can do this 24/7 day or night.

If you don't have access to a bank account /debit card or you don't have access to the internet, prisoners can request an exemption form via the kiosk by sending an app to the Finance department. Prisoners are then sent an exemption form which they can send out to family members to fill in. Please be advised that proof that you do not have a bank account is required (often a letter from the bank). If granted, you will be able to send in money via postal order.

Please DO NOT send in money/postal orders etc without an exemption approval form. If you send money through the post without approval the money will not be processed. Refunds can be complicated and can take a long time to process.



Property

Prisoners are allowed **one** clothing parcel (referred to as property/prop) within the first 28 days of their stay and additionally their anniversary reception date following 12 months in custody.

Applications for property acceptance must be made internally via the unit kiosk. Prisoners are requested to provide a maximum of three dates and times for property delivery along with a named/nominated person who will deliver your property directly to the prison.

Successful applications will receive a reference number via the kiosk, identifying

date/time for property receipt and your nominated person will need this to confirm with the property officer when booking the property in.



Any property that is delivered outside of the approved booking slot will not be accepted. Nominated individuals delivering property must be in possession of photographic identification.

The property desk will be open Mon-Fri 08.00-16.00hrs

Property will be checked upon receipt of delivery. Prohibited items and / or additional items above the set numbers on the facilities list will be refused.

Property will be issued within 3 working days of delivery,

It is understood that there may be exceptions to this rule.




Any requests for postal delivery must be made internally via Security Department.







The property must have a label on the front with the prisoner's name, prison number and the prison address.

Property Entitlement

Property entitlement is dependent on a prisoner's IEP level. There are 3 levels: basic, standard and enhanced.

Upon reception into the prison most prisoners will be on a standard regime and so are entitled to the following property:

Item	Standard IEP Quantity	Comments
Trousers/Shorts 	✓ 5	Combination of bottoms no black items
Tops 	✓ 10	Combination of tops and vests no black items
Footwear/shoes 	✓ 2	

<p>Flip flops</p> 	<p>✓ 2</p>	
<p>Coat/Jacket</p> 	<p>✓ 1</p>	<p>Not black, padded or quilted. No hoods, offensive images or sporting motifs.</p>
<p>Belt</p> 	<p>✓ 1</p>	<p>Maximum 2" buckle</p>
<p>Underwear</p> 	<p>✓</p>	<p>No upper limit in place. Subject to local volumetric control limits.</p>
<p>Floor Mat</p> 	<p>✓ 1</p>	<p>MUST BE FIRE RETARDENT (BS 7175) Max size 1830mm x 915mm</p>
<p>Watch</p> 	<p>✓ 1</p>	<p>No Stones in watch or strap. No digital, TV or mobile phone facilities. Can include alarm but must not include data storage recording Bluetooth or WiFi capability</p>

Please note:

- No hoods, football or rugby emblems are allowed
- No yellow or camouflage clothing
- No inappropriate/offensive material or logos (as deemed by officers)
- No clothing resembling staff uniform will be accepted—this includes shirts with collars and formal trousers (this excludes clothes for court).

Keeping in Touch

There are four main ways to keep in touch with prisoners whilst they are in custody; visiting in person (social visits), phone calls, Purple Visits and written correspondence (letters/emails).

Social Visits

The current visits schedule is as follows:

Tuesday + Thursday:

09:00—10:00

14:00—15:00

15:45—16:45

18:00—19:00

Wednesday + Friday:

09:00—10:00

10:45—11:45

14:00—15:00 (Wed only)

15:45—16:45

Saturday + Sunday visits are: 10:00 - 11:00 and 14:30—15:30

Please note, in the near future, social visits will move to a more comprehensive schedule. Date TBC.

Monday—Friday:

08:45—09:45

10:15—11:15

13:45—14:45

15:15—16:15

17:45—18:45

Saturday—Sunday:

08:45—09:45

10:15—11:15

13:45—14:45

15:15—16:15

It is essential you arrive for a visit at least 30 minutes beforehand. If you're late you won't be able to come in. If you need to bring in things for a small child such as nappies, wet wipes or a bottle etc these will have to be stored in a locker when you arrive. You'll be able to collect them as and when you need them (but you will be required to leave the Visits Hall to access them. This is for security purposes). Please bring a £1 coin if you need to store belongings in a locker.

When you checked into the Visits Hall you will be given a table number to go and sit at. Visitors are required to sit on the **green** chairs. Prisoners will sit on the **light grey** chair. Up to three adults (18yrs +) can attend a visit. Children (under 18yrs old) must be accompanied by an adult.

Booking a Social Visit

Prisoners are responsible for booking **all** visits. Prisoners use a kiosk system (located on every wing) to book each visit.

Visitors will need to bring two forms of ID such as driving licence, birth certificate, passport and a utility bill/letter with your name and address. For children under 18 a passport or birth certificate is required. For babies under 12 weeks you will need to show their red book (the book issued at birth).

Purple Visits (Virtual Visits)

Due to COVID-19, innovative ways of ensuring social visits can take place was required. Due to this, HMP Forest Bank have introduced Purple Visits. Purple Visits are a private company that provide secure video calls. Its very similar to a ZOOM/Skype call.

Family members can apply for a Purple Visit. Simply download the app to your smart device and follow the instructions to register. A call will last 30 minutes. At present prisoners are permitted one Purple Visit per month.



Phone Calls

In order for your partner to phone you he must first submit your number to be added to his personal account (PIN). This is done via the kiosk. Requests are submitted to our Finance department who complete security checks before a number is permitted. This process can take a number of days. Your partner will have to purchase phone credit before he is able to use the phone. It is worth noting that it is significantly cheaper to call a landline than it is to call a mobile.



Letters

You are able to write to a prisoner as often as you like. The post is delivered to the wings on a daily basis. For security reasons post is photocopied and passed on to

prisoners. Make sure you include your partner's name and prison number on the envelope when sending in mail, and put your name + address on the back of the envelope

The prison address is:

**HMP Forest Bank,
Agecroft Rd,
Pendlebury,
Salford,
M27 8FB**



Prisoners can purchase stamps and envelopes on the kiosk.

Email

You are able to send an email to your partner by using the Email a Prisoner service. Simply go to www.emailaprisoner.com and follow the online instructions.

Each message costs 35p and will be printed off in the prison and handed to the resident. The Email a Prisoner website contains a step-by-step guide on how to get started. Remember to state the prisoners name and number in your email so we can easily identify who the email is intended for.



Visiting the Prison—DRESS CODE

When visiting the prison, visitors are expected to adhere to the visitor's dress code. (please see below).

The dress code can also be found on the Forest Bank website:

- No see through, revealing clothing or crop tops which reveal the stomach. Women must ensure their cleavage is covered.
- No ripped or damaged clothing (inc ripped jeans, fashionably ripped clothing or general tears in material). This applies to adults and children.
- Skirts, dresses and shorts must be knee length (not above the knee).

- No clothing bearing slogans that are deemed to be racist, insulting or derogatory.
- Underwear must be worn (e.g. knickers, underpants, etc)
- No uniforms (except children in school uniform and police officers on a legal visit).
- No watches
- No sunglasses
- Jewellery is best kept to a minimum (earrings must be studs or small hoops only)
- No knee length boots or over the knee boots
- No football or Rugby slogan clothing/kits
- No caps or hats (religious headwear is permitted).
- No paperwork or photographs to be handed over on a visit
- No work boots/steel toe cap boots or stilettos
- No ponchos or capes.
- No clothes with place of work Logo

Please be advised that failure to adhere to the dress code will mean you are not allowed in the prison.



Visitor ID

Every person visiting the prison will be required to show identification.

As of Tuesday 6 April 2021, the forms of ID that social and official visitors need to provide to enter a prison have been updated.

These requirements have changed to make visits safe and secure for everyone.

Social visitors have the option to present one photographic ID document from

List A:

- Passports
- Identity cards from an EU or European Economic Area (EEA) country
- UK photocard driving licences
- EU or EEA driving licences
- NI Electoral identity cards
- US passport card
- Proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
- Armed forces identity card
- UK biometric residence permit (BRP)

Should you be unable to present an ID document from List A, you may present one ID document from List B, supported by one document from List C:

List B:

- Home Office travel document (convention travel document, stateless person's document, one-way document or certificate of travel)
- Older person's bus pass
- Freedom Pass
- Proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present).

List C:

- Birth or adoption certificate
- Education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A Level or degree cert)
- Rental or purchase agreement for residential property (signed and dated).
- Marriage or Civil Partnership certificate.
- Bank, Building Society or credit union account card (on which the claimed identify is known).

Proof of Address

Please be aware that visitors also need to bring proof of address to every visit.

Entry will not be permitted if you fail to bring proof of address.

Appropriate forms will be a utility bill, credit or bank statement, voter registration or driver's license. We will not accept mobile phone contracts/bills etc.

Visitors Search Procedure

Before entry to the prison is granted all visitors must be searched. Searches are used to assist staff to ensure no prohibited items are brought into the prison.

What to Expect

You will first be asked to walk through a metal detector (very much like the ones used at the airport). Searches will also include a pat down/rub down search. Female visitors will only be searched by a female officer but males can be searched by either sex. Male visitors who object to being searched by a female officer on religious or cultural grounds can be asked to be searched by a male officer.

The search may also include the following:

- Turning out your pockets
- Opening your mouth for inspection
- Being scanned by an electronic device.



Visitors with health conditions preventing them from going through a metal detector must provide medical evidence to support this. In order to confirm someone's identity it may be necessary to remove religious headwear, including veils and turbans. This will be done in privacy in the presence of an appropriate male or female officer.

If you are visiting with a baby/toddler and need to be searched, you will be required to place your child in the play pen on hand whilst the search takes place.

Anyone refusing to be searched will be refused entry.

Assisted Prison Visits Scheme (APVS)

If you are on a means tested benefit then you may be able to claim some assistance with the cost of visiting the prison. The Assisted Prison Visits Scheme may be able to support you financially.

You are able to claim back the travel costs of one visit every two weeks. The APVS will generally cover the cost of the cheapest mode of public transport.

If you would like more information on the APVS, or to request an application form, contact their help desk on 0300 063 2100 or visit their website <https://www.gov.uk/help-with-prison-visits>



Family Support

Here at HMP Forest Bank we understand that having a loved one in custody can be a difficult time for family and friends. We understand these circumstances may present a number of issues and so recognise the importance of supporting both prisoners and their families.

Forest Bank has a Children & Families Team with friendly and professional Family Pathway Workers who are dedicated to supporting both you and your partner/loved one whilst they are in custody.

We offer a range of support all designed to help maintain positive family ties. Support offered is dependent on individual circumstances and is tailored to individual needs.

Family Pathway workers are experienced members of staff who have a genuine passion for supporting others. Whether it is reassurance, advice, guidance or more complex issues, the Families Team are on hand to help. Where there is Social Care involvement, Family Workers can liaise with professionals to ensure Dad's voice is heard.

The Visits Experience:

Here at HMP Forest Bank we have tried to make the visiting experience as welcoming as possible. Prior to the COVID-19 pandemic we had a small children's play area in the Visitor's Centre and a larger play area located in the Visits hall. Unfortunately, these facilities are not available at present in order to try and safeguard visitors, staff and prisoners. During a social visit we ask all visitors to remain at their designated table. If you have children who will be attending a social visit and would like activities to keep them engaged, please notify a member of the Visits Team. Where possible we will provide you with a suitable activity for your child/children.

If you feel you or your loved one may benefit from our support or have any queries, please do not hesitate to contact us:

WHERE ARE WE BASED:

We have Family Workers based in the Visitors Centre. We also have an office at the back of the Visits Hall.

HOW DO I MAKE CONTACT:

Call **0161 925 7000** and ask for the Families Team.

Email us on FBFamilies@sodexogov.co.uk

Alternatively, tell your family member to place an application on the kiosk or knock on the Families Team offices.