



Information Booklet

For Families



Contents

• Introduction	Pg 3
• Early Days – New arrivals	Pg 3
• Support Available	
○ Support for Prisoners (Internal Departments)	Pg 3-5
• Prison Services	
○ Canteen	Pg 5
○ Sending in Money	Pg 5-6
○ Adding phone numbers to a prisoner's PIN	Pg 6
○ Property	Pg 6-7
○ Property Entitlement	Pg 7-8
• Keeping in Touch	
○ Social Visits (Visiting in Person)	Pg 8-9
○ Purple Visits (Video Calling)	Pg 9
○ Phone Calls	Pg 9
○ Letters	Pg 9-10
○ Emails	Pg 10
• Visitor Dress Code	Pg 10
• Visitor ID Requirements	
○ Adult ID (17yrs+)	Pg 11
○ Proof of Address	Pg 12
○ ID for Children	Pg 12
• The Visits Experience	
○ Visitor Expectations (Arrival Time)	Pg 12
○ Storing Belongings	Pg 12
○ Parking	Pg 13
○ Tea Bar/Snacks	Pg 13
○ Photobooth	Pg 13
• Visitors Search Procedure	Pg 13-14
• Assisted Prison Visits Scheme (APVS)	Pg 14
• Family Support	
○ Support Available	Pg 14-15
○ How to Access Support	Pg 15
○ Family Interventions/Family Sessions	Pg 16
○ Group Work Sessions (Prisoners only)	Pg 16
○ In-Cell Work (Prisoners only)	Pg 16-17
• Contact Information	
○ Safer Custody (Emergency Contact)	Pg 17
○ Families Team	Pg 17
○ Debt Line	Pg 17

Introduction

We understand that having a loved one in custody isn't easy and this is potentially a difficult time for you and your family. Especially in the early days, many families worry about what life is going to be like going forward. It's natural to have lots of questions and perhaps concerns. It's natural to feel worried and a little overwhelmed. With this in mind, we will try our best to support and navigate you through this experience.

Information in this booklet was compiled using feedback from families and significant others on the assumption family members have little or no understanding of HMP Forest Bank's prison processes. Over the years, you've told us what you wanted (or needed) to know, and we've done our best to provide you with that information. There's a lot to take in and we know we may not have all the answers so if you feel you need more information, please contact the Families Team directly for further support (contact information provided at the rear of this booklet).

Early Days - New Arrivals

Upon arrival, all prisoners pass through the Reception unit. Here prisoners are processed and interviewed by prison staff, helping to highlight support needs. Prisoners are also triaged by medical professionals. Any property/belongings brought into the prison (i.e. from court or the police station) are logged and stored securely in the 'Property Store'. Where there are no restrictions in place, prisoners are permitted to make one external phone call before leaving Reception to move onto the Induction wing.

For the first few day's prisoners are located on an Induction wing. They will reside amongst other prisoners who have also just arrived. Induction wings have staff dedicated to supporting prisoners with the transition from community to custody.

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 and how to book social visits etc.

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

Support for Prisoners (Internal Departments):

Chaplaincy

The Chaplaincy is available for everyone at HMP Forest Bank, regardless of whether or not they align themselves with religion. The Chaplaincy offer a quiet space for people if required. Should there be a need for a quiet space/space for reflection, Chaplaincy are on hand to help.



SAMARITANS

Listeners (Samaritans)

HMP Forest Bank and the Samaritans began a partnership over 20 years ago and have worked together since 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 can 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 (CGL)

Change Grow Live (CGL) are the current providers of support and treatment for prisoners with substance misuse issues within HMP Forest Bank. 'Recovery' is the term commonly used to reference the support provided to prisoners with these issues. Recovery staff support prisoners using a wide range of different drugs and alcohol (inc. Heroin, Crack Cocaine, Cannabis, Ketamine etc).



CGL provide both clinical and non-clinical treatment for prisoners accepting support. Clinical treatment (in the form of substitute opioid medication - Methadone) may be prescribed where appropriate. Non-clinical support (1-1s and group work sessions) is also offered.

Prisoners can either refer themselves into service (making a self-referral) or staff can make a referral on their behalf. 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.

Key Working

Key Working is a relatively new scheme introduced across the prison estate which provides additional 1-1 support to prisoners. Prisoners are allocated a Prison Officer Key Worker who completes regular 1-1 sessions with them. Prisoners with complex needs may be offered more frequent sessions than 'standard' prisoners. Prisoners can discuss anything of significance and can work alongside their Key Worker to identify positive solutions to issues. A record of sessions completed is kept. The Key Worker will refer (signpost) the prisoner to relevant departments where a support need is identified.



Education/Employment

Prisoners at HMP Forest Bank are encouraged to use their time effectively by attending one of many educational courses (e.g. Maths, English, I.T skills) or by gaining employment in the Workshops or as a Cleaner on the wing houseblock. Prisoners are paid a small wage for attending work or education. Not only does working help occupy a prisoner's time but it helps them to learn new skills and gives them a sense of purpose whilst they are in custody.



User Voice/Insiders Council



Prisoners are encouraged to be part of the User Voice council which enables prisoners to work cooperatively with prison staff to improve prison conditions and the overall environment. User Voice facilitates peer-led engagement. It is essentially a prison council – giving prisoners a real voice within the prison. They help to make real, positive changes to the lives of prisoners in custody.

Prison Services

Canteen

Prisoners can use the money they earn from work (or money sent in from family members) to buy food/snacks and toiletries each week. This is referred to as ‘canteen’. To order canteen, prisoners are required to use the kiosk system (located on each houseblock) which has a list of items they can 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 additional 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 prisoner’s conduct and behaviour.

Convicted prisoners and those on remand are entitled to spend different amounts of money each week:



<u>REMAND Prisoners:</u>	<u>CONVICTED Prisoners:</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 can send in money to someone in prison so they are able to purchase items for their canteen. You can do this using the Governments ‘Send Money to Someone in Prison’ portal [Send money to someone in prison - GOV.UK](#) and follow the online instructions. Please note you will need a debit card to be able to do this. The service operates 24/7 day or night.





What happens if I don't have a bank account?

If you don't have access to a bank account /debit card or you don't have access to the internet, there is an alternative method to send in money. Prisoners can request an Exemption form from the prison Finance department by sending an app via the kiosk. Finance will then send the form directly to the prisoner. Prisoners can then post the form 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.



Adding Phone Numbers to a Prisoner's Phone PIN

All prisoners have access to an in-cell phone in their cells from which they are able to make external calls. Before being able to make a call, a prisoner must first ensure they add the numbers of friends and family to their phone PIN. All requests are made by the prisoner (family members cannot do this themselves).



Prisoners do their Induction when they first arrive at the prison. As part of this they are given the opportunity to add phone numbers to their PINs. Prisoners can also make additional requests at a later date using the kiosk. When a request is submitted it will not be added to the PIN until it has been cleared by the prison Public Protection Unit.

Once cleared, prisoners are free to phone the number.

Property

Prisoners are allowed one clothing parcel (referred to as property/prop) within the first 28 days of their arrival at the prison and additionally upon 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 a confirmed date/time for the property drop off appointment. Your nominated person will need this information 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. The property desk will be open Mon-Fri 08.00-16.00hrs – please DO NOT attempt to drop off prop outside of your allocated date/time slot.

Property will be checked upon receipt of delivery. Prohibited items and / or additional items above the set

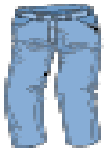













numbers on the facilities list will be refused. Property will usually be issued within 3 working days of delivery. However, it is understood that there may be exceptions to this rule. Any requests for postal deliveries must be made internally via the Security Department. The property must have a label on the front with the prisoner's name, prison number and the prison address.

Please note that any mistakes made when dropping off prop (i.e. if you forget to bring something) cannot be rectified. After the closure of a prisoner's prop window (if they have space/gaps on their card), prisoners can purchase additional items from the prison catalogue.

Property Entitlement

Property entitlement is dependent on a prisoner's IEP level. There are 3 levels: Basic, Standard and Enhanced. Upon arrival at the prison most prisoners will be on a standard regime and so are entitled to the following property:

Item Image	Item	Standard IEP Quantity		Comments
	Trousers/Shorts	12	✓	Combination of bottoms. No trousers resembling work/tailored trousers.
	Tops	15	✓	Combination of tops and vests
	Footwear/Shoes	3	✓	
	Flip Flops	2	✓	
	Coat/Jacket	1	✓	Not black, padded or quilted. No hoods, offensive images or sporting motifs.
	Underwear	No specified limit in place	✓	Guidance of approx. 1-2 per day

Item Image	Item	Standard IEP Quantity		Comments
	Belt	0		Was previously allowed but NOT currently
	Floor Mat	0		Was previously allowed but NOT currently
	Watch	0		Was previously allowed but NOT currently

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

We appreciate it may not be easy for all families to visit their loved one in person and so there are various ways to keep in touch with prisoners whilst they are in custody, visiting in person, phone calls, Purple Visits, using the Government's Email a Prisoner scheme and written correspondence (letters/emails).

Social Visits (Visiting in Person)

Social Visits are perhaps the most popular way for families to keep in touch. Traditionally, a prisoner would send a Visiting Order (VO) to friends/family they wanted to visit them. The friend/family member would then contact the prison to schedule a visit. HMP Forest Bank moved away from this system several years ago and introduced a new block booking scheme which now means that prisoners are responsible for booking social visits themselves. They do this via the kiosk system located on each houseblock.

Prisoners can select visits from the current visits schedule. Please note there are no social visits on a Monday.

Tuesdays, Wednesdays & Thursdays: 10:45 - 11:45 14:00 – 15:00 15:45 – 16:45 18:00 – 19:00	Fridays: 10:45 – 11:45 15:45 – 16:45 18:00 – 19:00	Saturdays & Sundays: 10:00 – 11:00 14:30 – 15:30
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The number of visits a prisoner is eligible for is dependent upon their remand or sentenced status. Remand prisoners are allowed more frequent visits. For prisoners with children, the Families Team offer a range of group family sessions which are not restricted by remand/sentenced status. Family sessions available are discussed further in the ‘Family Support’ section.

Purple Visits (Virtual Visits)

During COVID-19, face-to-face visits were not possible. Due to this Purple Visits were introduced. Purple Visits are a private company that provide secure video calls. It's very similar to a ZOOM/Skype/FaceTime call.

Whilst prisoners are responsible for booking face-to-face social visits, this is not the case for a Purple Visit. Family members must apply for these. Download the app to your smart device and follow the instructions to register. A call will last 30 minutes. At present prisoners are permitted two Purple Visits 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 PPU Monitoring 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. Prisoners can purchase stamps and envelopes on the kiosk.



The prison address is:

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

Email

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

Each message costs 42p and will be sent directly to the kiosk for prisoners to view at their leisure. Using this system enables prisoners to send a reply to your email. 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.



Visitor 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).
- 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 or 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 Requirements

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.

Social visitors (age 17yrs +) 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)



Identification Card

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:

As well as ID, visitors (aged 17yrs+) also need to bring proof of address to every visit in the form of a printed letter (dated within the last 3 months). Documents held electronically will not be accepted. 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.



ID for Children:

ID for children can be a birth certificate or passport (up to the age of 16). A babies red book can be used as ID up to 8 weeks of age. Children (aged 0-16yrs) are not required to show proof of address.



The Visits Experience

Visitor Expectations

It is essential you arrive for a visit at least 30 minutes before the scheduled start time. Newly introduced rules mean that if you arrive later than 15 min prior to the start of the scheduled visit, you won't be allowed in E.g. if you have a visit booked for 2pm, you must arrive no later than 1.45pm. We advise arriving 30 mins early to avoid disappointment. Prior to entering the Visits Hall visitors will be searched (more info on search processes is available in the 'Visitors Search Procedure' section).



Dress code and ID requirements are also discussed later in this booklet.

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 3 adults (18yrs +) and 3 children can attend a visit. Children (under 18yrs old) must be accompanied by an adult. If families have more than 3 children, the prisoner is advised to send an app to the Visits team (via the kiosk) to inform them of their circumstances and to request that all of their children are booked onto the visit.

Storing Belongings

If you drive to the prison for your visit, we advise keeping belongings in your car as you are not allowed to take anything through to the visits hall. There are some exceptions with regards to items for babies. There are a number of new digital lockers in the Visitors Centre which are free to use (no coins or tokens required). However, numbers are limited. The lockers require a 4-digit code which is selected by the visitor. The locker will open when the 4-digit code is entered. Lockers reset after 4 hours and will automatically open. Visitors are advised to speak to staff in the Visitors Centre if they have issues with the lockers or they forget their 4-digit code etc.

Parking

There is a car park attached to the Visitors Centre. Parking is free but spaces can be limited, especially if booking on a busy visits session. If required, there is a small overflow carpark located near the main road. This is also free to use.



Tea Bar/Snacks

There is a small tea bar in the Visits Hall which sells drinks and snacks. This is cash only. Visitors are allowed to bring up to £20. Where possible, we politely request that you try to bring change rather than notes although we understand this isn't always possible.



Photo Booth

Here at HMP Forest Bank we understand the importance of family keepsakes and so have installed a family photo booth into the Visits Hall. Families are permitted to one photo per visit (subject to availability). Tokens for the booth are available to purchase from the Tea Bar and cost £2.00.



Visits 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

After booking in at the check-in desk you will be required to pass through the search area monitored by the Enhanced Gate Security (EGS) team. You will be required to remove your shoes and put your belongings into a grey search box which will then pass through the x-ray machine.

You will then 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.

Please note children are not exempt from searches. However, children under the age of 3 will not be searched.

If you have small children and are subject to a search, you will be asked to place your child in the travel cot whilst the search is conducted. Staff are not permitted to help hold children whilst their parents are being searched.

Anyone refusing to be searched will be refused entry.

If you are new to the prison and are anxious about visiting, the Families Team offer a 'New To You' session. This involves a scheduled walk through of the visits centre and visits hall at a quieter time of day, facilitated by a Family Worker. The session would take place prior to their social visit enabling them to familiarise themselves with the prison and its processes, hopefully reducing any anxiety they may be feeling.

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.



If you visit a family member, partner or someone who does not get other visitors you might be able to get help paying for:

- Travel to the prison
- Overnight accommodation
- Meals

You can apply to get help paying for visits that you:

- Have made in the last 28 days
- Want to make in the next 28 days

You must be getting certain benefits or have a health certificate to get help. If you take a child with you or someone to help you (for example because you're disabled) you might also be able to get help paying for their visit.

You can apply for this service online. If you've used this service before you can sign in more quickly using your reference number.

Family Support

Here at HMP Forest Bank we understand that having a loved one in custody can be a difficult time for families, particularly where there are children involved. Forest Bank has a 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.

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. 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. 1-1 support is offered to prisoners/families with complex needs. In these circumstances, families will be allocated a dedicated Family Pathway worker to oversee their case. Where there is Social Care involvement, Family Workers can liaise with professionals to ensure the families voice is heard. For those wanting more family contact, the Families Team also offer a number of family sessions, which are in addition to a prisoner's social visits allocation.

How to Access Support

Family Pathway Workers are based in the Visitor's Centre (on the left-hand side, after the Booking-In desk). Staff are on hand to offer support, guidance and reassurance where needed. Visitors are invited to knock on the door if they need to speak to a member of staff.

Family Pathway Workers also have an office at the back of the Visits Hall. Here we have a multi-function room where we deliver our family interventions (family group sessions). This is a child friendly space with age-appropriate toys.

You can also contact the team via telephone or email.

Tel: 0161 925 7000 ex 2287 (ask the Operator to transfer you to the Families Team)

Email: FBFamilies@sodexogov.co.uk



Family Interventions/Family Sessions

The Families Team offer a number of group family sessions designed to help build and/or maintain family ties. We tried to design sessions suitable for all ages so that nobody is left out. Attendance at these sessions is scheduled by the Families Team and so doesn't affect a prisoner's social visits allocation. Essentially, we're enabling families to have more family time than would ordinarily be possible.

How to Apply:

Prisoners can apply for a session via the kiosk (advising what session they're interested in and passing on their children's details and the name and contact details of whoever would bring the children into the prison). Alternatively, prisoners and families can pass their interest onto a Family Pathway Worker.

All prisoners are then added to a waiting list. When booking sessions we contact the partner/family member to check their availability. Those able to attend are booked onto a session. Family Pathway Workers are responsible for booking sessions so there's nothing else you need to do.



All sessions take place in either the Families Team room or in the Visits Hall.

Interventions/Family Sessions:

- **Baby Bonding:** An opportunity to bond with your baby in the quieter Families Team room. For ages 0-11mths.
- **Family TV:** A family session targeting children aged 4-17yrs old. Relax watching TV together.
- **Tots TV:** A fun play session for children aged 1-4yrs. Prisoners are encouraged to engage in age-appropriate activities with their child.
- **Games Session:** For children aged 5-17yrs. We have a range of games consoles and board games for families to play.
- **Family Sports:** Families are invited to attend a mini sports session in the Visits Hall. Families are free to leave their tables and engage in a range of sports activities.
- **Story Book Dads:** Prisoners record a bedtime story for their child (with sound effects and music added).
- **SWAPS:** Enabling families to learn more about each other by completing fun activity sheets that are then 'swapped' with one another. Prisoners complete their sheets and then post copies out to family members.
- **Family Days –** We currently offer 4 x Family Days per year. This is the only event that has an attendance criteria. Prisoners with an Enhanced IEP level are given priority for this event although we now also consider Standard prisoners. The event takes place in the Visits Hall. we currently run a morning and an afternoon session and invite families to attend one of the sessions. Families are encouraged to have fun and are able to leave their table and engage with their families in fun crafts and sports activities. A buffet and drinks are provided free of charge. Family photos are also provided free of charge.



Group Work Sessions:

Group sessions are for prisoners only. Groups offered are short, 2hr sessions (non-accredited) and are designed to give prisoners food for thought. We encourage group discussion and peer led learning. A certificate will be issued upon completion and a positive comment added to the prisoner's NOMIS profile. Prisoners can apply for sessions by sending an app to the Families Team via the kiosk.

Groups currently offered:

- **Positive Parenting** – For parents wanting to learn more about a child's development. As part of the session you will explore barriers to communication, difficulties that may occur when parenting and positive ways to overcome these issues.
- **Positive Thinking** – A goal setting course with a focus on family-oriented goals.
- **Pre-Release** – Exploring the issues prisoners may face when leaving prison and returning to live in the family home. This session explores the impact of imprisonment on partners, family members and children.

In-Cell Work Booklets:

The Families Team offer 2 x in-cell work booklets for prisoners to complete in the comfort of their own cell. A certificate is completed upon completion and a positive comment is written on the prisoner's NOMIS profile. Prisoners can apply for sessions by sending an app to the Families Team via the kiosk.

In-cell work currently offered:

- **Forward Thinking** – This booklet explores positive future goals (with a focus on family and positive relationships). Very similar to the Positive Thinking group work session.
- **Building Positive Relationships** – An in-cell work booklet for prisoners wanting to develop better communication skills within their relationships. Prisoner restrictions may limit suitability for this activity.



Contact Information

Safer Custody (Emergency Contact)

If you have an urgent safety concern about the welfare of a person in custody at HMP Forest Bank (such as risk to life to either themselves or others), you can contact the Safer Custody team on:

0161 925 7000 ex 2183

This line is manned from 07.30am-04.00pm, if you need to get in touch out of those hours, please ring:

0161 925 7000 and ask for Comms stating it is an Urgent Resident Safety concern.

Alternatively, if it can wait until the next working day, please leave a voicemail and the Safer Custody Team will get back to you in the morning.

You can also contact the Safer Custody team via the portal, using the link below. The team will pick up all communications within 72hrs.

<https://www.prisonersfamilies.org/forms/hmp-forest-bank-safer-custody-contact-form>

For all contact, please have the prisoner's name and prisoner number to hand.

The Families Team

You can contact the Families Team for general advice and information.

Tel: 0161 925 7000 ex 2287 (ask the Operator to transfer you to the Families Team)

Email: FBFamilies@sodexogov.co.uk

DebtLine

Debtline is a confidential mailbox/telephone service for anyone wanting to report concerns around debt and/or bullying within HMP Forest Bank. It is monitored by the Families Team who take appropriate action with the information they receive.

Anyone wanting to highlight concerns can contact DebtLine directly – 0161 925 7898