



## **First Few Days in Prison**

### **What happens when someone first goes to prison?**

Prisoners go through the 'reception' process to ensure they have everything they need.

First of all, property will be logged, and prisoners will be allowed to keep some items. Anything they can't keep should be stored and returned to them on release.

They will also be issued a prison number and should be allowed a shower.

### **What if they have health problems?**

They will be interviewed by healthcare who will find out their physical and mental health needs and find out what medication they need. Healthcare will not normally discuss these issues with you as they are confidential but should be willing to receive information from you that might be helpful to the prisoner. Please contact us for help in doing this.

### **When will I hear from them?**

They should also be allowed a short phone call within the first 24 hours in which they should give you details of how to visit and their prisoner number. Then there may be a delay in hearing from them as their phone PIN system is set up. As soon as you get their prison number you can write to them and also sign up for 'email a prisoner' which allows you to send and (in some prisons) receive emails.

### **How will they know how the prison works?**

Over the next few days, they will receive information and advice from officers and specially trained prisoners who will tell them how the prison systems work such as how to book visits or how to sign up for education and work.

### **Where can I find out more?**

Call one of our friendly outreach team who can talk this through with you on 01273 499843 Also see our 'jargon buster' information sheet.