

Keeping in contact: Telephone Calls

Compiled by **AFFECT** - Action For Families Enduring Criminal Trauma. [©2005 AFFECT] - Charity Number 1097087

The information below draws together the experience of *AFFECT* members and the information contained within HMPrison booklets to create a straightforward guide to prison *telephone calls*.

- It is not possible to make a call directly to a prisoner
- If an urgent message needs to be got to a prisoner, the prison Chaplain can sometimes be of help
- Pinphones are used in all prisons and paid for from a prisoner's *private cash*
- Different prisons will put different limits on how many and long calls can be
- Many prisons operate incentive schemes for prisoners to earn extra calls
- Limits may be set on who a prisoner can call. This is dependant on the *category* of the prison and the *category* of the prisoner. For high security prisons or prisoners, the call may be monitored. If monitored, both sides of the conversation may be recorded.
- **Telephone conversations with a prisoner must not:**
 - Discuss escape plans
 - Reduce prison security
 - Affect national security
 - Help commit a criminal offence
 - Help to break prison rules
 - Contain threats
 - Contain blackmail
 - Be racially offensive
 - Be obscene

If the rules are broken, calls may be monitored and recorded or stopped altogether.

AFFECT hope that this information aids you in communicating with your loved one. If we can help further, please contact us at www.affect.org.uk.

Updated **30th March 2005**; please inform us of any errors at information@affect.org.uk.

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