

## Advice and Information Service

We are a small charity and we are independent of the prison service. We are trying to create a fair and decent prison system.

We can give you information on:

- Prison rules
- Life in prison
- Your rights
- Prison conditions
- How to get help in prison

We can send you an information sheet, a booklet or a Prison Service Instruction (PSI).

We cannot send out large amounts of information or information that is not about prison.

**We are not solicitors. We cannot give you legal advice. We are not covered by rule 39.** We can tell you if you need to speak to a solicitor about what is happening. We can send you a list of solicitors that do prison law.

If you are having problems, we might be able to tell you what you can do. Or, we might tell you about another organisation that can help you.

Sometimes we can write to the prison for you.

We can only write to the prison if:

- You have put in a complaint first
- No other organisation or solicitor is helping you with the matter
- You fill in our authorisation form

The information you give to us is confidential. We will not tell the prison unless you say we can. But, if you tell us that you will hurt yourself or hurt someone else, we will speak to your prison.

We do not give long term support or counselling. We cannot talk to you for a long time on the phone. But we can tell you about organisations that can help you.

If your family wants information, there are other organisations that can help.

## How to contact us

You can telephone us.

Our free phone information line is **0808 802 0060**.

This number is for **prisoners** only.

This number is **free** and you do not need to put it on your pin.

This number is open:

Monday 3.30-7.30

Tuesday 3.30-5.30

Thursday 3.30-5.30

The line can be busy so if you don't get through, please try again.

At other times, you can call on **0207 251 5070**.

This number is open from Monday to Friday 9.30-5.30.

This number is **not free** but you do not need to put it on your pin.

You can write to us at:

**Prison Reform Trust**  
**FREEPOST ND 6125**  
**London**  
**EC1B 1PN**

You do not need to use a stamp.

We try to answer new letters within seven days. If we are busy, it might take longer for us to write back to you.