The governor or director is in charge of the prison. We use the word governor in this book.

Prison officers - work in lots of jobs around the prison and are the staff you will see most.

Offender supervisor - your offender supervisor will work with your offender manager to help you complete the goals in your sentence plan.

Personal officers - this is a prison officer who takes time to help you and who will write reports on your progress. They may also work with you on your sentence plan.

Probation officer - someone who works with you to help you to not re-offend after you leave prison.

Psychologists - make assessments of you and work with other staff to run offending behaviour courses.

Chaplains - will help you practice your religion. They will be from a number of different faiths. You can talk to them about how you are feeling as well.

Education and workshop staff - run classes and workshops.

Healthcare staff - these are nurses, doctors, dentists and so on.

CARAT workers - help prisoners with drug problems.

IMB members - are people who check prisons are run fairly. They are volunteers from the local area.

Official prison visitors - these are local people who can visit prisoners who may not have many people to visit them.