



www.emailprisoner.com

Emails

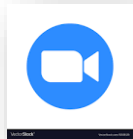
You can send individuals in custody emails via the email a prisoner website. Emails will be delivered each day, safely and securely to the prison of your choice and included in the next mail delivery within the prison. It only takes a few minutes to sign up. This also gives you the option of *attaching photographs and receiving replies from your recipient. Prices as follows;

- First page **40p** then a further **35p** for each page thereafter.
- *Monochrome Photographs - **30p** for each photo
- Reply sheet -**25p**

*Selected prisons only

Virtual Visits

Once you have signed up to the emailprisoner service, family and friends can book virtual visits with individuals in custody. You will require photographic ID for this, if you do not have any, please visit www.citizencard.com Once you have your Photo ID, You simply submit a request, and a date and time will be offered to you. Once you accept the offered appointment, you log onto your smartphone, tablet or laptop at the specified time and you can enjoy a video link visit from the comfort of your own home.



This facility can be useful for Family and friends that live far away. Or for people who find it difficult to make regular trips to the prison. If you are having problems with any of the email a prisoner services, please contact 0333 3441 816.

Sending in Money

Go to "SPS Info Hub" click the link and scroll down until you come to "Online Bank Transfer Reference Generator" enter the prisoner's number then confirm, then enter their DOB then confirm. That will generate a number specific to that individual. Take note of the reference number.



From your own online banking account, you need to set-up a new online payment to the following details;

Account Name: Scottish Prison Service Prisoner Funds Central

Sort Code: **83-06-08**

Account Number: **21170685**

In the reference field, enter only the reference number you have taken note of.

Please ensure that you check the bank details have been entered correctly. The number of characters you are allowed to type in the account name may be restricted however, please type the name in full until you run out of characters – do not use abbreviations.

Enter the amount to be sent – Please do not send any more than £50. Any amount exceeding £50 will be returned.

It is important to ensure these details are correct, otherwise the payment will not reach the intended recipient and will instead be refunded. Refunds may take up to 10 working days to be refunded to the sending account.

The SPS will aim to make the funds available to the individual within 2-3 working days of the payment being received into our prisoner fund bank account.

Physical Visits

Physical visits must be booked by the individual in custody via residential officers on their flat.

When attending physical visits please ensure that you bring with you at least one copy of photographic ID **and** proof of address, Failure to do so may result in your access into the establishment being denied.



Outer garments including jackets, hats, scarves, gloves, hooded tops and tops with inside pockets are not permitted within the visit room.

There are several vending machines within the visit room, these machines accept payment via coins or bank card. There are toilet facilities and a baby changing area located within the visitors waiting area. You will not be granted permission to bring any nappies, wipes, etc for your child into the visit room, these may be left in a locker or made available from staff at your request. For a copy of the visits timetable, please speak with a member of staff.

Parcels



Parcels can be posted in for individuals in custody providing they have filled out a Pro forma within their hall, the prison will then generate a unique reference number which will be given to you via the prisoner.

Parcels will not be accepted into the establishment unless it is addressed to include this URN number.

Help with Travel Costs

If you are in receipt of benefits or on a low income, you may be eligible to claim help with travel expenses when visiting a prison from the Assisted Prison Visits Scheme (APVS). More information on this can be provide within the establishment.





Family Contact Team

At HMP Perth, we have a group of dedicated family contact officers who may be able to help answer any queries or worries you may have in respect of maintaining contact with family members in prison.

Please feel free to contact us on **01738 637198**, should no one be available at the time of your call, please leave your name and number along with a short message on how we can help.

What Can FCO's Do

- Give information, support and advice for queries and concerns regarding family contact for new admissions and readmissions.
- Process self-referrals from individuals in custody.
- Process referrals from other departments/people on behalf/about an individual in custody.
- Answer any general queries from relatives who contact the FCO Line.
- Answer any queries about an individual in custody from relatives providing we have a valid consent form signed giving us specific permission to do so.
- Provide support and guidance to relatives who qualify for the Assisted Prison Visits scheme (financial help for relatives/partner to travel to visits).
- Provide information on external agencies/services such as "Families Outside "and "Cross Reach"

What FCO's Cannot Do

- FCO's cannot influence any decision regarding prisoners transferring to and from the establishment.
- FCO's will not and cannot provide information which breaches the Data Protection Act.
- FCO's do not facilitate and will not get you a phone call when hall staff/managers have already said no.
- FCO's do not communicate messages back and forth between loved ones.

- FCO's cannot get involved in private child access issues.
- FCO's do not track down missing family members.



CROSSREACH

Our Visitors Support & Advice Centre is for everyone who visits HMP Perth. It is a safe space for both adults & children.

We are here to support you on your 1st visit & beyond. From a good cup of coffee at no charge through to agency referrals such as food banks, support with applying for APVS (Help with Prison Visits applications), arts & crafts for children, baby changing & information on a wide range of services including the SMART Recovery Café, we are here to help! For more information, please contact us on 01738 625503. Our opening hours are; Monday to Friday 11.30 – 1900 Saturday 1300 – 1600 hours Or email perth.visitorscentre@crossreach.org.uk (Located across from main prison entrance)

Useful Numbers

Family Contact Team	01738 637198
Crossreach	01738 625503
Families Outside	0800 254 0088
Emailaprisoner	0333 3441 816
Victim Support	01738 567171
Samaritans	01738 626666
Drug & Alcohol Team	01738 474455
CAIR Scotland	01738 451594
Womans Aid	01738 639043
CATH	01738 633077
RASAC	01738 626290
Perth & Kinross Council	01738 475000



General Information



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Perth
PH2 8AT

 **01738 622293**