

2nd Edition
Spring 2024

The Post

HMP Hewell April 2024

Edition:2

Your PACT family engagement Manager is Suzi

Welcome to the second edition of Hewell Post



Our quarterly publication designed especially for you, our visitors. The aim is to provide you with important information, news about HMP Hewell, information and entertainment. This month we are especially keen to hear from first time visitors, what else would you like to see in future editions? We hope you are enjoying the Hewell Post. The next project we are working on for you is rolling information screens on the TV.



Prisoners · Families · Communities
A Fresh Start Together

March Surveys - Your opinions matter to us

Thank you to everyone who filled in our surveys in March. It was lovely to read your comments and suggestions.

The comments that came up repeatedly were:

- The need for refreshments in the visitors centre
- More toys are needed.
- A large number of lockers are broken
- More food choices (including hot food) in the visits hall
- The visits centre looks very shabby

We have been working on several of those issues for some time. This is what we are doing to improve your visits:

- **Refreshments in the Visitors Centre** - this will be a long-term project to get the Tea bar in the visitors centre reopened, but work is already underway with regards to arranging this.
- Mothers union have kindly made a donation to us, to buy more **toys** for both the visits hall and visitors centre. We have consulted with many of our junior visitors and compiled our shopping list.
- Our **locker** repairs/replacement request is currently being considered by the financial team.
- **Food choices** in the visits hall... watch this space! 😊
- At the point of writing, we are in the process of having the **visitors centre** repainted! I'm sure you will agree that the magnolia with light grey woodwork is so much warmer looking than the old grey walls and dark grey woodwork! As soon as it is finished, we will look at getting notice boards up and some artwork - If there are any budding artists out there please let us know!

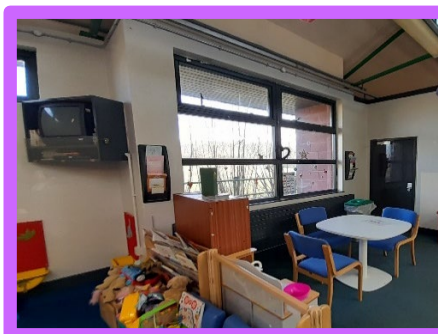
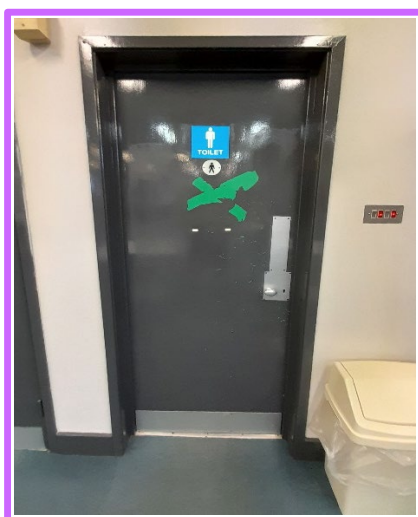
Finally a huge thank you to all of the lovely comments about our team! We all work here because we want to help and make a difference at a time when people need extra support. It was really heartwarming to read your kind and appreciative comments!

Thank you!

Mothers' UNION

The Visitors Centre before and after photos

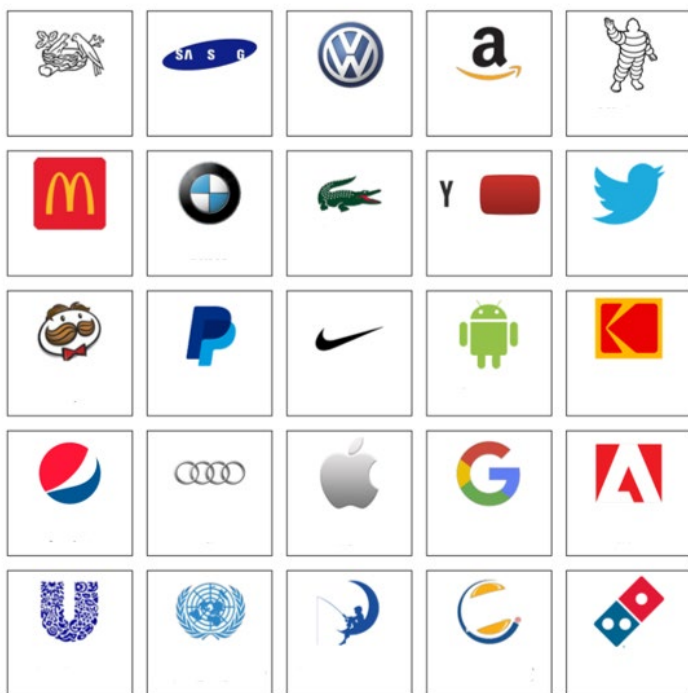
The transformation isn't fully complete, but I hope you agree, that it already makes a huge difference!



Teen Scene

Answers on the last page.

Can you name the logo?



Joke time

1. Why did [Adele](#) cross the road?
2. What did [Jay-Z](#) call Queen Bey before they tied the knot?
3. Why couldn't Cinderella play soccer?

Think you can do better?

Then write your jokes down and hand them to a member of staff in the visit centre.

Hey there, I'm Wilbur the worry monster!

Ever get worried? Sure you do, everyone does. Sometimes we can talk to people about our worries, but other times we don't like to, on the days when you don't, just write down your worry, pop it in my mouth zip me back up and I will eat your worry for you. Making us both feel better!



Kids Corner

Colour me!



Word search

Spring

C	A	T	E	R	P	I	L	L	A	R	E
R	F	B	T	Y	V	I	L	Q	B	S	B
U	R	Y	W	S	D	F	V	N	U	N	C
F	O	E	A	V	M	L	Y	L	C	A	B
R	G	U	B	E	G	G	O	A	W	I	K
N	H	T	R	C	R	F	Y	D	B	L	I
O	W	L	G	H	V	T	A	Y	I	B	Q
M	N	P	O	T	G	L	E	B	S	Q	C
H	N	J	I	O	P	A	Q	U	V	G	H
F	C	N	L	F	I	M	B	G	F	Y	U
B	E	E	C	Y	Z	B	T	H	W	P	B
Y	B	U	T	T	E	R	F	L	Y	S	M

egg

snail

bee

frog

caterpillar

lamb

ladybug

butterfly

owl

sun

Info page

Prisoners' Families Helpline



Having a loved one caught up in the criminal justice system can be a scary and confusing experience. Pact runs the national Prisoners' Families Helpline, a free and confidential service which offers practical and emotional support, information and advice to anyone who is affected by imprisonment, in a straightforward, non-judgemental way.

Contact us: You can reach the Helpline on **0808 808 2003** (freephone - including most mobiles). The Helpline is open 9am – 8pm Monday to Friday and 10am – 3pm Saturday, Sunday and bank holidays (excluding Christmas Day & Boxing Day). You can also email the helpline team on info@prisonersfamilies.org.

Safer Custody Portal for families, friends and carers

All prisons in the West Midlands have an online safer custody portal that provides information about keeping prisoners safe and enables family or friends to share concerns via an online contact form sent directly to the prison safety team.

If you are worried and want to share a concern visit:
www.prisonersfamilies.org/pages/category/need-urgent-help?



Smooth sailing reminders...

Visits can be an emotional time. We want them to go as smoothly as possible for you and your family. Here are a few useful reminders.

Photo ID - Must be brought to the prison on EVERY visit - it's heartbreaking to see people turned away.

First visit - If this is your first visit and you are worried, please ask any member of staff to talk you through the process.

Dress code - Please stick to the dress code! We hate seeing people turned away from visits for this reason.

Lockers - Please remember that the only items you can take with you are £20, your locker key and if you have a baby, 1 nappy, 1 made up bottle and a packet of wipes. Everything else must be left in your car or stored in a locker.



Anna Freud
National Centre for
Children and Families

What is
ON MY MIND?

Want to know?
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Discover free, digital resources
supporting young people aged 25
and under with their mental health

The Anna Freud Centre, operating as Anna Freud National Centre for Children and Families, is a registered charity, number 1077106, and company limited by guarantee, company number 03819888.



Your visitors Centre Experience

Thank you everyone who filled in surveys recently!

The general feedback was that you thought all of the staff here were very friendly, but the centre itself wasn't very inviting and you would like access to refreshments.

Please bear with us... We have several projects in progress at the moment.

Answers page

Teen Scene

Logo Quiz Answers:



Jokes

- 1 - To say "hello from the other side."
- 2 - Feyoncé
- 3 - She kept running away from the ball.

Kids Corner

- Q) What is a robots favourite snack?
- A) Computer chips!

