

“Harnessing the resource of good family relationships must be a golden thread running through the processes of all prisons”
 Lord Farmer 2017

1. Introduction

A messaging service between people in prison and their families / significant others in the Community.



Going to prison does not mean losing touch with family and other important support networks in the outside world.

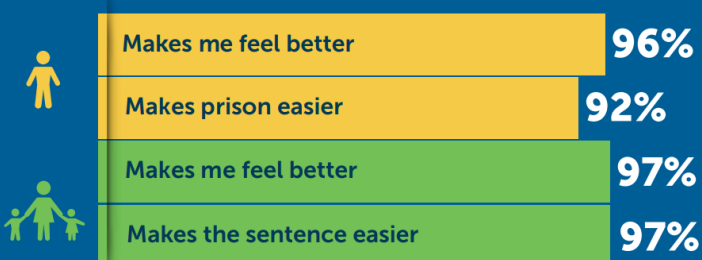
Easier for people in prison to maintain positive relationships with their families during this stressful time.

- ⇒ Much-needed support network
- ⇒ Reduced burden on prison staff
- ⇒ Potentially lowering the incidence of self-harm and suicide
- ⇒ Strong family ties have also been shown to reduce the likelihood of reoffending

2. Evaluation Methodology

- Online survey link sent to 169 family members
- Paper survey posted to 169 men and women in prison
- 18 telephone interviews conducted with family members

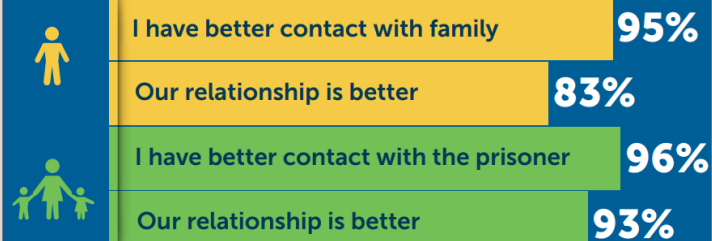
3. Impact I: Health & Wellbeing



- Helps to relieve some of the pain and challenges of imprisonment on families and prisoners
- Helps prisoners to be less worried about family and vice-versa
- Provides a sense of normality through a challenging situation. It has taken away some uncertainty and given back some control
- For some, it became a way of helping to manage their mental health
- Increased feelings of positivity

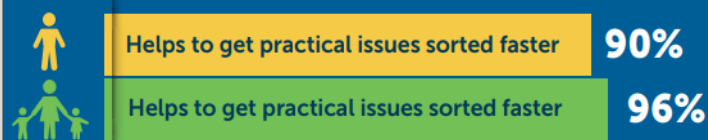
“Some days he’s felt down in there so but in prison he can’t show emotion so he’ll listen to voicemail and he says that listening to me at the time, he says it puts a smile on his face and lifts his spirits.” (Interview 5)

4. Impact II: Relationships & Family Ties



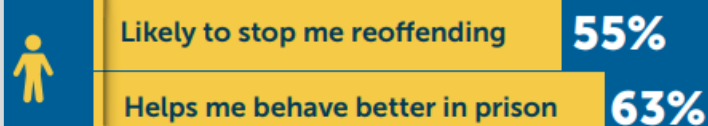
- Prison Voicemail helped maintain feelings of connection between people in prison and families in the outside world, particularly for families who work during the day, often when prisoners had the best chance of being able to use a phone
- Ability to support the involvement in family rituals, to share family events and good news
- Particularly important when children were present in the family unit
- Used to share positive updates by both parents and children

5. Impact III: Resolving Practicalities



“He gave me permission to talk to his probation officer. . . so I was able to put a heart to save that message and then probation could listen to the message to say I’ve got permission. I said how can we do this quickly coz a letter is gonna take a few days. I was able to scroll through and find the heart cos I’d marked it and she was able to listen to it there and then.” (Interview 7).

6. Impact IV: Behaviour



“We wanted to show by communications that life is still going on outside . . . trying to show him that outside is good and its worth not getting into trouble for. In the world outside we are still cracking on with life, there are some highlights and these are the bits you could be enjoying when you come out.” (Interview 15).

7. Conclusion

Prison Voicemail has a positive impact on wellbeing, relationships, practicalities and behaviour.