A guide for family and friends of someone who has been remanded in custody or sentenced to prison or a young offenders' institution.

Prison contacts

HMP Durham

Old Elvet, Durham, DH1 3HU Tel: 0191 332 3400

Visitor Centre

Tel: 0191 332 3676 Visits Booking Line

Tel: 0191 332 3417

HMP Frankland

Brasside, Durham, DH1 5YD Tel: 0191 376 5000

Visitor Centre

Tel: 0191 367 5200

Visits Booking Line

Tel: 0191 376 5048

HMYOI Low Newton

33/34 Finchale Avenue. Brasside, Durham DH1 5SD

Tel: 0191 376 4000

Visitor Centre

Tel: 0191 376 4138 Visits Booking Line

Tel: 0191 376 4147

HMYOI Deerbolt

Bowes Road, Barnard Castle,

DL12 9BG

Tel: 01833 633 200

Visitor Centre

Tel: 01833 633 272 Visits Booking Line

Tel: 01833 633 349

This brochure is produced in association with:

NEPACS

Tel: 0191 375 7278 Web: www.nepacs.co.uk Email: info@nepacs.co.uk



This leaflet is based on an original leaflet by Thames Valley Partnership.

Please ask us if you would like this document summarised in another language or format.

(Arabic) العربية (中文 (繁體字)) (Chinese) (Urdu) اردو polski (Polish) Español (Spanish) বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German) Français (French) Türkçe (Turkish) Melayu (Malay)

safer.communities@durham.gov.uk 03000 261 381







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The Safe Durham Partnership Altogether safer



Sent to prison - what now?



A guide for family and friends of someone who has been remanded in custody or sentenced to prison or a young offenders' institution.

What happens next?

Immediately after remand or sentence they will be taken to the court cells and seen by their solicitor or barrister. The sentence will be explained to them and they may also receive advice on whether it is worth appealing against the conviction or sentence.

Can I speak to them before they are taken to prison?

This is usually not possible and you are also unlikely to be able to get any message to your partner or relative via the solicitor or barrister as they usually go straight from the courtroom to the cells.



The transfer to prison

Your partner or relative will wait in the cells until a prison van is available for the transfer to prison. On arrival, they will have to go through some paperwork and medical checks, have their clothes sorted out and their valuables – such as watch/money/credit cards – listed. They will then be given an introduction to prison.

Will my partner or relative be able to get in touch with me from prison?

You can usually expect a phone call later in the day or the next day. This phone call may be brief, so keep a pen and paper handy to take down details of anything you might need to send by post or take on the first visit. Make sure you get the name and address of the prison if you have not been given this information already.

Drug addiction information

If appropriate, your partner or relative will have the opportunity to raise drug issues with professionals as part of the reception process. They will receive treatment for their addiction and where required they will be prescribed a substitute.

Under no circumstances should you attempt to smuggle drugs into the prison.

Prison visits

Visits

Your partner or relative will usually welcome a visit as soon as possible. They are allowed a 'reception' visit (that's a first visit).

Policy varies so you should ring the prison to find out. This visit can vary in length, but will usually be at least an hour. The first visit can be quite difficult and sometimes distressing.

Booking a visit

Each prison has a 'visits booking line' which you must ring to book visits in advance.

If your partner or relative is being held on remand they are entitled to regular visits.

Once convicted you must wait for a Visiting Order to be sent to you to enable you to book a visit. You must take the Visiting Order with you on your visit, together with the required ID listed on the back of the Visiting Order.



For your notes	



NEPACS visitors' centres

NEPACS provide visitor centre services at each of the 4 prisons and young offenders institutions in County Durham.

Visitors' centres provide somewhere for you to wait before your visit with toilet facilities, a space for children to play and hot and cold drinks. They also supply lockers to leave your belongings in while you go into the prison (generally, you are only allowed to take in a small amount of change for the tea bar).

Visiting a prison for the first time can be a scary prospect. Often visitors find that it gets easier as you get used to the rules. NEPACS volunteers will welcome you when you arrive and be happy to talk to you before your visit.

Going in to the prison

This can sometimes involve queues and delays as there is an ID check and search process which varies slightly from prison to prison. This enables the prison to check that you are who you say you are and make sure you are not taking any drugs or other prohibited articles into prison. If you are on your own and would like a NEPACS volunteer to go with you into the prison, please ask before the visit and they will try and arrange this.

The visit

Prisoners must sit at their tables and not move around the visiting room, but you will be able to get refreshments from the tea bar. Children will be able to stay with you or go and sit in the play area of the visiting room where there are lots of activities on offer.







After the visit

You can come back to the visitor centre to pick up your belongings from the locker and chat to staff.

If you have any concerns about the person you have been visiting NEPACS will help you contact the prison to make sure that your concerns are addressed.

Visitors Voice

At each visitor centre there are informal get-togethers where you can have a chance to talk to others about the issues that affect you, details are available at each centre.

Support services Helplines

There are helplines which can help you and your children/family. Remember, you're not alone. There are many people who have experienced what you are going through and want to help you.

National Offenders Families Helpline 0808 808 2003

Action for Prisoner Families www.prisonersfamilies.org.uk

Listening support service for visitors at HMP Durham

The service is available for the families and friends of prisoners and is aimed at those who are feeling isolated, upset or finding it hard to cope.

Durham Listening Support Service 0191 332 3810

Family support workers

The aim of this service is to provide practical and emotional advice and support to help families through this difficult time. They can be accessed at Deerbolt, Frankland and Low Newton.



Advice and help



Money and debt

If money is tight and you are on certain benefits the Assisted Prison Visits Scheme may be able to help with your travel costs to prison.

Assisted Prison Visits Scheme PO Box 2152, Birmingham,

B15 1SD

Tel: 0845 300 1423 (Mon to Fri 10:15-11:45am & 14:15-15:45pm)

Textphone: 0845 304 0800

(times as above)

Fax: 0121 626 3474 (24 hrs)

Email:

assisted.prison.visits@noms.gsi.gov. uk (please include your full postal address when requesting an information pack).

If you are struggling to make ends meet and would benefit from debt advice please talk to professionals such as Welfare Rights Service and the Citizens Advice Bureau before money problems get out of hand. They can provide advice and information on a wide range of debt management solutions and benefits.

Welfare Rights

Tel: 0191 370 8787 9 am - 12 noon

Email:

welfare.rights@durham.gov.uk

Citizens Advice Bureau

Find details for your local Citizens Advice Bureau on the internet at www.citizensadvice.org.uk or ask at your local library.

Housing issues

If you are worried about losing your home or you think you may have difficulties paying the rent / mortgage contact the Housing Solutions Service before problems arise. This service works in partnership with the Citizens Advice Bureau across County Durham to provide debt advice to people who are at risk of homelessness.

Housing Solutions Service

Tel: 0300 123 7070 and ask for your local Housing Solutions Team Email:

housingsolutions@durham.gov.uk





Services for Children, Young People and Families

One Point

One Point services for children, young people and families in County Durham.

'One Point' to access services including:

- Health visitors
- School nurses,
- Education welfare officers
- Behaviour support workers
- Educational psychologists
- Connexions personal advisors
- Positive activities for young people (youth workers)
- Family support workers
- Anti-bullying workers





You can access One Point services from any of the ten offices spread throughout the county as well as Sure Start Children's Centres, youth centres and a number of health centres.

One Point

Tel: 03000 26 11 11

Email: onepoint@durham.gov.uk Web: www.durham.gov.uk/onepoint

