

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.

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

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



The Safe Durham Partnership *Altogether safer*



Sent to prison
- what now?

Altogether safer



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

