

LOCAL PRISONS	ADDRESS	TELEPHONE
HMP/YOI HOLLOWAY	Parkhurst Road, LONDON, N7 0NU	(020) 7979 4400
HMP HOLME HOUSE	Holme House Road, STOCKTON-ON-TEES, Cleveland, TS18 2QU	(01642) 744000
HMP HULL	Hedon Road, HULL, HU9 5LS	(01482) 282200
HMP/YOI LANCASTER FARMS	Far Moor Lane, Stone Row Head, Quernmore Road, LANCASTER, LA1 3QZ	(01524) 563450
HMP LEEDS	Armley, LEEDS, West Yorkshire, LS12 2TJ	(01113) 203 2600
HMP LEICESTER	Welford Road, LEICESTER, LE2 7AJ	(0116) 2283000
HMP/YOI LEWES	Brighton Road, LEWES, East Sussex BN7 1EA	(01273) 785 100
HMP LINCOLN	Greetwell Road, LINCOLN LN2 4BD	(01522) 663000
HMP LIVERPOOL	68 Hornby Road, LIVERPOOL L9 3DF	(0151) 530 4000
HMP/YOI LOW NEWTON	Brasside, DURHAM, DH1 5YA	(0191) 376 4000
HMP MANCHESTER	Southall Street, MANCHESTER, M60 9AH	(0161) 8175600
HMP/YOI NEW HALL	Dial Wood, Flockton, WAKEFIELD, West Yorkshire, WF4 4XX	(01924) 803000
HMP/YOI NORWICH	Knox Road, NORWICH, Norfolk NR1 4LU	(01603) 708600
HMP NOTTINGHAM	Perry Road, Sherwood, NOTTINGHAM NG5 3AG	(0115) 872 3000
HMP/YOI PARC *	Heol Hopcyn John, BRIDGEND, Mid-Glamorgan CF35 6AP	(01656) 300200
HMP PARKHURST	NEWPORT, Isle of Wight, PO30 5NX	(01983) 554000
HMP PENTONVILLE	Caledonian Road, LONDON N7 8TT	(020) 7023 7000
HMP PETERBOROUGH*	HM Peterborough, Saville Road PETERBOROUGH, PE3 7PD	(01733) 217500
www.kalixservices.com		
HMP PRESTON	2 Ribbleson Lane, PRESTON, Lancashire PR1 5AB	(01772) 444550
HMP/YOI READING	Forbury Road, READING, Berkshire, RG1 3HY	(0118) 9085000
HMP SHREWSBURY	The Dana, SHREWSBURY, Shropshire SY1 2HR	(01743) 273000
HMP/YOI STYAL	Styal, WILMSLOW, Cheshire SK9 4HR	(01625) 553000
HMP SWANSEA	200 Oystermouth Road, SWANSEA, West Glamorgan SA1 3SR	(01792) 485300
HMP WANDSWORTH	PO Box 757, Heathfield Road, LONDON SW18 3HS	(020) 8588 4000
HMP WINCHESTER	Romsey Road, WINCHESTER, Hampshire SO22 5DF	(01962) 723000
HMP WOODHILL	Tattenhoe Street, MILTON KEYNES, Buckinghamshire, MK4 4DA	(01908) 722000
HMP WORMWOOD SCRUBS	PO Box 757, Du Cane Road, LONDON W12 0AE	(020) 8588 3200

CUSTODY- WHAT NOW?

Your partner or relative has just been sent to prison or a young offenders institution (YOI).

What happens next?

This leaflet will give you the basic information you need.

Produced by the South East Children and Families Support Networks Board



Ministry of
JUSTICE

THAMES VALLEY
PARTNERSHIP
Working for safer communities

Action
for Prisoners' Families

What about your family member?

Immediately after sentence they will be taken down to the cells. There they should be seen by the solicitor and/or barrister, who will explain the sentence and what it actually means. They may also give advice on legal matters, for example, if it is worth appealing against the conviction and/or sentence.

Contact before they are taken to prison.

You are unlikely to be able to get any message through via the solicitor/barrister, as they usually go straight from the courtroom down to the cells. Some courts may have a court custody clerk or probation officer or member of court staff who may be able to tell you which prison your family member will be sent to.

Transfer to prison.

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

Getting in touch with you from prison.

Usually, you can expect a phone call that evening or the next day. Remember that 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.

Ask for information.

In case you have not been given this information already, when you get the phone call make sure you get the name of the prison and prisoners number. The Prisoners' Families Helpline can provide information about the prison address.

Help Available

There is a lot of help available to you.

If you are concerned about your family member, you could contact the prison chaplain who is available to speak to anyone, no matter what religion you are or if you do not have a faith at all. You need to phone the main prison number (see back page for numbers) and ask to speak to the prison chaplain.

Helplines.

There are helplines which can help you and your children/family. A list is included in this leaflet. Remember, you're not alone. There are many people who have experienced what you are going through who are out there to help you.

School.

If you have school-age children, or you are at school yourself, it's natural to not want to tell anyone about your family member in prison. But if you are a parent your child(ren) may be confused and upset whilst at school, so it might be best to tell your child(ren's) class teacher(s) or the head teacher at school what has happened – whoever you think is most appropriate. This information will be completely confidential. Those teachers and staff who deal with your child(ren) will be informed, so that they can give the best help and support. A helpful booklet 'Telling the Children' is available from Action for Prisoners' Families (APF). Call 0208 812 3600 for a free copy.

Money.

If you have financial worries, the Citizens' Advice Bureau is a good place to start. You can find the contact details on the internet or at your local Library. It's free, but phone first to check out opening times. www.citizensadvice.org.uk has the phone numbers for local Citizens Advice offices.

Health.

You, or your child(ren), may feel sad, lonely, confused or depressed. This is completely normal, but you may still find it a great help to make an appointment to see your doctor.

Housing.

If you are worried about losing your home contact the Council, the Housing Association or the mortgage company before problems arise, particularly if you are going to have difficulties paying. The Citizens' Advice Bureau or Shelter may be able to help.

What about you, and your child(ren)?

After sentence has been passed.

When you leave the courtroom, you can wait in the reception/waiting area until you are ready to leave. The court staff will try to be helpful, but it's unlikely they will know much more than you do. Sometimes, there is a probation officer available - ask at the enquiry desk where to find them - they may know where your family member will be sent.

Information.

You can phone the Prisoners' Families Helpline for information : Freephone 08088082003. If you don't have access to the internet at home, you can usually access it at your local library or an internet café. The most up-to-date information will be on the Prison Service website. www.hmprisonerservice.gov.uk

As soon as you know the name of the prison, you can look it up on the web, and find a contact number in case you have any questions. The Prisoners' Families Helpline web site www.prisonersfamilieshelpline.org. uk also has information sheets which can be downloaded.

Visits.

Your family member will usually welcome a visit as soon as possible. They are allowed a 'reception' visit (that's a first visit) within the first 72 hours. Visits are usually in the afternoon, and can vary in length, but you should get up to an hour.

The first visit can be quite difficult, and sometimes distressing so you may not want to take your child/ren. It is also a good idea to see what facilities there are before taking your child/ren. APF's free 'Keeping in Touch' booklet will talk you through the visits process. The Prisoners' Families Helpline web site also has Frequently Asked Questions (FAQs) on visiting. You could also phone the Helpline if you have questions about visits. If there is a visitors' centre at the prison you may find the staff are happy to talk to you.

If money is tight and you are on certain benefits, contact Assisted Prison Visits Unit (details over the page) which may well be able to help with your travel costs to prison.

Other resources and useful organisations

Prisoners' Families Helpline The national Helpline offering information and support to anyone with a relative or friend in prison.	Tel: 0808 808 2003 (free phone) www.prisonersfamilieshelpline.org.uk
Assisted Prison Visits Unit Prisoners' close relatives/ partner/ friend may be entitled to help with travel expenses.	Tel: 0845 300 1423 www.hmprisonerservice.gov.uk email: assisted.prison.visits@hmps.gsi.gov.uk
Action for Prisoners' Families APF provides information for prisoners families on coping with imprisonment, keeping in touch, telling the children and children's storybooks.	Tel: 0208 812 3600. info@actionpf.org.uk www.prisonersfamilies.org.uk
Kids Visiting Prison - KIDS VIP Kids VIP have produced DVDs and Booklets on children visiting prison	Tel: 0207 582 2679 annettabennett@aol.com
Nacro Nacro have produced Outside Help - Practical information for the families of people in prison. Free to families	Tel: 0207 840 6427 www.nacro.org.uk
Citizens Advice Bureau Information sheets on a range of subjects can be downloaded from the site.	www.citizensadvice.org.uk
Prison Chat UK Prison Chat is an online community providing support to those with a relative in prison.	www.prisonchat.com .
Adfam Adfam have produced various publications and free information for the families of imprisoned drug and alcohol users.	Email: prisons@adfam.org.uk Website: www.adfam.org.uk
Shelter Shelter can provide advice and support if you are worried about losing your home.	For urgent advice call: 0808 800 4444 Website: www.shelter.org.uk/

LONDON REGION

Prisoners' Families and Friends Service

PFFS provides support and information to prisoners' families which is free and confidential

Tel: 0808 808 3444 (freephone)
Freepost Prisoners' Families
www.prisonersfamiliesandfriends.org.uk

EAST OF ENGLAND

Ormiston Children & Families Trust

Ormiston have produced free publications for children visiting prisons

Tel: 01473 724517
www.ormiston.org

NORTH WEST REGION

Partners of Prisoners' and Families Support Group (POPS)

POPS aims to provide a variety of services to support anyone who has a link with someone in prison prisoners and other agencies. POPS provides assistance to these groups for the purpose of enabling families to cope with the stress of arrest, imprisonment and release.

Telephone: 0161 702 1000
Email: mail@partnersofprisons.co.uk
Website: www.partnersofprisons.co.uk

NORTH EAST REGION

NEPACS

NEPACS provides support offenders, ex offenders and their families. It helps to relieve hardship and to contribute in ways to rehabilitate offenders and reduce re-offenders. They collect and disseminate information about criminal justice issues and the reduction of crime.

Telephone: 0191 375 7278
Email: info@nepacs.co.uk
Website: www.nepacs.co.uk

This leaflet was based on an original design by the Thames Valley Partnership

www.thamesvalleypartnership.org.uk
APF, Unit 21, Carlson Court, 116 Putney Bridge Road, London, SW15 2NQ.
Tel: 020 8812 3600

E-mail: info@actionpf.org.uk
www.prisonersfamilies.org.uk

LOCAL PRISONS	ADDRESS	TELEPHONE
HMP ALT COURSE * www.hmpaltcourse.co.uk	Higher Lane, Fazakerley, LIVERPOOL L9 7LH	(0151) 522 2000
HMP BEDFORD	St. Loyes Street, BEDFORD MK40 1HG	(01234) 373000
HMP BELMARSH	Western Way, Thamesmead, LONDON, SE28 0EB	(020) 8331 4400
HMP BIRMINGHAM	Winson Green Road, BIRMINGHAM B18 4AS	(0121) 345 2500
HMP BLAKENHURST	Hewell Lane, REDDITCH, Worcestershire B97 6QS	(01527) 400500
HMP BRISTOL	19 Cambridge Road, Horfield, BRISTOL BS7 8PS	(0117) 372 3100
HMP BRIXTON	P O Box 369, Jebb Avenue, LONDON SW2 5XF	(020) 8588 6000
HMP/YOI BRINSFORD	New Road, Featherstone, WOLVERHAMPTON, WV10 7PY	(01902) 532450
HMP BULLINGDON	P O Box 50, BICESTER, Oxfordshire OX25 1PZ	(01869) 353100
HMP/RC CARDIFF	Knox Road, CARDIFF CF24 0UG	(02920) 923100
HMP/YOI CHELMSFORD	200 Springfield Road, CHELMSFORD Essex CM2 6LQ	(01245) 552000
HMP/YOI CASTINGTON	MORPETH, Northumberland, NE65 9XG	(01670) 382100
HMP DORCHESTER	North Square, DORCHESTER, Dorset DT1 1JD	(01305) 214500
HMP DURHAM	Old Elvet, DURHAM, DH1 3HU	(0191) 332 3400
HMP ELMLEY	Church Road, EASTCHURCH, Sheerness, Kent ME12 4DZ	(01795) 882000
HMP/YOI EXETER	New North Road, EXETER, Devon EX4 4EX	(01392) 415650
HMP/YOI FELTHAM	Bedfont Road, FELTHAM, Middlesex, TW13 4ND	(020) 8844 5000
HMP/YOI FOREST BANK* www.kalyxservices.com	Agcroft Road, Pendlebury, MANCHESTER M27 8FB	(0161) 925 7000
HMP FOSTON HALL	Foston, DERBY, Derbyshire, DE65 5DN	(01283) 584300
HMP/YOI GLEN PARVA	Tigers Road, Wigston, LEICESTER, LE8 4TN	(0116) 228 4100
HMP/YOI GLOUCESTER	Barrack Square, GLOUCESTER GL1 2JN	(01452) 453000
HMP HIGHDOWN	Sutton Lane, SUTTON, Surrey SM2 5PJ	(020) 7147 6300
HMP HIGHPOINT	Stradishall, NEWMARKET, Suffolk, CB8 9YG	(01440) 743100