

Prisoners' Information

Book Visiting
and Keeping
in Touch

Introduction

Keeping in touch with the outside world is very important when you are in prison and this book provides some basic information on how you can do so.

The first section of this book explains the rules on visits, letters and telephone calls, and how visitors can get help with their travelling costs. Some sections apply only to unconvicted prisoners, and some only to convicted prisoners. Others apply to both. We have tried to make it clear to whom a rule applies. More information can be found in Standing Order 5 which should be available in the prison library.

There is a separate Prisons Directory on page 29 which will be helpful to your visitors. It gives the address and telephone number of every prison and has brief details of how to get there and visiting enquiries. More information can also be found on the Prison Service website (www.hmprisonerservice.gov.uk). However, it is always best for your visitors to telephone the prison before visiting to make sure the details are still up-to-date.

You will also find details of useful organisations on page 76. Some of these organisations have been set up to help prisoners, some to help prisoners' friends and families. The organisations included are independent of the Prison Service and their listing does not signify any particular endorsement by either the Prison Service or the Prison Reform Trust.

Contents

Visits

Information for Unconvicted Prisoners	page 4
Information for Convicted Prisoners	page 7
Information for all Prisoners	page 11

Letters

Information for all Prisoners	page 19
-------------------------------	---------

Telephone Calls

Information for all Prisoners	page 24
-------------------------------	---------

Prisons Directory

a list of all prisons with their address, telephone number, how to get there, and notes on facilities	page 29
---	---------

Useful Organisations

a list of organisations which help prisoners or their families and friends	page 76
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Visits – Unconvicted Prisoners

Getting a visit

If you are unconvicted, you will not need to send your family or friends a visiting order so that they can visit. However, depending on which prison you are in, they may need to telephone the prison to book a visit. It is not always easy to get through on these lines, so they may have to telephone several times before they get through.

When to visit

The times and days when you can have visits are not the same in every prison. You are allowed a minimum of one-and-a-half hours of visits every week. Usually, a prison will let you have more than this, unless it is overcrowded or short of staff.

It may be possible for privilege visits to be gained above your statutory entitlement which for example, may involve a better visits environment or longer visits. This will depend upon the prison in which you are detained or the Incentives and Earned Privileges Scheme that operates in your particular prison. Ask an officer for more details or see the *Prisoners' Information Book for male prisoners and young offenders* or the *Prisoners' Information Book for women prisoners and young offenders*.

It is up to the Governor to decide when visits will be. Normally, you can have a visit of at least

15 minutes every day (except on Christmas Day, Boxing Day and Good Friday). However, the Governor might decide that there will not be visits every day, but you will get longer visits on fewer days. The minimum you should get is:

- a visit on three days each week
- a visit on a Saturday or Sunday once a fortnight.

Up to three people can come on each visit, but they must all visit at the same time. Anyone who is 10 years or over counts as one 'person'. Children under 10 years can come in addition to this limit. It is a good idea to find out who will be visiting you and when, because if another group of people turn up on the same day, they may not be able to see you.

If there are visits every day, the prison will often let you have longer than 15 minutes. However, sometimes this isn't possible. If this is a problem for you – if, for example, your visitor has a long way to travel or is ill or disabled, and it would be easier for them to visit less often but for a longer time – ask your landing officer if this can be arranged.

Inter-prison visits

If you want to visit a close relative who is also unconvicted and in a different prison, you can apply to do so but this will only be approved if you are both expected to be in continuous custody for at least a month. An inter-prison

visit to a convicted close relative can only be approved every three months.

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Handing things in and out

Your visitor will not be allowed to hand in cigarettes, tobacco, sweets or food for you. They cannot give you any phonecards (which in any case will not work in the prison phones), though sometimes they may be allowed to hand in batteries for you. They should be handed in to the officer in charge of visits by your visitors as they go in, or at the visitors' centre if there is one. They can sometimes bring in clothes for you, which you can exchange for clothes for them to take away and wash, because there are usually few facilities for doing your own washing in prison. If your visitor is not sure if they can bring something in on a visit, they should telephone the prison first.

You may need to get permission from the prison for something to be brought in on a visit. As an unconvicted prisoner, you may be allowed to have more things brought in on visits than a convicted prisoner. If you are subsequently convicted, you may find you are no longer allowed to have items which are regarded as 'privileges' and they will need to be handed out on a visit.

Visits – Convicted Prisoners

Getting a visit

At most prisons your visitors must book their visit in advance on a telephone booking line. The numbers for these lines are in the Prisons Directory section starting on page 29. It is not always easy to get through on these lines, so they may have to telephone several times before they get through. Once they have finished their first visit, they may be able to arrange their next one whilst at the prison. However, not all prisons allow this.

Visiting orders

To get a visit, you must send your Visiting Order to the people you want to visit you.

You will be given your Visiting Order when you are first convicted. You should send it out within seven days. It is usually valid for twenty-eight days. Two weeks later, you will get another one, and you will be told how long it will be valid for.

You must write the names of the people, including all children, you want to visit you, on the Visiting Order. Your visitors must bring it with them when they come. Up to three people can come on each visit, but they must all visit at the same time. Anyone who is 10 years or over counts as one 'person'. Children under 10 years can come in addition to this limit. Under 18s must be accompanied by an adult. However,

Governors do have the discretion to allow those between 16 and 18 years of age to visit unaccompanied.

If your visitors cannot come during the time when the order is valid, they should send it back to you. You can then use it for somebody else if you want to or you can save it for later use.

When to visit

The times and days of the week when you can have visits are different in every prison. You have a minimum of two 60 minute visits, every four weeks. Most prisons try to let you have more than this, unless they are overcrowded, short of staff, or short on space for visits to take place. In these circumstances, the Area Manager can reduce the length of visits to 30 minutes.

You may be able to get more visits, visits in better surroundings, or visits at more convenient times, through the Incentives and Earned Privileges scheme. Ask an officer for more details or see the *Prisoners' Information Book for male prisoners and young offenders* or the *Prisoners' Information Book for women prisoners and young offenders*.

Inter-prison visits

If you want to visit a close relative who is in a different prison, you can apply to do this once every three months. You both have to use a Visiting Order for this visit. Please note that this may take some time to arrange.

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Handing things in and out

You or your visitors should check with the prison before a visit to establish what can be handed in on the visit. Any authorised article should be handed in to the officer in charge of visits, or at the visitors' centre if there is one. Should you wish to hand something out to your visitors during a visit, you have to ask permission to do so well in advance of the visit. You cannot hand anything out on behalf of another prisoner.

If smoking is allowed in the visits room, your visitors can usually offer you cigarettes to smoke during the visit. If there is a coffee bar they can usually buy you things to eat and drink during the visit.

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Saving up visits

If you are in prison a long way from your family and friends, you can save up at least three, and up to 26, visits. Normally, these can only be the minimum 30 minute visits. But if visits are usually longer at your present prison, you can ask the Governor if you can also save up this extra time. These are called **accumulated visits**.

Six months after you are first moved from your local prison, you can apply to the Governor to be moved temporarily to a prison near where your visitors live. You will usually stay there for 28 days, and all

the visits you have saved up will be taken during that time. You will have to stick to the visiting times and rules of the prison you are moved to.

You can then start saving up visits again. So after another six months you can apply again for another temporary transfer. Sometimes the period can be less than six months – you should ask about this. Category A prisoners should use the requests/complaints form to apply for accumulated visits. All other prisoners should apply to the Governor.

Accumulated visits are given at the discretion of the Governor, and if there is overcrowding at the prison you wish to stay in, it may not be possible for you to be granted the visits.

Visits – All Prisoners

Sending things in

If the prison will not allow you to have items, such as books, cassettes, CDs etc. brought in on visits, you may be able to have them sent in. If that is the case, your family or friends should send things by Recorded Delivery so that they do not get lost. Some prisons however do not allow you to have anything sent in and you will have to buy any approved property you want from mail order catalogues out of your private cash. To what extent you can do this may also depend on what level of the incentives and earned privileges scheme you are on (see the section on this in chapter 5 of the separate *Prisoners' Information Book for male prisoners and young offenders*, or the *Prisoners' Information Book for women prisoners and young offenders Book*).

ID You will usually be asked to prove you are the person listed on the Visiting Order. Acceptable forms of ID should be listed on the Visiting Order but these include a passport, driving licence, gas bill, etc.

Searching visitors

Searching of visitors is carried out at every prison. At a high security prison this may include bag x-rays and searching, searching of pockets, metal detector screening, plus a full rub-down search. This includes a search of footwear and

looking in the mouth, ears and hair and can also involve the examination of nappies and babies' bottles. At lower category prisons visitors may be searched at random, which could include any of the above. Both children and adults may be asked to remove outer clothing e.g. a jacket or cardigan.

Women and girls will always be searched by a woman. A male visitor can be searched by either sex. However, he can insist on being searched by a male officer if he has genuine religious or cultural objections to being searched by a member of the opposite sex. **Your visitors may refuse a search but the prison then has the right to refuse them entry even if they have a Visiting Order.**

If staff have reasonable cause to suspect a visitor is trying to bring in drugs, or a firearm, they have the right to search without consent. This could be a strip search which may be carried out by prison officers or by the police.

Dogs trained to detect drugs may be used in the visiting area and your visitors will have to walk past them.

You will not be able to take items such as mobile phones into the visits room. There are usually lockers to store bags, phones etc while you are on the visit.

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Drugs and visitors

The smuggling of drugs into prison is a serious offence.

If anyone is suspected of smuggling drugs, they will either:

- be subject to a more thorough rubdown search
- be given a closed or supervised visit
- be given the option to terminate the visit
- be subject to a strip search upon consent, though without consent if they are suspected of smuggling in Class A, B or C drugs.

If visitors are found in possession of an illegal substance then they may face additional security measures including:

- being banned from the prison for a period of at least three months
- in exceptional circumstances being subject to a closed or non-contact visit period of at least six months.

The Police may also be called which could lead to an arrest.

The Governor will decide whether or not a ban or closed visits are imposed, and for how long these restrictions should be in place. Further details are given in Prison Service Order 3610, which is available in the prison library.

Prisoners found bringing drugs into the prison through visits will also be subject to a range of measures. They may receive up to 42 additional days to be served in prison. In addition, for three months visits entitlement, all domestic and social visits (not just those with the visitor who may have smuggled the item to you) will be taken in closed conditions.

Help with travelling costs

If you are visited by a close relative or partner who receives Income Support, Job Seeker's Allowance (income based), Working Families Tax Credit or Disabled Person's Tax Credit (where the tax credit withdrawn does not exceed £70), or holds a Health Certificate HC2 or HC3, they may be able to get help with the cost of visiting.

Close relative means your wife, husband, daughter, son, mother, father, sister, brother or adoptive step/half brother/sister, step child or step parent.

Partner means someone that you lived with for four months or longer immediately before you were sent to prison. Your partner will need to provide proof that you lived together. This can include details of any joint benefits received from the Benefits Agency, or a copy of a rent book, household bill, tenancy agreement, bank statement or similar in joint names.

If your close relative or partner is under 18, assistance with the cost of visiting may be available for someone to escort them to the

prison. The child/children must be dependent upon someone who is in receipt of low income benefit, tax credit or who holds a Health Certificate. An escort may also be provided if your qualifying relative is 75 or over, or is unable to travel alone due to a medical problem. Someone who is not a close relative or partner may also qualify for financial assistance if they are the only person visiting you. They must be in receipt of low income benefit, tax credit or hold a Health Certificate.

Eligible visitors can claim for a visit as soon as you are taken into custody, and after that, every 14 days. They can claim for two visits at a time, and up to a maximum of 26 visits in 12 months. The scheme covers unconvicted prisoners as well as convicted, and also people held in prison under the Immigration Act 1991.

Information packs on getting financial help are available from prisons, visitors' centres, Benefits Agency offices, and the Assisted Prison Visits Unit (APVU). The pack contains a customer service guide which gives full details of the scheme and an application form. Information about the scheme is also available in Braille, on audio cassette and in the following foreign languages: Albanian, Bengali, Dutch, French, German, Gujarati, Hindi, Italian, Punjabi, Russian, Scots Gaelic, Spanish, Urdu and Welsh from the APVU (see below). (Please note – Benefits Agency Offices only hold the information pack, not the information in Braille, audio cassette or other languages.)

Your visitors can claim for payments in advance, or after they have visited. They must claim within 28 days of making their visit. The customer service guide explains the claim process in more detail. The APVU can be contacted at the following address:

Assisted Prison Visits Unit (APVU)
PO Box 2152
Birmingham B15 1SD
Tel: 0845 30 01 423
(customer enquiry line – open
1015 to 1145 and 1415 to 1545).
Textphone: 0845 30 40 800

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**Telling visitors
if you are
moved to
another prison**

If you are told you are going to be moved, you should ask straight away for a Special Letter to let your visitors know. This letter is free. If you think you need more than one letter, you can apply to the Governor, but they do not have to agree to this. If there isn't enough time to write, you can ask prison staff to make one phone call to inform your visitors. If you need extra telephone calls you can ask for them, though the Governor does not have to agree. You can also use a phonecard to ring your visitors.

If you are a Category A prisoner, you will not be told in advance if you are going to be moved. Ask for form F1994 as you leave the prison, and fill in the names of anyone who needs to be told that you are moving. Prison staff should ring these people the same day to tell them. If your visitors have a wasted journey because

they were not aware that you had moved to another prison, they should claim their travelling costs from the prison, unless the journey was already paid for by the APVU. In that case, the prison will give them a note for the APVU to make sure they are paid for travelling to the new prison.

Other information about visits

Special arrangements apply to official visits such as those from solicitors, probation officers and consular officials.

If your children are in care, in a children's home or a foster home, you can apply for the children to visit in private conditions. If the people in charge of your children are not able to agree to this, and you are a 'primary carer' (i.e. a prisoner who, on release, will have sole responsibility for caring for children under 16), you can apply for compassionate licence to visit the children at their home. You will need to pass a risk assessment. There is a chapter on Release on Temporary Licence in the separate *Prisoners' Information Book for male prisoners and young offenders* or the *Prisoners' Information Book for women prisoners and young offenders*.

If the carer of your child cannot bring them to see you in prison, and the Governor will not allow you to visit your child outside of the prison, you should speak to your probation officer to see if Social Services can arrange for your child to be brought to see you by another adult.

If you are segregated, the Governor can put off a visit until the end of your segregation if the visit might cause problems. If someone wants to visit you whilst you are in segregation, they should phone the prison first to check that the visit will be allowed. The Governor may say that a visit has to take place in the hearing of a prison officer, though this is rare.

If you would like to be visited by someone apart from your family and friends, or if you have no-one to visit you, you can speak to the chaplain about arranging an Official Prison Visitor for you. You can find out more about this in the section on resettlement in chapter 5 of the *Prisoners' Information Book for male prisoners and young offenders* or the *Prisoners' Information Book for women prisoners and young offenders*.

The Prison Service race relations policy applies to visitors as well as to staff and prisoners. If your visitors feel they have been discriminated against they can make a complaint using a racist incident reporting form. These should be available in the visits area and any complaints will be reported to the Race Relations Liaison Officer. You can find more about reporting racist incidents in chapter 4 of the separate *Prisoners' Information Book for male prisoners and young offenders* or the *Prisoners' Information Book for women prisoners and young offenders*.

Letters – All Prisoners

If you are unconvicted, you can send out two free letters every week. If you are convicted, you can send out one free letter every week – the stamps will be paid for by the prison. You can send out as many letters as you like at your own expense. Normally, there is no limit to how many letters you can receive. Your letters will not usually be read, but the envelopes will be opened to make sure they do not contain anything which is not allowed. This only changes if 'routine reading' is in place (see below).

Special letters

If you have no private cash, the prison will pay for the stamps on letters connected with the defence of your case. These letters will be sent first class.

You can ask for an extra free letter:

- to write to your probation officer
- if you have family problems
- if you have just been convicted and need to sort out business problems
- if you are appealing against your sentence or taking other legal action
- if you are arranging a job or somewhere to live on your release.

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Rules about letters

In general, the rules about letters are that they must NOT:

- discuss escape plans or say anything which affects prison security
- help someone commit a criminal offence or an offence against prison rules
- contain threats or blackmail
- affect national security (such as instructions for making a weapon or coded messages)
- say anything racially offensive or obscene.

If the prison suspects that you are breaking these rules, your letters can be stopped.

From time to time, the Governor can order that all post should be routinely read. If this happens, or if you are in a maximum security prison, the following rules may also apply:

- all the letters you send, and those you receive, can be read by prison staff
- a limit can be set on the number of letters you can send, and how long they can be (though you must be allowed at least four sides of A5 paper)
- you can be limited to receiving one letter for every one you send out. If this happens, you can choose which letter to read, and others will be sent back.

If these rules apply to you, you will be allowed to buy at least one extra letter at Christmas and up to 12 Christmas cards and stamps from the canteen.

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Writing to your solicitor

Letters to and from your solicitor should not be read or stopped by anyone in the Prison Service. However, they can be stopped if someone in the prison thinks that they may be a security risk or break the law in some way. If this is the case, you will be told.

You should write on the envelopes of these letters 'Prison Rule 39'. This is the prison rule which covers legal letters. You should then seal the envelope before you hand it in.

When writing to you, your solicitor should mark envelopes with your name and number, their own address and phone number, and 'Prison Rule 39'. They should sign the envelopes and put them in another envelope and post them to the Governor. (If they prefer not to mark the inner envelope in this way, they can write a covering letter to the Governor instead.) If the prison thinks you are abusing this rule, they can open the envelopes and read the letters, but you should be there while they are doing it.

Prison Rule 39 also applies to letters to and from a court, including the European Court or the Commission of Human Rights. Letters to courts should be marked in the same way – 'Prison Rule 39'. Other protected correspondence includes letters to the Samaritans, to the Parliamentary Commissioner for Administration and other organisations such as the Prisoners' Advice Service.

If you are a convicted prisoner and you are appealing against your sentence, correspondence between you and the Criminal Cases Review Commission (CCRC) should also be treated by the Prison Service as legally privileged correspondence. You should seal your letter and write 'Standing Order 5B 35A' with your name on the back.

Writing articles and letters to be published

You are allowed to write letters to newspapers, contribute to radio and television programmes, or submit articles to be published, as long as:

- you do not write about your own offence or past offences (unless it is a serious comment about crime, justice, conviction, sentence or the penal system)
- you do not write about other people's offences (unless it is a serious comment about crime, justice, conviction, sentence or the penal system)
- you do not write about individual prisoners or members of staff who could be identified
- you do not break any of the rules about letters
- you do not get any payment (unless you are unconvicted).

Other information about letters

You must get permission to write to:

- another prisoner at a different prison (unless you are writing to a close relative or co-defendant about your trial or sentence)

- the victim of your offence or their family
- somewhere to advertise publicly for a penfriend.

The prison generally cannot stop you writing to your husband, wife, partner, fiancé(e), parent, child, brother, sister or MP. But individual letters can be withheld if they contain material which would make it an offence to send them (see rules about letters on page 20. Letters to your solicitor are also afforded special privileges, which are explained on page 21. But if any of your relatives ask the Prison Service to stop sending your letters to them, you will be asked to stop writing. You will be able to discuss this with prison staff.

If a letter is stopped for any reason, you will be given an explanation and another letter so you can re-write it.

You can write in any language unless you are a category A prisoner. If you want to send letters abroad your free letters will be sent by surface mail, but you can pay to make up the difference to air mail.

Telephone calls – All Prisoners

Only special Prison Service phonecards will work in the prison telephones. Phonecards cannot be sent in from outside.

Pinphones are now used in some prisons instead of phonecards. You will be given a form to complete to select telephone numbers for family, friends and legal contacts, and the list has to be approved. Outside the high security prisons and depending upon which category of prisoner you are, it may be possible for you to telephone your family, friends and legal contacts without having the number approved. You will be given your own PIN number, which must be entered into the phone before dialling. The system works on a credit basis. You can purchase credit and the cost of phone calls made is deducted automatically from your PIN account. When you make a call, you will hear a series of messages informing you of the progress of the call until a successful connection is made.

You can buy phonecards or pinphone credits from the prison shop with your private cash or earnings. You may be allowed more access to the telephone under the prison's Incentives and Earned Privileges Scheme.

Money you spend on phonecards or pinphone credits will count against your private cash allowance. Sometimes, the Governor will set a limit on how much you can spend on phonecards, and say that you can only keep two cards at a time in your possession.

An official telephone may be used if you urgently need to get in touch with your lawyer, or if there are strong compassionate reasons for the call. A governor will decide whether you should be allowed such a call or whether the call can be made on a card or pinphone instead. Calls to lawyers are not listened to by prison staff.

If your family and friends live overseas, you will normally be allowed to make one five minute call every calendar month on an official telephone, unless you have received a visit from them during the previous month. You will be expected to pay for such calls. Foreign nationals, or those with close family abroad, are exempt from the restrictions on access to private cash if they want to make telephone calls.

**Listening to
telephone
calls**

Unless you are in an open prison, a random number of telephone calls (and all calls by high and exceptional risk Category A prisoners) may be listened to by prison officers. They can hear both sides of the conversation, and they can also tape conversations. If you have been told that there is monitoring in your prison, you automatically give permission for some or all of your calls to be recorded.

The same rules apply to telephone calls as to letters. If you say something on the telephone that you would not be allowed to write in a letter, your call can be cut off.

Prisons Directory

This section gives details of the address and telephone number of all prisons in England and Wales, the type of prison and brief details on how to get there.

The details for each prison also include the telephone number to ring for enquiries about visiting times and to book visits and there are notes on visitor facilities. Some prisons produce an information leaflet for visitors but if your visitor is not sent one they should ring the prison before visiting to check visiting times and what identification documents they need to bring.

A few prisons have special transport arrangements for visitors and enquiries about these should be made with the prison.

The different types of prison, such as local and training prison, and security categories are described in Chapter 3 of the separate *Prisoners' Information Book for male prisoners and young offenders* and the *Prisoners' Information Book for women prisoners and young offenders*.

Further information about each prison is also available from the Prison Service website, if your visitors have access to the internet. The website address is hmpripronservice.gov.uk. Information is

also available in *The Prisons Handbook 2002* by Mark Leech and Deborah Cheney, published by Waterside Press.

HM Prison
ACKLINGTON
Morpeth
Northumberland
NE65 9XF

☎ 01670 760 411

Type: Category C training prison
Visits: ☎ 01670 761 681 between 0900-1100 & 1400-1600 for enquiries about visiting times and to book visits.
Transport: Train to Newcastle upon Tyne, Metro to Haymarket, then bus (one hour journey) to prison.
Notes: Staffed visitors' centre. Canteen run by WRVS. Children's play area. Wheelchair access.

HM Prison
ALBANY
Newport
Isle of Wight
PO30 5RS

☎ 01983 524 055

Type: Category B training prison
Visits: ☎ 01983 524 055 ext. 229 for enquiries about visiting times and to book visits (no visits Tues or Thurs).
Transport: Train to Portsmouth, ferry to Ryde, then bus. Or train to Southampton, ferry to Cowes, then bus.
Notes: Staffed visitors' centre. Refreshments available. Children's play area. Wheelchair access very difficult.

HM Prison
ALTCOURSE
Higher Lane
Fazakerley
LIVERPOOL
L9 7LH

☎ 0151 522 2000

Type: Local prison
Visits: ☎ 0151 522 2196/2042 between 0830-1800 for enquiries about visiting times and to book visits.
Transport: Train to Fazakerly, then taxi or 10 min walk to prison (well signposted).
Notes: Staffed visitors' centre. Refreshments available. Children's play area. Wheelchair access and disabled toilet facilities.

HM Prison & YOI
ASHFIELD
Shortwood Road
Pucklechurch
BRISTOL
BS16 9JQ

☎ 0117 303 8000

Type: Closed YOI

Visits: ☎ 0117 303 8111 between 1000 -1600 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Bristol Parkway, then bus (courtesy shuttle service) from station to prison.

Notes: Staffed visitors' centre. Canteen. No smoking area. Children's play area and baby changing facilities. Wheelchair access and disabled toilet facilities.

HM Prison
ASHWELL
Oakham
Rutland
LE15 7LF

☎ 01572 774 100

Type: Category C prison

Visits: ☎ 01572 774 104 for enquiries about visiting times and to book visits.

Transport: Train to Oakham, then taxi or one and a half mile walk.

Notes: Staffed visitors' centre open 1230-1630 weekdays, 1200-1600 weekends. Canteen. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison & YOI
**ASKHAM
GRANGE**
Askham Richard
YORK
YO23 3FT

☎ 01904 704 236

Type: Female open prison

Visits: ☎ 01904 704 236 for enquiries about visiting times.

Transport: Train to York, then bus or taxi from station.

Notes: Canteen. Wheelchair access and disabled toilet facilities.

HMYOI
AYLESBURY
Bierton Road
AYLESBURY
HP20 1EH

☎ 01296 424 435

Type: closed YOI

Visits: ☎ 01296 424 435 between 0930-1100 & 1400-1600 for enquiries about visiting times and to book visits.

Transport: Train to Aylesbury, then taxi or walk one mile to the YOI.

Notes: Staffed visitors' centre outside the YOI. Canteen. No smoking area. Children's play area but no crèche. No wheelchair access – arrangements for disabled access need to be made in advance.

HM Prison
BEDFORD
St Loyes Street
MK40 1HG

☎ 01234 358 671

Type: Category B local prison

Visits: ☎ 01234 344 007 for enquiries about visiting times and to book visits.

Transport: Train/bus to Bedford then walk or taxi.

Notes: Canteen (WRVS). No smoking area. Wheelchair access. Baby changing facilities. Supervised childcare area available Tues-Fri.

HM Prison
BELMARSH
Western Way
Thamesmead
London SE28 OEB

☎ 020 8317 2436

Type: High security/local prison

Visits: ☎ 020 8317 3809 or 020 8855 4414 between 0900-1630 Mon-Fri, 0900-1430 Sat & 1300-1630 Sun for enquiries about visiting times and to book visits.

Transport: Train to Woolwich, bus to prison or train to Plumstead then 10 minutes walk to prison.

Notes: Staffed visitors centre. No smoking area. Canteen available during afternoon. Wheelchair access and disabled toilet facilities.

HM Prison

BIRMINGHAM

Winson Green Road
B18 4AS

☎ 0121 554 3838

Type: Local prison

Visits: ☎ 0121 507 1598 between 0800-1145 & 1315-1645 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Birmingham New Street then bus.

Notes: Staffed visitors' centre. No smoking area. Refreshments available. Children's play area and baby changing facilities. Wheelchair access.

HM Prison

BLAKENHURST

Hewell Lane
Redditch
B97 6QS

☎ 01527 543 348

Type: Local prison

Visits: ☎ 01527 543 348 for enquiries about visiting times and to book visits.

Transport: Train to Redditch then bus.

Notes: Staffed visitors' centre (WRVS). Children's play area and baby changing facilities. Wheelchair access.

HM Prison

**BLANTYRE
HOUSE**

Goudhurst
Cranbrook
Kent
TN17 2NH

☎ 01580 211 367

Type: Category C/D prison (Adult male resettlement).

Visits: ☎ 01580 211 367 for enquiries about visiting times and to book visits.

Transport: Train to Staplehurst. Prison bus arrives 1330 (not always guaranteed) or taxi ☎ 01580 893 464.

Notes: Staffed visitors' centre. Canteen. Children's play area and baby changing facilities. Overnight accommodation available locally. No smoking area. Wheelchair access.

HM Prison
BLUNDESTON
Lowestoft
Suffolk
NR32 5BG

☎ 01502 730 591

Type: Category B prison

Visits: ☎ 01502 732 565 between 0930-1200 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Lowestoft. Prison mini-bus collects and returns from station on visiting days or taxi (4 miles) to prison.

Notes: Staffed visitors' centre. Refreshments available. Children's play area and baby changing facilities. No smoking area. Wheelchair access and disabled toilet facilities.

HMYOI
BRINSFORD
New Road
Featherstone
Wolverhampton
WV10 7PY

☎ 01902 791 118

Type: YOI

Visits: ☎ 01902 798 983 between 0900-1200 & 1300-1600 for enquiries about visiting times and to book visits (at least 24 hours in advance).

Transport: Train to Wolverhampton then bus.

Notes: Refreshments available. Children's play area and baby changing facilities. Wheelchair access.

HM Prison
BRISTOL
19 Cambridge Road
Horfield
Bristol
BS7 8PS

☎ 0117 980 8100

Type: Category A/local prison

Visits: ☎ 0117 980 8213 between 0930-1130 & 1330-1615 for enquiries about visiting times and to book visits.

Transport: Train to Temple Meads or Parkway station then short bus journey to prison.

Notes: Canteen (WRVS). Stair-lift available for disabled visitors. If any special requirements please inform staff when booking visit. Disabled toilet facility. Children's changing area and children's play area (weekdays only). No smoking on visits.

HM Prison
BRIXTON
Jebb Avenue
London
SW2 5XF

☎ 020 8674 9811

Type: Category B/local prison

Visits: ☎ 020 8674 5978 between 0930-1630
Mon-Fri for enquiries about visiting times and to
book visits.

Transport: Train or tube to Brixton, then bus (10
minutes) or walk (20 minutes) to prison.

Notes: Staffed visitors' centre. Refreshments
available. Supervised children's play area available Sat
& Sun only. Baby changing facilities. No smoking
area.

HM Prison & YOI
BROCKHILL
Redditch
Worcs.
B97 6RD

☎ 01527 550 314

Type: Female local prison, YOI & DTC

Visits: ☎ 01527 550 314 ext. 445 for enquiries
about visiting times and to book visits.

Transport: Bus from Birmingham Bus Station or
bus from Redditch or Bromsgrove to Hewell Park.

Notes: Staffed visitors' centre. Canteen. No smoking
area. Children's play area and baby changing
facilities. Limited seating for children. Wheelchair
access and disabled toilet facilities.

HM Prison
**BUCKLEY
HALL**
Buckley Farm Lane
Buckley Road
Rochdale
OL12 9DP

☎ 01706 861 610

Type: Female training prison

Visits: ☎ 01706 861 610 between 0930-1130
Mon-Fri & 1400-1600 Mon, Wed, Fri for enquiries
about visiting times and to book visits.

Transport: Train to Rochdale then taxi (10
minutes) to prison or bus from Rochdale bus
station.

Notes: Staffed visitors' centre. Canteen. Wheelchair
access and disabled toilet facilities. Children's play
area and baby changing facilities. Visits hall is a no
smoking area.

HM Prison
BULLINGDON
Patrick Haugh Road
Arncott
Nr Bicester
Oxon OX25 1WD

☎ 01869 353 100

Type: Category C local prison
Visits: ☎ 01869 353 176 for enquiries about visiting times and to book visits.
Transport: Train to Bicester then bus.
Notes: Staffed visitors' centre. No smoking area. Canteen. Children's play area.

HMYOI & Prison
BULLWOOD HALL
High Road
Hockley
Essex SS5 4TE

☎ 01702 202 515

Type: Closed female training prison & YOI
Visits: ☎ 01702 201 007 between 1000-1200 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Rayleigh then bus or taxi.
Notes: Visitors' centre. Refreshments available. Children's play area. No smoking area.

HM Prison
CAMP HILL
Clissold Road
Newport
Isle of Wight
PO30 5PB

☎ 01983 527 661

Type: Category C prison
Visits: ☎ 01983 527 661 ext 230 or 225 between 1000-1100, 1400-1600 & 1800-1930 for enquiries about visiting times and to book visits.
Transport: Train to Portsmouth, ferry to Ryde, then bus. Or train to Southampton, ferry to Cowes, then bus.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Children's play area and baby changing facilities. No smoking area.

HM Prison
CANTERBURY
46 Longport
Kent
CT1 1PJ

☎ 01227 762 244

Type: Category B local prison
Visits: ☎ 01227 477 071 for enquiries about visiting times and to book visits or fax 01227 454 760.
Transport: Train to Canterbury East or Canterbury West then 20 minute walk.
Notes: Staffed visitors' centre. Canteen. Wheelchair access and disabled toilet facilities. Baby changing facilities. No smoking area.

HM Prison
CARDIFF
Knox Road
CF24 OUG

☎ 02920 433 100

Type: Category B local/training prison
Visits: ☎ 02920 433 327 between 0845-1200 & 1300-1630 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Queen Street, then short walk. Or train to Cardiff Central, then bus or taxi (10 minutes).
Notes: Canteen. Wheelchair access and disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
CASTINGTON
Morpeth
Northumberland
NE65 9XG

☎ 01670 762 100

Type: Closed YOI & prison under 18s
Visits: ☎ 01670 762 018 between 0930-1130 & 1400-1600 for enquiries about visiting times and to book visits.
Transport: Train to Newcastle Upon Tyne, Metro to Haymarket, then bus (one hour journey) to prison.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
**CHANNINGS
WOOD**
Denbury
Newton Abbot
Devon TQ12 6DW

☎ 01803 812 361

Type: Category C prison
Visits: ☎ 01803 812 060 between 0900-1200 & 1330-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Newton Abbott then bus (infrequent service) or taxi.
Notes: Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
CHELMSFORD
Springfield Road
Essex
CM2 6LQ

☎ 01245 268 651

Type: Local prison
Visits: ☎ 01245 257 280 between 0900-1200, 1345-1600 Mon-Fri & 0900-1100 Sat for enquiries about visiting times and to book visits.
Transport: Train to Chelmsford then 20 mins walk, bus or taxi.
Notes: Portacabin near gate with information & facilities for visitors. Refreshments available. No smoking area. Wheelchair access. Children's play area available Wed & Thurs.

HM Prison
COLDINGLEY
Shaftesbury Road
Bisley, Woking
Surrey GU24 9EX

☎ 01483 476 721

Type: Category C prison
Visits: ☎ 01483 474 659 between 0930-1130 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Woking, then bus to Hen and Chickens pub, then 1/2 mile walk.
Notes: Refreshments available. Wheelchair access. Children's play area and baby changing facilities. No smoking.

HM Prison
**COOKHAM
WOOD**
Rochester
Kent ME1 3LU

☎ 01634 814 981

Type: Closed female prison
Visits: ☎ 01634 814 981 (24 hour service) for enquiries about visiting times and to book visits.
Transport: Train to Chatham then bus or taxi.
Notes: Refreshments available. Wheelchair access. Children's play area. No smoking area.

HM Prison
DARTMOOR
Princetown
Yelverton
Devon
PL20 6RR

☎ 01822 890 261

Type: Category C prison
Visits: ☎ 01822 890 453 between 0845-1000 & 1500-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Plymouth then either taxi to Princetown (approx. 17 miles) or bus to Yelverton then taxi to Princetown (approx. 6 miles)
Notes: Refreshments available. No smoking area. Wheelchair access and disabled toilet facilities. Child's play area and baby changing facilities.

HMYOI
DEERBOLT
Bowes Road
Barnard Castle
Co. Durham
DL12 9BG

☎ 01833 637 561

Type: Closed YOI
Visits: ☎ 01833 630 474 between 1900-2000 & 2100-2200 (7 days a week) for enquiries about visiting times and to book visits.
Transport: Train to Darlington then bus (one hour).
Notes: Canteen. Wheelchair access and disabled toilet facilities. Baby changing facilities. No smoking area.

HM Prison & YOI
DONCASTER
Marshgate
Doncaster
S. Yorkshire
DN5 8UX

☎ 01302 760 870

Type: Category A & local remand – Adult/YOI
Visits: ☎ 01302 760 870 between 0900-1700 for enquiries about visiting times and to book visits.

Transport: Train to Doncaster then ten minutes walk.

Notes: Staffed visitors' centre. Canteen available. Children's play area and baby changing facilities. No smoking area. Wheelchair access and disabled toilet facilities.

HM Prison
DORCHESTER
North Square
Dorset
DT1 1JD

☎ 01305 266 021

Type: Category B local prison
Visits: ☎ 01305 267 201 between 0830-1145 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Dorchester then ten minutes walk.

Notes: Refreshments available (WRVS). No smoking. Overnight accommodation – B&Bs in Dorchester.

HM Prison
DOVEGATE
Uttoxeter
ST14 8XR

☎ 01283 820 000

Type: Category B prison
Visits: ☎ 01283 820 000 for enquiries about visiting times (visits booked by prisoner).

Transport: Train to Uttoxeter or Burton upon Trent, then bus.

Notes: Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HMYOI

DOVER

Western Heights
Kent
CT17 7DR

☎ 01304 203 848

Type: Closed YOI

Visits: ☎ 01304 203 848 for enquiries about visiting times.

Transport: Train to Dover, then walk (one mile uphill) or taxi.

Notes: Staffed visitors' centre inside visits. Refreshments available. Wheelchair access. Children's play area.

HM Prison

DOWNVIEW

Sutton Lane, Sutton
Surrey
SM2 5PD

☎ 020 8770 7500

Type: Closed female local prison

Visits: ☎ 020 8770 7500 for enquiries about visiting times and to book visits.

Transport: Train to Sutton, then bus to Belmont. Or, tube to Morden, then bus to prison.

Notes: Staffed visitors' centre. Canteen. Children's play area and baby changing facilities. Wheelchair access.

HMP & YOI

DRAKE HALL

Eccleshall,
Staffordshire
ST21 6LQ

☎ 01785 858 100

Type: Female semi-open prison

Visits: ☎ 01785 858 100 for enquiries about visiting times.

Transport: Train to Stafford, then infrequent bus to Eccleshall or taxi.

Notes: Refreshments available. Wheelchair access. Baby changing facilities. No smoking area.

HM Prison
DURHAM
Old Elvet
DH1 3HU

☎ 0191 332 3400

Type: High security and local prison
Visits: ☎ 0191 332 3640 between 0830-1200 & 1300-1630 for enquiries about visiting times and to book visits.
Transport: Train to Durham, then 20 minutes walk.
Notes: Staffed visitors' centre. Canteen. Children's play area and baby changing facilities. Wheelchair access and disabled toilet facilities. No smoking area.

HM Prison & YOI
EAST SUTTON PARK
Sutton Valence
Maidstone, Kent
ME17 3DF

☎ 01622 842 711

Type: Adult & YOI female open prison
Visits: ☎ 01622 842 711 for enquiries about visiting times and to book visits.
Transport: Bus or train to Maidstone or Maidstone East, then bus to Sutton Valence, then one mile walk to East Sutton Park.
Notes: Refreshments available. Wheelchair access. Children's play area and baby changing facilities. No smoking area.

HM Prison & YOI
EASTWOOD PARK
Falfield
Wotton-Under-Edge
Gloucestershire
GL12 8DB

☎ 01454 262 100

Type: Female closed prison
Visits: ☎ 01454 262 159 between 0930-1200 & 1300-1600 Mon-Thurs 0930-1200 & 1300-1530 Fri, about visiting times and to book visits.
Transport: Very difficult by public transport. Train to Bristol Temple Meads then bus to prison (approx. 1 hour 10 minutes).
Notes: Refreshments available. Wheelchair access. Children's play area.

HM Prison
ELMLEY
Church Road
Eastchurch
Sheerness
Kent ME12 4AY

☎ 01795 880 808

Type: Local prison
Visits: ☎ 01795 880 442 for enquiries about visiting times and to book visits.
Transport: Train to Sheerness, then bus to prison.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
ERLESTOKE
Devizes
Wiltshire
SN10 5TU

☎ 01380 813 475

Type: Category C prison
Visits: ☎ 01380 813 839 between 1830-2000 daily for enquiries about visiting times and to book visits.
Transport: Train to Westbury, then train to Warminster South. Taxi to prison on B3098.
Notes: No staffed visitors' centre, but a portacabin waiting room at the gate. Canteen. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
EVERTHORPE
Brough
East Yorkshire
HU15 1RB

☎ 01430 422 471

Type: Category C prison
Visits: ☎ 01430 423 321 between 1730-2000 seven nights a week for enquiries about visiting times and to book visits.
Transport: Train to Brough then bus (limited service) or taxi to prison.
Notes: No staffed visitors' centre but shelter outside main gate. Visits area on ground floor with wheelchair access and disabled toilet facilities. Canteen. Children's play area and baby changing facilities. No smoking area.

HM Prison
EXETER
New North Road
Exeter EX4 4EX

☎ 01392 278 321

Type: Local prison

Visits: ☎ 01392 494 595 between 0900-1200 & 1400-1700 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Bus or train to Exeter, then short walk.

Notes: No staffed visitors' centre but waiting room adjacent to main entrance. Canteen (WRVS). Children's play area and baby changing facilities. Wheelchair access (advance notice appreciated).

HM Prison
FEATHERSTONE
New Road
Wolverhampton
WV10 7PU

☎ 01902 790 991

Type: Category C prison

Visits: ☎ 01902 791 448 between 1130-1230 & 1400-1600 Mon-Thurs & 1400-1500 Fri for enquiries about visiting times and to book visits.

Transport: Train to Wolverhampton, then bus from Wolverhampton bus station.

Notes: Staffed visitors' centre. Canteen. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison & YOI
FELTHAM
Bedfont Road
Middlesex
TW13 4ND

☎ 020 8844 5000

Type: Closed YOI, remand centre & juvenile unit/under 18s YOI

Visits: 020 8844 5000 ext. 2 for enquiries.

☎ 0208 8844 5400 between 0830-1230 & 1330-1600 to book visits.

Transport: Train to Feltham, or tube to Hatton Cross, then bus from either station.

Notes: Staffed visitors' centre with refreshments available. Children's play area. Please advise of special requirements in advance.

HM Prison

FORD

Nr Arundel
West Sussex
BN18 0BX

☎ 01903 717 261

Type: Open prison

Visits: ☎ 01903 717 261 for enquiries about visiting. (Prisoners pre-book all domestic visits).

Transport: Train to Ford, then walk 1/2 mile. Or, train to Littlehampton, then taxi (2-3 miles).

Notes: Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison & YOI

FOREST BANK

Agecroft Road
Pendlebury
Manchester
M27 8FB

☎ 0161 925 7000

Type: Category B local/YOI

Visits: ☎ 0161 925 7029/7030 between 0800-1630 Mon-Fri (not bank holidays) for enquiries about visiting times and to book visits.

Transport: Train to Manchester Victoria, then train to Swinton, then bus to prison.

Notes: Staffed visitors' centre. Canteen. Wheelchair access and disabled toilet facilities. Supervised children's play area and baby changing facilities. No smoking area.

HM Prison

FOSTON HALL

Foston, Derby
DE65 5DN

☎ 01283 585 802

Type: Closed female prison

Visits: ☎ 01283 585 802 ext 232 between 0900-1130 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Burton, Hatton or Uttoxeter, then bus.

Notes: Refreshments available. Wheelchair access. Baby changing facilities. No smoking area.

HM Prison
FRANKLAND
Brasside
Durham
DH1 5YD

☎ 0191 384 5544

Type: High security prison
Visits: ☎ 0191 383 2484 between 0900-1145 & 1330-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Durham then limited bus service (20 minute journey) to prison.
Notes: Canteen available p.m. (WRVS). Refreshments available a.m./p.m. Wheelchair access and disabled toilet facilities. Baby changing facilities. No smoking.

HM Prison
FULL SUTTON
Moor Lane
York
YO41 1PS

☎ 01759 375 100

Type: High security prison
Visits: ☎ 01759 375 355 for enquiries about visiting times and to book visits.
Transport: Train to York then bus (40 minute journey) to prison. No bus service on Sundays.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
GARTH
Ulmes Walton Lane
Leyland, Preston
Lancashire
PR26 8NE

☎ 01772 622 722

Type: Category B prison
Visits: ☎ 01772 624 276 between 1000-1130 & 1400-1530 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Leyland then bus from 'Queens Hotel'.
Notes: Staffed visitors' centre. Canteen. Children's play area. Wheelchair access. Baby changing facilities.

HM Prison
GARTREE
Market Harborough
Leicestershire
LE16 7RP

☎ 01858 410 234

Type: Category B prison
Visits: ☎ 01858 410 436 between 1330-1630 for enquiries about visiting times and to book visits.
Transport: Train to Market Harborough then taxi.
Notes: Staffed visitors' centre. Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities.

HMYOI & Remand
Centre
GLEN PARVA
Tigers Road
Wigston
Leicester
LE18 4TN

☎ 0116 264 3100

Type: Closed YOI
Visits: ☎ 0116 277 5155 between 0900-1600 Mon-Fri & 0900-1130 Sat-Sun for enquiries about visiting times and to book visits.
Transport: Train to South Wigston then 10 minute walk.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
GLOUCESTER
Barrack Square
GL1 2JN

☎ 01452 529 551

Type: Local prison & YOI
Visits: ☎ 01452 308 218 between 0900-1200 for enquiries about visiting times and to book visits.
Transport: Train or bus to Gloucester then 15 minutes walk.
Notes: Canteen. Children's play area and baby changing facilities. Wheelchair access and disabled toilet facilities.

HM Prison
GRENDON
Grendon Underwood
Aylesbury
Bucks HP18 OTL

☎ 01296 770 301

Type: Category B therapeutic training prison

Visits: ☎ 01296 770 301 for enquiries about visiting times.

Transport: Train to Aylesbury (13 miles from prison) or Bicester (8 miles) then bus or taxi.

Notes: Staffed visitors' centre. Canteen. Children's play area. Wheelchair access.

HM Prison & YOI
GUYS MARSH
Shaftesbury
Dorset
SP7 OAH

☎ 01747 853 344

Type: Category C Prison & Closed YOI

Visits: ☎ 01747 853 344 ext 226 between 1830-2145 for enquiries about visiting times and to book visits.

Transport: Train to Gillingham or bus to Shaftesbury then taxi from either.

Notes: Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. All visits are non smoking.

HM Holding Centre
HASLAR
Dolphin Way,
Gosport
Hants PO12 2AW

☎ 02392 580 381

Type: Holding centre for immigration detainees

Visits: ☎ 02392 580 381 between 0800-1700 for enquiries about visiting times and to book visits.

Transport: Train to Portsmouth Harbour, then Gosport ferry (about 5 minutes), then 15-20 minutes walk.

Notes: Canteen (WRVS) Sat & Sun. Children's play area. Wheelchair access.

HM Prison and YOI

HATFIELD

Thorne Road
S. Yorks

☎ 01405 812 336

Type: Open YOI and category D prison

Visits: ☎ 01405 812 336 for enquiries about visiting times.

Transport: Train to Doncaster, then bus.

Notes: Canteen. Wheelchair access. Baby changing facilities.

HM Prison

HAVERIGG

Millom, Cumbria
LA18 4NA

☎ 01229 772 131

Type: Category C Prison

Visits: ☎ 01229 770 021 between 1300-1600 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Millom (no trains on Sundays), then bus.

Notes: Refreshments available. Wheelchair access. Children's play area. Baby changing facilities. No smoking area.

HM Prison

HEWELLGRANGE

Redditch
Worcestershire
B97 9QQ

☎ 01527 550 843

Type: Open prison

Visits: ☎ 01527 550 843 ext 367 for enquiries about visiting times.

Transport: Bus from Birmingham.

Notes: Canteen (WRVS) Sat & Sun. Local B&B.

HM Prison

HIGH DOWN

Sutton Lane, Sutton
Surrey SM2 5PJ

☎ 020 8643 0063

Type: Local & category A prison

Visits: ☎ 020 8643 0063 ext 360 for enquiries about visiting times and to book visits.

Transport: Train to Sutton, then bus (15 min) to prison.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. No smoking area.

HM Prison & YOI
HIGHPOINT
Stradishall
Newmarket
Suffolk CB8 9YG

☎ 01440 823 100

Type: North prison – female & YOI, South prison – male category C
Visits: ☎ 01440 823 134 for enquiries about visiting times and to book visits.
Transport: Bus from Bury St Edmunds.
Notes: Staffed visitors' centre. Refreshments available. Children's play area in South prison.

HMYOI
HINDLEY
Gibson Street
Bickershaw
Wigan WN2 5TH

☎ 01942 866 255

Type: Closed YOI
Visits: ☎ 01942 867 193 between 0930-1130 & 1330-1530 (Mon-Fri) for enquiries about visiting times and to book visits.
Transport: Train to Wigan, then bus.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access and disabled toilet facilities in visits area only. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
HOLLESLEY BAY
Woodbridge
Suffolk IP12 3JS

☎ 01394 411 741

Type: Open prison
Visits: ☎ 01394 411 741 for enquiries about visiting times and to book visits.
Transport: Train to Woodbridge or Melton then bus (limited service) or taxi.
Notes: Refreshments available.

HM Prison
HOLLOWAY
Parkhurst Road
Holloway
London N7 ONU

☎ 020 7607 6747

Type: Closed female prison

Visits: ☎ 020 7609 0155 between 0900-1730 for enquiries about visiting times and to book visits.

Transport: Tube to Caledonian Road, then bus or 10 minute walk.

Notes: Staffed visitors' centre. Canteen. Children's play area. Wheelchair access.

HM Prison
HOLME HOUSE
Holme House Road
Stockton-on-Tees
TS18 2QU

☎ 01642 673 759

Type: Local prison

Visits: ☎ 01642 674 886 between 0830-1630 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Thornaby or Middlesborough, then bus (1/2 hour journey) to prison.

Notes: Canteen. Wheelchair access. Children's play area. No smoking area.

HM Prison
HULL
Hedon Road
HU9 5LS

☎ 01482 320 673

Type: Local prison & YOI

Visits: ☎ 01482 227 883 between 1400-1600 daily for enquiries about visiting times and to book visits.

Transport: Train to Hull then bus or taxi to prison.

Notes: Refreshments available. Wheelchair access and disabled toilet facilities. Children's play area available Tuesdays and Thursdays.

HMYOI

HUNTERCOMBE

Nuffield

Henley-on-Thames

OXON RG9 5SB

☎ 01491 641 711

Type: Closed juvenile & YOI

Visits: ☎ 01491 641 711 ext 213 between Mon-Fri 0900-1200 & 1400-1600 or Mon-Thurs evenings 1800-2000 for enquiries about visiting times and to book visits.

Transport: Train to Henley, then bus from Hart Street.

Notes: Canteen. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area in visiting area. Baby changing facilities. No smoking area.

HM Prison

KINGSTON

Milton Road

Portsmouth

Hants PO3 2RA

☎ 01705 891 100

Type: Category B lifers prison

Visits: ☎ 01705 891 100 for enquiries about visiting times and to book visits.

Transport: Train to Portsmouth and Southsea, then bus.

Notes: Vending machines available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison

KIRKHAM

Preston

PR4 2RA

☎ 01772 684 343

Type: Category D open prison

Visits: ☎ 01772 681 152 between 0830-1630 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Kirkham, then bus.

Notes: Canteen. Wheelchair access. Disabled toilet facilities. Children's play area (unsupervised). Baby changing facilities. No smoking area (all visits).

HM Prison

**KIRKLEVINGTON
GRANGE**

Yarm

Teeside TS15 9PA

☎ 01642 781 391

Type: Resettlement prison

Visits: ☎ 01642 781 391 for enquiries about visiting times and to book visits.

Transport: Train to Yarm then 1/2 mile walk.

Notes: Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. No smoking area.

HM Prison

LANCASTER

The Castle

LA1 1YL

☎ 01524 385 100

Type: Category C training prison

Visits: ☎ 01524 385 251 between 1315-1630 for enquiries about visiting times and to book visits.

Transport: Rail or bus to Lancaster, then short walk.

Notes: Refreshments available. Wheelchair access to visits. Crèche available Thurs, Fri & Sat. No smoking area.

HMYOI

**LANCASTER
FARMS**

Stone Row Head

Off Quernmore Road

Lancaster LA1 3QZ

☎ 01524 848 745

Type: YOI remand centre & juvenile centre

Visits: ☎ 01524 848 779 for enquiries about visiting times and to book visits.

Transport: Train to Lancaster, then bus.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. No smoking area.

HM Prison
**LATCHMERE
HOUSE**
Church Road
Ham Common
Richmond
Surrey TW10 5HH

☎ 020 8948 0215

Type: Resettlement prison

Visits: ☎ 020 8948 0215 for enquiries about visiting. No visiting times: all inmates receive earned external visits.

Transport: Train or tube to Richmond, then bus to "Cardinal" Tudor Drive, then short walk.

HM Prison
LEEDS
2 Gloucester Terrace
Armley
LS12 2TJ

☎ 0113 203 2600

Type: Local prison

Visits: ☎ 0113 203 2764 between 0900-1215, 1330-1645 Mon-Fri & 0830-1145, 1300-1700 Sat for enquiries about visiting times and to book visits.

Transport: Train to Leeds, then bus.

Notes: Staffed visitors' centre where visitors may book future visits (24 hrs notice required).

Refreshments available. Wheelchair access.

Disabled toilet facilities. Children's play area.

Baby changing facilities. No smoking area.

HM Prison
LEICESTER
Welford Road
LE2 7AJ

☎ 0116 254 6911

Type: Local prison

Visits: ☎ 0116 247 0830 between 0900-1200 & 1315-1600 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Leicester, then bus. ☎ 0116 254 6911 ext 298 for details of special transport.

Notes: Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison

LEWES

Brighton Road
East Sussex
BN17 1EA

☎ 01273 405 100

Type: Local prison

Visits: ☎ 01273 405 277 between 0800-1145 & 1300-1600 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Lewes, then 15-20 mins walk (up steep hill) or local taxi.

Notes: Staffed visitors' centre (Mon-Fri). Refreshments available. No wheelchair access – visits by arrangement. Children's play area. Baby changing facilities. No smoking area.

HM Prison

LEYHILL

Wotton-under-Edge
Gloucestershire
GL12 8BT

☎ 01454 260 681

Type: Open prison

Visits: ☎ 01454 260 681 for enquiries about visiting times.

Transport: Train to Bristol, then bus from bus station to Tortworth School, then 10 mins walk.

Notes: Refreshments available. Wheelchair access. Children's play area. No smoking area.

HM Prison

LINCOLN

Greetwell Road
LN2 4BD

☎ 01522 533 633

Type: Local prison

Visits: ☎ 01522 575 658 between 0900-1200 & 1330-1600 for enquiries about visiting times and to book visits.

Transport: Train to Lincoln Central, then bus.

Notes: Canteen. Children's play area. Baby changing facilities. No smoking area.

HM Prison
LINDHOLME
Bawtry Road
Hatfield Woodhouse
Doncaster DN7 6EE

☎ 01302 848 700

Type: Category C prison

Visits: ☎ 01302 848 700 and ask for visitors' centre between 0830-1100 Mon-Fri & 1330-1600 Tues-Thurs for visiting times and to book visits.

Transport: Train to Doncaster then bus from Southern Bus Station.

Notes: Staffed visitors' centre. Canteen. Wheelchair access. Children's play area. Baby changing facilities. No smoking area.

HM Prison
LITTLEHEY
Perry
Huntingdon
Cambs PE18 OSR

☎ 01480 812 202

Type: Category C prison

Visits: ☎ 01480 812 202 between 0930-1230 Mon-Fri and all day Tuesday. ☎ 01480 812 470 between 1500-1615 Wed-Fri for enquiries about visiting times and to book visits.

Transport: Train to Huntingdon or St. Neots then taxi (seven miles). Phone prison for alternative transport arrangements.

Notes: Staffed visitors' centre. Canteen (WRVS). Children's play area. Baby changing facilities. No smoking area. Wheelchair access to visitors' centre. Visits on second floor – chair lift available.

HM Prison
LIVERPOOL
68 Hornby Road
L9 3DF

☎ 0151 530 4000

Type: Local prison

Visits: ☎ 0151 530 4000 Mon-Sat for enquiries about visiting times and to book visits.

Transport: Train to Liverpool Lime Street, then tube via Central to Rice Lane or Walton Junction, then walk or bus to prison.

Notes: Canteen (WRVS). Wheelchair access. Children's play area. Baby changing facilities.

HM Prison
LONG LARTIN
South Littleton
Evesham, Worcs.
WR11 5DZ

☎ 01386 830 101

Type: High security prison
Visits: ☎ 01386 831 884 between 0900-1200, 1400-1600 Mon-Fri & 0900-1200 Sat-Sun for enquiries about visiting times and to book visits.
Transport: Train to Evesham, then taxi (no alternative public transport).
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
LOWDHAM GRANGE
Lowdham
Nottingham
NG14 7DA

☎ 0115 966 9200

Type: Category B training prison
Visits: ☎ 0115 966 9321 between 1000-1200 & 1300-1600 for enquiries about visiting times and to book visits.
Transport: Train to Lowdham, then taxi from Lowdham village.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities.

HM Prison
LOW NEWTON
Brasside, Durham
DH1 5SD

☎ 0191 386 1141

Type: Female closed prison
Visits: ☎ 0191 386 4475 between 1330-1600 Mon-Fri for enquiries about visiting times and to book visits (which must be booked before 1600 the previous day).
Transport: Train to Durham, bus from bus station.
Notes: Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
MAIDSTONE
County Road
Kent ME14 1UZ

☎ 01622 755 611

Type: Category B training prison
Visits: ☎ 01622 691 225 between 0930-1230 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Maidstone East, then five minutes walk.
Notes: Staffed visitors' centre. Canteen. Children's play area. Wheelchair access (prior arrangement required).

HM Prison
MANCHESTER
Southall Street
Strangeways
M60 9AH

☎ 0161 834 8626

Type: Category A & local prison
Visits: ☎ 0161 839 0948 between 0800-1230 & 1330-1800 for enquiries about visiting times and to book visits.
Transport: Train to Manchester Victoria, then bus or five minutes walk.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
MOORLAND
Bawtry Road
Hatfield Woodhouse
Doncaster
DN7 6BW

☎ 01302 351 500

Type: Category C adult training prison/closed YOI
Visits: ☎ 01302 350 895 between 0930-1200 & 1300-1600 Mon, 0900-1200 & 1300-1600 Tues-Thurs, 0900-1200 & 1300-1545 Fri for visiting times and to book visits.
Transport: Train to Doncaster, then bus.
Notes: Staffed visitors' centre. Refreshments available (WRVS). Children's play area. Wheelchair access. No smoking area.

HM Prison
MORTON HALL
Swinderby
Lincoln LN6 9PT

☎ 01522 866 700

Type: Female semi-open prison
Visits: ☎ 01522 866 760 between 0930-1130 & 1330-1530 Mon, Wed, Fri for enquiries about visiting times and to book visits.
Transport: Train to Swinderby. Prison half a mile from station. No buses.
Notes: Canteen. Children's play area. Baby changing facilities. Wheelchair access.

HM Prison
THE MOUNT
Molyneux Avenue
Bovingdon
Hemel Hempstead
Herts HP3 0NZ

☎ 01442 834 363

Type: Category C prison
Visits: ☎ 01442 834 254 between 1300-1630 Mon-Fri & 1800-2000 Tues-Wed for enquiries about visiting times and to book visits.
Transport: Train to Hemel Hempstead or tube to Chesham, then bus to prison.
Notes: Staffed visitors' centre. Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
NEW HALL
Dial Wood
Flockton
West Yorkshire
WF4 4AX

☎ 01924 844 200

Type: Female closed prison
Visits: ☎ 01924 844 219 between 0900-1200 daily for enquiries about visiting times and to book visits.
Transport: Train to Wakefield or Huddersfield, then half hour bus journey, then twenty minute walk to prison.
Notes: Vending machine. Children's play area. Wheelchair access. Disabled toilet facilities. Visitors' centre open 1330-1630.

HM Remand Centre
NORTHALLERTON
East Road
North Yorks
DL6 1NW

☎ 01609 780 078

Type: Young offender remand centre

Visits: ☎ 01609 780 078 between 0930-1130 & 1330-1530 for enquiries about visiting times and to book visits.

Transport: Train or bus to Northallerton then walk. Coaches from Cleveland.

Notes: Refreshments available. Wheelchair access by prior arrangement.

HM Prison
**NORTH SEA
CAMP**
Frieston
Boston
Lincs PE22 0QX

☎ 01205 760 481

Type: Category D open prison

Visits: ☎ 01205 760 481 between 0730-2100 for enquiries about visiting times and to book visits.

Transport: Train to Boston. Taxi (six mile journey). Prison provides transport Sat & Sun at 1400 from Boston railway station.

Notes: Refreshments available. Wheelchair access. Disabled toilet facilities. Baby changing facilities.

HM Prison
NORWICH
Knox Road
Norfolk NR1 4LU

☎ 01603 437 531

Type: Local category C prison & YOI

Visits: ☎ 01603 437 531 for enquiries about visiting times.

Transport: Train to Norwich, then bus.

Notes: Staffed visitors' centre. Canteen.

Wheelchair access. Disabled toilet facilities.

Children's play area. Baby changing facilities.

HM Prison
NOTTINGHAM
Perry Road,
Sherwood
NG5 3AG

☎ 0115 962 5022

Type: Local prison
Visits: ☎ 0115 962 0915 between 0900-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Nottingham, then bus/walk from Broadmarsh Centre (near railway station) to Victoria Centre, then bus from Trinity Square (opposite Victoria Centre) to Perry Road.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HMYOI
ONLEY
Rugby,
Warwickshire
CV23 8AP

☎ 01788 523 400

Type: Closed YOI
Visits: ☎ 01788 523 402 between 0930-1130 & 1400-1600 for enquiries about visiting times and to book visits which must be booked 24 hours in advance.
Transport: Train to Rugby then taxi or hourly bus service (not Sundays).
Notes: Canteen. Wheelchair access. Children's play area. Baby changing facilities. No smoking area.

HM Prison & YOI
PARC
Heol Hopcyn John
Bridgend
Mid Glamorgan
CF35 6AR

☎ 01656 300 200

Type: Category B training prison & YOI
Visits: ☎ 01656 300 200 for enquiries about visiting times and to book visits.
Transport: Train to Bridgend, then bus or taxi.
Notes: Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities.

HM Prison
PARKHURST
Newport
Isle of Wight
PO30 5NX

☎ 01983 523 855

Type: Category B training prison
Visits: ☎ 01983 523 855 ext 381 for enquiries about visiting times and to book visits.
Transport: Train to Portsmouth or Southampton, then ferry to Ryde or Cowes respectively, then bus.
Notes: Refreshments available. Wheelchair access. Baby changing facilities.

HM Prison
PENTONVILLE
Caledonian Road
London N7 8TT

☎ 020 7607 5353

Type: Category B local prison
Visits: ☎ 020 7607 7548 between 0900-1200 & 1300-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Tube to Caledonian Road, then short walk.
Notes: Staffed visitors' centre. Children's play area. Wheelchair access (prior notice required).

HMYOI
PORTLAND
Easton
Dorset DT5 1DL

☎ 01305 820 301

Type: Closed YOI
Visits: ☎ 01305 820 301 for enquiries about visiting times and to book visits.
Transport: Train to Weymouth, frequent bus service to Easton, then one mile walk.
Notes: Staffed visitors' centre. Refreshments available. Children's play area. Stairs to family visits, special arrangements can be made for disabled visitors.

HM Prison & YOI
PRESCOED
Coed-Y-Paen
Pontypool
Monmouthshire
NP14 0TD

☎ 01291 672 231

Type: Category D prison & YOI
Visits: ☎ 01291 672 231 ext 371 between 0730-2030 for enquiries about visiting times.
Transport: Train to Newport, then bus (infrequent service – not Sundays) or taxi. Free prison transport from Usk.
Notes: Canteen. Wheelchair access. Disabled toilet facilities. Baby changing facilities. No smoking area.

HM Prison
PRESTON
2 Ribbleson Lane
PR1 5AB

☎ 01772 257 734

Type: Local prison
Visits: ☎ 01772 886 809 between 0830-1600 for enquiries about visiting times and to book visits.
Transport: Train to Preston, then a one mile walk, or a bus to the bus station, then a $\frac{1}{4}$ mile walk.
Notes: Canteen. Children's play area for convicted prisoner visits only. Wheelchair access.

HM Prison
RANBY
Retford
Nottingham
DN22 8EU

☎ 01777 706 721

Type: Category C prison
Visits: ☎ 01777 869 412 between 0845-1600 Mon/Tues/Thurs/Fri & 0845-1130 Sat-Sun for enquiries about visiting times and to book visits.
Transport: Train to Retford, then bus from Babworth Road.
Notes: Staffed visitors' centre open 1230-1630 daily. Refreshments available. Wheelchair access. Disabled toilet facilities. Baby changing facilities.

HM Remand Centre
READING
Forbury Road
Berkshire RG1 3HY

☎ 0118 958 7031

Type: Closed YOI and remand centre
Visits: ☎ 01189 587 031 for enquiries about visiting times and to book visits.
Transport: Train to Reading, then 5 minutes walk.
Notes: Refreshments (WRVS) available most days. Wheelchair access and disabled toilet facilities. Children's play area and baby changing facilities. No smoking area.

HM Prison
RISLEY
Warrington
Cheshire WA3 6BP

☎ 01925 763 871

Type: Category C training prison
Visits: ☎ 01925 767 126 for enquiries about visiting times and to book visits.
Transport: Train to Warrington, then bus.
Notes: Staffed visitors' centre. Canteen. Children's play area.

HM Prison
ROCHESTER
Kent
ME1 3QS

☎ 01634 838 100

Type: Category C adult prison, YOI local, & immigration detainees
Visits: ☎ 01634 838 237 between 0900-1200 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Chatham or Rochester, then bus (approx. 15 minutes).
Notes: Staffed visitors' centre. Canteen. Wheelchair access. Children's play area. Baby changing facilities. No smoking on visits.

HM Prison
RYE HILL
Onley
Near Rugby
Warwickshire
CV23 8AN

☎ 01788 523 300

Type: Category B training prison
Visits: ☎ 01788 523 303 between 0900-1700
Mon-Fri for enquiries about visiting times and to
book visits.
Transport: Train to Rugby, then bus or taxi
(approximately 15 minutes) to Onley.
Notes: Staffed visitors' centre. Refreshments
available. Wheelchair access. Disabled toilet
facilities. Children's play area. Baby changing
facilities. No smoking area.

HM Prison
SEND
Ripley Road
Woking
Surrey GU23 7LJ

☎ 01483 223 048

Type: Female closed prison
Visits: ☎ 01483 223 944 between 1400-1600
Mon-Fri for enquiries about visiting times and to
book visits.
Transport: Train to Woking. Free prison bus ser-
vice from Woking station on all visits days.
Notes: Staffed visitors' centre. Refreshments
available. Wheelchair access. Disabled toilet
facilities. Children's play area. Baby changing
facilities. No smoking area.

HM Prison
**SHEPTON
MALLET**
Cornhill
Somerset BA4 5LU

☎ 01749 343 377

Type: Category C prison
Visits: ☎ 01749 347 109 between 0900-1130
Mon-Fri for enquiries about visiting times and to
book visits.
Transport: Train to Bristol Temple Meads, then
bus (about 1½ hour journey). Or train to Bath,
then bus.
Notes: Refreshments available. Children's play
area. Baby changing facilities. No smoking in
visits room.

HM Prison
SHREWSBURY
The Dana
Shropshire
SY1 2HR

☎ 01743 352 511

Type: Local prison

Visits: ☎ 01743 272 121 between 0900-1145 & 1330-1545 for enquiries about visiting times and to book visits.

Transport: Train or bus to Shrewsbury then short walk.

Notes: Staffed visitors' centre. Refreshments available (WRVS). Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
SPRING HILL
Grendon Underwood
Aylesbury
Bucks HP18 0TH

☎ 01296 770 301

Type: Category D open resettlement prison

Visits: ☎ 01296 770 301 for enquiries about visiting times.

Transport: Train to Aylesbury, bus (no Sunday service) from Aylesbury bus station or taxi.

Notes: Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
STAFFORD
54 Gaol Road
ST16 3AW

☎ 01785 254 421

Type: Category C prison

Visits: ☎ 01785 229 091 between 0900-1200 Mon-Fri & 1400-1600 Mon-Thurs for enquiries about visiting times and to book visits.

Transport: Train to Stafford, then 10 minute walk.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Baby changing facilities.

HM Prison
**STANDFORD
HILL**
Eastchurch
Kent ME12 4AA

☎ 01795 880 441

Type: Open prison
Visits: ☎ 01795 880 441 for enquiries.
Transport: Train to Sheerness, then taxi or bus to Eastchurch, then short walk.
Notes: No visits on Mondays or Fridays. Refreshments available. Wheelchair access. Baby changing facilities. No smoking policy.

HM Prison
STOCKEN
Stocken Hall Road
Stretton
Nr Oakham
Leics
LE15 7RD

☎ 01780 485 100

Type: Category C prison
Visits: ☎ 01780 485 331 between 1330-1530 Wed & 0830-1115, 1330-1530 Sat-Sun for enquiries about visiting times.
Transport: Train to Stamford (10 miles), Oakham (11 miles), Grantham (14 miles), then taxi. Minibus service from Birmingham, Leicester and Northampton – contact prison probation for details.
Notes: Refreshments available. Wheelchair access. Children's play area. Baby changing facilities. No smoking area.

HMYOI
STOKE HEATH
Market Drayton
Shropshire
TF9 2JL

☎ 01630 636 000

Type: Closed YOI and under 18s YOI
Visits: ☎ 01630 636 266 between 0830-1215, 1345-1600 for enquiries about visiting times and to book visits.
Transport: Train to Shrewsbury, bus to Ternhill Crossroads, then walk one mile.
Notes: Refreshments available.

HM Prison & YOI
STYAL
Wilmslow, Cheshire
SK9 4HR

☎ 01625 532 141

Type: Adult Female & YOI closed prison
Visits: ☎ 01625 535 258 between 0930-1200 & 1330-1600 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Manchester then local train to Wilmslow (infrequent service). Or bus from Manchester Airport to Wilmslow.
Notes: Refreshments/vending machines available. Children's play area. Baby changing facilities. Wheelchair access. No smoking area.

HM Prison
SUDBURY
Nr Ashbourne
Derby
DE6 5HW

☎ 01283 585 511

Type: Open prison
Visits: ☎ 01283 585 511 for enquiries about visiting times.
Transport: Train to Burton on Trent, then bus to Sudbury.
Notes: Canteen. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
SWALESIDE
Brabazon Road
Eastchurch
Sheerness Kent
ME12 4DZ

☎ 01795 884 100

Type: Category B training prison
Visits: ☎ 01795 884 288 between 1100-1630 Mon-Fri & 1100-1200 Sat-Sun for enquiries about visiting times and to book visits.
Transport: Train to Sheerness, then bus to Eastchurch, then walk (20 minutes).
Notes: Canteen. Wheelchair access. Baby changing facilities.

HM Prison

SWANSEA

200 Oystermouth Road
Swansea
SA1 3SR

☎ 01792 464 030

Type: Local prison

Visits: ☎ 01792 301 352 between 0930-1230 & 1400-1545 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Swansea, then bus to Quadrant bus station, then five minute walk.

Notes: Staffed visitors' centre. Canteen. Wheelchair access. Children's play area. Baby changing facilities. No smoking area.

HMYOI

SWINFEN HALL

Lichfield
Staffs
WS14 9QS

☎ 01543 481 229

Type: Closed YOI

Visits: ☎ 01543 483 305 between 0830-1130 (seven days a week) for enquiries about visiting times and to book visits.

Transport: Train to Lichfield, then taxi (5-10 minutes).

Notes: Staffed visitors' centre. Vending machines available in visits room only. Wheelchair access. Disabled toilet facilities. Baby changing facilities. No smoking area.

HMYOI

THORN CROSS

Arley Road
Appleton Thorn
Warrington
Cheshire WA4 4RL

☎ 01925 605 100

Type: Open YOI & juvenile

Visits: ☎ 01925 605 100 for enquiries about visiting times and to book visits.

Transport: Train to Warrington, then bus or taxi.

Notes: Refreshments available (WRVS). Wheelchair access. Children's play area.

HM Prison
USK
47 Maryport Street
Usk
Monmouthshire
NP15 1XP

☎ 01291 672 411

Type: Category C training prison
Visits: ☎ 01291 672 411 ext 371 between 0730-2030 for enquiries about visiting times and to book visits.
Transport: Train to Newport then bus (infrequent service – not Sundays) or taxi to Usk.
Notes: Canteen. Wheelchair access. Disabled toilet facilities. No smoking area. Baby changing facilities.

HM Prison
THE VERNE
Portland, Dorset
DT5 1EQ

☎ 01305 820 124

Type: Category C prison
Visits: ☎ 01305 822 681 between 1730-2015 for enquiries about visiting times and to book visits.
Transport: Train to Weymouth, then bus from Kings Statue to Victoria Square, then taxi.
Notes: Refreshments available. Children's play area. Wheelchair access (prior arrangement required). No smoking in visits area.

HM Prison
WAKEFIELD
5 Love Lane
WF2 9AG

☎ 01924 378 282

Type: High security prison
Visits: ☎ 01924 299 270 between 0900-1100 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Trains to Wakefield Westgate Station, then short walk.
Notes: Staffed visitors' centre. Children's play area. Baby changing facilities. Wheelchair access. Disabled toilet facilities. Babies' feed bottles can be warmed.

HM Prison
WANDSWORTH
Heathfield Road
Wandsworth
London
SW18 3HS

☎ 020 8874 7292

Type: Local prison
Visits: ☎ 020 8870 3142/3753 between 0900-1200 & 1315-1700 for enquiries about visiting times and to book visits. (Visit booking line is not open on Bank Holidays or first Wednesday afternoon of every month).
Transport: Tube to Tooting Bec then bus to County Arms. Or train to Clapham Junction then bus to either County Arms or Heathfield Road.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access (prior arrangement required). Children's play area.

HM Prison & YOI
WARREN HILL
Hollisley Bay
Woodbridge
Suffolk
1P12 3JW

☎ 01394 411 741

Type: Open prison and closed juvenile YOI
Visits: ☎ 01394 411 055 between 1345-1545 Mon-Fri for enquires about visiting times and to book visits.
Transport: Train to Woodbridge or Melton then bus (limited service) or taxi.
Notes: Refreshments available. Children's play area.

HM Prison
WAYLAND
Griston, Thetford
Norfolk
IP25 6RL

☎ 01953 858 100

Type: Category C prison
Visits: ☎ 01953 858 152 between 0930-1200 Mon/Wed/Fri, 1430-1600 Sat/Sun & 1830-2030 daily for enquiries about visiting times and to book visits.
Transport: Train to Thetford or Attleborough then taxi booked in advance on ☎ 01842 753 232.
Notes: Staffed visitors' centre. Canteen. Children's play area. Baby changing facilities. Wheelchair access (prior arrangement required).

HM Prison
WEALSTUN
Wetherby
W. Yorks LS23 7AZ

☎ 01937 844 844

Type: Category C & D prison

Visits: ☎ 01937 844 656 between 0930-1130 Mon-Fri for enquiries about visiting times and to book visits.

Transport: Train to Leeds or York, then bus. Bus from Leeds stops outside prison gates.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
WEARE
Rotherham Road
Castle Town
Portland
DT5 1PZ

☎ 01305 822 100

Type: Category C prison

Visits: ☎ 01305 820 921 between 1400-1600 & 1800-2000 daily for enquiries about visiting times and to book visits (at least 48 hours in advance).

Transport: Train to Weymouth, then bus to Portland, then 15 minute walk.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Baby changing facilities. No smoking area.

HM Prison

**WELLING-
BOROUGH**

Millers Park
Doddington Road
Northants
NN8 2NH

☎ 01933 224 151

Type: Category C training prison

Visits: ☎ 01933 274 798 between 0900-1200 Mon-Fri, 1330-1545 Mon-Thurs & 1330-1530 Fri for enquiries about visiting times and to book visits. Visits booking line is closed on bank holidays and during the afternoon for last week of every month.

Transport: Train to Wellingborough then taxi (no bus service). Or train to Northampton then taxi or bus.

Notes: Canteen. Wheelchair access. Disabled toilet facilities. Supervised children's play area (afternoons). Baby changing facilities. No smoking (all visits).

HMYOI

WERRINGTON

Stoke on Trent
Staffs
ST9 0DX

☎ 01782 303 514

Type: Male juvenile centre

Visits: ☎ 01782 304 253 for enquiries about visiting times and to book visits.

Transport: Train to Stoke on Trent, then bus to Hanley, then bus to Werrington.

Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Children's play area. No smoking area (all visits).

HMYOI

WETHERBY

York Road
LS22 5ED

☎ 01937 585 141

Type: Male juvenile centre (15-17 years)

Visits: ☎ 01937 584 235 between 0930-1130 & 1400-1600 for enquiries about visiting times and book visits.

Transport: Train to Leeds, then bus from Infirmary Street to Wetherby, then 15 minutes walk.

Notes: Children's play area.

HM Prison
WHATTON
Nottingham
NG13 9FQ

☎ 01949 850 511

Type: Category C prison
Visits: ☎ 01949 850 511 between 0830-1630 for enquiries about visiting times.
Transport: Train to Nottingham then bus to Bingham then taxi.
Notes: Vending machines available. Wheelchair access. Children's play area. No smoking area.

HM Prison
WHITEMOOR
Longhill Road
March, Cambs
PE15 OPR

☎ 01354 660 653

Type: High security prison (Cat A & B)
Visits: ☎ 01354 650 419 between 0900-1145 & 1400-1600 for enquires about visiting times and to book visits.
Transport: Train to March.
Notes: Staffed visitors centre. Canteen. Supervised children's play area (not available Mon or Fri).

HM Prison
WINCHESTER
Romsey Road
SO22 5DF

☎ 01962 854 494

Type: Category B local male prison and closed female prison.
Visits: ☎ 01962 877 745 for enquiries about visiting times and to book visits for male prison (24 hrs notice required). ☎ 01962 854 494 for female visits.
Transport: Train to Winchester then walk (uphill) or bus.
Notes: Refreshments available (volunteer staffed). Wheelchair access. Children's play area. No smoking area.

HM Prison
WOLDS
Everthorpe
East Yorkshire
HU15 2JZ

☎ 01430 421 588

Type: Category B local and training prison
Visits: ☎ 01430 424 238 between 0900-1200 & 1700-1800 Mon-Fri for enquiries about visiting times and to book visits.
Transport: Train to Brough then bus or taxi.
Notes: Staffed visitors' centre. Canteen. Children's play area.

HM Prison
WOODHILL
Tattenhoe Street
Milton Keynes
Bucks
MK4 4DA

☎ 01908 501 999

Type: Category A local
Visits: ☎ 01908 507 832 between 0930-1630 Mon-Fri & 0930-1230 Sat for enquiries about visiting times and to book visits.
Transport: Train to Milton Keynes then bus or taxi.
Notes: Staffed visitors' centre. Refreshments available. Wheelchair access. Disabled toilet facilities. Children's play area. Baby changing facilities. No smoking area.

HM Prison
**WORMWOOD
SCRUBS**
PO Box 757
Du Cane Road
London W12 0AE

☎ 020 8743 0311

Type: Local prison & lifer unit
Visits: ☎ 020 8749 7007 for remand prisoners, and 020 8749 3686 for convicted prisoners, between 0800-1130 & 1315-1530 for enquiries about visiting times and to book visits.
Transport: Tube to East Acton, then short walk.
Notes: Staffed visitors' centre. Canteen (afternoons only). Wheelchair access. Supervised children's play area occasionally available.
Type: Category C prison

HM Prison
WYMOTT
Ulles Walton Lane
Leyland, Preston
Lancashire
PR26 8LW

☎ 01772 421 461

Visits: ☎ 01772 458 694 between 0845-1145 & 1315-1600 for enquiries about visiting times and to book visits.

Transport: Train to Leyland then bus (infrequent service) or taxi.

Notes: Staffed visitors' centre including Citizens Advice Bureau. Canteen. Children's play area. Baby changing facilities. No smoking area. Chairlift for disabled visitors.

Useful Organisations

ACTION FOR PRISONERS' FAMILIES

London Office: Unit 102 Riverbank House
1 Putney Bridge Approach
London SW6 3JD
Tel: 020 7384 1987
Fax: 020 7384 1855
E-mail: info@fpfsg.demon.co.uk
Website: www.fpfsg.org.uk

Action for Prisoners' Families (formerly Federation of Prisoners' Families Support Group) is an umbrella organisation which encourages the development of, and acts as a voice for, organisations and individuals who help the families of people in prison. Their aim is to develop a nationwide support network. They offer advice on setting up visitors centres and support groups. Information on local support for prisoners' families is available from Action for Prisoners' Families by phone/letter.

ADFAM NATIONAL

Waterbridge House
32-36 Loman Street
London SE1 OEH
Tel: 020 7928 8898
Fax: 020 7928 8923
HELPLINE: 020 7928 8900
Website: www.adfam.org.uk

ADFAM is the national charity for the family and friends of drug users. It runs the National Telephone Helpline providing confidential support and information.

AFTERMATH

PO Box 414

Sheffield S4 7RT

Tel/Fax: 0114 275 8520

E-mail: callaftermath@hotmail.com

AFTERMATH provides nationwide support and counselling for the families of those accused of serious offences.

ALCOHOLICS ANONYMOUS

PO Box 1

Stonebow House, Stonebow

York YO1 2NJ

Tel: 01904 644026

HELPLINE: 0845 7697 555

Website: www.alcoholics-anonymous.org.uk

ALCOHOLICS ANONYMOUS is a fellowship of men and women who help themselves and others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership. Their primary purpose is to stay sober and help other alcoholics achieve sobriety.

ANGULIMALA

Buddhist Prison Chaplaincy Organisation

The Forest Hermitage, Lower Fulbrook

Warwick CV35 8AS

Tel: 01926 624385

E-mail: prakhem@foresthermitage.org.uk

Website: www.angulimala.org.uk

ANGULIMALA makes available facilities for the teaching and practice of Buddhism in prison. It does not favour any form of Buddhism over another.

APEX TRUST

St Alphage House, Wingate Annexe
2 Fore Street, London EC2Y 5DA
National Helpline: 0870 608 4567
Mon-Fri 1000-1600
Fax: 020 7638 5977
Website: www.apextrust.com

APEX TRUST aims to improve the employment prospects of ex-offenders by providing services, training and advice through its projects. It also offers advice and information to the voluntary and statutory agencies working with ex-offenders. In addition Apex Trust works with employers to promote the employment of ex-offenders. JobCheck, a new national telephone helpline for ex-offenders and employers, was launched by the Trust in summer 2001.

BLACK PRISONER SUPPORT PROJECT (BPSP)

Suite 4b, Building 1
Wilsons Park, Monsall Road
Newton Heath
Manchester M40 8WN
Tel/Fax: 0161 277 9066 (out of hours answering machine)
E-mail: mail@partnersofprisoners.co.uk
Website: www.partnersofprisoners.co.uk

BPSP provides a direct service to black prisoners in custody and on release, who have links with the Greater Manchester area. The Project can advise on coping with imprisonment, personal difficulties arising from imprisonment, drug/alcohol dependency, resettlement – including employment and accommodation, maintaining contact with relatives/friends, statutory/voluntary agencies, welfare and education.

BODY POSITIVE

51b Philbeach Gardens

London SW5 9EB

Tel: 020 7835 1045

Information service: 020 7835 1815

Website: www.bodypos.org

BODY POSITIVE provides information and support to men, women and children living with or affected by HIV and AIDS. It offers counselling, welfare, legal advice and a complete range of complementary therapies. There is a Gay Men's Group, and a Recently Diagnosed Course. The newsletter 'Body Positive' is available free of charge to HIV Positive people. The 'Positeline' 0800 616212 is open Monday to Friday 1900-2200 and Saturday and Sunday 1600-2200. There is also a Prisoners' Penpal Scheme and a Hospital Visitors Group.

CAMPAIGN AGAINST DOUBLE PUNISHMENT

c/o POPS

Suite 4b, Building 1

Wilsons Park, Monsall Road

Newton Heath

Manchester M40 8WN

Tel/Fax: 0161 277 9066

E-mail: mail@partnersofprisoners.co.uk

Website: www.partnersofprisoners.co.uk

The CAMPAIGN AGAINST DOUBLE PUNISHMENT is a voluntary organisation which campaigns for the abolition of deportation as a penalty for convicted prisoners. Advice, information and support are available for people under the threat of deportation, and also for their families. As the Campaign relies heavily on volunteers, service levels may vary.

CREATIVE AND SUPPORTIVE TRUST

37-39 Kings Terrace

London NW1 0JR

Tel: 020 7383 5228

E-mail: info@castcamden.co.uk

CAST provides education and training, welfare advice and support to women in prison, ex-offenders and women from drug and alcohol rehabilitation and from psychiatric units. They go into women's prisons and prisoners can write to them for information. On release, prisoners can visit and sign up for courses.

CRIMESTOPPERS

Tel: 0800 555 111

CRIMESTOPPERS enables anyone with information about crime or criminal activities, and who wish to remain anonymous to call a single nationwide freephone number. 0800 555 111. Callers will not be asked their name or other personal details and the call will not be recorded or traced. If the information leads to an arrest and charge, the caller may qualify for a cash reward (up to £500) which is paid without compromising the anonymity of the caller. The Crimestoppers Trust, a registered charity, is a partnership between the community, business and the media to assist in the detection of crime.

CRIMINAL CASES REVIEW COMMISSION

Alpha Tower, Suffolk Street,

Queensway

Birmingham, B1 1TT

Tel: 0121 633 1800

Fax: 0121 633 1823

Website: www.ccrcc.gov.uk

The CCRC is an independent body set up under the Criminal Appeals Act 1995 to investigate possible miscarriages of justice in England, Wales and Northern Ireland. Unless there are exceptional circumstances the Commission can only investigate cases which have already been to appeal or where leave to appeal has been refused. An information pack giving further details is available from the Commission.

**FEMALE PRISONERS WELFARE
PROJECT/HIBISCUS**

15 Great St Thomas Apostle

Mansion House

London EC4V 2BB

Tel: 020 7329 2384

Fax: 020 7329 2385

E-mail: fpwphibiscus@hotmail.com

FPWP/HIBISCUS offers welfare advice to British and foreign national women in the British criminal justice system and offers a link between women in prison, their children and extended families. Staff currently visit eight female prisons, give individual advice and invite speakers to address support groups. HIBISCUS advises foreign national women and has an overseas office in Jamaica that will contact and give support to families. HIBISCUS Jamaica also provides Home Circumstances Reports for the British courts upon request from judges, probation, solicitors and female prisoners. Staff speak a variety of languages including Spanish, German, Polish and French.

FROM DEPENDENCY 2 WORK

Tel: 020 7840 0854

Website: www.d2w.org.uk

FROM DEPENDENCY 2 WORK is a multi-agency project working with offenders whose offending is related to drug, alcohol or mental health issues. D2W is for people being released from any of the 12 inner London boroughs who would like to receive support around their drug/alcohol/mental health needs. Access to education/training employment schemes and a personal mentor are also offered. The service is confidential.

**GAMBLERS ANONYMOUS and
GAMB-ANON**

PO Box 88

London SW10 0EU

Tel: 08700 50 88 80

Website: www.gamblersanonymous.org.uk

GAMBLERS ANONYMOUS is a self-help fellowship of men and women who have joined together to do something about their gambling problem. GAMB-ANON offers friendship, practical help, comfort and understanding to parents, partners, husbands and wives of compulsive gamblers.

**HELP AND ADVICE FOR RELATIVES
OF PRISONERS (HARP)**

Ormiston Children & Families Trust

51 Cambridge Road

Milton

Cambridge CB4 6AW

Tel: 01223 426148

Fax: 01223 425 604

FREEPHONE: 0800 389 3003

Lines open: 1000-1600 Tues-Fri, 1900-2130

Mon & Wed

Website: www.harpinfo.org.uk

HARP is a free and confidential telephone service offering information and support to anyone in East Anglia with a relative or friend in prison. Their website provides a range of information for both families and professionals. They can also provide factsheets on talking to children about their parent's imprisonment and have a database listing organisations which offer community support services for families.

HOWARD LEAGUE FOR PENAL REFORM

1 Ardleigh Road

London N1 4HS

Tel: 020 7249 7373

Fax: 020 7249 7788

E-mail: howard.league@ukonline.co.uk

Website: www.howardleague.org

The HOWARD LEAGUE FOR PENAL REFORM is a membership organisation, which campaigns for a more humane penal and criminal justice system. It researches and comments on policy and practice and holds conferences and debates. It publishes reports, fact sheets and briefing papers and other educational material.

INQUEST

89-93 Fonthill Road

London N4 3JH

Tel: 020 7263 1111 Fax: 020 7561 0799

E-mail: inquest@inquest.org.uk

Website: www.inquest.org.uk

INQUEST provides an independent, free, legal and advice service to families after a death in prison. It provides support and information about the inquest system and help in finding lawyers to represent bereaved families. It campaigns to improve the investigation of these deaths and to prevent future deaths.

**IRISH COMMISSION FOR PRISONERS
OVERSEAS (ICPO)**

50-52 Camden Square

London NW1 9XB

Tel: 020 7482 4148

Fax: 020 7482 4815

ICPO aims to identify and respond to the needs of Irish prisoners and their families; to research and provide relevant information to prisoners as well as to all groups caring for their welfare; focus public attention on issues affecting Irish prisoners overseas; seek justice and human rights for Irish migrants, refugees and prisoners at an international level.

JEWISH VISITATION COMMITTEE

735 High Road
London N12 0US
Tel: 020 8343 8989
Fax: 020 8343 6262
Website: www.unitedsynagogue.org.uk

The JEWISH VISITATION COMMITTEE represents the London Jewish community across the spectrum of Judaism and to provides chaplaincy and assistance to Jewish prisoners who wish to observe their religion. It arranges for Kosher food where applicable and liaises via the Anglican prison chaplain to visit, support and maintain a communal link with Jewish prisoners.

JOINT COUNCIL FOR THE WELFARE OF IMMIGRANTS (JCWI)

115 Old Street
London EC1V 9JR
Tel: 020 7251 8706 Advice line – open Tuesday
& Thursday from 1400-1700.
Website: www.jcwi.org.uk

JCWI offers help, information and advice to Immigration Act detainees including asylum seekers, prisoners with problems with the immigration laws, and to people who are threatened with deportation.

JUSTICE

59 Carter Lane
London EC4V 5AQ
Tel: 020 7329 5100
Fax: 020 7329 5505
E-mail: admin@justice.org.uk
Website: www.justice.org.uk

JUSTICE is a law reform and human rights group. They produce 'How to Appeal', a simple guide to the criminal appeal process. The guide is free to prisoners (please send self-addressed 9" x 6" envelope with a 33p stamp) and it is available to others at £2.50 (incl. p & p). Please note JUSTICE is unable to provide advice or information on legal matters or individual cases.

LIBERTY

21 Tabard Street

London SE1 4LA

Tel: 020 7403 3888

New telephone advice service: 020 7378 8659

Mon & Thurs 1800-2000, and Wed 1230-1430.

E-mail: info@liberty-human-rights.org.uk

Website: www.liberty-human-rights.org.uk

LIBERTY is an independent, non-government organisation working to defend and extend the civil and political rights of people in Britain. They are opposed to any abuse or excessive use of power by the state against its people. They research and campaign nationally on a wide range of issues and the legal team pursues test cases through the British courts and in Europe if necessary. They also act as a watchdog and advisor, keeping the public, media and MPs informed of any dangers and threats.

MIND

Granta House
15-19 Broadway
London E15 4BQ
Tel: 020 8519 2122
Fax: 020 8522 1725
E-mail: info@mind.org.uk
Website: www.mind.org.uk
Mind infoline: 08457 660 163
open hours 0915-1715
Textphone: 0845 330 1585

MIND works for a better life for people in mental distress, campaigning for their rights. It is the largest charitable provider of community care through its 238 local associations. It provides an information line and legal advice service. It publishes 'Open Mind' – a bi-monthly magazine, and a wide range of books and information leaflets from its London headquarters.

NACRO

169 Clapham Road
London SW9 0PU
Tel: 020 7582 6500
Fax: 020 7735 4666
Resettlement Plus Line: Freephone for
prisoners, their families & friends
0800 0181 259.
Other enquiries: 020 7840 6464
Website: www.nacro.org.uk

NACRO can offer resettlement information and advice both before and after release. It also runs housing projects and employment training centres in many locations in England and Wales. Prisons should have

details of local NACRO projects: alternatively, contact the NACRO Resettlement Plus Line for details of projects and/or general resettlement information or advice.

NATIONAL AIDS HELPLINE

Tel: 0800 567123 (24 hours)

E-mail: mmclean@healthwise.org.uk

NATIONAL ASSOCIATION OF CITIZENS' ADVICE BUREAUX

115-123 Pentonville Road

London N1 9LZ

Tel: 020 7833 2181

Website: www.nacab.org.uk

The CITIZENS'ADVICE BUREAU service is independent and provides free confidential and impartial advice to everybody regardless of race, sex, disability or sexuality. Citizens Advice Bureaux deliver advice from over 2000 outlets across England, Wales and Northern Ireland, some of which have links with local prisons. For information on-line 24 hours a day visit www.nacab.org.uk.

NATIONAL ASSOCIATION OF PRISON VISITORS

29 Kimbolton Road

Bedford

MK40 2PB

TEL: 01234 359763

The NAPV co-ordinates the activities of Official Prison Visitors (OPVs) and promotes prison visiting, especially in

those prisons where there are no OPV's, or very few. The Association, as distinct from individual visitors, has close links with the Home Office and can often help to solve a problem concerning the availability of Official Prison Visitors.

NEPACS: BUILDING BRIDGES FOR PRISONERS, THEIR FRIENDS/FAMILIES

22 Old Elvet
Durham City
DH1 3HW
Tel: 0191 375 7278

NEPACS' support the friends and families of prisoners, mainly in the context of prison visiting. It is based in the North East and is represented at visitors' centres and play projects at Acklington/ Castington (01670 762 066), Deerbolt, Durham (0191 386 5699), Frankland and Low Newton (0191 386 1141 ext. 349).

THE NEW BRIDGE

Pauline Austin
27A Medway Street, London SW1P 2BD
Tel: 020 7976 0779
Fax: 020 7976 0767
E-mail: new.bridge@ukgateway.net
Website: www.thenewbridge.org.uk

NEW BRIDGE Voluntary Associates visit and write to prisoners in more than 100 prisons and provide Family Matters/Parenting Courses in a number of establishments. The Employment Service has a partnership agreement with South West London Probation Service and also operates an employment and training advisory service for

prisoners in 20 prison establishments. New Bridge also publishes 'Inside Time' the quarterly national newspaper for prisoners.

OUTSIDE CHANCE

First Floor Suite, Ronan House
2d Askew Road
Shepherds Bush
London W12 9BH
Tel: 020 8746 1212
Fax: 020 8740 7227
E-mail: outsidechances@aol.com

OUTSIDE CHANCE operates mainly in the Greater London area and provides hard-hitting pre-release programmes for juveniles and young adult offenders at HMYOI Feltham. They provide advice, guidance and support to both serving and newly released offenders, and also provides volunteer visitors to serving young offenders.

PACT

Lincoln House
1-3 Brixton Road
London SW9 6DE
Tel: 020 7582 1313
FREEPHONE: 0800 085 3021
Fax: 020 7735 6077
E-mail: info@pact.uk.net
Website: www.imprisonment.org.uk
254 Caledonian Road
London N1 0NG
Tel/Fax: 020 7278 3981
E-mail: pwfs_2000@yahoo.co.uk

THE BOURNE TRUST and PRISONERS' WIVES AND FAMILIES SOCIETY have merged. The new organisation, manages the visitors centres at Holloway, Pentonville, Wormwood Scrubs and Belmarsh. Play Projects for children visiting a family member operate in all these prisons. Information, advice, and other support for prisoners' families, and for anybody else affected by imprisonment can be received via a freephone number, 0800 085 3021. Information about bed & breakfast accommodation for family members visiting relatives in London prisons will also be available. Counselling for remand prisoners will be provided in a number of London prisons as well as a "First Night in Custody in Holloway" project for the most distressed women prisoners entering custody for the first time. Support will also be available for families living in or visiting prisons in the South West. Please call 01803 840013 for information about services in this area.

**PARTNERS OF PRISONERS AND
FAMILIES SUPPORT GROUP (POPS)**

Suite 4b, Building 1
Wilsons Park, Monsall Road
Newton Heath
Manchester
M40 8WN
Tel: 0161 277 9066
E-mail: families@surfaid.org
www.partnersofprisoners.co.uk

POPS offers a wide range of services to anyone who has a loved one in prison. Advice, information and moral support is available from arrest to release. Although based in Manchester, calls are taken from all areas as they also act as a referral agency to support groups nationally.

PRISON FELLOWSHIP

(England and Wales)

PO Box 945

Maldon

Essex CM9 4EW

Tel: 01621 843232 FAX: 01621 843303

E-mail: prisonfellowship@dial.pipex.com

PRISON FELLOWSHIP offers support to prisoners, families and ex-offenders. They are volunteer-based with a Christian ethos. They offer their services to anyone who asks them, regardless of belief. There are 160 local groups in England and Wales. In some prisons they run life skill programmes, and Angel Tree – a scheme that provides Christmas presents for prisoners' children. They also publish a free magazine and prayer guide three times a year. There are Prison Fellowship ministries in 88 countries including Northern Ireland and Scotland.

PRISON LINK

29 Trinity Road

Aston

Birmingham B6 6AJ

Tel: 0121 551 1207

Fax: 0121 554 4894

PRISON LINK bridges the gap between the families of black prisoners. Services include a legal advice centre, a pre-release scheme, prison chapel services, befriending and counselling for prisoners' families and driving families to prison visits. This service is only available for Birmingham based residents.

PRISON PHOENIX TRUST

PO Box 328
Oxford OX2 7HF
Tel: 01865 522 521

Using meditation and yoga, the PRISON PHOENIX TRUST encourages prisoners to find personal freedom inside UK prisons by giving introductory workshops and through correspondence. The Trust works not only with prisoners but the entire prison community. It runs a teacher support network with training courses and workshops.

PRISON REFORM TRUST

15 Northburgh Street
London EC1V 0JR
Tel: 020 7251 5070
Fax: 020 7251 5076
E-mail: prt@prisonreformtrust.org.uk
Website: www.prisonreformtrust.org.uk

PRISON REFORM TRUST is a national charity which campaigns for better conditions in prison and for the greater use of alternatives to custody. It runs an Advice & Information Service which can deal with enquiries about various aspects of imprisonment and complaints about the treatment of individuals in prison, but cannot deal with cases of wrongful conviction. It also produces a number of publications about prisons and imprisonment, including the Prisoners' Information Book, as well as a quarterly magazine 'Prison Report'.

PRISONERS' ADVICE SERVICE

Unit 305, Hatton Square
16/16a Baldwins Gardens
London EC1N 7RJ
Tel: 020 7405 8090
Fax: 020 7405 8045
E-mail: pas@tinyworld.co.uk
Website: www.prisonersadvice.org

The PRISONERS'ADVICE SERVICE takes up prisoners' complaints about their treatment within the prison system – particularly those relating to the rules and regulations. They can provide information on property loss, Mandatory Drug Testing procedures and transfers, as well as a list of solicitors who have an interest in prisoners' rights. Contact from families and friends is welcome, but they need direct contact from the prisoner in order to take up a complaint. They do not deal with miscarriages of justice or appeals against conviction or sentence.

The advice line is open weekdays (except Wednesday) from 0930-1300 and 1400-1730.

PRISONERS' FAMILIES AND FRIENDS

20 Trinity Street
London SE1 1DB
Tel: 020 7403 4091/9359
Fax: 020 7357 9722
Freephone helpline: 0808 808 3444
Mon-Fri 1000-1700 Wednesday 1730-2000
E-mail: pffs@btclick.com
Website: www.home.btclick.com/pffs/

PRISONERS' FAMILIES AND FRIENDS offer an advice and information service to any relative or friend of a prisoner who contacts them whether by telephone or by letter. Volunteers can also visit prisoners' families (in the Inner London area only) and offer support and friendship. Trained volunteers are available to give advice and information in four Inner London Crown Courts on main sentencing days. The Swan Centre is open to any woman in the London area who has someone in prison. Activities include advice sessions, workshops, creative activities, holiday activities and a drop-in facility.

PRISONERS' WIVES AND FAMILIES SOCIETY

See PACT

RELEASE

388 Old Street

London EC1V 9LT

Tel: 020 7729 5255

Fax: 020 7729 2599

24 HOUR HELPLINE: 020 7729 9904

E-mail: info@release.org.uk

Website: www.release.org.uk

RELEASE was founded in 1967 and provides a range of services dedicated to meeting the health, welfare and legal needs of drug users and those who live and work with them. They are able to offer advice on all aspects of drug use including mandatory drug testing, and their legal staff are able to advise on specialist areas of drug law.

THE SAMARITANS

PO Box 1250

Slough SL1 1ST

(and local branches)

Tel: 08457 90 90 90

E-mail: jo@samaritans.org.uk

Website: www.samaritans.org.uk

THE SAMARITANS offer a confidential listening service to all those going through a period of crisis. The number of your local branch may be advertised in the prison, or you can call 08457 90 90 90, for the price of a local call. The Samaritans also visit most prisons, and some prisons have a dedicated phone line to the local branch.

SCOTTISH FORUM ON PRISONS AND FAMILIES

c/o Save the Children

Haymarket House

8 Clifton Terrace

Edinburgh EH12 5DR

Tel: 0131 527 8200

Family Information line: 0500 839383

The SCOTTISH FORUM ON PRISONS AND FAMILIES highlights the needs of all family members of prisoners; promoting, co-ordinating and enhancing services to meet these needs. The Forum works in conjunction with the Scottish Prison Service and statutory and voluntary agencies throughout Scotland. It operates a national prisoners' families information line providing information on prison visits, regimes, transport to prisons, welfare benefits, family support groups and how to get help locally. The information line welcomes calls from all family members including children. It has a 24 hour answering service.

SOVA

Head Office, 1st floor

Chichester House

37 Brixton Road

SW9 6DZ

Tel: 020 7793 0404

Fax: 020 7735 4410

E-mail: mail@sova.org.uk

Website: www.sova.org.uk

SOVA is a national charity which promotes voluntary action in the penal field, by recruiting, training and deploying volunteers to work alongside statutory agencies. SOVA volunteers work in prisons, YOIs, probation offices, day centres, hostels and widely in the community, and with ex-prisoners under supervision.

STONHAM HOUSING ASSOCIATION

Head Office
Octavia House
235-241 Union Street
London SE1 0LR
Tel: 020 7401 2020
Fax: 020 7633 9901

STONHAM is the largest provider of housing for ex-offenders. They operate in every part of the country and have accommodation suitable for men and women of all ages offering varying degrees of support. For more information contact Head Office.

TERENCE HIGGINS LIGHTHOUSE TRUST

52-54 Grays Inn Road
London WC1X 8JU
Tel: Helpline: 020 7242 1010 (1200-2200)
Counselling: 020 7835 1495.
Fax: 020 7242 0121
E-mail: info@tht.org.uk
Website: www.tht.org.uk

TERENCE HIGGINS LIGHTHOUSE TRUST provides information, advice and support on HIV and AIDS.

WOMEN IN PRISON

3B Aberdeen Studios

22 Highbury Grove

London N5 2EA

Tel: 020 7226 5879

E-mail: admin@womeninprison.org.uk

Website: www.womeninprison.org.uk

WIP visits women prisoners and offers practical help and advice on a range of welfare issues. It runs the Holloway Remand Scheme, which aims to divert women from crime and custody by developing community based programmes combined with practical support. WIP also runs Education and Training Connection, which provides bursaries for distance learning courses and connects prisoners to education and training resources in their home areas.

WISH (WOMEN IN SPECIAL HOSPITALS)

15 Great St. Thomas Apostle

London

EC4V 2BJ

Tel: 020 7329 2415

Fax: 020 7329 2416

Established in 1990 by a small group of women, including former special hospital patients, WISH work with and on behalf of women currently or previously at risk of being detained in special hospitals, regional secure or prison psychiatric units. They carry out a wide range of activities including regular visits to women in hospitals and prison units, organising conferences, running a visiting scheme and producing a newsletter. Their aim is to support and empower women to advocate on their own behalf where possible.

WOMEN'S LINK

Room 417, London Fruit & Wool Exchange,
Brushfield St. London E1 6EL

Tel: Advice 020 7248 1200 (Mon-Thurs)

E-mail: advice@womenslink.org.uk

Website: www.womenslink.org.uk

WOMEN'S LINK (Women's Housing Advice in London) is a London advisory service for women in housing need. It provides confidential support and information, enabling women to take control of their own lives. Women's Link is run by women for all women. Services include advice, accommodation guide for women in prison and ex-offenders, a register of privately rented accommodation, and publications including a London Hostels Directory.

YMCA PARTNERSHIP IN PRISONS

3-9 Southampton Row London WC1B 5HA

Tel: 020 7421 3001

Fax: 020 7242 2470

The YMCA Partnerships in Prisons Project works with young people in custody and after release. They have developed a constructive programme of activities to complement what already exists within an establishment. The programme is based on the YMCA's own youth work and consists of training, resettlement and personal development. The Projects utilise the YMCA network of 160 local associations and link with other agencies to facilitate resettlement on release.

Support for Ex-service Personnel and their Families

REGIMENTAL/CORPS HEADQUARTERS

An ex-soldier's regimental/corps headquarters can provide advice and support on welfare matters and financial assistance to ex-servicemen and their families in times of difficulty. It also serves as the 'gateway' to the rest of the ex-Service welfare sector.

Contact details for each headquarters can be obtained from:

VETERANS' ADVICE UNIT

Tel: 0845 602 0302

Through their Helpline the VAU gives advice and information to the public on all matters related to veterans. It also points enquirers in the right direction if they do not know the appropriate point of contact.

SOLDIERS SAILORS AIRMEN AND FAMILIES ASSOCIATION – FORCES HELP

19 Queen Elizabeth Street

London SE1 2LP

Tel: 020 7403 8783

Fax: 020 7403 8815

Housing Advisory Service: 01722 436400

Website: www.ssafa.org.uk

SSAFA – FORCES HELP provides welfare support for men and women who are serving or have served in the Armed Forces, and their families and dependants, through a national network of 7500 trained voluntary representatives. Help and advice are available for people with social, financial, housing, health and employment problems.

THE ARMY BENEVOLENT FUND

Tel: 020 7591 2000

Fax: 020 7584 0889

The Army's central charity provides financial help and practical support to individuals, normally through the regimental headquarters. It also supports a wide range of Service and national charities which support soldiers, ex-soldiers and their families.

THE ROYAL BRITISH LEGION

Tel: 08457 725 725

Fax: 020 7973 7239

E-mail: legionline@britishlegion.org.uk

Website: www.britishlegion.org.uk

TRBL can provide help in finding employment and training, setting up small businesses, caring for the disabled, assisting with residential nursing and convalescent assessment, housing help for the elderly, benevolence for ex-Service personnel and their dependants in need, advice on war pensions and service related injury claims.

THE REGULAR FORCES EMPLOYMENT ASSOCIATION

RFEA

49 Pall Mall

London SW1Y 5JG

Tel: 020 7321 2011

The RFEA assists servicemen and women to find employment and return to civilian life when they leave the Forces. They offer a job-finding service through 38 branches nationwide. Ex-Service personnel register with

them as often as they like up to the national retirement age provided they have served in the ranks for a minimum of 3 years.

**EX SERVICES MENTAL WELFARE SOCIETY
(COMBAT STRESS)**

Tyrwhitt House
Oaklawn Road
Leatherhead
Surrey KT22 0BX
Tel: 01372 841600
Website: www.combatstress.com

COMBAT STRESS provides advice and support to those ex-Servicemen who are suffering from psychological problems, including depression, anxiety or post traumatic stress.

WAR PENSIONS AGENCY

Tel: 0800 169 2277

The WPA makes assessments for War Disability Pensions for injuries caused, or aggravated, by military service. Individuals do not need to have been medically discharged from the Services to qualify, and do not need to have served in a war to qualify. The WPA also has a Welfare Service supporting war pensioners and war widows.

