



Who can help?

Prisoners' Families Support Services

Greater London

PFFS (Prisoners' Families & Friends Service)

20 Trinity Street, London SE1 1DB
 Helpline: 0808 808 3444
 Admin 0207 403 4091
www.pffs.org.uk
 Home visits, London area and family support centre.

Prison Advice and Care Trust (PACT)

<http://www.prisonadvice.org.uk>
 Tel: 0207 490 3139
 Support at Visitors' Centres in London prisons

South East

CANTERBURY FAMILY SUPPORT

Canterbury Visitors' Centre
 HMP Canterbury, 46 Longport
 Canterbury CT1 1PJ
 Tel: 01227 761859
 Support Service for the families of foreign nationals in HMP Canterbury
www.canterburyprisonvisitorscentre.co.uk

THE DOOR UK - Hampshire

PO Box 707, Southampton SO14 3XN
 Helpline 02380 230950
 Information and local support.

South West

Prison Advice and Care Trust (PACT)

<http://www.prisonadvice.org.uk>
 Tel: 0207 490 3139
 PACT has various projects in prisons in the South West. Please phone their central office or visit their web site for details.

North West

POPS (Partners of Prisoners Support)

Valentine House, 1079 Rochdale Road
 Blackley, Manchester M9 8AJ
 Tel: 0161 702 1000
www.partnersofprisoners.org.uk
 Provides family support.

CONTACT Cheshire Support Group

Ascot Court, Middlewich Road
 Northwich, Cheshire CW9 7BP
 Local Helpline 0870 010 2569
www.contactcsg.org
 Local support service including court support.

Out There Supporting Families of Prisoners

2 Birchvale Close, Hulme,
 Manchester M15 5BJ
 Tel: 0161 232 8986
<http://www.outtheresfop.co.uk>
 Local support service

PSS (Liverpool Personal Service Society)

18 Seel Street, Liverpool L1 4BE
 Tel: 0150 702 1000
<http://www.pss.org.uk>
 Supports prisoners families in Liverpool

West Midlands

HALOW Birmingham

c/o Visitors' Centre, HMP Birmingham
 Winson Green Road, Birmingham B18 4AS
 Information line 0121 551 9799

Prison Link

29 Trinity Road, Birmingham B6 6AJ
 Tel: 0121 551 1207
 Local support service.

SHARP

(Support, Help and Advice for Relatives of Prisoners)
 Fletcher House, 15 College Hill, Shrewsbury SY1 1LY
 Helpline 01743 245 365
www.s-h-a-r-p.org.uk
 Support service across Shropshire and the West Midlands.

East

CHILDREN OF PRISONERS

The Ormiston Trust
 1 Riseholme, Orton Goldhay
 Peterborough PE2 5SP
 Tel: 01733 562033
 Supporting the children of prisoners in Norfolk (5-13 years).

CHILDREN OF PRISONERS

Ormiston Centre
School Road, Monkwick
Colchester CO2 8NN
Tel: 01206 562033
Supporting the children of prisoners in Essex (5-13 years).

Yorkshire and Humberside

The Jigsaw Visitors' Centre

HMP Leeds, 2 Gloucester Terrace, Armley,
Leeds LS12 2TJ
Tel: 0113 203 2512
Support for prisoners' families in the Leeds area.

SOLID (Supporting Outside Links Inside Detention)

SYAC, 110-120 The Wicker
Sheffield S3 8JD
Tel: 0114 275 6301
Local support group

National

Prison Chat UK (PCUK)

www.prisonchatuk.com

Online support forum for families of prisoners

Wales

FFOPS – South Wales

(Families & Friends of Prisoners Service)
Mansell House, 101 Mansell Street, Swansea
SA1 5UE
Local Helpline 01792 458 645
Support service with drop in centre across the road from Swansea Court.

Scotland

FAMILIES OUTSIDE

13 Great King Street,
Edinburgh EH3 6QW
Information line 0500 83 93 83
www.familiesoutside.org.uk
Information on support services and visiting prisons in Scotland.

HOPE - Scotland

18 Stevenson Street, Glasgow G40 2ST
Tel: 0141 552 0229
www.hopescotland.com
Support for families of prisoners in Scotland.

Project HAPPY

c/o Barnardos, Suite 5/3 Skypark SP5, 45
Finnieston Street,
Glasgow G41 1BZ
Tel: 0800 458 3872
Supporting children affected by imprisonment in Scotland

National and Specialist Help

If it was a serious offence

AFFECT
PO Box 454
Southampton
SO31 0BQ
Tel: 01329 832254 for counselling, support and training and 05602 589531 for chair and information.

www.affect.org.uk

A national organisation, offering support and befriending for the families of those accused of serious offences.

If the prisoner has a drug problem

ADFAM
25 Corsham Street
London N1 6DR
Tel: 020 7553 7640
National charity for the families and friends of drug users. They have a database of local support groups
www.adfam.org.uk

Information on drugs: Talk To Frank (National Drugs Helpline)
Tel: 0800 77 66 00 (24 hour)
www.talktofrank.com

If you are feeling distressed, depressed or have feelings which you think may lead to suicide:

The Samaritans. National number, local call rate.
08457 90 90 90.
www.samaritans.org.uk
e-mail: jo@samaritans.org.uk
Write to: Chris, PO Box 9090, Stirling FK8 2SA

If you think that a prisoner is at risk from suicide or self-harm

Telephone the prison, explain that you think there is a risk of suicide or self harm and ask to speak to the Duty Governor. If you do not feel confident enough to do this, you can call our helpline on 0808 808 3444. Helpline staff will try to get through to the Duty governor for you and call you back.

Bringing up children alone

Home Start
2 Salisbury Road
Leicester LE1 7QR
Tel: 0116 233 9955 or freephone info line 0800
068 6368 for details of local schemes
Support and practical help for families with a
child or children under 5:
www.home-start.org.uk

Gingerbread

255 Kentish Town Road
London NW5 2LX
Advice Line: Freephone 0800 0185026
Members have access to local groups
that offer single parents and their
children events, day trips and holidays
You will receive vouchers to major attractions
and a free copy of the Lone Parents' or Lone
Fathers' Handbook.
www.gingerbread.org.uk

One Parent Families (formerly National Council for One Parent Families)

255 Kentish Town Road
London NW5 2LX
Information on a range of issues, free
publications and local groups.
Lone Parent Helpline: Free confidential
information: 0800 018 5026
(back up service if main number unavailable:
0800 019 1277)
www.oneparentfamilies.org.uk

If you have any parenting issues

Parentline Plus offers help and information
for parents and families via a range of services
including a free confidential helpline: 0808 800
2222
www.parentlineplus.org.uk

If you are a grandparent caring for a prisoners' children:

The Grandparents Association
Tel: 0845 434 9585
www.grandparents-association.org.uk

If you are worried about the mental health of a child or young person

Young Minds offers a helpline and other support
services for parents and other family members
concerned about a child's emotional well-being.
The helpline offers information and support and
can also arrange a free call-back from a
professional adviser.

They offer a wide range of publications for
young people, parents and families, on issues
including self-harm, separation anxieties, eating
disorders, depression, bullying etc.

Helpline: 0800 018 2138
www.youngminds.org.uk

Support for female prisoners:

Women in Prison
347-349 City Road,
London EC1V 1LR
Tel: 020 7841 4760
www.womeninprison.org.uk
Resettlement and education services to women
in prison and after release.

If you are experiencing domestic violence:

Women's Aid and Refuge have a free and
confidential helpline: 0808 2000 247
E-mail: helpline@womensaid.org.uk
Write to: PO Box 391, Bristol BS99 7WS
www.womensaid.org.uk
www.refuge.org.uk

The prisoner is in custody abroad

Prisoners Abroad
89-93 Fonthill Road
Finsbury Park
London N4 3JH
Tel: 0808 172 0098
www.prisonersabroad.org.uk

The prisoner is isolated or lonely, or you are interested in becoming a pen-pal to a prisoner

The New Bridge
27a Medway Street
London SW1P 2BD
Tel: 020 7976 0779
Befriends isolated prisoners and can arrange
penfriends and visits.
www.newbridgefoundation.org.uk

Penfriends
PO Box 33460
London SW18 5YB
Potential penfriends and prisoners wanting a
penfriend would both write to this address.

Resettlement Information

NACRO
169 Clapham Road
London SW9 0PU
0800 018 1259 (Resettlement
Information and Advice Service)
or 020 7840 6464.
Information on housing, employment
and resettlement for prisoners after release.

NACRO produces a useful booklet, **Outside
Help** which is free for prisoners' families.
www.nacro.org.uk

Citizen's Advice Bureaux

Your local CAB can help with problems concerning housing, benefits or welfare. It should be listed in the telephone book or on its website.

www.citizensadvice.org.uk

If you are worried about debt

The helpline can give expert free, independent and confidential advice over the phone and send callers in debt a self-help information pack Free of charge.

Freephone: 0808 808 4000

www.nationaldebtline.co.uk

Legal Advice

Law Centres can help with legal advice on welfare, discrimination, housing and criminal justice matters. They should be listed in the phone book or local library, or contact

Law Centres Federation

18 Warren Street

London W1P 5DB

Tel: 020 7387 8570

Information about prisoners' rights and conditions in prison

Prisoners Advice Service

PO Box 46199

London EC1M 4XA

Tel: 020 7253 3323

Helpline: 0845 4308923

<http://www.prisonersadvice.org.uk/home.htm>

Information about the application of prison rules, conditions and treatment of prisoners.

Does not deal with appeals against conviction or sentence. Enquiries must come from the prisoner.

Prison Reform Trust

15 Northburgh Street

London EC1V 0JR

Tel 020 7251 5070

Works for better conditions in prison. Can deal with enquiries about various aspects of imprisonment.

www.prisonreformtrust.org.uk

The Howard League for Penal Reform

1 Ardleigh Road

London N1 4HS

Tel: 020 7249 7373

Working to improve the prison system.

www.howardleague.org

Young people in custody

The Howard League operates a helpline for people under 18 in Young Offender Institutions, secure homes and training centres. Qualified lawyers give advice on legal issues around

custody including regimes, release and parole and resettlement. There is also a number for professionals and family members to call for advice concerning the law pertaining to children in prison.

Young person's helpline: 0808 801 0308

Families and professionals line: 020 7254 8135

If you're depressed

Depression Alliance

35 Westminster Bridge Road

London SE1 7JB

Tel: 020 7633 0557

Publications about depression, information about treatment and how to cope; self help groups.

www.depressionalliance.org

If you are bereaved

Cruse Bereavement Care

0844 477 9400

www.crusebereavementcare.org.uk

National charity providing information, advice, counseling and support for people affected by bereavement.

Young people affected by bereavement can contact 0808 808 1677 or visit

www.rd4u.org.uk.

You're unhappy with press coverage of the case or are being asked to sell your story

Mediawise

Oldbury Court Road

Felix Road

Bristol BS16 2JP

Tel: 0117 939 9333

Email: info@mediawise.org.uk

www.mediawise.org.uk

Advice and support to those affected by inaccurate or unfair press coverage and those considering selling stories.

www.presswise.org.uk

If someone has died in custody

INQUEST

89-93 Fonthill Road

London N4 3JH

Tel: 0207 263 1111

www.inquest.org.uk

Provides support for the families of those who die in custody.

The information provided in this factsheet is intended for information purposes only. It does not constitute legal advice. Prisoners' Families and Friends Service (PFFS) recommends that professional legal advice should always be sought. The information contained in this factsheet is subject to change and may not be up-to-date or accurate. PFFS gives no guarantee of the accuracy or completeness of this information. PFFS will not

be held responsible for any loss or damage arising from the use of the information provided.

Prisoners Families and Friends Service
20 Trinity Street, London SE1 1DB
Tel: 0207 403 4091/9359
Helpline: 0808 808 3444
Registered Charity no. 251847
April 12, 2010