

Information for Visitors



Reducing Crime & Building Futures

CRIME STOPPERS

0800 555 111

OFFENDERS' FAMILIES HELPLINE

0808 808 2003

**The National Helpline offering information and support to anyone with a friend
or relative in prison.**

Contents

HMP Kennet Vision & Goals	3
Diversity and Equality Statements.....	4
Welcome to HMP Kennet	5
Directions to HMP Kennet	6
Visiting Prison for the First Time	7
How can I make a Complaint	18
Where can I get Help from outside the Prison.....	19

HMP Kennet Vision & Goals

Vision

To be a high-performing public sector category C prison, delivering excellence in all aspects of our work, including offender management, protecting the public and building safer communities.

Goals

To deliver the establishment vision by:

- Caring for offenders in a safe, secure and decent manner, with positive staff/offender relationships
- Setting high standards of personal behaviour in order to be positive role models for offenders
- Delivering the NOMS objective by reducing reoffending and protecting the public, through the end-to-end effective management of offenders, which is consistent with the pathways to resettlement
- Embracing a positive, "can-do" Culture
- Striving towards continuous improvement, always aiming to deliver excellence
- Valuing diversity in everything we do and by building effective community links
- Being an employer of choice and being a true investor in our people
- Celebrating our successes, recognising and rewarding achievements
- Effectively and appropriately challenging any negative or improper behaviour by staff, offenders or visitors
- Ensuring effective communication at all times

Diversity and Equality Statements

Prison Service Equal Opportunities Statement

The Prison Service is committed to being an Equal Opportunities employer. The Prison Service will not tolerate harassment or unfair discrimination on the grounds of gender, marital status, race, colour, nationality, ethnic or national origin, disability, religion, sexual orientation, age or any other irrelevant factor.

We will promote and support the use of a range of flexible working patterns to enable those working for us to balance home and work responsibilities, and we will treat people fairly irrespective of their working arrangements and develop staff in order that they have an equal opportunity to reach their full potential.

It is our aim to give everyone an equal chance to develop and fulfil their potential. We value the contribution each person can make to the organisation. We believe that treating people fairly is right and makes good business sense.

Cases of discrimination on any of these grounds are offences under the Prison Service Code of Conduct and Discipline; some are illegal and subject to law. They will not be tolerated and may lead to disciplinary proceedings which could result in dismissal.

Race Equality Policy Statement (PSO2800)

The Prison Service has a positive duty, and is committed, to: eliminate unlawful discrimination; promote equality of opportunity; and promote good relations between people of different racial groups. Unlawful discrimination on the basis of colour, race, nationality, ethnic or national origin, or religion is prohibited, as is any racially abusive or insulting language or behaviour on the part of any member of staff, offender or visitor. Action will be taken against anyone who contravenes this policy statement.

Welcome to HMP Kennet

This booklet tries to answer some of the questions you may want to ask about visiting HMP Kennet. We hope you will find this helpful.

It is important for offenders to keep in touch with their families and friends. This can help offenders cope better with being in prison, and make it easier for them to settle back into normal life after they are released. Visiting an offender is not always easy. We want to make your visit here as pleasant and helpful as possible.

If you would like information that is not included in this booklet, please contact us on 0151 213 3000 and ask for the visits booking, or contact the Visitors' centre on 0151 213 3278 or 0151 213 3279. We welcome your suggestions for improving visits where possible in this establishment. The procedure for making suggestions and complaints is explained at the end of this leaflet.

The main contact points in the prison for help and information are:

- Main switchboard
- Visitor's centre
- Prison Visits Booking line

The Prison's postal address is:

HMP Kennet
Parkbourn
Maghull
L31 1HX

Directions to HMP Kennet

HMP Kennet is located just outside the Merseyside town of Maghull, 10 miles from the city of Liverpool, and is well served by motorways, main roads and by rail.

By Road

From Liverpool take the A59 Preston Road which leads directly into Maghull and turn right at the traffic lights (Maghull junction) on to Eastway and School Lane. The entrance to HMP Kennet is on the left hand side approximately 1 $\frac{1}{2}$ miles along this road, 100m before the M58 junction.

From other parts of the country:

HMP Kennet is easily reached by the motorway network. Leave the M6 at Junction 26 and join the M58 as far as junction 1. Head towards Maghull and the prison entrance is on the right side as you leave the M58 roundabout.

There is no exit at Junction 1 of the M58 when driving from the direction of Liverpool.

By Train

HMP Kennet is 10 miles from Liverpool's Lime Street Station which offers mainline and connecting services to all parts of the country, including Maghull.

From Lime Street station take the underground Central line, one stop to Central Station. Then take the Northern Line Ormskirk train which stops at Maghull. Take a taxi to the prison which is 1 $\frac{1}{2}$ miles from the station.

By Bus

Arriva bus numbers 350* and 351* run from Liverpool to HMP Kennet from Monday to Saturday, until late afternoon. CMT bus numbers 210* and 250* replace this service and also provide a Sunday service.

All buses leave from Sir Thomas Street, Liverpool and stop within the complex.

*When making travel arrangements we recommend you call the bus service information line to confirm specific bus times.

Airports

Liverpool John Lennon Airport and Manchester Airport are within easy travelling distance of the prison. Local transport operates from Liverpool John Lennon Airport and National Express coaches operate a service from Manchester Airport to Liverpool city centre where you can connect with other local services.

Visiting Prison for the First Time

Visiting an offender for the first time

If you are visiting a prison for the first time and are unsure about what to expect, you may want to visit the Prison Service web site (www.hmprisonservice.gov.uk). If you would like to talk to someone, advice and support is available from the Independent Offenders' Families Helpline (freephone) on 0808 808 2003 or 0151 213 3278/0151 213 3279 the Visitors' Centre at the prison or one of the support groups listed at the back of this leaflet.

Help with travel expenses - Assisted Prison Visits Scheme

If you are a close relative or partner or are the only person visiting, you may be able to get help with your travel expenses. Qualifying rules and conditions apply.

Ask the prison or Visitors' Centre for an application pack of pre-recorded tape or telephone the Assisted Prison Visits Unit on 0845 300 1423 between 10.15am - 11.45am and 2.15pm to 3.45pm Monday to Friday. Textphone users can call 0845 304 0800. You can also fax (24 hour service) 0121 626 3474 or write to: Assisted Prison Visits Unit, Freepost BM2257, PO Box 2152, Birmingham B15 1BR. A stamp is not required. Information relating to visits is also included in foreign languages, Braille and audio tape.

If you are already claiming for assisted visits, you must remember to bring your CONFIRMATION OF A VISIT FORM with you so that it can be stamped to prove that you attended. This will be stamped at the establishment by staff.

How often am I allowed to visit?

Convicted offenders are entitled to a minimum of 30 minutes per visit and their entitlement is: Regime

Basic	2 visits	2 visit on weekday/weekend a month
Standard	4 visits	2 statutory which can be used any day and 2 which must be used weekdays only.
Enhanced	5 visits	2 statutory which can be used any day, 2 which must be used weekdays only and 1 which can be used for evening or any day visit.

This includes a visit on a Saturday or Sunday but not both days.

The number of times that you can visit an offender depends on the privilege level he has been placed on.

Who can visit?

Only visitors named on a visiting order will be allowed to enter the prison. Although Prison Service rules allow you to bring any number of children, it is hard for some prisons to make room for all the visitors who need seats. This is because in some prisons visits halls, the furniture can not be moved around. It means that children over the age of 10 will be counted as a person for the purposes of seating.

Visitors under the age of 18 years must be accompanied by an adult.

What is a Visiting Order (VO)?

A visiting order is a form which a **convicted** offender must send out to a visitor for him/her to be allowed to make a visit. **Unconvicted** (i.e. remand or unsentenced) offenders do not need to send out visiting orders.

A visiting order needs to be sent to you for every visit made. The visiting order contains the offender's name and number, the number and names/addresses of people visiting him. Only named visitors will be allowed into the prison.

The full names, addresses, dates of birth and their relationship(s) to the offender must be given for all children and young people visiting who are under the age of 18 years.

You will need to have the visiting order ready when booking your visit.

The visitor **MUST** bring the visiting order with him/her when s/he visits. If a visit is booked and then not taken, it may not be possible to use the visiting order for another visit.

All adults will be required to produce a photograph bearing identification when they visit the prison. Please note failure to provide photo bearing identification will result in refusal of entry.

How do I book a visit?

You need to arrange your visit with the prison in advance. Ideally at least 48 hours by telephone. If you turn up without having booked your visit you are likely to be turned away.

To book a visit you need to telephone the booking line on 0151 213 3179 or 0151 213 3180. The booking line is open between Monday - Friday 9.30 - 11.15 and 14.00 - 16.15. Saturday and Sunday 9.30 - 11.15 and 14.00 - 16.15. There is also e-mail access where you can book your visit on Social - socialvisits.kennet@hmps.gsi.gov.uk or Legal - legalvisits.kennet@hmps.gsi.gov.uk You can also book a visit during your visit by visiting the visits booking office located adjacent to the entrance to the main visits hall. This information is also on the visiting order.

When you phone you will be asked the following information:

- Details of the name and prison number of the person you want to visit.
- The date you want to visit
- The number of people visiting
- The names, ages and address(es) of any visitor under the age of 18 years and their relationship to the offender.
- Any special requirements i.e. disabled.

If you need to take medication to the prison, please let prison staff know, preferably in advance. You could ask about who you should speak to about this when you are booking you visit. Visits staff can therefore be reminded on the day, in order to avoid any unnecessary delays or misunderstandings.

It is also advisable to let staff know if you have a disability, e.g. if you need wheelchair access, have a hearing difficulty, any other special need or if there is likely to be a language barrier so that staff can be prepared for your visit.

Visitors' Centre

Staff at PSS are really pleased to have been awarded the contract to deliver the Visitors Centre and are looking forward to working with colleagues at HMP Kennet, over coming months.

The Visitors Centre is in the Portacabin outside the gate, until the permanent building is completed (just beyond the kitchens). Rita Lalley, from PSS, will be overseeing the work of the Visitors Centre and we will have a team of staff and volunteers providing a welcome to Visitors, especially to children and their families.

PSS will also be providing the refreshment bar and play area within the Visits Hall, working alongside the Visits team, to ensure that, as far as possible, Visitors are enabled to have a positive experience of their time at Kennet.

Several folk have asked 'what is PSS' - we are a large Voluntary Sector Social Care Organisation, working with people of all ages and abilities, based in Liverpool and delivering Adult Placement, Supported Living and Community Resource Projects around Merseyside, across North Wales and in Central Scotland. PSS Managers have become increasingly aware of how our services 'fit' the pathways within the 'Reducing Re-offending Delivery Plan', in this case the Children and Families Pathway, so the Visitors Centre work sits within the PSS Children and Families Service Group.

Please call into the Portacabin for a chat or ask for a PSS information pack if you would like to know more!

What is available for visitors with disabilities?

If you have a disability, please inform the visits booking clerk when you book your visit. So that appropriate arrangements can be made. Wheelchairs, their users, adults accompanying them and assistance dogs may need to be searched. Staff who carry out such searches will do so with sensitivity.

Visitors who are likely to need physical assistance during the visit, such as wheelchair users who cannot propel themselves, must be accompanied by another adult. Prison staff cannot provide personal assistance.

Help with getting to the prison or obtaining personal assistance to visit may be available at your local volunteer bureau, Citizen's Advice Bureau or local Social Services department. If you have difficulty in visiting because of a disability you can discuss this in confidence with the Voluntary Sector Co-ordinator, Visitors Centre Manager or the main contact point for families in the prison who may be able to put in touch with local organisations who can help.

When can I visit?

The days and times available at the prison for you to visit are:

Monday	14:00 - 16:30
Tuesday	14:00 - 16:30
Wednesday	14:00 - 16:30 and 18:15 - 19:30
Thursday	09:00 - 11:15 and 14:00 - 16:30
Friday	09:00 - 11:45 and 14:30 - 16:45
Saturday	09:30 - 11:15 and 14:00 - 16:30
Sunday	09:30 - 11:15 and 14:00 - 16:30

If you are going to be late or you are unable to attend a visit please ring the booking clerk on 0151 213 3179 or 0151 213 3180 as soon as you can so that the person you are visiting can be told.

The last time of entry for visits will be:

10.45 - Morning visits

15.45 - Afternoon visits

18.45 - Evening visits

Please remember to report to the visitor's centre 30 minutes prior to your visit so staff at the prison can deal with bookings and security procedures before your visit.

Visitors must arrive no later than 45 minutes before the end of the planned visiting time.

Please note: when you are in the visitor's centre you are on prison property, this means that you are subject to all our rules and procedures.

What happens when I visit?

You will be asked for photographic identification when you arrive at the prison gates as well as the visiting order. If visitors fail to bring identification they will not be allowed into the prison. The following documents are acceptable forms of identification:

a) One photo bearing form of Identification.

- Passport
- Driving licence with photograph
- Senior citizen's public transport pass issued by a local authority etc.
- Annual public transport season ticket

b) or 2 forms of:

- Rail or bus pass
- Official employed pass or Identification card
- Trade union or national students union card
- Birth certificate or Marriage certificate
- Driving licence without photograph (old style)
- Utilities bill/bank statement/cheque book (Can only be used as one form of identification, not both)
- Foreign ID card or Residents card (other than EC ID cards acceptable in their own right)
- Proof of age pass (18)
- Benefit book

You must bring identification for all children you bring with you

- Birth certificate
- Proof of age pass
- Passport
- Bus pass
- Student card

Electronic Tagging Devices

If you wish to visit and are wearing an electronic tagging device subject to a curfew for any of the following:

- As a condition of your license
- As a result of a court sentence i.e. community service
- Bailed from court with a curfew
- Subject to satellite tagging device

You must write to the Governor seeking approval to enter the establishment. Once you receive approval you must bring it with you along with any/all relevant official paperwork to confirm the conditions of your curfew. i.e. a copy of their licence or a copy of your court bail papers or whatever paperwork was produced at the time you were placed on a tagging device. You must also inform the visits booking clerk you are subject wearing an electronic tagging device. Failure to do any of the previous will result in visitors being refused entry into the establishment.

All of this information will be on the visiting orders sent out to you.

During the security procedures whilst in the prison you may encounter a dog which is trained to pick up the scent of drugs. The dog is trained not to harm and sit quietly in front of a person on whom drugs may be detected.

Searching

The Prison Service is committed to ensuring the safety and well being of everyone who lives, works in and visits the prison. Searching those who enter the prison is one way of achieving this. The search will be carried out with respect for and courtesy to all individuals.

Searching usually involves a 'rub down' search, which you may often see at airports. With permission from the Governor, sometimes more detailed searched may be carried out. Dogs may also be used specifically to pick up the scent of controlled drugs, though a dog indication in itself does not provide proof of smuggling. Closed visits may result as a consequence of such an indication. On occasion it might be necessary to call the police to conduct a more detailed search.

If a person, including a visitor, is caught in possession of drugs or other prohibited items, they will be subject to a visiting ban, the police will be called and we will do everything in our power to see that they are charged with, "**possession with intent to supply**".

Children and babies may also be searched, but this will be done sensitively and only in the presence of their parent or the adult accompanying them.

Drugs

There is an important role that you can play as a visitor to the prison. We need your help in keeping offenders and visiting areas drug free. The smuggling of drugs into the prison is a serious offence and will therefore be treated as such.

If anyone is suspected of smuggling drugs they will either:

- Be subject to a more thorough rub down search
- Be offered a closed visit
- The visit will be terminated
- Police will be called to do a more detailed search

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

- Being banned from the prison for a period of at least three months after this period.

The police will be called and we will do everything in our power to see that they are charged with **"possession with intent to supply"**.

If you are worried about drugs or being placed under pressure to traffic drugs, please ask to speak to an appropriate member of staff, if possible before you leave the prison. Alternatively phone the prison and speak to the Senior Officer in charge of visits via the booking clerk or contact one of the independent organisations for help and advice.

What happens during a visit?

The offender and his visitor(s) normally sit across a table in an open room, with other offenders and visitors present. Physical contact between offender and visitor(s) is usually allowed briefly at the beginning and end of the visit.

The person you are visiting will need to remain seated throughout the visit.

A visit may be held under closed conditions if there are concerns that the visit may be a risk to prison security, or if there is a risk that unacceptable or illegal activity might take place during the visit such as the passing of drugs. During a closed visit the offender and his visitor talk to each other while seated either side of a glass panel.

If you leave the room for any reason such as to use the toilet, you will be searched again before you re-enter the visits room. It is also possible the visit may be ended when you leave the room.

Prison staff will be present in the visiting area to make sure the session runs smoothly, and that the visits area is safe and comfortable for visitors and offenders.

You can buy tea, coffee, cold drinks and snacks for you and the person you are visiting. If you are on a closed visit you can buy items once for yourselves. The offender will not be allowed any. This will be done from the closed visits room. A member of the PSS team will visit you during your visit.

You are responsible at all times for any children you bring into the visiting area. Children will not be allowed to have contact with any other offenders in the visits room failure to comply will result in the visit being terminated. This is to comply with child protection legislation.

All visitors to HMP Kennet should be aware that CCTV is in operation throughout the establishment and maybe used for evidential purposes.

What to do if you are worried about a relative or friend in prison

If you have any serious concerns about a offender's safety or well being, for instance:

- If you feel he may harm himself
- If he is being bullied
- If he is subject to racist or other abuse

Ask to speak to the visits Senior Officer on duty who will report any concerns to the relevant contacts within the prison. All information will be dealt with in the strictest of confidence. If you are unable to contact anyone at the prison, contact the Offenders' Families Helpline on 0808 808 2003 or the Samaritans on 08457 90 90 90 (24 hours 7 days a week, cost of local call) also Crimestoppers 0800 555 111.

What can I take with me into the prison?

You are allowed to take the following items only into the prison:

- Visiting order
- Identification
- Money to purchase refreshments (coins only, no notes will be allowed into the prison).
- Locker key

All other items including car keys, mobile phones etc must be placed in the lockers provided in the visitors centre.

If you are sending cheques by post for the offender these should be made payable to HM PRISON SERVICE. The offender's name and number should be clearly written on the back of the cheque. The sender must write their full name and address on the back, failure to do this may result in the offender not receiving the cheque. No money should be brought for an offender on your visit.

Essential items for the care of your baby, such as nappies, baby wipes, bottles can be taken into the visits room. However, they may need to be left in the care of prison staff.

What is available for children?

There is a small children's play area. However the parent or adult(s) who has brought in the child(ren) remain(s) responsible for them throughout the visit and must stay in sight of their child(ren) at all times.

All visitors under the age of 18 years are regarded as children, and must visit with an adult. They must not be left on their own anywhere or at any time on the prison premises, including in the Visitors Centre.

How can I make a Complaint

If you are unhappy about our visiting facilities or arrangements, or have any suggestions about how they might be improved, you can either contact the visits Senior Officer in writing to HMP Kennet speak with them during your visit or use the visits suggestion box.

You can write instead, about visits or any other prison matter, to the prison Governor, the Chair of the Independent Monitoring Board (which is not part of the management of the prison), your own MP or the MP in the constituency that the prison is in. Complaints can also be made to the Prisons and Probation Ombudsman, which is also an independent body, but this has to be done through the offender you are visiting. (Address: Prisons and Probation Ombudsman, Ashley House, 2 Monck Street, London SW1P 2BQ).

The Prison Service believes that all offenders, visitors and staff should be treated with respect, whatever their age, gender, race, nationality, family status, sexuality, disability, culture, religion or lifestyle. No individuals or family should be excluded from using the visits facilities on any of these grounds. HMP Kennet is opposed to any display of prejudice by staff towards offenders or visitors. If you feel that you have experienced any form of discrimination we would encourage you to make a complaint.

Where can I get Help from outside the Prison

There are a number of organisations who work with offenders and their families which are not part of the Prison Service. You can seek help or advice directly from these organisations.

National Organisations:

Offenders' Families Helpline

This is the national freephone helpline offering information and support to anyone with a relative or friend in prison. They can also send out publications, have a web site with downloadable information and provide an e-mail service.

Tel: 0800 808 2003

Website: www.prisonersfamilieshelpline.org.uk

E-mail: info@prisonersfamilieshelpline.org.uk

Action for Offenders' Families

An umbrella organisation supporting the development of services for families of those in prison. Produces resource material for families, a newsletter and works on national policy issues affecting families.

Address: Unit 102, Riverbank House, 1 Putney Bridge Approach, London SW6 3JD

Tel: 0207 384 1987

Website: www.prisonersfamilies.org.uk

E-mail: info@actionpf.org.uk

Adfam

Adfam exists to raise awareness of, and take action to alleviate, family problems relating to drugs and alcohol. The 'Road to Release' is the umbrella name for Adfam's criminal justice projects, which offer a range of services to families affected by drug use and imprisonment. Full details of Adfam services, events and publications can be found on the web site.

Address: Waterbridge House, 32-36 Loman Street, London SE1 0EH

Tel: 0207 928 8898 (office)

Tel: 0207 202 9446 (ring back service for families and friends)

Website: www.adfam.org.uk

E-mail: admin@adfam.org.uk

Aftermath

Aftermath exists to provide support to the families of serious offenders. They aim to educate and promote public awareness of the suffering borne by the families of the offender.

Address: PO Box 414, Sheffield, Yorkshire S4 7RT

Tel: 0114 275 8520

Website: www.aftermathuk.org.uk

E-mail: callaftermath@hotmail.com

Citizen's Advice Bureau

Citizens' Advice Bureau offer free, confidential, impartial and independent advice on a range of issues from debt and consumer issues, benefits, housing, legal matters, employment, immigration and other matters. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal. Many bureaux provide specialist advice, often in partnership with other agencies such as solicitors and the probation service. The CAB provides advice and resettlement service in many prisons.

Tel: 0207 833 2181

Website: www.nacab.org.uk. Search the CAB directory on the web site for your nearest local bureau. It includes details on languages offered, advice by e-mail, text phone facilities and specialist services. For on-line advice and information, access the CAB advice guide web site.

CLINKS

Maintains a national directory of organisations that work with offenders and their families.

Address: 15 Priory Street, York YO1 6ET

Tel: 01904 673 970

E-mail: CLINKS@yorks.globalnet.co.uk

Nacro

Offers resettlement information and advice both before and after release.

Resettlement Plus Freephone Helpline: 0800 0181 259

Website: www.nacro.org.uk

E-mail: helpline@nacro.org.uk

Parents Against Drug Abuse (PADA)

Offers advice and support to the parents of drug users. PADA staff can also act as a referral service to local support groups.

PADA helpline: 08457 023867

Website: www.pada.org.uk

E-mail: admin@pada.org.uk

Prison Fellowship of England and Wales

Offers support to offenders, families and ex-offenders. The organisation is volunteer based with a Christian ethos, offering services to anyone who asks them regardless of belief. In some prisons Prison Fellowship runs special projects, such as the Angel Tree project, which provides Christmas presents for offenders' children.

Address: PO Box 945, Malden, Essex CM9 4EW

Tel: 01621 843232

Website: www.prisonfellowship.org.uk

E-mail: enquiries@prisonfellowship.org.uk

Prison Reform Trust

This is a national charity that campaigns for better conditions in prison and the greater use of alternatives on various aspects of imprisonment.

Address: Second floor, The Old Trading House, 15 Northburgh Street, London EC1V 0JR.

Tel: 020 7251 5070

Website: www.prisonreformtrust.org.uk

E-mail: prt@prisonreformtrust.co.uk

Some Regional Organisations

AFFECT

A non-judgemental organisation working in the South East offering counselling, telephone support and a befriending service. They provide information and advice, meet together regularly, and support families throughout a trial and offer training.

Address: PO Box 345, Portsmouth, Hampshire PO4 0WF

Tel: 01329 832254

Website: www.mysite.freeseve.com/affect

E-mail: affect01@hotmail.com

CONTACT - Cheshire Support Group

CONTACT provides practical and emotional support to families and friends of the accused (whether innocent or guilty) from the moment of arrest through to release.

The organisation also provides an escort service for children in social services care and the severely disabled to visit a loved one in prison.

Address: Ascot court, 71-73 Middlewich Road, Northwich, Cheshire CW9 7BP

Tel: 0870 010 2569

Website: www.contactcsg.org

E-mail: swells@contactinfo.fsnet.co.uk

NEPACS

A voluntary, independent, community based charity set up to support offenders and their families/friends visiting North Eastern prisons.

Address: Durham Visitors centre, 22 Old Elvet, Durham DH1 3HW

Tel: 0191 332 3676

PACT (Prison Advice and Care Trust)

Counselling and support for offenders, ex-offenders and their families,

Address: Lincoln house, 1-3 Brixton road, London SW9 6DE

Tel: 020 7582 1313

Website: www.imprisonment.org.uk

E-mail: info@pact.uk.net

(POPS) Partners of Prisoners' Families Support Groups

Offers a wide range of services to anyone who has a loved one in prison in the North West.

Address: Valentine House, 1079 Rochdale road, Blackley, Manchester M9 8AJ

Tel: 0161 702 1000

Website: www.partnersofprisoners.co.uk

E-mail: mail@partnersofprisoners.co.uk

PFFS (Prisoners Families and Friends Service)

Offers an advice and information services to relatives or friends of offenders.

Confidential free phone helpline and fact sheet giving information on prison related topics such as making a visit, keeping in touch and dealing with the emotional impact of imprisonment.

Address: 20 Trinity Street, London SE1 1DB

Tel: 0808 808 3444

E-mail: info@prisonersfamiliesandfriends.org.uk

SHARP (Support, Help & Advice for Relatives of Prisoners)

Free and confidential help, advice, support and friendship available for the relatives and friends of those serving sentences, awaiting trial or facing the prospect of legal action.

Address: 83a Wylcot, Shrewsbury, Shropshire SY1 1UT

Tel: 01743 245 365

Website: www.s-h-a-r-p.org.uk

Crimestoppers

Crimestoppers enables anyone with information about crime or criminal activities and who wishes to remain anonymous, to call a single nationwide free phone number. 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.

Tel: 0800 555 111