



## HMP CHANNINGS WOOD



## INFORMATION FOR FAMILIES AND VISITORS

Prisoners' families **helpline**  
**0808 808 2003**

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

<b>Contents</b>	<b>Page</b>
<i>Introduction.....</i>	<i>3</i>
<i>Directions to prison.....</i>	<i>4</i>
<i>Visiting a prison for the first time.....</i>	<i>5</i>
<i>Help with travel expenses - Assisted Prison Visits Scheme.....</i>	<i>5</i>
<i>How often am I allowed to visit?.....</i>	<i>6</i>
<i>Who can visit?.....</i>	<i>6</i>
<i>What is a Visiting Order (VO)?.....</i>	<i>7</i>
<i>How do I book a visit?.....</i>	<i>7/8</i>
<i>Visitors' Centre.....</i>	<i>8</i>
<i>What is available for visitors with disabilities?.....</i>	<i>9</i>
<i>When can I visit?.....</i>	<i>10</i>
<i>What can be used as proof of identity?.....</i>	<i>10/11</i>
<i>Searching.....</i>	<i>11</i>
<i>What happens during a visit?.....</i>	<i>11/12</i>
<i>What to do if you are worried about a relative or friend in prison .....</i>	<i>12</i>
<i>Drugs.....</i>	<i>12/13</i>
<i>What can I hand-in on visits?.....</i>	<i>13</i>
<i>Prohibited items?.....</i>	<i>13/14</i>
<i>What is available for children?.....</i>	<i>14</i>
<i>How can I make a complaint?.....</i>	<i>14</i>
<i>Where can I get help from outside of the prison?.....</i> <i>(Useful organisations)</i>	<i>15-23</i>
<i>Emailprisoner.com .....</i>	<i>20</i>
<i>Child Centred Visits .....</i>	<i>21</i>
<i>Home Run .....</i>	<i>22</i>
<i>Barnardos at Channings Wood .....</i>	<i>23</i>

## **Introduction**

### Welcome to HMP CHANNINGS WOOD

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

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

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:

- Prison main switchboard 01803 814600
- Visitors' Centre / Family Support 01803 814893
- Visits Booking Line 01803 812060

Prisons postal address; please quote an individual's prison number when writing to a prisoner:

**HM Prison Channings Wood  
Denbury  
Newton Abbot  
TQ12 6DW**

Governor **JEANNINE HENDRICK**

You may also send e-mail correspondence to prisoners at Channings Wood.

Log onto [www.emailaprisoner.com](http://www.emailaprisoner.com) for further details.

This service is operated independently of HMP Channings Wood.

**Directions to the prison:**

<p style="text-align: center;"><b>Bus &amp; Taxi</b></p>	<p><b>From Newton Abbot:</b> County Bus (0800 9548975) service 176 from Sherbourne Road, at the rear of Newton Abbot market, a ten minute walk from the railway station. The service is not frequent and you are advised to check the times, especially for the return trip. No bus service on Sundays. There is a taxi rank outside the railway station and in the town centre. A time table can be found at <a href="http://www.countrybusdevon.co.uk/timetables/176.pdf">www.countrybusdevon.co.uk/timetables/176.pdf</a></p>
<p style="text-align: center;"> <b>By Rail</b></p>	<p>Regular rail service to Newton Abbot, which is on the main Plymouth to Exeter rail route. Direct services from Bristol, London and Birmingham.</p>
<p style="text-align: center;"> <b>By Car</b></p>	<p><b>From the North and East:</b> M5 becomes A38 near Exeter and where the road divides into A38 Plymouth and A380 Torbay, take Torbay road. This will bring you to the outskirts of Newton Abbot (Penn Inn roundabout) - turn right at the roundabout to the town centre and follow signs to Totnes. Less than 2 miles out of town turn right at roundabout signposted Denbury; the prison approach is off this road on the right just before Denbury village.</p> <p><b>From the West:</b> use A38 Plymouth to Exeter road. Turn right on A383 for Newton Abbot and pick up Totnes signs to Newton Abbot. Take Newton Abbot to Totnes Road - A381. Less than 2 miles out of town turn right at roundabout signposted Denbury; the prison approach is off this road on the right just before Denbury village.</p>
<p style="text-align: center;"></p>	<p>Plentiful visitors car parking provided in car park situated adjacent to the Visitors Centre, or on the road leading to the prison itself.</p>

### **Visiting a prison for the first time**

If you are visiting a prison for the first time and you are unsure about what to expect you may want to visit the Prison Service website ([www.hmprisonservice.gov.uk](http://www.hmprisonservice.gov.uk)). If you would like to talk to someone, advice and support is available from the independent Prisoners' Families Helpline (freephone) on 0808 808 2003 or one of the support groups listed at the back of this leaflet.

Information about Channings Wood can be found by calling the organisation 'Choices' who run our visitor centre on the family support number.

### **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 at the Visitors' Centre for an application pack 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.**

No stamp is required.

Information in Welsh, some foreign languages, Braille or on audio cassette can be obtained direct from the Assisted Prison Visits Unit.

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.

### **How often am I allowed to visit?**

All prisoners can receive visits. The number of times that you can visit a prisoner at HMP Channings Wood depends on the privilege level he has achieved.

<b>Privilege Level</b>	<b>Number of visits per month</b>
Basic	2 visits per 28 days – basic legal entitlement
Standard	2 visits per 28 days, plus 1 privilege visit
Enhanced	2 visits per 28 days, plus 2 privilege visits

### **Who can visit?**

Only visitors named on a Visiting Order will be allowed to enter the prison. (See next section to find out about Visiting Orders).

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

Although Prison Service rules allow you to bring any number of children, it is hard to make room for all the visitors who need seats. This is because in the visits hall at Channings Wood the furniture cannot be moved around. It may mean that children over the age of 10 will be counted as adults for the purposes of seating.

***For this reason, if there are more than 3 people of any age visiting at the same time, please ensure that you alert prison staff when booking your visit.*** This is so that arrangements can be made to accommodate them, if possible.

### **Child Centred Visits**

Channings Wood and its partner organisations, Barnardos, Choices and the Prison Advice and Care Trust (PACT), offer a unique scheme called Child Centred Visits (CCV).

This allows dads in prison to spend one to one quality time with their children or step children, and enjoy parental responsibility during this time.

Mums can take a well earned break during this time.

For further information, please see the 'advert' elsewhere in this pack, or speak to Visitor Centre staff.

Most prisoners with children under 18 are eligible for a CCV, and they are held during school holidays.

A Visiting Order is not required for a CCV.

Extended Child Centred Families Days (CCFDs) are run on occasion for enhanced prisoners on LB2 and LB6. Please ask for details.

## **What is a Visiting Order (VO)?**

A Visiting Order is a form which a **convicted** prisoner must send out to a visitor for him to be allowed to make a visit.

A Visiting Order needs to be sent to you for every visit made. The Visiting Order contains the prisoner's name and number, the number and names/addresses of people visiting him and a reference number which may be added when you book the visit.

The following details must be provided for each visitor:

- **Full name,**
- **Address,**
- **Date of birth and**
- **Their relationship(s) to the prisoner must be given for all children and young people visiting who are under the age of 18 years.**
  
- ***It is important to ensure that the visitor brings the Visiting Order with him/her when s/he visits otherwise the visitor will not be permitted to enter the prison***
  
- If a visit is booked and then not taken, it may not be possible to use the Visiting Order for another visit.

## **How do I book a visit?**

You need to arrange your visit with the prison in advance. At least 24 hours notice is required for a pre-booked visit. **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.

**BOAS (Visits Booking Line) Tel: 01803 812060**

The booking line is open between:

**Lines open 09.00 – 12.00 and 13.45 – 16.00 (except Bank Holidays).**

This information is also on the Visiting Order. You may also book while you are on a visit. When you phone you will be asked for the following information

- Details of the name and prison number of the person you want to visit
- Your own name and address
- The date you want to visit
- The number of the Visiting Order
- The number of people visiting
- 
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- The names, ages and address(es) of any visitors under the age of 18 years and their relationship to you and the prisoner (these details are required under the prison's child protection policy).

If you wish to bring a number of children, it is advisable to talk to the booking officer. Special arrangements may need to be made if seating is limited in the visiting area. (See section on ***What is available for children*** during your visit).

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 your 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 or 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**

The Visitors' Centre is a building situated outside of the prison gates for visitors to wait prior to seeing their relative or friend in prison. The Visitor's Centre is run by staff from Choices Consultancy Service : an organisation which is independent of, but works with, the prison. The centre is there to make your visit as comfortable and pleasant as possible. The staff in the Visitors' Centre aim to provide a friendly, welcoming and supportive environment.

All visitors under the age of 18 years are regarded as children, and must visit with an adult. This is a requirement of the prison's child protection policy. They must not be left on their own at any time on the prison premises, including in the Visitors' Centre or car park.

The address of the Visitors' Centre is: **Visitors Centre Manager,  
HMP Channings Wood, Denbury, Newton Abbot, Devon, TQ12 6DW**

**Please report to the Visitor Centre when you arrive at Channings Wood, not to the main gate.**

The Visitors Centre will be open during all visiting periods. A member of Choices staff will be available to offer advice, information, help and support to visitors.

Facilities in the Visitors Centre:

- Seating area for visitors
- Two Interview rooms
- Wheelchair access into the centre & Disabled toilet facilities.
- Baby changing facilities.
- Inside & outdoor children's play area (parental supervision required).
- Television
- Toilets
- Refreshments
- External Agency information / advice and contacts.

Visitor Centre staff will offer the following service(s):

- Discuss any worries you may have in confidence.
- Book your next visit if you have a Visiting Order
- Receive accurate and up-to-date information about HMP Channings Wood.
- Receive information about any changes to visiting arrangements

- Receive information about financial help available under the Assisted Prisons Visits Scheme, and other organisations and groups which may be able to offer help and support to the families of prisoners.

On occasion, other organisations may 'drop in' to the Visitor Centre to offer advice and support to prisoner's families.

Please speak to a member of the Choices team about these events.

### **Mobile Phones**

Mobile phones, iPods etc are not permitted anywhere in HMP Channings Wood, **including the prison gate area and locker room.** This is a legal requirement.

Please leave your mobile phone in your car, a limited amount of small storage lockers are available in the Visitor Centre for those who have travelled by public transport.

### **Post Box**

A post box is available in the Visitor Centre where families can post letters and cards to prisoners free of charge.

Please note that this service is provided voluntarily by Choices and neither the prison, Choices, nor any of their partner organisations can accept any responsibility for any items that have been posted.

**No cash, postal orders, cheques or property may be posted in using this post box.**

**All such items will not be processed and no items will be passed to prisoners.**

Please speak to a member of the Visitor Centre staff for further information.

### **Provision for the disabled.**

The Visitors Centre is equipped with a ramp to provide wheelchair access and a disabled toilet facility.

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 may not be available to provide personal assistance).

If you have difficulty in visiting because of a disability you can discuss this in confidence with the, Visitor's Centre Manager or Disability Liaison Officer who may be able help or put you in touch with local organisations who can help.

## When can I visit?

The days and times available for you to visit are:

DAY	Visits	
	Main Prison	VPU
Monday	No visits	14.00-16.00
Tuesday	14.00-16.00	No visits
Wednesday	No visits	14.00-16.00
Thursday	14.00-16.00	No visits
Friday	No visits	No visits
Saturday	14.00-16.00	09.45-11.45
Sunday	09.45-11.45	14.00-16.00

If you are going to be late or you are unable to attend a visit please ring the prison on 01803 812060 or 01803 814678 as soon as you can so that the person you are visiting can be told.

**Please remember** to report to the staff at the prison gate before your visit is due to start. This is because if you arrive after the visiting session starts you may not be allowed in to the establishment. The latest time you will be allowed inside the gates is 3:15pm.

### **Before your visit**

When you have checked in at the Visiting Centre, you will be given a number relating to your order of entry. These are allocated on a first come, first served basis.

Your Visiting Order will be retained from then until visits start.

You are welcome to leave the Visitor Centre if you wish, but please ensure that you return at least 15 minutes before visits are due to start.

You will be asked to complete a declaration form before you proceed to the main gate, and will be called to the main gate in numerical order.

### **Mobile Phones**

Mobile phones are not permitted into the prison, **including the locker area** (see 'What Happens During a Visit' below).

Please leave your mobile phone in your car. Limited numbers of lockers are available in the Visitor Centre for anyone who has travelled by public transport.

### **Proof of Identity**

You will be asked for **proof of your identity** when you arrive at the prison gates as well as the Visiting Order. If visitors fail to bring identification they will not be allowed in to the prison. The following photo identity documents are acceptable forms of identification:

- Medical card
- Passport
- Driving licence

- Pension / Allowance book
- Senior citizen's public transport pass issued by a local authority etc.
- Pass with photo ID
- Bank or Building Society Pass Book

You may need to bring identification for any children you bring with you

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

### **Searching and what to expect.**

The Prison Service is committed to ensuring the safety and wellbeing of everyone who lives, works in and visits the prison. Searching those who enter the prison is one way of achieving this.

Staff who carry-out such searches will do so with sensitivity. The search will be carried out with respect for and courtesy to all individuals

Wheelchairs, their users, adults accompanying them and assistance dogs may need to be searched. 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.

Before entering the prison you may encounter a dog which is trained to pick up the scent of drugs. Although a dog indication does not always mean the person has used drugs or is carrying drugs.

Searching usually involves a 'rub down' search, which you may often see at airports. Visitors may be given another rub down search before and after a visit to the toilets.

With permission from the Governor, sometimes more detailed searches may be carried out.

***If a person, including a visitor, is caught in possession of drugs or other prohibited items the police will be called, and they may be subject to a visiting ban (3 months) or closed visits (3 months).***

***If you are banned or placed on closed visits you have the right to appeal. You should write to the Governor HMP Channings Wood giving full reasons of your appeal.***

### **What happens during a visit?**

- The main visits room contains 56 tables with four chairs around each table. The tables and chairs are fixed and numbered.
- On entering the prison for your visit you will be asked to hand in the declaration form, secure all non-essential items in the lockers provided (you will keep the key in your possession until you leave) and leave any items of property that you have brought in for a prisoner with visits staff on entry to the visits room. (Please ensure that property is correctly marked with his name and prison number)
- In the entrance to the visits room you will pass by a drugs dog. A positive indication by the drug dog will lead to the restrictive actions outlined in the 'Drugs' section on page 13.

- You will be asked to empty your pockets and remove your jacket or coat before you are given a rub-down-search by a member of staff.
- After the search you will enter the visits room where you will be allocated to a table for your visit. Prisoners will be called to the visits room when you have entered the visits room.
- The person you are visiting will sit in a designated seat which is a different colour to the other three. He will need to remain seated throughout the visit.
- Physical contact between the prisoner and his visitor(s) is usually allowed briefly at the beginning and end of 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 prisoner 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 probably 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 prisoners.

You can buy tea, coffee, cold drinks and snacks for you and the person you are visiting. You will need a small amount of money to enable you to buy refreshments.

You are responsible at all times for any children you bring in to the visiting area.

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

If you have any serious concerns about a prisoner's safety or wellbeing, for instance:

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

Please speak to the manager of the Visitors' Centre if possible before you leave the prison, or contact the prison direct on 01803 814678. The information will then be passed to an appropriate member of staff in the prison for this to be dealt with as soon as possible.

### **Drugs**

There is an important role that you can play as a visitor to the prison. We need your help in keeping prisoners and visiting areas drugs free. The smuggling of drugs into 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 or supervised visit
- Be given the option to end the visit

- Be subject to a full search (formerly “strip” search) if they agree to this. A full search can take place without the visitor’s consent if s/he is thought to be smuggling in class A, B or C drugs.

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

- being banned from the prison for a period of at least three months
- being placed on closed or non-contact visits for a period of at least six months.

**The police will be called in to investigate all instances involving drugs being brought into HMP Channings Wood.  
This could lead to an arrest.**

**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 01803 814600.**

### **Alcohol**

Visitors to HMP Channings Wood who are considered to be unfit to visit through alcohol will be refused entry to the prison. This action will be taken to avoid disruptive behaviour and safeguard the integrity of visits.

### **What property can I hand-in on visits?**

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

- Guitar (Acoustic only)
- Crockery (cup, bowl & plate)
- Prayer Mat
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These items will be issued to prisoners once they have been searched and recorded.

- Discharge Clothing (6 to 8 weeks prior to release), these items will be stored in the prisoners property until discharge.

You can take a small amount of change into the visits to purchase refreshments.

All items entering the prison will be thoroughly searched in accordance with the prison’s security requirements.

### **Prohibited items:**

Prison Rule 70 lists illegal items, which include alcohol, firearms and drugs - these items are not allowed in prisons.

Prohibited items listed below are also not allowed into prison:-

- Items which may aid an escape, e.g. wire or abrasive materials.
- Items that present a clear security risk, e.g. chewing gum or wax.
- Any children’s toys, particularly toy guns or imitation weapons.
- Mobile phones, cameras or recording equipment.
- Any consumables including chewing gum, foodstuffs or beverages.

- Tobacco.
- Cash (except cash to be used within Visits for food and drinks).
- Computer discs, video tapes or any similar items
- Car keys, house keys, sunglasses.
- Hardcore Pornography.
- Anything else not permitted on the Notice to Visitors displayed in the Visitors centre or Visits Room.

### **What is available for children?**

- There is an outside play area for visitors' children to enjoy with a slide, swings, climbing frame and playhouse. (See back cover)
- Within the Visitors Centre there is also a play corner with toys, books and a television / DVD to entertain children.
- There is an enclosed grassed area outside of the Visitors Centre with picnic tables and benches.

### **Supervision of children:**

A play supervisor is not available in the visitors centre, therefore - 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, including while they are in the visitors centre, play area, and car park.

A play supervisor will normally be available in the visits area.

### **How can I make a complaint?**

The Prison Service believes that all prisoners, visitors and staff should be treated with respect, whatever their age, gender, race, nationality, family status, sexuality, disability, culture, religion or lifestyle. No individual or family should be excluded from using the visits facilities on any of these grounds. HMP Channings Wood is opposed to any display of prejudice by staff towards prisoners or

If you would like to make a comment about your experience of the visits facilities or arrangements at HMP Channings Wood or you have any suggestions to make, please ask a member of staff in the visits area for a 'comments form'. You can use this form to make any positive or negative remarks about your experience. The comments form can be posted in the comments box situated in the visits entrance. The comments will be read by a senior manager who will provide a reply if requested.

If you are unhappy about our visiting facilities or arrangements, or have any suggestions about how they might be improved you can also write 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 by the prisoner you are visiting. (Address: Prisons and Probation Ombudsman, Ashley House, 2 Monck Street, London SW1P 2BQ).

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 of the prison?**

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

### **National Organisations:**

#### **Prisoners' 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:** 0808 808 2003

**Website:** [www.prisonersfamilieshelpline.org.uk](http://www.prisonersfamilieshelpline.org.uk)

**Email:** [info@prisonersfamilieshelpline.org.uk](mailto:info@prisonersfamilieshelpline.org.uk)

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#### **Action for Prisoners' 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](http://www.prisonersfamilies.org.uk)

**Email:** [info@actionpf.org.uk](mailto: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.

13

**Address:** Waterbridge House, 32.36 Loman Street, London SE1 OEH.

**Tel:** 0207 928 8898 (office), 0207 202 9446 (ring-back service for families and friends)

**Website:** [www.adfam.org.uk](http://www.adfam.org.uk)

**Email:** [prisons@adfam.org.uk](mailto:prisons@adfam.org.uk)

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## **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](http://www.aftermathuk.org.uk)

**Email:** [callaftermath@hotmail.com](mailto:callaftermath@hotmail.com)

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## **Citizen's Advice Bureau**

Citizens' Advice Bureaux 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 services in many prisons [*specify whether in your establishment and who to contact*].

**Telephone:** (Switchboard) 0207 833 2181

**Website:** [www.nacab.org.uk](http://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 Adviceguide web site.

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## **CLINKS**

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

**Address:** 15 Priory Street, York, YO1 6ET

**Tel:** 01904 673 970

**Email:** [CLINKS@yorks.globalnet.co.uk](mailto:CLINKS@yorks.globalnet.co.uk)

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### Crimestoppers

Crimestoppers enables anyone with information about crime or criminal activities, and who wish to remain anonymous to call a single nationwide freephone 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.

**Telephone: 0800 555 111**

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### NACRO

The National Association for the Care and Resettlement of Offenders offers resettlement information and advice both before and after release.

Resettlement Plus Freephone Helpline : 0800 0181 259

**Website:** [www.nacro.org.uk](http://www.nacro.org.uk)

**Email:** [helpline@nacro.org.uk](mailto:helpline@nacro.org.uk)

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### 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](http://www.pada.org.uk)

**Email:** [Admin@pada.org.uk](mailto:Admin@pada.org.uk)

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### Prison Fellowship of England and Wales

Offers support to prisoners, 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 prisoners' children.

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

**Tel:** 01621 843232

**Web site:** [www.prisonfellowship.org.uk](http://www.prisonfellowship.org.uk)

**Email:** [enquiries@prisonfellowship.org.uk](mailto: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 to custody. They have an advice service and can provide information 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](http://www.prisonreformtrust.org.uk)

**Email:** [pri@prisonreformtrust.co.uk](mailto:pri@prisonreformtrust.co.uk)

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### **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

**Web site:** [www.contactcsg.org](http://www.contactcsg.org)

**Email:** [swells@contactinfo.fsnet.co.uk](mailto:swells@contactinfo.fsnet.co.uk)

### **NEPACS**

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

**Address:** Durham Visitors' Centre, 22 Old Elvet, Durham DH1 3HW

**Tel:** 0191 332 3676

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### **PACT (PRISON ADVICE AND CARE TRUST)**

Counselling and support for prisoners, ex-offenders and their families. PACT volunteers have been an established part of Channings Wood for a number of years and are well acquainted with some of the problems and difficulties that prisoners and their families face. PACT have staff in the Visitors Centre.

**Address:** Park Place, 12 Lawn Lane, Vauxhall, London, SW8 1UD

**Tel:** 0207 735 9535

**Website:** [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk)

**Email:** [info@prisonadvice.org.uk](mailto:info@prisonadvice.org.uk)

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### **PARTNERS OF PRISONERS' FAMILIES SUPPORT GROUPS (POPS)**

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](http://www.partnersofprisoners.co.uk)

**Email:** [mail@partnersofprisoners.co.uk](mailto:mail@partnersofprisoners.co.uk)

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### **PFFS (PRISONERS FAMILIES AND FRIENDS SERVICE)**

Offers an advice and information service to relatives or friends of prisoners. Confidential freephone helpline and factsheet 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

**Email:** [info@prisonersfamiliesandfriends.org.uk](mailto: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](http://www.s-h-a-r-p.org.uk)

# emailprisoner

Email a Prisoner enables you to send messages to prisoners in the [UK and Irish prisons that operate our service](#) from any computer, without any of the hassles of writing and posting a letter, and it costs less than a second class stamp!

What's more, your message is delivered to the prison within seconds so that it can be delivered to the prisoner by the prison staff in the next delivery.

It is free to sign up to Email a Prisoner and only takes a few seconds - all you need is an email address (we can even help you if you don't have an email address just click on the contact page for details and get in touch).

Once a member you will be able to send a message to any prisoner in the UK or Ireland provided you know their prisoner number **from just 25 pence per message**.

If you have any questions or problems the Email a Prisoner team is here to help - just [get in touch](#).

Please note - Prisoners do not have access to email and we are NOT developing our service in that direction.

**Email a Prisoner is proud to sponsor Prison Chat UK and the New Bridge Foundation**

**E-mailprisoner.com operates at HMP Channings Wood.**

# CHILD CENTRED VISITS



## Time alone with your Child?

*'Enjoyed it,  
time together  
like it should  
be!'*

*Quote from  
previous visit.*

**No V.O. required**  
**Fun activities**  
**Enjoy having  
lunch with your  
child/children**



Do you have a child/children or step children between 0 and 17yrs and would like to spend one to one quality time with them?

Are your family able to get to the Visitor's Centre before 10.30am.

If you enjoy and can accept responsibility under supervision for being alone with your child/children.

And you are not on closed visits, subject to child protection measures or are deemed at risk in the areas of drugs, contraband etc.

**THEN - Please complete an Application and send it to Resettlement**

*We hold these on a regular basis during school holidays and if necessary we will place you on a waiting list*





## HOME RUN

**Absence can make the heart grow fonder, but it can also present challenges arising out of living apart and visits are never the ideal place and time to discuss being together again.**

**The Home Run programme is exclusive to Channings Wood, and seeks to work with prisoners *and* their families to address issues of fear, uncertainty and upheaval at the time of release.**

**Home run is a unique collaboration between the organisations String of Pearls and Relate.**

**String of Pearls** trainers have all either had experience of being in prison themselves, or they have had a loved one in prison. In this way they bring to Home Run their own personal experiences and training to prepare families and prisoners in a sensitive and safe manner.

### **String of Pearls work with the family group**

Someone who has been a prisoner and understands the hopes and qualms about reintegrating with the family on release will be working with the family group to answer their questions and help them understand the concerns their loved one might be experiencing after the separation.

### **String of Pearls work with the prisoner group**

The String of Pearls trainer with the prisoner group will be someone who has first hand experience of welcoming a loved one back from prison into the family. They will be able to answer questions about any concerns families may feel as well as their hopes and dreams

**Relate** have many years' experience helping people to understand and strengthen their relationships. They bring to Home Run the opportunity for prisoners and family members to strengthen their relationships both before and after release from prison.

### **Group Sessions**

Relate will help you to look at how you communicate with your partner/family member. They will also help you to think about how well you know each other, what your couple journey has been so far and what your hopes for your relationship post release might be. They will also help you to think about the way you argue and to identify your strongest personal style for dealing with difficulties.

**A member of the family group commented "I don't talk about my husband being in prison and the anxieties as well as the hopes I have about his release. This is the only place I've been able to do that – thank you."**

**Please ask a member of staff for further information about Home Run.**

*Home Run family sessions take place on weekends before visits start – you will be guaranteed a visit that day if you are on the programme.*



## **BARNARDO'S AT HMP CHANNINGS WOOD**

*Barnardo's are the largest Children's Charity in the UK and are involved in supporting children in hundreds of projects wherever there is a need.*

*Barnardo's SW have been involved at HMP Channings Wood for over two years and have helped develop the popular Child Centred Visit scheme where Dad gets to spend some much needed personal time with his children. This scheme was pioneered by Barnardo's in Northern Ireland and is part of the support offered to prisoners, partners and children to reduce re-offending and increase the opportunities for families.*

*We are also involved in the Home Run programme for prisoners and partners who are nearing the end of their sentence and wish to strengthen their family relationships before release; this is jointly undertaken with Relate and String of Pearls.*

*In early 2010 we are commencing an innovative 'outreach' family programme called ECHO (Empowering Children of Offenders) through which children and mums can access support throughout Devon in their homes, schools etc. This programme will also include awareness raising of the difficulties experienced by families and ensuring that agencies listen and act on the needs of the child.*

**Please ask to speak to Michael, Helen or Barry from Barnardos for further information about Barnardos or the 'ECHO' project**

# CHILDRENS PLAY AREA

