



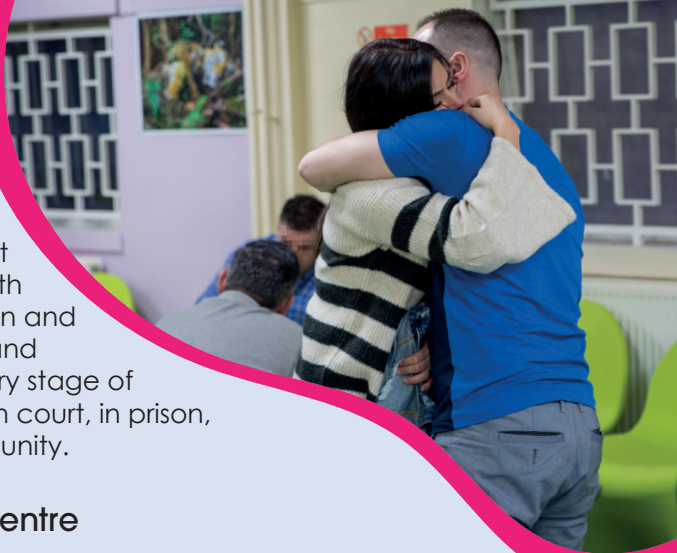
Prisoners • Families • Communities
A Fresh Start Together

Support for you and your family



Who we are

We are Pact - the Prison Advice and Care Trust. We are a national charity that supports prisoners, people with convictions, and their children and families. We provide caring and life-changing services at every stage of the criminal justice process: in court, in prison, on release, and in the community.



Your Family & Visitors' Centre

The Family & Visitors' Centre offers a warm, welcoming space for you and your family when you visit. Pact staff and volunteers are on hand to offer practical information and guidance. Your centre may also offer additional services such as play workers, who can support children during their visit. Speak to a member of our team to find out more.

Your centre has a **Family Engagement Manager** who leads the service. You will find their name and contact details on posters around the centre, and can write them in the space on the back of this leaflet.

During your visit, members of our team will be wearing their Pact badge so that you can identify them. If this is your first visit, do let them know so they can make sure you have all the help you need.

You can find the latest information about visiting times and details for this prison online at **www.prisonadvice.org.uk** /**prison-visitors-guides** or by scanning the QR code over the page.



Support for your loved one

We provide tailored support for men and women in prison. We can work with you to support your loved one's health and wellbeing, and to strengthen and maintain your relationship with them.

In some areas, Pact provides support for men and women leaving prison as well as support in the community for people on probation. Speak to a member of your local team to find out which services are available to you.

Prisoners' Families Helpline and website

This free, confidential service offers practical and emotional support to anyone affected by imprisonment. You can also find a range of resources online at www.prisonersfamilies.org.

†. 0808 808 2003 (lines open Mon-Fri 9am-8pm; weekends & bank holidays 10am-3pm – exc. Christmas Day & Boxing Day)

e. info@prisonersfamilies.org



Peer support and befriending

Our skilled befriending volunteers can lend a non-judgmental ear if you are struggling with the imprisonment of a loved one. You can speak to a member of the team for more information about this service.

Our Peer Support Groups offer you the opportunity to share your thoughts, feelings and experiences with others affected by imprisonment. Some Visitors' Centres also offer coffee mornings, drop-in sessions and baby/toddler groups to allow family members to connect with each other.

Children & young people

We have online resources and activities for children and young people at www.prisonadvice.org.uk/children-and-young-people, as well as resources for parents/carers and professionals working with children affected by the imprisonment of a loved one.

Get in touch

If you have a question about any of the support Pact offers, you can speak to a member of the team in your Family & Visitors' Centre or contact the Prisoners' Families Helpline on **0808 808 2003**.

You can find these details on posters around the centre or by asking a member of our team:

Family Engagement Manager:

Tel:

Email:

@prisonadvice.org.uk

Other useful contacts:

www.prisonadvice.org.uk



Reg Office: 29 Peckham Road, London, SE5 8UA
Charity no. 219278 | Company no. 356443

Scan me to view
the visitors' guide
for this prison

