

FACTSHEET

Family support organisations

89 – 93 Fonthill Road
Finsbury Park London N4 3JH
Tel 020 7561 6820 Fax 020 7561 6821
info@prisonersabroad.org.uk www.prisonersabroad.org.uk
Charity Number 1093710



As a relative or friend of someone in prison abroad, coping with the distress can be very difficult without support. Following is a list of organisations in the UK which may be able to offer you advice and support with any of the number of issues that overseas detention may bring up.

Action for Prisoners' Families (APF)

Unit 21, Carlson Court
116 Putney Bridge Road
LONDON
SW15 2NQ

☎ 0808 808 2003

Fax: 020 8871 0473

www.prisonersfamilies.org.uk

APF is the national federation of services supporting families of prisoners. APF coordinates the Prisoners' Families Helpline along with several other organisations. APF produces a number of useful booklets (see below) about issues faced by families of prisoners which are available to order from the website.

Counselling Directory is a website which provides the UK with a support network, enabling those in distress to find a counsellor close to them and appropriate for their needs. This is a free, confidential service. The website also contains a number of sections on emotional disorders (types of distress section). Every counsellor on the site is qualified and/or registered with a professional body online with recognised codes of ethics and practice.

www.counselling-directory.org.uk

Drinkline provides a telephone helpline for people with concerns about their own drinking or alcoholism and support to the family and friends of people who are drinking. Helpline open 9.00am - 11.00pm Mon to Fri: 0800 917 8282

FRANK provides free confidential drugs information and advice 24 hours a day

☎ 0800 776600

www.talktofrank.com

Drivers & Families Helpline

7 Sinclair Court,
Wykeham Street,
Scarborough
Y012 7SD

☎ 01723 351 425

www.drivershelpline.co.uk

Provides support and campaigns on the issue of lorry drivers arrested abroad.

Family Welfare Association

501-505 Kingsland Road,
London
E8 4AU

☎ 020 7254 6251

www.fwa.org.uk

National organisation who help with general family, children, and relationship issues and can provide grants to families.

FASO (False Allegations Support Organisation)

PO Box 4
Crosskeys
Newport

NP11 7YA

☎ 0870 241 66

<http://www.false-allegations.org.uk/>

Organisation which provides support to anyone affected by false allegations of child abuse.

H.E.L.P. (Holiday Endeavour for Lone Parents)

57 Owston Road
Carcroft
Doncaster
South Yorkshire
DN6 8DA
☎ 01302 728791

Email: Janice@help.fslife.co.uk

HELP is a non-profit making national organisation staffed by volunteers which provides low cost holidays for lone parents regardless of income. They have holiday destinations in the UK and Spain and offer holiday packages with operators such as Haven, Pontins, Beachclub, Butlins and GB Holidays. Some holiday sites have information units with trained volunteers.

National AIDS Helpline provides information for anyone concerned about HIV/AIDS. ☎ 0800 567123

National Association of Citizens' Advice Bureaux

There are offices nationwide providing free, impartial and confidential advice and help. Check Yellow Pages for your local office, or contact 020 7833 2181

PACT (Prison Advice & Care Trust) Family Support Service

Park Place
12 Lawn Lane
Vauxhall
London SW8 1UD
☎ 020 7735 9535

Email: familysupport@pack.uk.net
www.prisonadvice.org.uk

Provides telephone information and advice for prisoners' families and for anybody else affected by imprisonment. Also provides overnight accommodation for families visiting relatives held in London, and a drop-in centre for prisoners' families in North London. Again, practical information is more for families with a relative detained in the UK, but PACT are still willing to provide a listening ear and talk through your difficulties.

Prisoners' Families Helpline

☎ 0808 808 2003 (calls no charge within the UK)
www.prisonersfamilieshelpline.org.uk

The Prisoners' Families Helpline is a free and confidential service for anyone who is affected by the imprisonment of a close family member or friend. Practical information (e.g. information concerning the prison system, release, probation etc.) is geared towards relatives of UK prisoners, but the helpline also offers non-judgemental support, a listening ear and a chance to talk things through.

Relate

Herbert Grey College
Little Church Street,
Rugby CV21 3AP
☎ 01788 573241
www.relate.org.uk

A national counselling agency for people having difficulties in their personal relationships.

Samaritans

☎ 08457 90 90 90
www.samaritans.org

Samaritans provides confidential emotional support, 24 hours a day, for people who are experiencing feelings of distress or despair, including those which may lead to suicide. You don't have to be suicidal to call. Samaritans are available to talk to people who are worried about something, feel upset or confused, or if you just want to talk to someone.

SHARP

83a Wyle Cop, Shrewsbury, SY1 1UT
☎ 01743 245365
Fax: 01743 245365
www.s-h-a-r-p.org.uk

Support, help and advice for prisoners' families or friends, anywhere in the UK.

MediaWise

University of the West of England
Canon Kitson, Oldbury Court Road
Bristol, BS16 2JP
Tel: 0117 939 9333
Fax: 0117 902 9916
E-mail: info@mediawise.org.uk
www.presswise.org.uk

Provides advice and support to those affected by unfair or inaccurate media coverage and to anyone considering selling stories to the press.

Organisations which provide help for the resettlement of ex-offenders

NACRO

169 Clapham Road
London
SW9 0PU

☎ 020 7582 6500

Freephone helpline: 0800 0181 259

www.nacro.org.uk

Offers information and advice for families and friends of people in prison and those returning from prison. Their resettlement and advice service can help identify housing and employment / training prospects.

Apex Charitable Trust Ltd

7th Floor, No. 3 London Wall Buildings,
London Wall
London

EC2M 5PD

☎ 0870 608 4567

www.apextrust.com

Apex Charitable Trust seeks to help people with criminal records to obtain appropriate jobs or self-employment by providing them with the skills they need in the labour market and by working with employers to break down the barriers to their employment.

Organisations which provide financial advice

Child Poverty Action Group

4th Floor, 1-5 Bath Street,
London

EC1V 9PY

☎ 020 7253 3406

This organisation seeks to ensure that families on low incomes get their full entitlement of welfare benefits, providing information and advice.

Debt Questions

www.debtquestions.co.uk

Website providing free, impartial debt advice

National Debtline

☎ 0808 808 4000

www.nationaldebtline.co.uk

Help-line for people with financial difficulties

Credit Unions

A Credit Union is a self-help financial co-operative. They provide two basic services to their members - convenient savings and cheap loans. In addition some Credit Unions offer bill paying services and cheap life assurance to members. For details of your nearest credit union contact your local Citizens Advice Bureau or look in the Yellow Pages.

Organisations which provide advice about parenting/childcare issues

Gingerbread

Freephone advice line: 0800 018 4318

www.gingerbread.org.uk

Offers support for anyone bringing up children alone. It operates nationally through a network of self-help groups which provide a range of social activities for parents and children as well as emotional support, benefits advice and legal advice.

Grandparents' Association

Moot House

The Stow

Harlow

Essex

CM20 3AG

☎ 01279 444 964

www.grandparents-association.co.uk

Offers advice regarding grandparents taking on caring responsibilities for their grandchildren.

HAPPY (Help and Protect Youngsters Project)

Suite 6, Kinning Park Business Centre

544 Scotland Street West

Glasgow

G41 1BZ

Helpline: 0800 458 3872

☎ 0141 429 2922

Fax: 0141 429 3913

Email: info@h-a-p-p-y.org.uk

www.h-a-p-p-y.org.uk

Help and Protect Prisoners Youngsters, is a support network which concentrates solely on the development and protection of prisoners children. Children and Young People can call the Free advice line on Monday to Friday 9.00 am to 8.00pm.

Home-Start UK

2 Salisbury Road

Leicester

LE1 7QR

☎ 0116 233 9955

www.home-start.org.uk

For people with at least one child under the age of five who are experiencing difficulties, stress or harrassment. They offer a befriending scheme where volunteers visit families in their own homes, helping to prevent family crisis. Home-Start UK operates nationally but the Head Office address is listed above.

The Ormiston Children and Families Trust

333 Felixstowe Road

Ipswich

Suffolk

IP3 9BU

☎ 01473 724517

Email: mail@ormiston.org

Offers information and advice around how to tell children about a parent's imprisonment and what support they may need. They produce information leaflets specifically around these issues.

Parentalk

115 Southwark Bridge Road

London

SE1 0AX

☎ 020 7450 9072/3

www.parentalk.co.uk

Offers advice on all aspects of parenting and can provide referral to a large number of related organisations

Parentline Plus

Freephone advice line: 0808 800 2222

www.parentlineplus.org.uk

Parentline Plus is a UK charity which offers support to anyone parenting a child

Organisations which provide regional assistance

POPS (Partners of Prisoners Support Group), Manchester

☎ 0161 702 1000
www.partnersofprisoners.co.uk

Provide a large range of services for the families of prisoners, including a drop-in centre, counselling, benefit advice, outreach and telephone support.

HOPE Glasgow

☎ 0141 552 0229
www.hopescotland.com

Runs support projects for families of prisoners and helps families in finding employment. Also runs a throughcare scheme to assist released prisoners with resettlement.

Contact

☎ 0870 0102569
www.contactcsg.org

Advice, information and support for prisoners' families in Cheshire. Can provide assistance and advice nationally by telephone.

SHARP

☎ 01743 245365
www.s-h-a-r-p.org.uk

Provides personalised support for prisoners' families in Shropshire as well as a drop-in centre, support group meetings and counselling. Also provides support, help and advice by phone for prisoners' families or friends, anywhere in the UK.

FFOPS (Family and Friends of Prisoners)

☎ 01792 458645

Offers information, practical and emotional support to family and friends of prisoners in Wales.

AFFECT (Action for Families Enduring Criminal Trauma)

☎ (information): 01243 583264
☎ (counselling): 01329 832254
www.affect.org.uk

AFFECT is an organisation for families and friends facing possible 'Life'/Long prison sentences. Support services provided in the West Sussex and Hampshire area, including face-to-face and telephone counselling and group meetings.

Prisoners' Families and Friends Service

☎ 0808 808 3444
http://home.btclick.com/pffs

The aims of the service are to provide the families and friends of anyone sentenced to imprisonment or remanded in custody with advice, information, friendship and support. In the London area, home visitors can visit families in their own homes if this is appropriate and welcome.

NEPACS (North East Prison After Care Society)

☎ 0191 384 3096
www.nepacs.co.uk

Supports prisoners from North-East England and their families. Mostly work in prison visitor centres in the region but can also provide small grants to families.

Outmates

☎ 020 8665 9562

Outmates offer support to families, partners, children and friends of prisoners as well as to prisoners, ex-prisoners and young offenders in Bromley, Croydon, Bexley and surrounding areas. The organisation provides practical help (e.g. with social services, unemployment office, housing etc) as well as emotional support, counselling, group gatherings, surgeries and courses.

PACT (Prison Advice & Care Trust)

☎ 020 7735 9535
www.prisonadvice.org.uk

Provides telephone information and advice for prisoners' families and for anybody else affected by imprisonment. Also provides overnight accommodation for families visiting relatives held in London, and a drop-in centre for prisoners' families in North London. The practical information PACT provide is more for families with a relative detained in the UK, but PACT are still willing to provide a listening ear and talk through your difficulties.



Useful publications

‘Sent To Prison’

A booklet for individuals experiencing the imprisonment of a family member. It explains the impact on the family from the point of view of initial arrest to imprisonment itself, providing helpful information ranging from the changes in family circumstances and the practical considerations of imprisonment, to becoming familiar with prison jargon.

‘Living with separation’

This booklet explains the impact that separation from a loved one can have on you, your imprisoned partner or family member and your children. It also offers practical help concerning how to cope with your changing role and how to maintain your relationship.

‘Keeping In Touch’

This booklet provides useful advice and information about visiting your partner or relative, and explores other ways you can keep in touch, such as letters and phone calls which help you to maintain a relationship and to cope better with the situation.

‘Telling the Children’

Provides advice on telling children about a parent’s imprisonment. It gives useful tips on how and when to tell the children, coping with changes in behaviour, lists useful organisations who can help and discusses issues that children commonly face when a parent is sent to prison.

‘Preparing For Release – a guide for the partners and families of prisoners’

Discusses the issues for families as they prepare for the release and resettlement of a family member from prison. It provides helpful and practical information on some common hopes and fears expressed by both the person in prison and the family on the outside.

The above five booklets are available from Action for Prisoners’ Families, whose contact details are listed in the section above. They are available as part of a series called “The Outsiders”. The practical information in all five booklets (e.g. about visiting and contact) is designed for people detained in the UK.

‘Outside Help’

Practical information on keeping in touch, money, accommodation, and preparing for release. UK-orientated but some useful information also. Available from N.A.C.R.O., 169 Clapham Road, London SW9 0PU.

Tel. 020 7840 6464. Freephone 0800 0181 259

‘The Outsiders - a survival guide for prisoners’ partners and families’

This is a book which deals with imprisonment (albeit in the UK) from the families’ perspective, looking at issues such as living with separation, maintaining a relationship, parenting, and release. Published by the N.I.A.C.R.O. 169 Ormeau Road, Belfast BT7 1SQ. Tel. 01232 320157

‘Daddy’s Working Away - A Guide to Being a Dad in Prison’

Published by Care for the Family, this book is especially for fathers in prison. With a personal study section at the end of each chapter and a group workbook, "Daddy's Working Away" is suitable for both individuals and groups. Includes chapters on how to tell your children about the imprisonment, keeping in contact and being a good parent in prison. Care for the Family has kindly donated copies of this book to Prisoners Abroad. Please contact us if you would like to receive a free copy. Otherwise it is available from the following website (price: £6.99, item code: B953): www.careforthefamily.org.uk

If you require this leaflet in a large print format, please contact us. Our details are below.

Tel: 0808 172 0098

+44 20 7561 6820 from outside the UK

Email: info@PrisonersAbroad.org.uk

Mail: Prisoners Abroad, 89-93 Fonthill Road, London
N4 3JH, United Kingdom