

Prisoners – getting further help

Here is a list of organisations that might be able to help with problems that you might have if you're in prison or if someone in your family is in prison.

Action for Prisoners' Families

Unit 21
Carlson Court
116 Putney Bridge Road
London
SW15 2NQ

Tel: 020 8812 3600

Website: www.prisonersfamilies.org.uk

Action for Prisoners' Families can give information on local family support services.

Offenders' Families Helpline

Freephone: 0808 808 2003 (calls from some mobile phones may be charged).
Usual hours - Monday to Friday 9:00am to 8:00pm, Saturday and Sunday 10:00am – 3:00pm.

E-mail: info@offendersfamilieshelpline.org

Website: www.offendersfamilieshelpline.org

Offenders' Families Helpline gives free and confidential information and support to prisoners' families. It's co-ordinated by Partners of Prisoners and Family Support Group.

Liberty

21 Tabard Street
London
SE1 4LA

Public Advice line: 0845 123 2307 or 020 3145 0461 (Mon and Thurs 6.30pm-8.30pm; Wed 12.30pm-2.30pm)

Website: www.liberty-human-rights.org.uk

Liberty campaigns to improve civil liberties and human rights and has a public advice line where members of the public can obtain advice.

National Association for the Care and Resettlement of Offenders (Nacro)

The contact details in **England** are:

159 Clapham Road
London
SW9 0PU

Tel: 020 7840 6464
Resettlement Plus Helpline (freephone): 0800 018 1259
Email: helpline@nacro.org.uk
Website: www.nacro.org.uk

In **Wales**, the contact details of Nacro are:

Nacro Cymru
63 High Street
Bangor
LL57 1NR

Tel: 01248 354 602
Fax: 01248 353400
Email: anne.newhall@nacro.org.uk

Nacro provides various services for ex-prisoners, including housing, resettlement and education. It also runs some employment training schemes. You can download useful leaflets from its website. Ex-prisoners, their families and friends can obtain further information or advice from their Resettlement Plus Helpline or from their website at www.rsfinder.info.

Unlock

35a High Street
Snodland
Kent
ME6 5AG

Tel: 01634 247350
Fax: 01634 247351
E-mail: advice@unlock.org.uk or enquiries@unlock.org.uk
Website: www.unlock.org.uk

Unlock is a charity which works with ex-offenders and serving prisoners to overcome social and financial exclusion, plan for life after release and rebuild their lives. Unlock can help with arranging bank accounts, insurance and other financial matters.

www.adviceguide.org.uk

Prison Reform Trust

15 Northburgh Street
London
EC1V OJR

Freephone for prisoners: 0808 802 0060 (Monday 3.30pm-7.30pm; Tuesday and Thursday 3.30pm-5.30pm)

Tel: 0207 251 5070

Fax: 0207 251 5076

E-mail: prt@prisonreformtrust.org.uk

Website: www.prisonreformtrust.org.uk

The Prison Reform Trust provides advice and information about treatment in prison. It cannot deal with cases of wrongful conviction. It produces useful leaflets which you can get from its head office and it co-produces (with the Prison Service) the Prisoner's Information Book, given to all prisoners on arrival at prison.

Prisoners' Advice Service (PAS)

PO Box 46199
London
EC1M 4XA

Tel: 020 7253 3323 / 0845 430 8923, (Monday, Wednesday and Friday 9:30am -1:00pm and 2:00pm - 5:30pm)

Fax: 020 7253 8067

E-mail: advice@prisonersadvice.org.uk

Website: www.prisonersadvice.org.uk

The Prisoners' Advice Service (PAS) provides advice and information to prisoners on their rights as prisoners. PAS does not deal with miscarriages of justice or appeals against conviction or sentence.

Care for Overseas Prisoners (COP)

PO Box 54277
London
W14 8WU

Tel: 0773 8371 036

E-mail: info@careforoverseasprisoners.org

Website: www.careforoverseasprisoners.org

Care for Overseas Prisoners provides information, advice, help and support to foreign national prisoners detained outside of their country of origin.

Women in Prison

Unit 10, The Ivories
6 Northampton Street
London
N1 2HY

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www.adviceguide.org.uk

Tel: 020 7359 6674

E-mail through their website: www.womeninprison.org.uk

Website: www.womeninprison.org.uk

For women offenders and ex-offenders seeking help:

FREEPOST RSLB-UABE-TYRT

Unit 10, The Ivories

London

N1 2HY

Freephone: 0800 953 0125

Email through their website: www.womeninprison.org.uk

Women in Prison is an organisation which works with women who are in prison and when they are released from prison. They welcome contact from women prisoners about any aspect of prison.

Hardman Trust

PO Box 108

Newport

Isle of Wight

PO30 1YN

Tel: 01983 539 373

Website: www.hardmantrust.org.uk

The Hardman Trust run a funding award scheme for individual prisoners in England and Wales. You can find out more and download an application form from their website. They also produce the Prison Funder Directory. This gives information for prisoners and ex-offenders looking for funding for personal development, like doing courses, or resettlement. You can find the directory online at www.hardmantrust.org.uk/funder_finder.pdf.

Further help

Citizens Advice Bureaux give free, confidential, impartial and independent advice to help you solve any sort of problem, such as benefits, debt, discrimination and family problems. They can also help with particular problems that you might have if you're in prison or if a member of your family is in prison.

Some Citizens Advice Bureaux run advice sessions in prison. If you're in prison, check if they run these sessions in your prison. If they don't run advice sessions, you could write to your local CAB and explain your problem. Ask a member of the prison staff for the address of your local CAB.

If you're not in prison, and you want to find your nearest CAB, including those that give advice by e-mail, click on [nearest CAB](#), or look under C in your phone book.

Other fact sheets on Adviceguide which might help

- Prisoners – making a complaint
- Discrimination in prison

This fact sheet is produced by [Citizens Advice](#), an operating name of The National Association of Citizens Advice Bureaux. It is intended to provide general information only and should not be taken as a full statement of the law. The information applies to England and Wales only. This fact sheet was last updated on 24 April 2012, and is reviewed regularly. If it is some time since you obtained this fact sheet, please contact your local Citizens Advice Bureau to check if it is still correct. Or visit our website - www.adviceguide.org.uk - where you can download an up-to-date copy.