Contact us
Helpline: 0808 808 2003
Email us at info@prisonersfamilies.org
www.prisonersfamilies.org

Opening hours
Monday to Friday 9:00am - 8:00pm
Saturday and Sunday 10:00am - 3:00pm
(Except bank holidays)

The National Offenders' Families Helpline is run by Family Lives and Action for Prisoners' and Offenders' Families, part of Family Lives under contract to NOMS and provides information and support for families across England and Wales.

National Prisoners’ Families Helpline
For support and information for prisoners, people with convictions, defendants and their families

The National Prisoners’ Families Helpline is run by Pact under contract to HMPPS and provides information and support for families across England and Wales.
**Find out what happens if a family member has been arrested**

If a family member has been arrested, you may be in need of advice on issues such as what it means if they are charged, how bail works and their rights in custody. The information we provide aims to help you understand what will happen next and explain the terms and processes you may come across in your journey through the Criminal Justice System.

**Going to court**

If your family member has to go to court, we can provide information on how to find out which type of court they will go to, what to expect at the court as well as what happens when someone is remanded in custody.

**Translation service**

If your first language is not English, you can translate any page of the Prisoners’ Families Helpline website into over 100 different languages at the click of a button.

Simply scroll to the bottom of the page, click on this toolbar and select your language:

![Select Language](Select Language)

**Visiting a family member or friend in prison**

When someone is sent to prison it can affect the whole family. We can provide information and advice on arranging a visit, what to expect when you visit, arranging a family day, what happens when a prisoner is transferred and what to do if you are worried about someone in prison.

We are also available to discuss issues such as supporting a child who has a close relative in prison and how to find support for yourself.

**Free factsheets and posters**

If you would like our information factsheets, posters or this leaflet, please visit [www.prisonersfamilies.org](http://www.prisonersfamilies.org) for further copies.

‘Just spent hours trying to find some answers and your site has done it all in 5 minutes. So much useful information in clear, easy to follow detail. Never thought we would be in this situation so thank you so much for helping’