

Contact us

Helpline 0808 808 2003

Email us at info@offendersfamilieshelpline.org

www.offendersfamilieshelpline.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.

www.familylives.org.uk

www.prisonersfamilies.org.uk



National Offender Management Service



National Offenders' Families Helpline

For advice and support on all aspects of arrest, going to court and prison



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, there is a translation service available when using the Offenders' Families Helpline. Please ring the freephone helpline on **0808 808 2003** and they will be able to assist.

Avez-vous besoin de soutien ou les informations?
Appelez-nous.

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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.offendersfamilieshelpline.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'

