

Volunteering Opportunities 'Giving and Gaining Skills and Experience'

Thank you for showing an interest in NEPACS.

NEPACS is a voluntary, independent community-based charity working in the North East of England.

Our purposes are:

- To assist offenders, ex-offenders and their families
- To contribute to the rehabilitation of offenders and the reduction of offending
- To collect and disseminate information about criminal justice issues and the reduction of crime

All NEPACS Volunteers will be trained and supported by us. We will make sure we meet your volunteering needs and that you are protected by NEPACS policies and procedures.

Projects where volunteers are required are listed below:

Visitors' Centre Projects

Stimulating volunteering opportunities are available within five Visitors' Centres across the north east. All domestic visitors are required to report to the Visitors' Centres when visiting friends or relatives in prison. It is essential that a welcoming environment is created for each visitor. Volunteers play a key role in this process by:

- Providing a welcoming reception facility for visitors, logging visits, giving information on visiting prison and liaising with prison personnel to encourage a smooth visiting process.
- Serving Snacks, sweets and drinks whilst visitors wait to be called to the prison for a visit.
- Providing support and information to visitors to assist them in understanding the prison system.

Acklington/Castington Visitors' Centre, Acklington Morpeth, Northumberland NE65 9XF
Opening hours: Tuesday to Sunday 12.30pm – 4.30pm

HMYOI Deerbolt, Bowes Road, Barnard Castle DL12 9BG
Opening hours: Tuesday, Thursday, Saturday and Sunday 12 noon -4pm

Durham Visitors' Centre, 22 Old Elvet, Durham City DH1 3HW
Opening hours: Mondays to Wednesdays 11.30am to 4.00pm, Thursdays to Sundays 8.30am to 4.00pm

Frankland Visitors' Centre, Brasside, Durham DH1 5YD
Opening hours: Tuesday, Thursday, Friday 11.00am – 4.00pm, Saturday & Sunday 11.15am – 4.15pm

Low Newton Visitors' Centre, 33 Finchale Ave, Brasside, Durham DH1 5SD
Opening hours: Tuesday to Friday: 11am – 3.45pm, Weekends: 12noon – 4.00pm

Tea- Bar Projects

What's in a cup of tea ... comfort, support, communication, courage, care - whilst in custody. Our research shows that the Tea-Bar in the visits room is an essential service that makes visiting more comfortable for prisoners, friends and families, as well as the prison itself. NEPACS has responsibility for the Tea-Bar facilities within the visits areas at Durham, Low Newton, Frankland, Acklington, Castington YOI, Holme House and Kirklevington Grange Prisons.

This opportunity is very flexible; Volunteers can be involved in a range of activities including serving customers, stock control, publicity and promotion, customer care, treasury, etc. Focusing on retail and customer care, skills can be built and utilised to develop an effective support and refreshment area for everyone involved in prison visits.

Tea-Bar Opening Hours:

HMP Acklington	Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday afternoons: 1.00 – 4.00pm.
HMP Castington	Tuesday, Wednesday, Thursday, Saturday, Sunday afternoons: 1.00 – 4.00pm.
HMP Durham	Thursday – Sunday mornings: 9.00 – 11.30am. Every afternoon: 1.00 – 3.30pm
HMP Frankland	Tuesday, Thursday, Friday, Saturday, Sunday afternoons (1.00 – 3.30pm)
HMP Holme House	Wednesday 1.00 - 3.30pm Tuesday, Thursday 1.00 - 3.30pm & 5 - 7.15pm Friday 1.00 - 4.00pm Saturday & Sunday 8.30 - 11.30am & 1 - 3.30pm
HMP Kirklevington Grange	Wednesday 1.15 - 3.30pm Friday 1.15 - 3.30pm Saturday 9.15 - 11.30am & 1.15 - 3.30pm Sunday 1.15 - 3.30pm
HMP & YOI Low Newton	Tuesday - Friday: 1.00 – 3.30pm; Weekends: 1:30 – 3:45pm

Child Care Projects

Children visiting prison have very different needs to those of adults. In particular, the constraints of the visiting environment can be frightening for children. NEPACS have developed play areas across our Visitors' Centres and within Prison Visits Rooms to provide support for families in light of the specific needs of children 1- 8 years. Volunteers support the play areas by assisting children in play activities and with a range of toys, games and books that are made available. The children remain the responsibility of the carer at all times, though our play areas give carers and prisoners as well as the children, some valuable space during the visit.

In HMP & YOI Low Newton and HMP Durham, there are opportunities to assist in extended parent/child visits where the volunteer supports sessions for inmates and

their children. This will suit any community members who would like to contribute to valuable play opportunities for children.

Play Project Rota Times

HMP Acklington	Tuesday – Sunday afternoons 12.30pm – 4.30pm
HMP Castington	Saturday and Sunday afternoons: 12.30pm – 4.30pm
HM YOI Deerbolt	Tuesday, Thursday, Saturday and Sunday afternoons: 1.00 – 3.45pm
HMP Durham	Mornings 9.15 – 11.30am; afternoons: 1.00 – 3.45pm
HMP Frankland	Tuesday – Sunday afternoons: 1.00 – 4.00pm
HMP Holme House	Saturday and Sunday mornings: 8.30 - 11.30 am Saturday and Sunday afternoons: 1.00 – 4.30 pm Monday – Friday: 1.00 – 3.45 pm Tuesday/Thursday: 5.00 – 7.15 pm
HMP & YOI Low Newton	Tuesday to Sunday: 1.00pm – 3.45pm Child Parent Visit – 3 Friday's per month: 9.30am -11.30am Play Day Visit – Last Wednesday of the month:9.45am-3pm

Listening Support Service

At present the Listening Support Service is only available at Durham Visitor Centre.

Volunteers offer 1:1 support to families and friends of prisoners either face to face or on the phone. This may involve signposting to support agencies, practical advice around visiting or emotional support and reassurance.

Volunteers need to enjoy listening and be non judgemental and be happy to find out information for families. Training and support is offered.

Commitment – can be flexible

Youth Project

Teenagers have unique needs within the family and not least in relation to visiting relatives in prison. Our Youth Project allows teenagers to create their own space with the development of a specific youth room within Durham, Frankland and Low Newton Visitors' Centres (8 – 18 years). Volunteers supervise teenagers in the room which holds a number of games, books and electronic equipment (T.V and video, computer and games consoles). Volunteers will assist teenagers by providing information and support, specific to this age group.

Youth Project Opening Hours: Saturday 12.00 – 2.00pm, Sunday 12.00pm – 2.00pm

Some additional sessions are held during the week in School Holidays

Visitors Voice

Visitors Voice is a new project within NEPACS that gives visitors the chance to talk about their experiences and support each other. The aim is to influence improvements

in visits, but also to raise awareness of the impact a prison sentence has with sentencers and other agencies.

The Visitors Voice Project is based in Visitor Centres at HMP Durham, HMP Low Newton, HMP Frankland, HMP Acklington & Castington and HMYOI Deerbolt.

The role involves supporting and facilitating Visitors Voice Meetings and to then take forward issues and problems as they arise.

Hours will be flexible whilst we build up the awareness of these groups however, most groups meet on a monthly basis.

Caravan Project

The Caravan Holiday Project at Amble in Northumberland needs volunteers for a few hours every Wednesday.(10am till 2pm approx) The season runs from April to Sept each year.

We need help to clean out the 2 caravans and make them look good for the next holiday makers each week, then welcome the holiday folks and introduce them to the site. You will not be working alone, but with our experienced project leader.

We have operated this project for many years and it really makes a difference to the families to get a holiday. Some have never experienced a holiday before and it gives them a well needed break.

Please help if you have a few hours to spare

Additional Information For All Projects:

<i>Expenses:</i>	All reasonable travel expenses will be paid at 40p per mile or re-imburement of public transport costs.
<i>Training:</i>	Specific to the project and also access to additional training opportunities from the prison.
<i>Minimum Age:</i>	18 years
<i>Minimum Commitment:</i>	One session per fortnight. Consideration is given for holidays and childcare commitments

Please note that you are required to undertake a CRB Disclosure check and Prison Security Vetting

**For more information please contact Volunteer Coordinator
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