

142,549

Visitors in 2014-15

138,476 2013-14

134,912 2012-13

74% of respondents stated accessing Nepacs services had made a significant difference to their lives

Annual Service User Survey 2015

“Staff are friendly and approachable which makes visiting a better experience.”

We collected 235 responses from all seven North East prisons during March 2015. In a year when more people have accessed Nepacs services due to higher prisoner numbers in the region and increased efficiency of the booking arrangements at Durham prison; the feedback from families reflects our continuing focus on

providing a warm welcome and supportive approach. Again, there are increasing numbers of visitors travelling from further afield and the overall impact of imprisonment continues to have a disproportionately negative affect on what can already be a disadvantaged group of people.

nepacs

Supporting a positive future for prisoners and their families

16-24yr olds 45yrs +

2013	19%	40%
2014	14%	53%
2015	12%	51%

20% of all visitors are children



51% of visitors who were initially unsure about visiting for the first time had decided to because of the support offered by Nepacs

91% thought Nepacs helped reduce the stress of visits



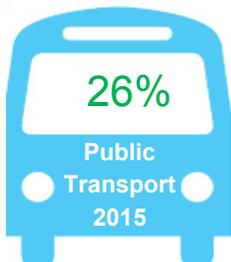
16% retired

32% unemployed
Compared with the overall regional rate of 8%.

94% thought that Nepacs volunteers and staff were friendly and approachable

Overall number of respondents by age range

Transport method of respondents when visiting



21% of respondents claim financial support for travel

94% of visitors thought the atmosphere in visitor centres was warm and welcoming

98% of respondents were British nationals



76% of respondents with children had disclosed to the school that their child(ren) were visiting the prison

87% of respondents were White/British (91% in 2014)

Distance & time travelled 32% for 3hrs +, 55% for 1 hr +

IMPACT

Significant impact of imprisonment

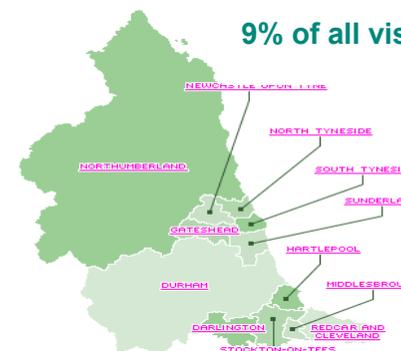
- 90% Emotional
- 71% Health & wellbeing
- 72% Financial
- 56% Felt stigmatised or labelled

85% of visitors felt that their experience of visiting made a significant difference in helping maintain family ties

30% of people had problems booking visits



9% of all visitors come from Newcastle



15% of all visitors come from County Durham

19% of all visitors come from Tees Valley (inc Darlington)

35% of all visitors come from outside the North East