



Visitors' Charter

We are committed to improving standards for visitors to NEPACS Visitors' Centres and HM Prisons in the north east.

This charter ensures a minimum standard is provided for visitors and helps to improve the visiting experience for everyone coming to a north east prison.

In partnership, the prison service and NEPACS aim to:

- Ensure visits will take place on time
- Provide clear information about visits (including times, location and ID requirements) and resettlement opportunities
- Ensure a clear point of contact is available to raise concerns about a loved one
- Provide child friendly facilities
- Offer opportunities for special children's visits
- Promote opportunities for visitors to make a comment, suggestion or complaint
- Ensure staff and volunteers are polite and courteous
- Provide a calm and friendly environment
- Provide facilities which meet the special needs of visitors.

Our Visitors' Centres will also provide:

- Someone to talk to (in person or on the telephone) and provide a listening support service for friends and families
- Opportunities for visitors to gain support from others in the same situation
- Reasonably priced refreshments
- Information on support services in the community.

We will promote equality and diversity throughout our organisations and aim to provide accessible information in a range of formats and languages.