



National Offender
Management Service



NEPACS

building bridges for prisoners, their
families and the community.

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.

