

Where To Go For Help

Families Outside is the national charity in Scotland that works to support the families of people involved in the criminal justice system. Their Support and Information Line **0500 839383** (freephone) or via the website: www.familiesoutside.org.uk can provide families with information on where they might be able to access further support. As a registered charity, Families Outside offer an independent service. If you are visiting a Scottish Prison, you may be able to access support from Family Contact Officers at the prison or from staff at Visitor Centres. For more information about support at visits, see Information Sheet No 3. A number of other organisations that support offenders and their families across Scotland are listed below.

If you need information on Scottish prisons, support or where to go for help:

- **Families Outside Support & Information Helpline**
Tel: 0500 83 93 83
texting Service **60777**
Text **FAMOUT** then your message
e-mail: support@familiesoutside.org.uk
www.familiesoutside.org.uk
A service for families and friends who have a relative in custody in Scotland. Families Outside provides a helpline service, run a Visitor Centre at Addiewell prison and have Family Support Workers who work across Scotland and may assist with many of the issues highlighted below.

For people on a low income, information on help with the costs of visiting:

- **Assisted Prisons Visits Unit**
0300 063 2100

If there are issues around drugs:

- **SFAD – Scottish Families Affected by Alcohol and Drugs**
The national helpline for the families and carers of alcohol and drug misusers.
Tel: 08080 10 10 11
e-mail: helpline@sfad.org.uk
www.sfad.org.uk

If you have a relative or friend in custody in England & Wales:

- **Offenders' Families Helpline**
Helpline 0808 808 2003
e-mail: info@offendersfamilieshelpline.org
www.offendersfamilieshelpline.org

If you live in Ayrshire and /or have a relative or friend in custody in Kilmarnock

- **Lighthouse Foundation**
Tel: 01563 521 343
www.lighthouse-foundation.co.uk

If you think that a prisoner is at risk from suicide or self-harm:

- Telephone the prison and ask to speak to the duty manager or the person in charge.
- Telephone Families Outside on 0500 83 93 83

If the prisoner feels isolated or lonely or would like someone to talk with:

- **Listener scheme**
Most prisons offer a listener scheme where prisoners offer confidential support to other prisoners. They are trained by the Samaritans.

When the prisoner is released:

- **SACRO**
Provides support & information to released prisoners and those about to be released. They have offices throughout Scotland. Contact 0131 624 7270 for your nearest office.
www.sacro.org.uk
- **APEX**
Supports prisoners into employment on release. They have offices throughout Scotland. Contact 0131 220 0130.
www.apex.scotland.org.uk
- **New Routes/ Wise Group**
A team of mentors and job developers, many of whom have personal experience of offending, provide support to individuals (in prison and after) to resolve release issues. A family worker is also available for relatives of those involved with the project. Contact through prison Links Centre staff.
www.thewisegroup.co.uk
- **Circle**
Supporting mothers and fathers at risk of imprisonment, pre and post release from prison, and their families in the community. The service is for parents at risk of imprisonment or in prison who have children under 16. Working in a number of areas in central Scotland, Circle offers direct support in the prison and in the community. For more information contact Head Office: Tel 0131 552 0305. Website: www.circlescotland.org

- **Barnardo's**
Plan B Project offers a co-ordinated programme of support for young people in prison and making a transition back into the community. Currently works with young men in Polmont aged 16-17 and young women aged 16-21 in Cornton Vale.
www.barnardos.org.uk

If you believe the case to be a miscarriage of justice:

- **MOJO** (Miscarriages of Justice)
Tel: 0141 418 0152
www.mojoscotland.com

If you would like information about prisoners' rights and conditions in prison:

- **Prison Reform Trust**
Tel. 020 7251 5070
Freepost for people in prison
Freepost
ND6 128
London
EC1B 1PN
www.prisonreformtrust.org.uk

If you are feeling suicidal, depressed or in danger of self harming:

- **The Samaritans:**
Tel: 08457 90 90 90
PO Box 9090, Stirling FK8 2SA
24 hour emotional support by phone, e-mail or letter.

If you're depressed or anxious:

- **Breathing Space**
Tel: 0800 83 85 87
A free, confidential phonenumber providing advice and guidance when you are down.
- **Scottish Association for Mental Health (SAMH)**
Information Line about mental health issues.
Tel. 0800 917 3466
Monday – Friday 2 p.m. – 4 p.m.
www.samh.org.uk

If you have problems with housing:

- **Shelter Scotland**
0808 800 4444
www.scotland.shelter.org.uk

If you are bringing up children alone:

- **Parentline Scotland**
0800 028 2233
www.children1st.org.uk
- **Lone Parent Helpline**
0808 801 0323
www.opfs.org.uk

If you are a Kinship Carer in need of help with financial or legal issues

- **ParentLine Scotland Kinship Care helpline**
0800 028 2233
- **Citizen Advice Scotland**
0808 800 006

If there are issues with domestic violence:

- **Scottish Domestic Abuse Helpline**
0800 027 1234 (24 hours)

If there are relationship difficulties:

- **Relationships Scotland**
0845 119 2020
Counselling, mediation and family support across Scotland.

If there are issues with debt or you need financial support:

- Your local **Citizens' Advice Bureau** can help with problems concerning housing, benefits, debt or welfare –check phone book for details.
www.adviceguide.org.uk
- **UNLOCK**
Tel: 01634 247350 advice@unlock.org.uk
Information and support service for offenders and their families, providing access to insurance, banking, employment, financial and other advice.

If you need legal advice:

- **Contact your solicitor**
- **Public Defence Solicitors' Office**
Tel 0800 328 1222
Specialist criminal defence lawyers
- **Scottish Child Law Centre**
Tel. 0131 667 6333.
Under 18 line 0800 328 8970
www.sclc.org.uk
They provide advice & information on all aspects of Scottish law as it relates to the rights of children & young people.
- **Equality and Human Rights Commission**
Helpline Scotland 0845 604 5510
www.equalityhumanrights.com
Information and guidance on discrimination and human rights issues.

If you're unhappy with press coverage of the case or are being asked to sell your story:

- **MediaWise**
Tel: 0117 939 9333
E-Mail: info@mediawise.org.uk
Advice & support to those affected by inaccurate or unfair press coverage and those considering selling their stories.