

# 140,564

Visitors in 2015-16

142,549	2014-15
138,476	2013-14

**71%** of respondents stated **accessing Nepacs services had made a significant difference to their lives**

## Annual Service User Survey 2016

*'Staff so helpful and professional at all times. Can not in any way be critical of those kind and dedicated workers, 10 out of 10'*

We collected a total of 273 responses from six North East Prisons during March 2016 where we delivered visitors centre services. 60 from HMP Durham, 55 from HMP Northumberland, 46 from HMPYOI Deerbolt, 41 from HMP Holme House, 37 from Frankland, 34 from HMPYOI Low Newton.

Many of the variables we measure are out of Nepacs' control. Who visits and where they come from depends on who is sentenced and which prison they are sent to (and then whether families have sufficient time and resources to keep visiting). What our surveys demonstrate is that whichever north east prison you come to, you will be given a friendly welcome and will receive a consistently high level of service.



Supporting a positive future for prisoners and their families

	16-24yr olds	45yrs +
2014	14%	53%
2015	12%	51%
2016	15%	42%

Overall number of respondents by age range

**18% of all visitors are children**

**50%** of visitors who were initially unsure about visiting for the first time had decided to because of the support offered by Nepacs

**92%** thought Nepacs helped reduce the stress of visits

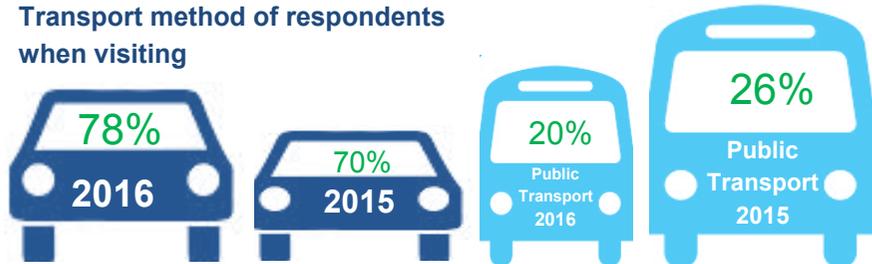


**13%** retired

**20%** unemployed  
Compared with the overall regional rate of 8%.

**95%** thought that Nepacs volunteers and staff were friendly and approachable

Transport method of respondents when visiting



**10%** of respondents claim financial support for travel

Distance & time travelled **15%** for 3hrs +, **49%** for 1 hr +

**95%** of visitors thought the atmosphere in visitor centres was warm and welcoming

**99%** of respondents were British nationals



**51%** of respondents with children had disclosed to the school that their child(ren) were visiting the prison

**88%** of respondents were White/British (87% in 2015)



Significant impact of imprisonment

- 91%** Emotional
- 74%** Health & wellbeing
- 67%** Financial
- 55%** Felt stigmatised or labelled

**93%** of visitors felt that their experience of visiting made a significant difference in helping maintain family ties

**20%** of people had problems booking visits

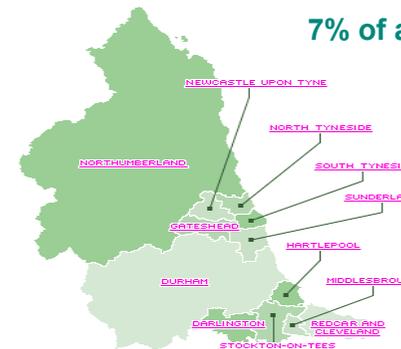


**7%** of all visitors come from Newcastle

**10%** come from Sunderland

**16%** of all visitors come from County Durham

**16%** of all visitors come from Tees Valley (inc Darlington)



**35%** of all visitors come from outside the North East