

Assisted Prison Visits Unit rebranding

Why we are doing this

Over the last few years we have taken on new services and broadened the scope of what we do. The name of the Unit no longer reflects the range of services that we now provide.

For this reason we decided that we need a title that represents the unit and the services that we now provide.


From 1st August 2019 the Unit will be renamed **Family Services**.


The core services will be known as:


Help With Prison Visits, Visits Booking Service, Find A Prisoner, Victim Helpline.


Our new logo



 **Help With Prison Visits**
PO Box 17594 Birmingham B2 2QP
help.with.prison.visits@justice.gov.uk

 **Find A Prisoner**
PO Box 17594 Birmingham B2 2QP
find.a.prisoner@justice.gov.uk

 **Victim Helpline**
0300 060 6699
victim.helpline@justice.gov.uk

 **Visits Booking Service**
PO Box 17594 Birmingham B2 2QP
visits.booking@justice.gov.uk

We also wanted something we've never had before – a visual identity. The Family Services logo features four individual parts (representing the four main services we provide), which when brought together form our emblem. The idea is also that we can add more parts, should we take on further services.

What's changing

Over the next few weeks, everything with our old name will be updated - forms, booklets, posters, phone messages and all online presence will be changed. New headed paper templates will be issued for use from August. Further information about new Email addresses will follow as soon as they are available.