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**HMP & YOI Moorland**

**Family Information Booklet**

*At HMP Moorland we think it is really important to work with both prisoners and their families. We understand that when someone you care about goes to prison you have lots of questions and uncertainties. This is an information booklet that we developed so that you know as much as possible about how we will care for your loved one while they are at HMP Moorland, what it will be like for them and how you can stay in touch.*

[](https://www.google.com/url?url=https://www.doncasterfreepress.co.uk/news/crime/prison-bullies-still-a-problem-at-moorland-prison-doncaster-1-5587038&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwiX7N-P697iAhVNQBoKHcM1BVoQwW4INjAQ&usg=AOvVaw36lzni-YIIz_ryv-C5IoXd)

**Address:**

Bawtry Road  
Hatfield Woodhouse  
Doncaster  
South Yorkshire  
DN7 6BW

**Telephone:**

01302 523000

**Governor:**

Tim Beeston

**Accommodation:**

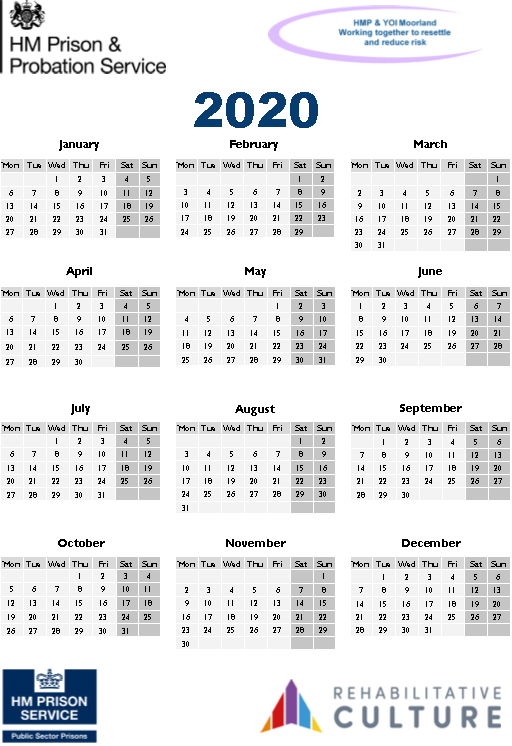
7 Houseblocks; 180 double cells; 614 single cells

**HMP Moorland’s Statement of Purpose**

HMP Moorland promotes the concept of HMIP Healthy Prisons in which staff work effectively to support prisoners to Reduce Reoffending and achieve other agreed outcomes. These four main principles are Safety, Respect, Purposeful Activity and Rehabilitation & Release Planning.

**Our Vision**

We will deliver a safe, decent environment and rehabilitative culture through strong partnership working. By giving clear expectations and providing resettlement opportunities to our prisoners, we will help them change their lives.





**Moorland Prison Visiting Information**

Prison Rules require prisons to actively encourage prisoners to maintain outside contacts and meaningful family ties. This is integral to the prisoner’s Right to Family Life as well as their rehabilitation. Visits are seen as crucial to sustaining relationships with close relatives, partners and friends, where appropriate, and help prisoners maintain links with the community. Visits also assist in maintaining good order. Good quality visits in a relaxed environment make a significant contribution to the well-being and attitude of prisoners and generally help to build better relationships between families and staff.

**Dress Code**

Here at HMP Moorland we have a family orientated visits policy. The majority of our visitors are accompanied by children and we want to foster a decent, safe and relaxed family environment.

To maintain decency in the visits hall our dress code must be adhered to. This is to prevent inappropriate clothing being worn in and around the presence of other visitors and staff.

Whilst visiting a loved one, you have to adhere to the Prison Dress Code.

**It is important that you understand that you can be denied visitation if you are not deemed dressed appropriately.**

The following items of clothing should **NOT** be worn:

* Hats or scarves and head covering which are not worn on religious grounds
* Jackets or coats, hoodies or gloves – this also applies to children age two and above.
* Inappropriately damaged clothing
* Metal hair accessories
* Steel toe capped shoes/boots or cycle/motorcycle shoes
* Non-prescription glasses i.e. sunglasses
* See-through tops
* Ripped Jeans
* Low cut revealing tops
* Crop tops revealing the navel area
* Male vests of any kind
* Items of clothing that display offensive abusive or insulting words or gestures
* Football shirts etc.
* Mini or very short skirts/dresses unless worn with leggings
* Shorts which are hot pant length - all shorts must be mid-thigh to knee length
* Smart watches

Due to the diversity of attire available the staff in visits will at all times use their discretion when faced with inappropriate dress. They will in all cases make their decisions and judgements based on decency.

You may be asked to adjust clothing or wear alternative clothing if available.

**As a last resort your visit may be cancelled if the dress code cannot be adhered to.**

**Closed Visits**

Closed visits are only imposed when a risk of smuggling drugs or another behaviour threatening the good order and control of the establishment has been identified. In these cases, Visitors may NOT bring any food or drink into the closed visits area, this also includes, nappies, baby food and drinks.

|  |  |
| --- | --- |
| **Friday** | |
| 07:30 | Staff Handover |
| 07:45 | Staff on Duty / Briefing / Night staff off duty |
| 08:00 | Unlock workers for am work/education/gym & treatments 1/Lined Route called |
| 08:05 | Res 2 – Movement to work, education & gym  Res 1 – Movement to work, education & gym |
| 08:30 | Cease movement to activities/ Wing duties / routines |
| 11:40 | Movement from activities/serve lunch |
| 12:15 | Lock up & Roll Check |
| 12:30 | Staff Lunch/Movement for Muslim service |
| 13:30 | Staff return from lunch/Muslim service returns |
| 13:45 | Canteen, Exercise, Gym, Wing activities |
| 16:00 | Treatments 2 |
| 16:15 | Serve Evening Meal |
| 17:15 | Lock up, Roll check |
| 17:30 | Main shift off duty |
| 17:30- 21:00 | Patrol state / response staff on duty 19:00 Roll Check |
| 20:45 | Night staff on duty / Handover |
| 21:00 | Day staff off duty |

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| --- | --- |
| **Saturday & Sunday** | |
| 07:30 | Staff Handover |
| 07:45 | Night staff off duty |
| 08:30 | Staff on Duty / Briefing / chapel services (SUN) /Treatments 1 |
| 08:45 – 11:30 | Gym/ Exercise/ Wing activities & IDTS |
| 11:45 | Serve Lunch |
| 12:15 | Roll check |
| 12:30 | Staff to lunch |
| 13:30 | Wing activities/gym/exercise/commence visits - Res 2 to visits followed by res1 free flow |
| 16:00 | Visits return/Treatments 2 |
| 16:15 | Serve tea meal |
| 16:45 | Roll check |
| 17:00 | Staff off duty, patrol state / response staff on duty/**19:00 Roll Check** |
| 20:45 | Night staff on duty / Handover |
| 21:00 | Day staff off duty |

**Prison Daily Regime - Core Day**

|  |  |
| --- | --- |
| **Monday - Thursday** | |
| 07:30 | Staff Handover |
| 07:45 | Staff on Duty/Briefing/Night staff off duty |
| 08:00 | Unlock workers for am work/education/gym & treatments 1/Lined route called |
| 08:05 | Res 2 – Movement to work, education & gym  Res 1 – Movement to work, education & gym |
| 08:30 | Cease movement to activities/Wing duties/routines |
| 11:40 | Movement from activities/serve lunch |
| 12:15 | Lock up Roll Check |
| 12:30 | Staff lunch |
| 13:30 | Unlock PM Workers, Education & Gym, to visits Tuesday & Thursday move to activities |
| 13:35 | Lined Route called |
| 13:40 | Res 2 -Movement to work, education & gym |
| 13:45 | Res 1 – Movement to work/education & gym |
| 14:00 | Cease Movement/Wing duties |
| 16:00 | Return from visits Tuesday & Thurs only/Treatments 2 |
| 16:25 | Lined Route called |
| 16:30 | Return from Activities/ Serve evening meal |
| 17:15 | Lock Up & Roll check |
| 17:30 | Staff off Duty/Staff tea |
| 18:00 | Association, Gym, Evening activities |
| 19:15 | Lock & Roll check |
| 19:30 | Staff off duty/patrol state/response staff on duty |
| 20:45 | Night staff on duty/Handover |
| 21:00 | Late Patrol staff off duty |

|  |  |
| --- | --- |
| **Bank Holidays** | |
| 07:30 | Staff handover patrol |
| 07:45 | Night staff off duty |
| 08:30 | Staff on Duty / Briefing/Treatments 1 |
| 08:45 | Wing activities / gym / IDTS |
| 1030-1130 | AM Exercise |
| 11:45 | Serve meal |
| 12:15 | Roll check |
| 12:30 | Staff to lunch |
| 13:30 | Wing activities /gym |
| 16:15 | Serve tea meal & Treatments 2 @16:00 |
| 16:45 | Roll check |
| 17:00 | Staff off duty, patrol state / response staff on duty/**19:00 Roll Check** |

**Social Visits**

|  |  |
| --- | --- |
| **Tuesday** | 14:00 - 16:00 |
| **Thursday** | 14:00 - 16:00 |
| **Saturday** | 14:00 - 16:00 |
| **Sunday** | 14:00 - 16:00 |

**Booking Information:**

To book online, visit: [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits).

All you need is the name and date of birth of the person you are visiting and heir prisoner number.

**Additional Information:** No visits Christmas Day, Boxing Day or Good Friday. All visits must be booked 48 hours prior to visit taking place. All visitors must have some form of ID with them. All visits require a VO. Maximum limits: 5 visitors, 3 of which can be adults. Additional children can be accommodated upon request.

**Identification Policy**

For all visits you will need to take secure self- identification. In most cases you will need two forms of documentation. We will accept **ONE** of the following forms of ID:

* Passport
* European Community Identity Cards
* Driving licence
* Senior citizen/disabled person’s bus pass
* Employer or student ID cards are acceptable if the name of the visitor and the establishment is clearly exhibited and the photo can be compared with the visitor’s appearance
* Benefits book
* Citizen card

If the visitor is unable to produce one of the above, we will accept a combination of **TWO** or more of the following:

* Birth and marriage certificate (count as one)
* Cheque book and valid debit/credit card (count as one)
* Employer or student card
* Young person’s proof of age card
* Union cards
* Rent book/card
* Foreign identity card
* ID card from a recognised prison visitor’s organisation.

**No other forms of ID will be accepted**

If you do not have a passport or driving license you can order a **free** citizen ID card to use. You can find out more here [**www.citizencard.com**](http://www.citizencard.com) or visit your Post Office.

**Children’s Identification Policy**

* Birth certificate
* Passport
* Student card
* Personal Child Health Record (also known as the PCHR or 'red book'), for children under three years old only.

**At your visit**

Visits can be extremely emotional, and the process can be confusing. All prisons have differing processes for making visits and differing security checks. Once you arrive at the Visitors’ Centre, you must book in between the hours of 11.30 and 15.00; any visitors who try to book in after 15.00 will be asked to reschedule their visit.

**All Prisoners can access the following courses:**

* Functional Skills English & Maths from Entry 1 through to Level 2
* ITQ, Entry level through to Level 2
* Business Venture/Setting up your own Business level 1 & 2
* Barbering Level 1 & 2
* Employability Level 1
* Information, Advice & Guidance Level 2
* Customer Services L1 & L2
* Cleaning & Support Services Level 2
* Health & safety L2
* Food Safety L1 & L2
* Forklift Truck & Warehousing L2
* Open University Support
* Novus Works – Employment advice and guidance

For Residential 1 Level Prisoners only:

* Bricklaying L1 & L2
* Painting & Decorating L1 & L2
* Catering L1

For Residential 2 Level Prisoners Only:

* iMedia L1 & L2
* PAT Testing – available to all prisoners
* RNIB Braille – L3 available to Res 2 prisoners only

Prisoners are invited to qualification or achievement presentations (which are ad hoc through-out the year) Families currently do not attend these presentations.

**Education & Training**

The Learning, Skills and Employment aspect of the regime at HMP Moorland is designed to enhance prisoners’ employability skills so that they are able to compete effectively in the job market after release.

The prison works with a wide range of Learning, Skills and Employment partners in order to ensure that prisoners’ “employability” is enhanced prior to release, irrespective of individuals’ starting point on arrival at the prison.

The following definitions of **employability** and **employability skills** apply.

**“Employability defines the knowledge, skills, attitude and behaviour you need to get work, stay in work and do your job well”.**

**“The skills almost everyone needs to do almost any job”.**

For men at HMP Moorland, key aspects of employability are:

• English and mathematics, ideally at or above level 2;

• Appropriate vocational qualifications at or above level 2;

• Functional ICT literacy;

• Generic skills and behaviours such as a positive attitude, punctuality, reliability, enthusiasm and the ability to work as part of a team.

**Security checks**

You will be required to have your finger or thumb prints scanned as part of a security check. You may also have an eye scan. Sometimes you will be sniffed by security dogs, but don’t worry they are friendly and very well trained.

Make sure you wear clothes that are not contaminated by any form of drug as you will be returned to the Visitors’ Centre and will not be able to have your visit. You will also be searched by prison staff.

**What can I bring in for my children?**

* One empty bottle or drinking cup
* One sealed carton of milk (strictly no powder)
* For babies who are breastfed, 1 bottle of expressed milk
* Sealed Jars of baby food only.
* Nappies and wipes are available to purchase at the visit via the coffee shop.

**Food and drink**

Snacks and refreshments are available to buy in the visits hall via the coffee shop and the vending machines. Each adult on a visit may take no more than £20 into the visits hall. Visitors are also advised to bring a £1 coin for the lockers to securely lock their belonging away.

**Money**

You cannot give money to the prisoner during a visit. All money for prisoners must be posted in. Cheques or Postal Orders must be made payable to “The Governor”, and the prisoners’ name and prison number must be written on the back, as well as the name and address of the sender. OR by debit card or bank transfer by visiting [**www.gov.uk/send-prisoner-money**](http://www.gov.uk/send-prisoner-money)

To be able to establish when the money arrived at the Prison, it is always safest to post the money via either Special or Recorded Delivery. This will also assist should the money go astray.

**Banned items**

Do not attempt to bring any of the following into prison during your visit:

* illegal drugs
* alcohol
* weapons
* a camera
* a mobile phone
* indecent or obscene material
* material that threatens the security of the prison
* material that is written in code
* Watches
* Tobacco or lighters

**Safer Custody**

* If Family have worries or concerns about their loved one they can ring the Safer Custody “At risk Hotline” 01302 523000 and leave a message. These calls are checked and dealt with twice daily, AM and PM. A case note is put straight onto the Prison NOMIS System. The wing is contacted and staff informed of any family worries directly.
* Vulnerable prisoners are supported throughout the Challenge Support & Intervention Plan (CSIP) process. This is an investigation carried out by the safety team once the CSIP has been submitted onto the Prisoner NOMIS System. These Plans are submitted where there has been an assault / threats / debt / bullying issues, or any other reason a member of staff feel the need submit a CSIP.
* Once the investigation has been carried out the wing CM will make the decision to either place the prisoner on a support or behaviour compact, deem it no further action (NFA) or decide that wing staff can manage the situation.
* For prisoners that do have a Challenge Support & Intervention Plan (CSIP)they then become eligible to participate in the Vulnerable Risk (VR) regime on the wing. The family are informed of any actions taken.
* There is also a form called “community keep safe”, this can be filled in by another prisoner with concerns for anyone, family members or staff. This will then be investigated and actioned by the Safer Custody department. These are also available in outside visits.
* There is also an equalities department that will investigate any Hate Crime issues and record the outcomes on a Discrimination Incident Report Form (DIRF).
* If any Family Member wishes to make a complaint.
* A complaints process is managed by the Business Hub.

**Advantages for Prisoners:**

* The scheme provides an officer who has the commitment to listen and where appropriate offer help, advice and guidance.
* Provides continuity of support with someone who knows and understands the individual’s needs.
* Help to develop professional relationships with staff in the establishment on a personal level.
* Help to develop a personal investment in the establishment.
* Ensure there is someone to advise the individuals Prison Offender Manager or CRC Officer of any changes in circumstances and developments during their sentence.
* Provide someone who will be able to have input into a variety of reports that will be required throughout the individual’s sentence.
* Help to access other specialist groups both within and outside of the establishment.
* Encourage the prisoner to complete sentence planning targets, which should enable progression.
* Help through some difficult times during the prisoner’s sentence.
* Encouragement of positive behaviour and learning new skills to help the individual express their views constructively.

[Image result for Train clip art](https://www.google.com/url?url=https://all-free-download.com/free-vector/download/train-clip-art_18113.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwj58JG26d7iAhWr3OAKHdIlCpgQwW4IODAR&usg=AOvVaw1pu0B_8tViOPwKsxR18iGL)**How to get there:**

**Train:** Take a train to Doncaster Station, then follow bus directions below. Alternatively, taxis are available outside the Station and cost around £12.

[](https://www.google.com/url?url=https://clipartpng.com/?1079,blue-bus-png-clipart&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwisxsfM6d7iAhUJCxoKHQRZBrk4FBDBbgg6MBI&usg=AOvVaw0wW2w7sdFD7nUl6mwKy6-B)**Bus:** Buses are available from the Southern Bus Station (01709 515151). No. 68 leaves at half past the hour (no Sunday service). No. 186 leaves at 12:55 (Sunday departs at 13:30). The journey is approximately 10 miles and takes 30 minutes.

[Image result for car clip art](https://www.google.com/url?url=https://scubasanmateo.com/car-clipart.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwib46Dq6d7iAhUKVhoKHYT4CPQQwW4INDAP&usg=AOvVaw3Ixh1cabsnECWD9Imy8bGK)**Car:** From the south- M1 exit on to M18, junction 5 on to M180, junction 1 – follow A614 towards Bawtry, continue following local directions. From the north- M62, junction 35 on to M18, then as above. A1 north to Blyth roundabout. At A 614 north through Bawtry. Turn right at the Esso garage and follow directions towards Thorne.

**SAT NAV POSTCODE: DN7 6BW**

There is a visitor’s car park on the right as you enter the grounds. Visitors must take care not to leave valuables in sight of other visitors

**Claiming Back Your Travel Costs**

Anyone who is a close relative of a prisoner and is on a low income can claim back the cost of their travel to the prison through the Assisted Prison Visits Scheme. Please ask for an information pack at the Visitors’ Centre, or alternatively you can request a pack using the contact information at: [**www.gov.uk/helpwithprisonvisits**](http://www.gov.uk/helpwithprisonvisits)

**You must get the visit confirmation form stamped by prison staff and receipts must be kept to make a claim.**

# **Staying in touch**

Separation from a family member can be a very emotional time for all involved, concerns of what has happened and what happens next can leave people feeling vulnerable. It is important that regular contact is maintained to ease concerns for both the person in custody and their family members.

# We provide a number of different ways that people can keep in touch through this challenging and difficult time.

## **Letters**

[](https://www.google.com/url?url=https://unixtitan.net/explore/written-letters-clipart/&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwjI45j66N7iAhXKAWMBHXvnBuE4KBDBbggkMAc&usg=AOvVaw0CK7ZPFyHYxTmaUCbXZZgK)You can contact your loved one by writing to them. Normally there’s no limit on the number of letters you can send but they must have senders name and address on.

Most letters sent to and from prison are checked by prison staff, photocopied and originals placed in the prisoners stored property.

Prisons can’t open letters from solicitors and courts except in special cases, for example if they suspect a letter isn’t really from a legal adviser.

You can complain to the prison if you think your letters are being read when they shouldn’t be, or if your letters aren’t reaching the prisoner.

Sending photo’s- Photo’s sent from home must have a return address on, will be photocopied and originals placed in the prisoners stored property. Photo’s sent from picture print companies will be accepted but the sender must write separately to the prison with name, address and order confirmation number.

**Key Workers**

**What Families should know about the Keyworker Role**

The aim of the Keyworker role is to promote a rehabilitative and constructive staff - prisoner relationship, in order to foster positive prisoner behaviour through staff example, dynamic security, fairness, decency and guidance.

Each key worker has up to 6 prisoners each and the aim is to see them for 45 minutes on a weekly basis. Key Workers are auto allocated, but where men have specific needs specific selection of an appropriate key worker will be made.

**Keyworkers will assist with** **the following**:

* Achieving positive relationships
* Cultivating a healthy culture, in which prisoners feel confident to work and engage in their progression.
* Encouraging prisoners to identify and address their offending behaviour or lifestyle choices.
* Providing prisoners with a first point of contact for information, advice, guidance and support.
* Mitigating the negative effects of imprisonment, this forms the foundation of a rehabilitative culture, and is a key characteristic of an effective prison officer.
* Reducing violence towards prisoners, staff and the public.
* Reducing levels of suicide, violence, anger and alienation.
* Improving good order and individual’s personal development.

**Mental Health**

The Mental Health Teamoffers assessments around mental assessment, risk assessment and will be offered follow up support by a senior nurse. The team attend ACCT reviews The IAPT service provides evidence based treatment for people with anxiety and depression implementing NICE guidelines.

The IAPT worker is available on patient request to deliver a service around mindfulness, anxiety and emotional well-being. A Psychiatrist also works 3 days per month and a Psychologist is available on request. The Mental Health team is an integrated Mental Health Team where both primary and secondary care work as a streamline service.

There is also further support for prisoners Mental Health and emotional well-being from specialist Listeners who are trained prisoners that will listen and provide advice and guidance if a prisoner is struggling. Chaplaincy services and Samaritans are also available if needed.

**Email a Prisoner**

Communication is a major factor in Prison life and the lack of it can have horrendous consequences. Email a Prisoner offers a quick, efficient, secure alternative method of communication for Prisoners, their families, friends, legal professionals and related organisations - meaning Prisoners can receive more frequent and varied communication.

Email a Prisoner has the following goals:

* To help family & friends communicate easily and frequently with Prisoners.
* To reduce thoughts of self-harm/suicide through increased communication.
* To assist Prisoners in preparation for release with multiple partner agencies.

Our sophisticated systems allow you to write an email, press 'send' and sit back in the knowledge the email will be delivered safely, securely & ready for delivery to the prison of your choice. Your message is printed inside the prison and will be included in the daily mail delivery. From all corners of the World you can now stay in contact with prisoners, all for 40p per message.

To email a prisoner: **emailaprisoner.com/howitworks**

**Telephone Calls**

[](https://www.google.com/url?url=https://www.pinclipart.com/pindetail/ixbxiT_box-phone-svg-png-icon-free-call-vector/&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwjI-tmN6d7iAhX4AmMBHfzFBskQwW4IKDAJ&usg=AOvVaw1211LZr4sGXjmXMV7VuEn-)Your loved one has to call you using a prison

phone.

Prison staff can listen to and record most types of call. Some calls aren’t monitored, for example, when a prisoner calls a legal adviser.

Sender details are required\*

[Prison Voicemail](https://prisonvoicemail.com/)

You can exchange voicemails with your loved one through the Prison Voicemail service available at HMP Moorland. You as, family members or friends have to sign up online and then you are given a unique landline phone number which you can call at any time to leave messages.

**Prison Voicemail Works:**

1. Leave messages from your mobile at any time.

Call your Prison Voicemail number from your mobile at any time and leave a message. The message is **instantly available** at the other end.

#### 2. The prisoner listens to the messages.

They simply dial their Prison Voicemail number from any phone in the prison. The call costs them the price of a normal landline call.

#### 3. Get a reply, leave another message.

After listening, the prisoner can leave you a reply. When you receive a notification, just call your Prison Voicemail number to listen and respond.

*The fastest, easiest, cheapest way to maintain contact with a prisoner.*[*96% of prisoners say voicemails make them feel better*](https://prisonvoicemail.com/signup)*.*

**Healthcare**

The Primary Healthcare Team provides holistic care for every patient at HMP Moorland. The Primary care team is made up of both qualified nurses and health care assistants. This service provides a Monday—Friday service, 7 days a week medication dispensing and primary nursing care services***.***  The team look after people who require treatment of physical illnesses and injuries and respond to clinical emergencies throughout the prison.

The nurses run a triage clinic Monday to Friday. There is a special sick round available if you are feeling unwell or to discuss any other issues/ problems you may have at medication times. The nurses may be able to provide treatment in the triage room or may refer you on to one of the doctors for treatment.

The primary care team also provide health screening for example sexually transmitted infections, Immunisations and vaccinations, NHS Health checks and long term conditions. A Sexual Health Specialist is available at Moorland. During the flu season we provide criteria specified patients with the influenza vaccination. We also provide vaccinations for all patients to protect against hepatitis B. The Primary Care Team also provide a wound care service and a dry blood spot testing service.

Doctors and Advanced Nurse Practitioners (ANP) are available to see patients Monday to Friday. Our role is to provide general medical care, help with any medical emergencies in

prison and provide specialist support for the extended services in the prison e.g. substance misuse and infectious disease. We work closely with all other members of the team. Medical care is available by placing a Healthcare application in to Healthcare.

Alternatively, the Primary Care Nursing Team can also request you see a doctor, in case of emergencies or through the triage clinics which are regularly held in healthcare.

**What should I do if I think someone is in debt?**

**Tell the prison…**

* Ring the prison’s Safer Custody Hotline – the number for this should be advertised in the Visitors centre.
* Ring the prison and ask to speak to the Safer Custody Team
* Speak to a member of staff on visits whilst at the prison
* Speak to a member of the Visitors Centre staff who will speak to the prison on your behalf.

**Encourage the prisoner to…**

* Tell staff about it, so they can help.
* Speak to a member of staff about getting support for drug addiction, if you think they are in debt because they are using drugs.
* Only use the prison pin phones to make calls – if they have or are using a mobile phone this will be costing them a lot of money and will get them into trouble.

**You should never…**

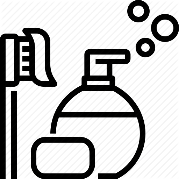
* Get involved in trying to pay back a prisoner’s debt for them – this could make the situation worse, and you could get into trouble yourself, both with the police and with a criminal gang if they are involved in the debt.
* Transfer money to a prison money account or an outside bank account of someone you don’t know, even if your family member asks you to – tell the prison if this happens
* Pay money into any other prisoner online account even at the request of your family member.

**Phone the police and the prison straight away if you are being threatened or blackmailed by someone else about a prisoner’s debt.**

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**Personal Property**

**NO** items of clothing will be accepted at the visits center but a one off payment of up to £200 can be sent to a prisoners account within 28 days of them arriving at this prison. This money can be spent on clothing item from a catalogue.

On reception into prison all prisoners receive a clothing pack including socks, underwear, a t-shirt, tracksuit bottoms, towel, toiletries, bedding pack, cutlery and a grocery pack. There is also an option to purchase a kettle, in cell phone and vaping items.

**Prison Jargon**

The official language of prison life is confusing enough, and then there’s all the prison slang. Your relative will soon slip into using this language quite naturally. Here are a few words and phrases that often crop up:

|  |  |
| --- | --- |
| **Adjudication**  **(nicking)** | Daily process when governor deals with disciplinary offences. |
| **App** | Prisoners have to put in an app (application) for anything different from normal daily routine e.g. for things to be brought into prison. |
| **Association** | Time when prisoners are allowed out of their cells to meet, talk, play pool, make phone calls etc. |
| **Block or ‘seg’** | Prison segregation unit where prisoners are sent for bad behaviour or sometimes for their own protection. |
| **Canteen** | This is the prison shop, where your relative will be able to order extra food, toiletries, tobacco, etc. |
| **Category A, B, C and D** | Prisoners are categorized and allotted to prisons by categories. Adult males are given one of the above categories (or ‘cats’), with A being those whose escape would be regarded as highly dangerous to the public, down to D for those who can be reasonably trusted to serve their sentence in open conditions. |
| **Closed visit** | Visit supervised by officers where the prisoner and visitor are separated by a screen. A prisoner can be put on closed visits. |
| **In possession** | Prisoners are allowed a strictly limited number of articles ‘in possession’ to keep in their cells. Anything above the limit is usually kept in ‘private property’ or handed out on a visit. |
| **IMB** | Independent Monitoring Board. These are lay people appointed by the Home Secretary to act as watchdogs. |
| **Legal letter** | Confidential legal correspondence to or from solicitor is covered by prison rule 39. If a letter has ‘prison rule 39 applies’ written on it, it cannot be opened except in the prisoner’s presence. Both correspondents need to write Rule 39 on the envelope. |
| **Legal visit** | Lawyers are allowed to visit clients in prison without using a visiting order. |
| **Listeners** | Prisoners trained by Samaritans to listen in confidence and offer emotional support to other prisoners. |
| **Personal officer** | Each prisoner should have a personal officer to look after their interests. |
| **MDT** | Mandatory drug testing – random urine testing for drugs. |
| **Private spends** | Money sent in by relatives or friends – small amounts which can be spent in prison canteen (shop). |
| **PVO** | Privileged visiting order, sent out to visitors at the prisoner’s request. Prisoners can be allowed these extra visits in return for good behaviour. |
| **Ship out** | Moved from one prison to another, often without warning (when it is known as being ‘ghosted’). |
| **Tariff** | Minimum term – the part of a life sentenced prisoner’s sentence, which must be served ‘for retribution and deterrence’. |
| **VPU/VP** | Vulnerable Prisoners Unit – where prisoners at risk are held. |

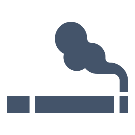
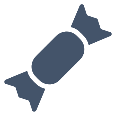
**How much money should I send in?**

You can send any amount of money in, but there are limits on how much of this money prisoners are allowed to use each week to order from the prison shop (canteen).

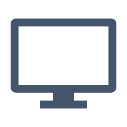
The amount varies depending on whether the prisoner is convicted or on remand, and on their IEP (behaviour) level – most prisoners are on Standard IEP level.

There is a prison shop (called ‘canteen’), that prisoners

need money to order things from. Prisoners can use their prison wages, money they get sent in, and money they came into prison with to buy these things –

* ****PIN phone credit
* Vapes
* Stamps and stationary
* Extra food, snacks, tea & coffee
* Extra toiletries
* Newspapers and

magazines

**

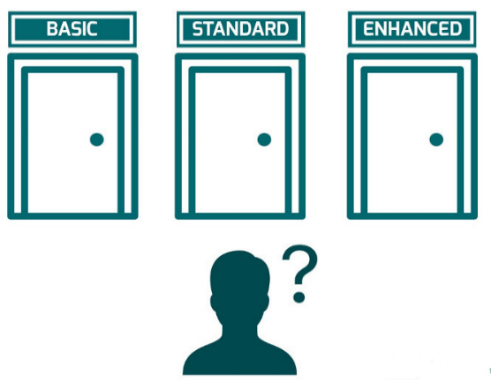
Prisoners are also charged £1 a week to have a TV in their cell. (50p for those sharing in a double cell.)

**Debt in Prison – What families need to know**

**How does it work?**

When we talk about debt in prison, we mean the debts that prisoners owe to each other. If the prison knows a prisoner is in debt and their safety is at risk, they will take action to keep the prisoner safe.

**It is also not allowed to pay any money into other prisoners’ accounts as this supports bullying and organised crime.**

**Incentives & Earned Privileges (IEP)**

|  |  |
| --- | --- |
| **Visit entitlement** | **Total Visits**  **(Per 28 days)** |
| BASIC | 2 Visits |
| STANDARD | 3 Visits |
| ENHANCED | 5 visits |

The Governor and staff at HMP & YOI Moorland are fully committed to maintaining a Safe, Ordered and Controlled environment for all staff, prisoners and visitors. On arrival into prison every prisoner will be given an ‘IEP’ rating. A higher ‘IEP’ rating, means more rewards can be enjoyed. A lower ’IEP’ rating, means they will not be allowed some of the things they enjoy.

**Breaking rules makes their ‘IEP’ rating go down**

**Following rules makes their ‘IEP’ rating go up**

* **Basic level**

This is the lowest rating. This rating will be given if rules are broken often or very seriously. If your family member has this rating, they will get very few things they enjoy. X2 negative ‘write up’/comments on the computer will probably get you on basic.

Refusing to go to education or employment will mean basic also. They will have no TV and no access to the gym.

* **Standard level**

This is the rating everyone gets on entering prison. This is the level of most men. More rewards can be gained by following rules

* **Enhanced level**

This is the highest rating given and means they will get the best rewards and privileges. Privileges can be earned/increased by:

* Behaving well and following the rules
* Helping other prisoners and staff

**Some of the things that can be earned:**

* A television.
* More money by working, which can be spent on things from the canteen.
* More visiting times for friends and family.
* More time out of their cell to socialise and use the facilities more.

If rules are broken, as well their IEP rating being looked at, they may have an adjudication (placed on report by a member of staff). The type of punishment you get depends on:

* What rules have been broken
* The seriousness your offence

**Some types of punishment:**

* Removal of your cell television- their television can be taken off them for up to 42 days.
* Fewer visiting times- Family and friends will not be able to visit as much.
* Less money- money earn can be taken away for up to 84 days.
* Pay the full cost to repair or replace any prison property damaged.
* Less time out of your cell to socialise or do activities

**Money in Prison- What families need to know**

**How does money in prison work?**

Prisoners are not allowed to use cash in prison, but they have a prison money account that you can send money in to and which their prison wages are paid into. Any money they came into prison with is also put into this account.

Most prisoners are paid about £12 a week by the prison if they have a job or attend education or a course. The exact amount could be between £4 and £18 and will vary depending on the work that they do and on their IEP (behaviour) level.

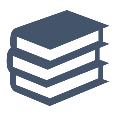
Prisoners on remand and prisoners above retirement age can choose not to work and will receive a lower amount of unemployment pay, normally 50p a day.

If convicted prisoners refuse to work they will receive no pay, and if any prisoner breaks the prison rules their pay could be reduced for up to 12 weeks (or 6 weeks for young offenders).

**What do prisoners need money for in prison?**

All prisoners will be provided with the following for free –



* 3 meals a day
* Prison issue toiletries
* Prison issue clothing
* Prescribed medication
* 2 letters a week
* Library access

If the Community worker is unable to attend for the visit, the Enhanced Through the Gate team will still see the prisoner prior to release to review their progress.

**How do I send money in?**

The easiest way to send money to a prisoner is online. Make sure you have your debit card and the prisoners number and date of birth, and go to -

www.gov.uk/send-prisoner-money

Using the online service, money should reach them within 1-3 working days.

For other ways to send money to a prisoner go to –

www.gov.uk/staying-in-touch-with-someone-in-prison/sending-money

For privately run prisons, check with the prison directly about the best way to send money in.

This table shows the maximum amounts that prisoners can spend every week from the money that gets sent into them.

|  |  |
| --- | --- |
| IEP Level | CONVICTED |
| BASIC | £4.00 |
| STANDARD | £15.50 |
| ENHANCED | £22.50 |

If a prisoner has an immediate need on any of the above pathways prior to the 12 week prior to release point, a member of the Enhanced Through the Gate team can see the prisoner and signpost to the relevant partnership for the need to be addressed.

**Food**

All men at HMP Moorland are entitled to 3 meals a day.

Daily food menu: Every week they will choose the meals want to eat for the week ahead. Support is given should this be hard for anyone.

Dietary requirements: Men should make staff aware if there are any special dietary requirements or food allergies.

**Chaplaincy**

The Chaplaincy Team are here to offer support to prisoners of all faiths and none. We visit all new arrivals and if necessary we will make contact with their families to ensure that they know their current location. We are happy to be a focal point of communication during that settling in period.

We provide ongoing pastoral support and will respond appropriately to pastoral need such as family illness or bereavement; personal and spiritual wellbeing as well as specific issues relating to a person’s faith journey and practice.

We also hold a busy programme of Faith activity including services of worship and teaching programmes throughout the week.

The Chaplaincy Team are also happy to provide resettlement support prior to release particularly in relation to providing links to Faith groups within the local community.

Prisoners can contact us using the general application process or by asking a member of staff on their House Block to call us. There is normally a member of the team available that same day. Family members are welcome to call us on the main Prison number and the switchboard will put you through. We also participate in Family Days and are happy to pop by during a regular visit.

**What is Chaplaincy about?**

The chaplaincy team is here to offer support to both offenders and staff. Our role is to walk with you on your journey through prison. To assist you in your journey we offer faith based courses; these courses are run to enable you to understand more about your faith. List of all courses available can be found on each house block. (Attendance is by application)

**What does Chaplaincy do?**

We visit all new arrivals on the day of reception. Those who find themselves in the Segregation unit are visited daily by a member of the chaplaincy team.

 Those on ACCT’s are visited regularly.

Are you being harassed or pressured in any way? Talk to us

Do you have a spiritual or pastoral problem? Talk to us

No matter what the problem; family life or trouble coping with prison; these are just as important as questions of faith. We offer assistance with any need or problem that you may have. Pastoral support is offered to all regardless of belief.

In times of bereavement a sacred space is offered to allow you to mourn a loved one.

Contact us by application or a phone call from a staff member from your work place or house block.

Those due for discharge are visited one month prior to release.

Assistance is offered via and introduction to a faith based community if so requested.

**South Yorkshire Community Rehabilitation Company**

South Yorkshire Community Rehabilitation Company are the partnership agency within South Yorkshire prisons who provide assessment and planning for each prisoner.

In terms of the service provided in HMP Moorland (which is a resettlement prison), South Yorkshire Community Rehabilitation Company will undertake the following: -

* At the 12-week point, prior to release of the prisoner, a member of staff from the Enhanced Through the Gate team will offer the prisoner an appointment to complete pre-release planning.
* The plan will cover the following pathways: -
  + - Accommodation
    - Education, Training and Employment
    - Finance, Benefit and Debt
    - Personal, Relationships and Community
    - Support for Victims of Domestic Violence
    - Support for Sex Workers

For any needs that have been identified on the above pathways, the Enhanced Through the Gate team will signpost to the relevant partnerships within the establishment for the identified work to be undertaken.

Staff will also make contact with the Probation worker responsible for supervision of the case in the community, to offer the opportunity to complete a visit to the prisoner prior to release.

The purpose of this meeting is to gather feedback from the agencies the prisoner has been working with, to update of progress made and any areas of work that will remain outstanding that will require completion once released into the community.

**Resettlement services**

**NACRO support Accommodation, Finance Benefit & Debt, and Education, Training and Employment**

NACRO support with issues including accessing accommodation, opening a bank account, and writing a CV. NACRO also offer Through the Gate support to eligible offenders. They work with

offenders during the last 12 weeks of their sentence to create a resettlement plan. This is a chance to see what the service can offer before they reach that stage. This could be Accommodation, ETE & Bank accounts. They will refer to other partners as required to meet the needs of the client.

**Job Centre Plus provide assistance with jobs and benefits.** They will contact men 8 weeks before release to see if they have any benefit requirements prior to discharge. They provide support on the appropriate claim or be signposted to alternative options of benefits or work. They will also offer advice on the requirements to meet the needs of claiming a specific benefit.

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**NOVUS WORKS support men with opportunities in and out of the prison.**

This is an exciting development through NOVUS (Education) which will assist men in accessing work/training opportunities once in the community. NOVUS WORKS will work on their behalf together with the man while visiting him in the community and help with: Preparing for Employment – CV’s and interview preparation, Employment, Further/Higher Education, Training Opportunities and Apprenticeships.

**Regular Services**

|  |  |
| --- | --- |
| **Monday Morning:** | **08:30 Jehovah Witness Group** |
| **Monday (3rd Monday):** | **13:30 Quaker Meeting** |
| **Tuesday Afternoon:** | **13:30 Pagan Worship** |
| **Tuesday Afternoon:** | **13:30 Sikh Prayers** |
| **Wednesday Morning:** | **08:30 Buddhist Meditation** |
| **Thursday (4th Thursday):** | **08:30 Service of Holy Communion** |
| **Thursday Afternoon:** | **13:30 Hindu Worship** |
| **Friday Morning:** | **08:30 Roman Catholic Mass** |
| **Friday (2nd and 4th Friday):** | **08:30 Rastafari Meeting** |
| **Friday Afternoon:** | **12:45 Muslim Prayers** |
| **Sunday Morning:** | **10:00 Ecumenical Service** |

**Meet the Team**

**Managing Chaplain:** Martin Batstone

**Anglican Chaplain:** Awaiting Appointment

**Buddhist:** Mark Chipp

**Free Church:**

**Hindu:** Achorya Jitesh Bhatt

**Jehovah’s Witness:** Roger Tasker

**Jewish:** Rabbi Golumb

**Quaker Chaplain:** Diana Luther-Powell

**Muslim:** Imam Camran Munir

**Mormon:** John Hall

**Pagan Chaplain:** Mary Frankland

**Rastafari:** Moqapi Selassie

**Roman Catholic:** Fr. Craig Elliott Sam Sheridan-Garrity

**Sikh:** Swaran Singh Bharj

**Family Services and Support (Pact)**

Pact (Prison Advice and Care Trust) is a national charity that provides support to men on reception into the prison, throughout their time in prison and up to release and their families.

Pact’s specialist **Family Engagement Workers (FEW)** provide individualised support to men that improvestheir emotional well-being, motivates compliance with the prison regime and reduces the risk of self-harm, violence and disruptive behaviour. Pact’s Family Engagement Workers offer support on:

* Strengthening and maintaining relationships and re-connecting broken relationships through individual casework and group courses/workshops.
* Liaising with social services and acting as a point of contact for child protection and child welfare issues.
* Support and advocacy to prisoners and their families.
* Providing training to prison staff on effective family engagement.

Pact deliver family focused courses and workshops:

[**Coming Home**](https://www.prisonadvice.org.uk/coming-home)**:**

Coming Home is a 1-day resettlement workshop which prepares prisoners for their return to the home and/or family. It serves to help them be aware of some of the issues they might face and also to consider this significant event from their family’s perspective.

[**Building**](https://www.prisonadvice.org.uk/within-my-reach) **Stronger Families Communication Module:**

A 1-day communication module, supports men in prison to learn communication and conflict resolution skills, relationship decision-making strategies and relationship safety.

**Family Literacy in Prisons:**

The Family Literacy in Prisons (FLiP) course improves the bond between imprisoned parents and their children and increases engagement in their child’s learning and development.

**Within My Reach:**

Within My Reach is a course which supports young men in prison to learn communication and conflict resolution skills, relationship decision-making strategies and relationship safety/violence prevention.

Pact understand that visiting, especially with children can be extremely stressful and hope that having dedicated play specialists on hand to provide activities for your children during your visit will give you an easier and more enjoyable visiting experience.

Pact’s **Play Co-ordinator** and **Play Worker** provide a welcoming space for children during social visits which allows them to play safely and maintain attachment with their imprisoned parent or relative during visits.

When the play area is open, colouring and activity sheets, board games, books and toys are all available. The Pact team encourage children to take things back to their tables so that the whole family can spend quality time together.



When the play area is closed, play packs containing colouring and activity sheets, are available for children to take back to their tables, returning after use.

Referrals for Pact family services, for both for case work and courses are welcome from prisoners and their families.

**Pact have a Freephone helpline which families can call for support, queries, etc.**



**Freephone: 0800 808 2003**