

## **HMP & YOI Nottingham**

# **Family Information Booklet**

The relationship between prisoners and their significant other & family is described as the 'Golden thread to help reduce reoffending'.

We, at HMP Nottingham, aim to support those in custody as well as those who experience a hidden sentence whilst their loved one is in prison.

We hope this information book will help you understand the prison more, the regime and opportunities within, and will reduce any immediate queries you may have.





## **Address & Telephone**

HMP Nottingham

Perry Road

Sherwood

Nottingham

NG5 3AG

0115 8724000 switchboard or 0115 **8724464 Safer Custody Line**

## **Governor**

Mr Phil Novis

## **Accommodation**

7 wings and a segregation unit

## **HMP Nottingham**

HMP Nottingham aim to provide a safe, decent and secure environment which contributes towards Reducing Reoffending by promoting hope and reform.

We will encourage, develop and utilise skills of our people.

We will provide a rehabilitative regime for a resettlement and reception prison which encourages those in our care to 'Change their lives, by turning them around'.

# 2020

## January

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This booklet is designed to help you with any questions you may have regarding your loved ones time at HMP Nottingham, if you are unable to find the answer on line (prison finder website) or within this booklet, please call us on 0115 8724000

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## Prison Jargon

The official language of prison life is confusing enough (!!!!) and then there's prison slang 😊



Your relative will soon slip into using this language quite naturally; here are a few words and phrases that often crop up:

<b>Adjudication(nicking)</b>	Daily process when governor deals with disciplinary offences.
<b>App</b>	Prisoners have to put in an app (application) for anything different from normal daily routine e.g. for things to be brought into prison; these are on a kiosk.
<b>Association</b>	Time when prisoners are allowed out of their cells to meet, shower, talk, play pool, go to the gym etc
<b>Block or 'seg'</b>	Prison segregation unit where prisoners are sent for behavioural concerns or sometimes in their own interest.
<b>Canteen</b>	This is the prison shop, where your relative will be able to order extra food, toiletries, writing paper, phone credit etc.
<b>Cat A, B, C and D</b>	Prisoners are categorised and allocated to prisons by categories. Adult males are given a category; with A being those whose escape would be highly dangerous to the public, to D for those who can be reasonably trusted to serve their sentence in open conditions. Young adults are either classed as 'open' or 'closed'.
<b>Closed visit</b>	Visit supervised by officers where the prisoner and visitor are separated by a screen. A prisoner can be put on closed visits if there's a risk of contraband being passed.
<b>In possession</b>	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.
<b>IMB</b>	Independent Monitoring Board. These are lay people appointed by the Home Secretary to act as watchdogs.
<b>Legal letter</b>	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.
<b>Legal visit</b>	Lawyers are allowed to visit clients in prison without using a visiting order.
<b>Listeners</b>	Prisoners trained by Samaritans to listen in confidence and offer emotional support to other prisoners.
<b>Key worker</b>	Each prisoner should have a key worker Officer to support their progress in custody
<b>MDT</b>	Mandatory drug testing – random urine testing for drugs.
<b>Private spends</b>	Money sent in by relatives or friends – small amounts which can be spent in prison canteen.
<b>PVO</b>	Privileged visiting order, sent out to visitors at the prisoner's request; prisoners can be allowed these extra visits in return for good behaviour.
<b>Ship out</b>	Moved from one prison to another, often without warning and usually for negative conduct.
<b>Tariff</b>	Minimum term – the part of a life sentenced prisoner's sentence, which must be served 'for retribution and deterrence'.
<b>VPU/VP</b>	Vulnerable Prisoners Unit – where prisoners at risk are held.

## Safer Custody

- If you have worries or concerns about your loved one, please ring the Safer Custody “At risk Hotline” 0115 8724464 and leave a message. These calls are checked and dealt with twice daily, AM and PM; the person deemed at risk will be checked and a case note is put straight onto their record (Nomis). Wing staff are informed of any family worries directly and we will give you a call back.
- Vulnerable prisoners are supported through the Challenge Support & Intervention Plan (CSIP) process. This is an investigation carried out by the safety team once the CSIP has been submitted onto their records. 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 CSIP 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.
- We have a Vulnerable Prisoner unit for those who can only be managed / supported in this way
- 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, this can be raised in writing and will be managed by the business hub.
- Where there is a risk of self-harm, a management & support plan is open (called an ACCT) Assessment, Care in Custody & Teamwork plan. A case manager is allocated alongside a mental health support worker and they will all meet with the person in crisis.
- We have an establishment safeguarding policy and lead – this is the Head of Safer Custody

If you have any concerns, call – 0115 8724464 Safer Custody hotline  
(answerphone)

If your concern is relating to the imminent risk of welfare to a known person,  
please contact the switchboard number on 0115 8724000 and ask to speak  
to the Orderly Officer

## Nottingham 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 Nottingham 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, we will offer alternative clothing from within the PACT center to avoid people being turned away, and alternatively we have a small supermarket nearby which sells clothing.

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

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

- Hats or scarves and head covering, unless worn on religious grounds
- Jackets or coats, hoodies or gloves – this also applies to children age two and above.
- Inappropriately ripped clothing including jeans
- Metal hair accessories
- Steel toe capped shoes/boots or cycle/motorcycle shoes
- Non-prescription glasses i.e. sunglasses
- See-through or low cut revealing tops (also crop tops)
- 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.

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

## Closed Visits

Closed visits are imposed when a risk of smuggling contraband, or other behaviour deemed to threaten the good order and control of the establishment, has been identified.

These will take place in a specialist area of the visits area. Refreshments can be taken by the visitor but not shared.

Closed visits are reviewed every 28 days and information will be provided by the Head of Security following these reviews.

## Social Visits Times

Monday	2-4pm
Tuesday	9-11am & 2-4pm
Wednesday	Closed
Thursday	9-11am & 2-4pm
Friday	9-11am
Saturday	9-11am & 2-4pm
Sunday	9-11am & 2-4pm



## 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 their prisoner number.

**Additional Information:** All visits must be booked 48 hours prior to visit taking place, you will receive a confirmation of visits and timing.

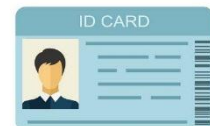
All visitors must have ID with them; all visits require a Visiting Order; Maximum limits: 5 visitors, 3 of which can be adults; additional children can be accommodated upon request.

Extra visits outside of normal policy can be awarded where excellent work / attendance or vocational and education certificates have been gained.

## Identification

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

- Passport (with additional proof of address)
- European Community Identity Cards (with proof of address)
- Driving licence
- Citizen card (with proof of address)
- Birth Certificate can only be used if it is with a bank card and official proof of address



*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; [www.citizencard.com](http://www.citizencard.com) or visit your Post Office, this can be brought in alongside an additional *official* letter with proof of address.

## Identification Policy for Children

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

## Security checks



You will be required to walk through a security check. This could include a finger print check or identification check.

Sometimes you will be sniffed by security dogs, but don't worry they are friendly and very well trained! We ask that you try to resist the urge to fuss them, even though they are very friendly!

It is really important that you 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 and we call this a 'rub down search' it is similar to going through airport security.

### 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 (we can support breastfeeding mothers)
- Sealed Jars of baby food only.

### 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.

## Banned items

Do not attempt to bring any of the following into prison during any 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 (we are a no-smoking prison)



**Prohibited**

You must make final checks before you enter the prison as bringing items such as is listed above is against the law.

We do work alongside the police and will seek to prosecute anyone we believe to have committed an offence.

### How to get here -



**Train:** Take a train to Nottingham Station, then follow bus directions below. Alternatively, taxis are available outside the Station.



**Bus:** Buses are available from Nottingham Victoria Shopping centre outside Waitrose (15/16/17)



**Car:** From M1 -exit on J26, Follow the A610 towards Nottingham until you reach the A6514 Western Blvd junction, turn left towards 'Arnold/City Hospital'. Continue straight on until a roundabout, take the third exit to Hucknall Road and you will find the entrance to the Visitors car park in a few hundred yards on your left.

**SAT NAV POSTCODE: NG5 3AG**

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*There is a visitor's car park on the left as you enter the grounds.  
Visitors must take care not to leave valuables in sight as we have a  
public right of way.*

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### 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.**

## Keeping in touch

Separation from a family member can be a very emotional time for all involved, and we understand that not everyone will be able to travel distances to see their loved one in person. Families and significant others may have concerns of what has happened in court and what happens next can leave people feeling vulnerable.

It is important for everyone, that regular contact is maintained to ease concerns for both the person in custody and their family members; we support a number of ways in which people can keep in touch through this challenging and difficult time.

### Letters

You can contact your loved one by writing to them; normally we wouldn't apply a limit on the number of letters you can send but they must have senders name and address on.



Letters sent to and from prison are checked by prison staff and issued within 24 hours of receipt by Royal Mail. This is covered under strict rules and support security & public protection priorities – all information that is personal in nature will be treated with dignity, where there is information relating to crime, harm or wording which seeks to undermine the security of HMP Nottingham, the letter may be confiscated and referred to the police.

Prisons are not permitted to interfere / open letters covered under Rule 39 (Legal mail) except in special cases, for example if they suspect a letter isn't really from a legal adviser.

Photographs and money sent from home must have a return address on. Photo's sent from picture print companies will be accepted.

We routinely scan mail for illicit substances to safeguard individuals in our care and staff from harm – any mail which is risk assessed as harmful will be destroyed following notification to the prisoner in our care.

### Email a Prisoner (dot com)

Email a Prisoner offers a quick, efficient, secure alternative method of communication for Prisoners, their families, friends, legal professionals and related organisations – emails are received & printed much quicker than regular mail, and can;

- Help family & friends communicate easily and frequently with Prisoners.
- Reduce thoughts of self-harm/suicide through increased communication.
- Assist Prisoners in preparation for release with multiple partner agencies.

Our systems allow you to write an email, press 'send' and the email will be delivered safely, securely & ready for delivery to the prison. Your message is printed and will be included in the daily mail delivery – sign up below at a cost of 40p per message.

**[emailprisoner.com/howitworks](http://emailprisoner.com/howitworks)**

## Telephone Calls

Your loved one has to call you using a prison phone, these can be in cell phones unless the prisoner has broken it. We have telephones on every landing and in all the work areas and the college.



Prison staff may listen to and record calls; some calls aren't monitored, for example, when a prisoner calls a confirmed legal adviser or the Samaritans.

Individuals will be given a document to complete when they first arrive in the prison and these numbers will be added onto their personal PIN account; you may have a staff member from the prison contact you asking if you consent to contact.

All public protection calls are monitored.

## PRISONVOICEMAIL®

You can exchange voicemails with your loved one through the Prison Voicemail service available at HMP Nottingham. 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.*

## Key Workers

### 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 for example Veterans in custody.

### Keyworkers will assist with the following:

- Achieving positive relationships between staff and prisoners
- 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
- Supporting contact with the outside world
- Encouraging attendance at work or in the College

### 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 individuals' 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 prisoners' sentence
- Encouragement of positive behaviour and learning new skills to help the individual express their views constructively

## Working in Custody

The Working, Learning, Skills and Employment aspect of the regime at HMP Nottingham is designed to enhance employability skills so that they are able to compete effectively in the job market after release. These areas are open to individuals if remaining at HMP Nottingham and linked for those to continue their training at their next prison establishment.

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".**

Our key aspects of employability are:

- English and mathematics, ideally at or above level 2
- Appropriate vocational qualifications
- 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
- Fitness and wellbeing support
- Healthy Living Skills

Our main areas for working are;

- Food industries – Catering / Facilities Kitchen / Food warehousing / Food Hygiene
- Textiles – Preparation for working within the textiles industry / stock management
- Bike Repairs – Working for charities / NVQ bike repairs
- Industrial Cleaning – qualification in cleaning / COSHH
- Recycling – Waste management qualification / manual handling / recycling / greening
- Housekeeping – cleaning / deep clean / Painting / DiY
- Laundry – Mass laundering
- Mentoring – peer support / veterans support / listeners (Samaritans) / learning peer support
- Construction, Painting & Decorating
- Gym – housekeeping / mentoring / instruction of classes

The college provide a wide range of learning opportunities with access to over 80 subjects, including;

- Maths & English (LDD, Entry level and higher learning)
- Art / Cookery / Drama / Library
- Employability
- Business Skills
- ICT

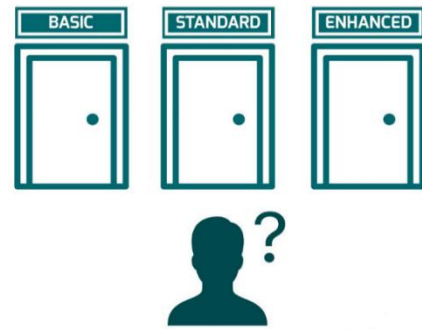
Every prisoner in our care is given a paid opportunity to work or learn. Individuals who are medically unfit or are retired, will be given a small wage plus the chance to do some purposeful activity; those who do not work, do not get paid.

## Incentives & Earned Privileges (IEP)

The Governor and staff at HMP & YOI Nottingham are fully committed to maintaining a Safe, Ordered and Controlled environment for all staff, prisoners and visitors. Every prisoner has an “IEP level”, either: Basic, Standard or Enhanced.

*Breaking rules, regulations, anti-social conduct and refusing to work or engage in the regime will result in a reduction of their IEP level.*

*Demonstrating pro-social conduct, helping others, abiding by the regime, rules, conforming to any sentence planning or keyworker targets will have a positive effect on their IEP level.*



### Basic level

This regime will be applied if rules are broken often or very seriously; if your family member is on Basic level, they will have the basic level of privileges- meaning a very minimal regime is offered.

This still means they will have access to showers, exercise and phone calls daily, but they won't have access to privileges like a TV, association time, or recreational gym sessions.

When negative behaviour occurs, any member of prison staff can issue an IEP warning, when your relative has received 3 warnings within a 90 day period they will have a review with their Supervising Officer who may downgrade his IEP level to Basic.

Refusing to go to college or employment will result in an IEP Warning being issued so if this happens often it could contribute to a potential downgrade to Basic.

### Standard level

This is the Standard regime we offer to prisoners when they come into Nottingham. Standard level of privilege includes everything that Basic level offers, plus others such as: a TV, association time, more access to the gym, an increase in money available in their 'Spends' account.

### Enhanced level

Enhanced level of IEP is awarded to prisoners who show exemplary attitude towards others and the prison, often going outside what is usually expected.

Those who wish to apply for Enhanced can submit an application available on their wing kiosk, they will then be invited to a review board with the Supervising Officer who will make the decision.

### Some of the things that can be earned through the IEP scheme and from engaging in the regime:

- A television
- More money by working, which can be spent on phone credit and canteen
- More visiting times for friends and family (over normal allowances)
- Access to wear their own clothing
- Additional Gymnasium
- Positive record for engagement

We do not prevent individuals from joining in on extra family visits due to their IEP level = those who are refused are so because of their conduct being assessed as harmful to others in a public setting.

**Serious breaches to prison rules**, as well as a person's IEP levels being reviewed; a person who is found guilty of breaching prison rules may have an adjudication where if found guilty a punishment will be awarded by a Governor Grade.

The outcome of an adjudication will remain on their record and can affect early release / parole decisions and may result in;

- Removal of the in-cell television for up to 42 days
- Fewer visiting times
- Less money for up to 84 days
- Loss of canteen items
- Fines for the full cost to repair or replace any prison property damaged
- Less time out of their cell to socialise or do activities
- Removal of Gymnasium
- Loss of ability to use private cash
- Cellular confinement in the segregation unit up to 21 days

Where an offence is so serious, the Governor may refer to an independent judge who could award extra time in prison or to the police for additional charges.

## Money in Prison

### How does money in prison work?

Prisoners are not allowed to use cash in prison, but they have a prison 'private' money account that you can send money in to. Prisoners will also have a 'spends' account which is where a weekly allowance is transferred by the prison according to their IEP level, it is also where their prison wages are paid into.

Any money they came into prison with is also put into their private 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 above retirement age can choose not to work and will receive a lower amount of unemployment pay, those who are on remand or who refuse to work do not receive any pay.

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).

### 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](http://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](http://www.gov.uk/staying-in-touch-with-someone-in-prison/sending-money)

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

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

All prisoners will be provided with the following without charge –

- ✓ 3 meals a day
- ✓ Prison issue toiletries
- ✓ Prison issue clothing
- ✓ Prescribed medication
- ✓ 2 letters a week
- ✓ Library access
- ✓ Gymnasium



### 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 canteen.

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

There is a prison canteen, run through an external contractor that prisoners can use to order domestic / additional items from.

If Prisoners are engaging with work or college, they can earn a small wage.

Prisoners can also use any 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 / magazines

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



Exceptional Students / Good citizens are invited to qualification or achievement presentations (which are ad hoc through-out the year), F&SO are invited to these events subject to a security risk assessment.

## Debt in Prison

When we talk about debt in prison, we mean the debts that prisoners owe to each other; we are able to take supportive action when we know a prisoner is in debt to another.

Debts from external sources when a prisoners arrives into prison can be supported through a meeting with the reducing reoffending teams (DWP)

**We ask that Families & Significant others do not get involved in financial crime – this can be investigated and it is proven to have ongoing effects on bullying and wider criminal activity.**

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

#### Tell the prison...

- ✓ Ring the prison's **Safer Custody Hotline 0115 8724464**
- ✓ 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 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.

#### Never!

- × 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.
- × Never 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
- × Never 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.***

Prisoners are not supposed to lend, borrow or trade items between each other, but this does happen and can sometimes result in prisoners owing debts to each other.

Items that are traded can be things that are allowed in prison, such as vaping materials, prescription medication, clothes, food and other canteen items.

Prisoners who lend these items to others will often expect a lot more in return than was originally borrowed, which can make it difficult to pay the debt back.

We work hard to keep prisons safe, but items like illegal drugs and mobile phones are also traded, and can result in large debts building up between prisoners.

These items are sold by prisoners for much more in prison than they cost outside. People who sell these items in prison are often linked with criminal gangs in the community.

Once a prisoner is in debt to another prisoner, it can be hard to get out of it, and not paying these debts can have consequences, like bullying, blackmail and violence.

## Food

All men at HMP Nottingham are entitled to 3 meals a day; every week they will choose the meals want to eat for the week ahead.

Support is given should this be hard for anyone from staff, the catering team or by prisoner peer support workers.

Dietary requirements: Individuals should make staff aware if there are any special dietary requirements or food allergies, this is done on induction.



## Personal Property

Items of clothing can be accepted at the visits center following a pre-submitted application and authorisation by the Head of Operations.

Property is logged onto a card and will follow the prisoner throughout their time in custody.

We conduct regular searches of cells and of the person – any items which have not be logged on the property card will be removed.

On reception into HMP Nottingham, 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; a television id provided in every cell (unless they have damaged it). There is no immediate need for individuals to have any cosmetics or bathing products sent in.

Showers are accessible every day – we do not have baths at HMP Nottingham.



## Healthcare

The Primary Care/Physical Health team is a nurse led service which incorporates weekday GP clinics. A GP service for new receptions is offered in the evenings and on a Saturday.

The Primary care team is made up of both qualified nurses and health care assistants. The team look after people who require treatment of physical illnesses and injuries and respond to clinical emergencies throughout the prison. Patients can request appointments in private, via the kiosk system.

The service provides clinics for;

- Nurse Triage (GP appointments will be triaged by a nurse)
- Tissue Viability
- Long Term Condition management
- Vaccines
- Bowel Screening (specific criteria)
- NHS Health checks (specific criteria)
- AAA Screening (specific criteria)
- Sexual Health/BBV screening
- Older Adult assessments

We will commission services from external treatment providers, for;

- Physiotherapy
- Dentistry
- Optometry
- Podiatry

## Pharmacy

The Pharmacy Team ensure that patients receive the correct medication once confirmed by the patient's community GP. A signed consent form enables them to electronically access their community care record.

Medication is reviewed by the attending GP and continued if appropriate to do so. If patients bring their own supply in named, labelled and dated boxes these can be prescribed within 24 hours. Medication that have to be ordered can take 24 - 48 hours to be delivered.

Patients are advised to purchase Paracetamol to manage the symptoms of minor illness/injury as these are not routinely prescribed.

## Mental Health

The Mental Health Team offers assessments around mental assessment, risk assessment and will be offered follow up support by a dedicated nurse; the team attend ACCT reviews, this service provides evidence based treatment for people with anxiety and depression.

A wellbeing unit is available on patient request to deliver a service around mindfulness, anxiety and emotional well-being.

Mental Health and emotional well-being can be supported from specialist prisoner Listeners who are trained by the Samaritans that will listen and provide advice and guidance if a prisoner is struggling or is in crisis. Chaplaincy services and a Samaritans phone are also available if needed.

## Resettlement services

**Accommodation, Finance Benefit & Debt, Education, Training and Employment, Care Experience, young people and veterans**



We can provide support with issues including accessing accommodation, opening a bank account, and writing a CV. We will offer Through the Gate support to eligible cases and work with individuals during the last 12 weeks of their sentence to create a resettlement plan.

There will be a pre-release offer to all prisoners regardless of status and this is a chance to address any last moment issues / concerns - Accommodation, Employment / training / education & Bank accounts, drug issues or family concerns.

The resettlement provision is vast and will provide support to all main indicators of what can be a trigger to criminal conduct.

### **DWP, jobs and benefits.**

They will contact individuals during their first days in custody and prior to release to see if they have any benefit requirements prior to discharge. DWP are included in the pre-release course and will 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.

### **Community Rehabilitation Company (CRC)**

The Community Rehabilitation Company are the partnership agency within HMP Nottingham who provide assessment and planning for each prisoner.

HMP Nottingham resettlement Community Rehabilitation Company will undertake the following: -

- Prior to release of the prisoner, a member of staff from the CRC will offer the prisoner an appointment to complete pre-release planning
- Prior to release of the prisoner, a member of staff from the CRC will offer the prisoner an appointment to attend a pre-release course
- The plan / course will cover the following pathways: -
  - Accommodation
  - Education, Training and Employment
  - Finance, Benefit and Debt
  - Substance Misuse
  - Families & Significant Others support

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

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.

## Release Planning

The 'Enhanced through the Gate team' (CRC) will see individuals prior to release to review their progress – all pre-release prisoners are offered a chance to join a pre-release course where money / employment / housing and other factors are discussed.

If a prisoner has an immediate need on any of the above pathways prior to the release point, a member of the CRC or Probation can see them and signpost to the relevant partnership for the need to be addressed.

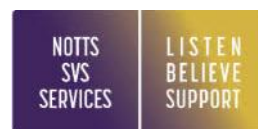
We have an excellent discharge area called '**Next Steps Suite**' – this is through the CRC and through volunteer donations.

Individuals are released after all our court moves are done, this is usually at 09:00hrs.

On the day of release, families and significant others are asked to meet their loved ones in the visitors centre where they can get a drink and wait in comfort – this is optional of course!

Families can meet their loved one, speak to drug workers & healthcare then meet with the discharge teams to learn about what has been achieved in custody and if any more work is needed.

There is the facility to charge up mobile phones, get access to emergency food / clothing parcels and have a warm drink before setting off for home.



## **Chaplaincy**

The Chaplaincy Team are here to offer support to all prisoners (with faith or of no faith); they visit all new arrivals and if necessary make contact with their families to ensure that they know their current location; they are happy to support early days and to support the safety team who are the central point of communication during that settling in period.

The team 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.

They team 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 the team through the kiosk, during pastoral wing visits or by asking a member of staff on their wing. There is normally a member of the team available that same day. The Chaplaincy team will engage in drug support work, families work and with any other substance abuse support.

### **What is Chaplaincy about?**

The chaplaincy team is here enable faith and spiritual development and offer pastoral support to both offenders and staff; their role is to walk with their journey through prison; to assist them in their journey and they will offer faith based courses; these courses are run to enable a greater understanding of their faith.

Lists of all courses available can be found on each wing.

### **What does Chaplaincy do?**

Visit all new arrivals during their early days in custody.

Meet with those who find themselves in the Segregation unit, ensuring they are visited daily by a member of the chaplaincy team.

Those on ACCT's are visited regularly and the team will provide support during reviews.

No matter what the problem; family life or trouble coping with prison; these are just as important as questions of faith. The chaplaincy offer assistance with any need or problem that one may have.

Pastoral support is offered to all regardless of belief.

In times of bereavement a sacred space is offered to allow a prisoner to mourn a loved one. They also offer bereavement counselling for people coming to terms with the loss of a loved one.

They run a prison visitors scheme primarily for people that do not receive social visits from family and friends.

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.

## Chapel Services

		Saturday & Sunday
Sunday	09:15 10:30	Mains C of E and Free Church Service VP C of E and Free Church Service
Monday	08:30 13:45	Hindu Service Mormon Service and Studies
Tuesday	08:30 13:45 13:45	Mains Bible Class Mains Islamic Studies Narcotics Anonymous
Wednesday	09:30 09:30 13:45 13:45	VP Islamic Studies VP Sikh Service and Studies Mains Sikh Service and Studies Rastafarian Group
Thursday	08:30 10:15 10:15 13:45 13:45	Alcoholics Anonymous VP RC Mass & Bible Class VP Bible Class Mains RC Bible Class Mains & VP Pagan Service and Studies
Friday	08:30 10:30 13:00	Mains Buddhist Meditation and Studies VP Buddhist Meditation and Studies Mains & VP Jumuah prayers
Saturday	0915	Mains RC Mass

### Meet the Team

**Managing Chaplain:** Faz Mohammed

**Anglican Chaplain:** Steve Clark & Martin Tyack

**Bereavement Counsellor:** Judy Lindsell (RC)

**Buddhist:** Mark Chipp

**Free Church:** Michael Appleton & Peter Grange

**Hindu:** Dilipkumar Joshi

**Jehovah's Witness:** Trevor Hopkins

**Jewish:** Rabbi Moshe Perez

**Quaker Chaplain:** Elizabeth Turnbull (upon request)

**Muslim:** Waqas Amar

**Mormon:** Ken Normanton

**Pagan Chaplain:** Shaun Arthur

**Roman Catholic:** John Seeney and Fr. McCay

**Sikh:** Jatinderpal Singh Rathore

## Prison Daily Regime - Core Day

<b>Saturday &amp; Sunday</b>	
08:30	Staff on Duty / Unlock for chapel services /Treatments
08:45	Unlock for Gym/ Exercise/ Wing activities & IDTS
11:45	Serve Lunch
12:15	Roll check – Full lock up
13:30	Unlock for Wing activities/gym/exercise/commence visits
16:00	Visits return/Treatments 2
16:15	Serve evening meal
16:45	Roll check – Full lock up
<b>Monday - Friday</b>	
08:00	Staff on Duty /Unlock for treatments
08:30	Off wing activities – Work, Education, Chapel, Gym / IDTS
09:30	Unlock those remaining on wings for exercise and association
11:30	Return from workshops, gym, and education/ Start lunch serving
12:15	Roll Check – full lock up
13:40	Unlock for afternoon activities – move to off wing areas/Treatments
14:15	Secure the wing / Unlock for wing association and exercise
16:15	Start serving tea meal / Return from off wing activites
17:45	Roll Check – Full lock up
18:00	Evening Medication Issue

We have 7 wings, all areas have specialist roles but all will provide decent accommodation to varied groups of individuals;

A Wing – includes support for those on a detox programme (IDTS)

B Wing – Main wing with the largest population

C Wing – includes the Byron Unit which offers closer support to perpetrators of anti-social behaviour

D Wing – includes substance free living

E Wing – includes a wellbeing unit

F Wing – is our first night and induction wing

G Wing – provides support to our most vulnerable population and offence related risks

Every wing will offer as a minimum;

- daily showers
- time in the open air
- domestics and a weekly kit change
- a small personal laundry
- serving hatches for all meals
- direct access to wing staff and kiosks which are similar to a personal planner / communication device
- peer support workers
- keyworkers
- prisoner focus groups
- double or single cells
- TV, Kettle and in-cell telephone
- Public telephone
- Social Games equipment and seating areas

## 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 improves their 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.
- Work with HMP Nottingham to raise funds for ongoing work

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.

Children are able to bring in their school homework to do during visits, but must ensure it is taken with them at the end of the session – we can provide learning support through Nottingham City Library and will seek help from our college if there are further learning needs with Children – Fathers who are 'inside' are encouraged to be involved in their child's learning and development.

