

**HMP LITTLEHEY**

**FAMILIES AND SIGNIFICANT**

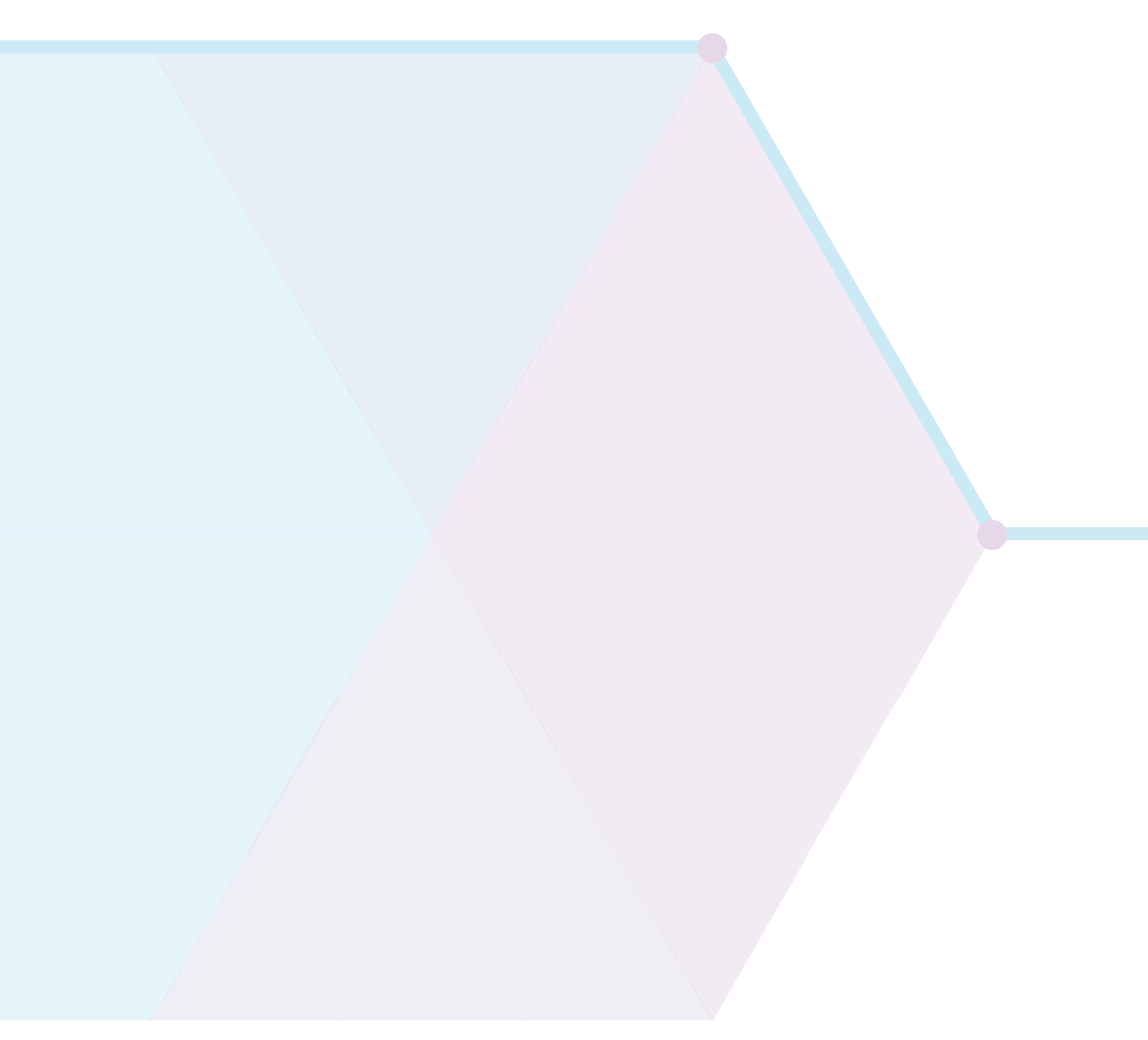
**OTHERS STRATEGY**

A building with flags in front

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“I do want to hammer home a very simple principle of reform that needs to be a golden thread running through the prison system and the agencies that surround it.

That principle is that relationships are fundamentally important if people are to change.” *Lord Farmer review 2017*

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***Governor: Olivia Phelps***

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**Copies of this strategy can be viewed/ obtained from the following sources:**

* Littlehey intranet (for staff)
* Library
* Wings
* Visitors Centre
* Visits hall & search area

**Strategy - Aim, Vision & Values**

Lord Farmer Review 2017 states: R*elationships are fundamentally important if people are to change. Prisoners live for visits and letters. They emphasise the importance of hope and a sense of the outside world. Visits give you a connection to the outside world. There is no escape otherwise. A prisoner’s mental health is often contingent with contact with the outside world.*

**Our Aim -** is to improve public safety by reducing the risk of reoffending through the rehabilitation of prisoners in custody. Developing and maintaining family and friend relationships will be factors in future desistance from crime. We aim to encourage positive contact between children and their parents’, supporting development of their relationships. By maintaining family and friend relationships this can have a positive impact on reoffending rates, offending over several family generations will reduce and school attendance will improve for children affected by parental imprisonment.

**Our vision –** is todeliver good practice in working with prisoners, children, families, and significant others, through being valued and respected for the services we provide. We recognise that supporting a person in custody to develop meaningful and constructive relationships with their family or significant others is vitally important, especially considering the commitment some families make to visit their loved ones.

**Our values are -**

* To recognise that a good quality service for prisoners, children and families requires

the commitment of us all.

* To recognise visits as a positive family intervention.
* To uphold prisoners’ human rights and working with them as individuals to become

law-abiding citizens

* To uphold children’s rights to maintain contact with parents, where it is safe to do so.
* To ensure that we have the required skills and competences to work with families.
* To accept responsibility and accountability for what we do.
* To show an innovative approach to our work in developing family services.
* To demonstrate a commitment to fairness, equality, and respect for each other and those we are in contact with.

**Our vision and values will influence how we approach this work.**

**Strategy Introduction**

HMP Littlehey is committed to working with prisoners, families, and significant others. The establishment strives to continue to promote positive developments in this area and ensure our provision for children and families of prisoners are well established.

This strategy document has been developed to take into consideration the Lord Farmer review into the importance of strengthening prisoners’ family ties, HMPPS strengthening prisoners’ family ties policy framework and our local Reducing Reoffending Strategy. These documents all indicate what families of prisoners can expect from HMPPS when they engage with the prison system and how they can help support prisoners.

This Strategy recognises that families have a vital role to play in helping prisoners achieve successful rehabilitation and reduce re-offending. There is a growing body of research evidence that good quality contact has a positive effect both during and after a period in custody for prisoners, children, and families.

Research shows that prisoners without family support on release are between 2 and 6 times more likely to re-offend in the first year of their release from custody. Additional research (Farrington) shows that male children of prisoners are 63% more likely to offend themselves and that rises to 93% when both parents are prisoners.

**The requirement for a distinct strategy –** to recognise the important contributions that families make in supporting prisoners to achieve effective rehabilitation and reduce re-offending. The strategy recognises the importance of families in the resettlement of prisoners back into the community.

By developing this strategy, we have considered the United Nations Convention on the Rights of the Child, The Lord Farmer review into The Importance of Strengthening Prisoners’ Family Ties and the Prisons Children and Families Review and evidence of desistence.

**Our Strategic aspirations are –** that our Family and Significant Others Strategy will contribute to:

* Reducing and hopefully stop re-offending.
* Delivering and maintaining the recommendations from the Lord Farmer review on the importance of strengthening prisoners’ family ties.
* Delivering and maintaining the recommendations from the Prisons, Children and Families Review.
* Fulfilling statutory obligations to safeguard and to promote the welfare of children.
* Reducing the incidence of offending over several family generations.
* Contribute to Healthy Prisons test as defined by HMIP Expectations.

**The benefits of the strategy are -**

* Better participation of prisoners during their sentence and more open to advice and help from prison staff.
* Better pre-release planning and support packages set up at the critical transition point of release back to the community.
* More likely to secure stable housing if relationships with the family have been maintained and the prisoner has a home to return to.
* Family ties are strengthened, and critical relationships can be maintained which reduces family breakdown.
* Potential for reduction in offending over several family generations.
* The family is treated as a strengthening factor.
* A more integrated approach to supporting prisoners, children and families can be achieved as community-based children’s services are more fully engaged.
* It will contribute towards a more consistent approach to supporting prisoners’ families across the region working in partnership with community-based services.

**Related Strategies, Policies, Procedures and Legal Requirements**

HMP Littehey’s Family and Significant Others Strategy is supported by several other strategies, policies and procedures including:

* Public Protection Manual
* Children Safeguarding Policy Framework
* Adult Safeguarding on Prison Policy
* Strengthening Prisoners Family Ties Policy Framework
* Managing Prisoner Safety in Custody Policy
* Searching Policy Framework
* HMIP Expectations
* Prison Safety and Reform 2016
* PSP Strategic Priorities
* Lord Farmer Recommendations
* Assisted Prison Visitor Scheme
* Local Reducing Reoffending Strategy
* Local Child Protection Strategy
* Local Foreign National Prisoners Strategy
* Local Safer Custody Strategy
* Local Security Strategy
* Local Searching Strategy
* Local Drug Strategy
* Visitors’ Complaints Procedure

It is not foreseen that any legislative changes are required to support this Strategy.

**Human Rights Act 1988 -** states it is unlawful to act in a way which is incompatible with the European Convention on Human Rights. To ensure that the Prison Service meets this obligation, it is necessary to assess every policy from a human rights perspective.

The Family and Significant Others Strategy does not have the potential to interfere with any of the Human Rights Articles as its purpose is to take action to enhance the right to a family life.

It is important that the Family and Significant Others strategy is clearly and effectively communicated, and that staff are kept up to date with implementation of any sections of the action plan that are not yet fully developed. The Children and Family establishment Lead and Champion will play a key role in communicating how best to build meaningful relationships between prisoners and their families. Some of these communications will link in with the above strategies and frameworks. Littlehey’s local Reducing Reoffending Strategy will incorporate the Family and Significant Others Strategy within it. The Reducing Reoffending Strategy will clearly set out the range of services that are available to families and identify, who, within the establishment, is to fulfil the various roles in terms of the delivery of the strategy.

**Supporting Principles and Theories**

A key driver for Littlehey’s Family and Significant Others Strategy is the Lord Farmer Review, along with taking into consideration other relevant recommendations, strategies, and research. We recognise the important contribution that families make in supporting prisoners during imprisonment to achieve effective rehabilitation and reduce re-offending. Research has shown for example that prisoners without family support on release are much more likely to re-offend in the first year.

There is evidence to suggest a link between the maintenance of supportive family ties and reduction in re-offending. Many prisoners’ relationships are broken and fragmented because of their offending, leaving their families unsupported, and increasing the likelihood of offending over several family generations, mental health, and financial problems.

Children and families can play a significant role in supporting prisoners to make and sustain changes which can reduce offending. To assist with this there is a need to support family relationships by providing life skills and relationship skills training during the sentence. We also recognise that it is important that children have a chance to spend time with their parent who is in custody and that is why we are committed to delivering all day child visits and/or family visits days throughout the year, in addition to the normal social visit sessions. These events allow child and parent to play and have fun together in a more relaxed way.

The role of the voluntary and community sector and faith organisations is important in providing support for prisoners and their families in their communities. They also can provide support to those prisoners who do not have family visits, to enable them to maintain some kind of social engagement other than their fellow prisoners and staff.

Key family members or significant others can be invited to prisoner’s post programme review alongside their facilitator, offender manager to discuss their progress and future needs. We recognise that the prisoner’s family or significant others are key in helping in the positive work to reduce risk and help support rehabilitation and desistance.

We strongly believe that family engagement in supporting prisoners with safer custody needs is immensely beneficial in reducing harm and trauma to individuals which in turn plays a strong part in reducing reoffending. We have a dedicated Safer Custody phone line for family and significant others to use to relay concerns they have about their family member in prison. Where appropriate we may also consider inviting participation from family and significant others into ACCT reviews which again helps reduce harm and build stronger relationships.

HMP Littlehey is committed to ensure the following principles are followed:

* To treat prisoners, families and significant others with respect, decency, and dignity.
* To provide safe and secure visiting facilities, creating a family friendly environment, that is also an inclusive environment for all to enjoy.
* To identify and promote opportunities for families and significant others to build and sustain meaningful relationships and be involved in key aspects of the sentence, where appropriate.
* To work with prisoners of all ages to develop facilities and services to assist in building and maintaining meaningful relationships with family and significant other whilst in custody.
* To work in partnership with other organisations in the public, private and voluntary sector that deliver services to families to support the co-ordination and integration of these services to meet the needs of prisoners and their families and significant others.
* To ensure that we comply with all relevant legislative and statutory requirements and have robust child protection policies in place.
* To develop and deliver on the standards of service delivery for families and significant others when they engage with the Prison Service.
* To demonstrate compliance, countability and assurance that we are performing in accordance with audit standards and performance targets.
* To maintain and display a Visitors’ Complaint Policy.

**Desistence –** is the act of ceasing to do something, such as stopping, abstaining or give up. In this context it is about prisoners embarking on their journey of abstaining from criminal activity and/or anti-social behaviours.

We know that supporting prisoner’s family and significant other relationships can help to improve resettlement and the [***NOMS Evidence & Segmentation***](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/280924/evidence-segmentation-2014.pdf) ***document (2014)*** sets out NOMS’ position on evidence, how it should be used, and summarises what is currently known about the effectiveness of different approaches. With regards to families the evidence document states:

* A lack of supportive and pro-social family / marital relationships is identified as one of the nine main factors linked to reoffending and desistance.
* There is promising, but not yet conclusive evidence, for relationship coaching interventions and encouraging and enabling family visits to prisoners, and more evidence is needed in these areas.

Other interesting sources and Information include:

* A Ministry of Justice review of **Transforming Rehabilitation: a summary of evidence on reducing reoffending (2014)** includes family and relationships support interventions.
* **Prisoners’ childhood and family backgrounds – results from Surveying Prisoner Crime Reduction (SPCR)longitudinal cohort study of prisoners (2012)** examines childhood and family background of prisoners, their current family relationships, associations between these characteristics and reoffending, and estimates numbers of children (around 200,000 in 2009) affected by parental imprisonment.
* **Statistics on Women and Criminal Justice System 2013**.
* Believe in Children – Barnardo’s – **Research and Evaluation reports (2015)** emerging learning on developing partnerships from a NOMS funded pilot of probation-based family support services.

**Roles, Responsibilities & Key Stakeholders**

HMP Littlehey strongly recognises that prisoners who maintain a bond with their families are at a lower risk of re-offending post release. It is therefore necessary to ensure our Family and Significant Others Strategy is appropriately managed and maintained and that key stakeholders are identified and communicated to our prisoners, staff, visitors, and external agencies.

**Family and Significant Others establishment lead** - the Head of Operations is identified as the Family and Significant Others establishment lead. The Head of Operations is contactable through our social visits’ functional mailbox. This is advertised on our Gov.uk page and within this strategy. Prisoners can write to the Head of Operations via letter or general application. This role has a role brief that can be found as annex A.

**Children and Families establishment Champion** - it is good practice to have a Children and Families establishment Champion who will support the Head of Operations and the creation and development of a healthy relationship between prisoners and their families and significant others. At Littlehey this role is undertaken by the Visits Custodial Manager. This role has a role brief that can be found as annex B.

Key stakeholders within HMP Littlehey include:

* Family Service Provider
* Offender Management Unit (OMU)
* Public Protection department (PPU)
* Safer Prisons department
* All Residential units and staff
* Keyworkers
* Chaplaincy Team
* Activities department
* Security department
* Senior Leadership Team (SLT)
* Mental Health Team
* Diversity and Inclusion team
* Recovery and Wellbeing Team

**Training, Awareness and Support -** It is vital that any training, awareness, and support is given to staff who will be working with prisoners, families and significant others, to ensure relationships are maintained consistently, effectively and safely for all. Encouraging staff to read and understanding this Family and Significant Others Strategy is fundamental in ensuring understanding of the role they play within the processes. Other areas that will help with this work include understanding what our Family Service Provider does, Child Protection and Safeguarding, HMP Working in prisons with people convicted of sexual offences eLearning, Diversity & Inclusion awareness, ACCT awareness to name a few.

**Monitoring, Evaluating and Local Action Plan**

For the Family and Significant Other Strategy to continue to be established and maintained the following monitoring procedures are proposed:

* One method to evaluation the success of the strategy is to conduct two visitor surveys a year and a Prisoner Survey annually. This will provide data to analysis to make any improvements.
* Completion of the Performance Measures scoring will provide a measure of where the establishment is against the 12 Targets set out to be achieved by all establishments.
* BCN lead scrutiny visits that will audit processes to provide a report of progress, recommendations, and improvement areas.
* Scrutinising visitor numbers and session uptake will provide evidence of where changes might need to be made.
* Responding to requests for help/advice via the functional mailbox and keep evidence will provide a flavour of support given to families and significant others.
* Obtaining feedback from visitors via forums held in the visitor centre and providing a summary of the forum to both visitors and prisoners.
* Responding effectively to and analysing the numbers of complaints made regarding visits provision.
* Meeting minutes and actions held between HMPPS and Invisible Walls (G4S).
* Consider the most recent HMIP & MQPL/SQL to evaluate visit provision data.

Monitoring of the implementation of the strategy on a day-to-day basis in establishments will rest with the Children and Families establishment Champion with specific support from visits staff, the OSG group, OMU & PPU & resettlement staff, and our Family Service Provider staff. Overall responsibility and accountability for the Family and Significant Others Strategy will sit with the Head of Operations.

The recommendations from the Lord Farmer Review are incorporated within a local action plan to track the recommendations already implemented or to be implemented.

The action plan sets out, under headings focused on where Lord Farmer made specific reference to key elements of proposed performance agreements, who needs to take responsibility to achieve the desired outcome and provides a baseline against which progress can be monitored.

The action plan can be found as annex C at the end of this document.

**Contacting HMP Littlehey**

Social Visits can be booked in various ways:

* Book online [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)
* Book via our social visit mailbox [Socialvisits.littlehey@justice.gov.uk](mailto:Socialvisits.littlehey@justice.gov.uk)
* Book using our visits booking line: 01480 335650.
* If you have been sent a visiting order in the post, you can use any of the above methods.

The visitor’s centre is open Tuesday to Sunday between the hours of 8:30am to 4:30pm to book a visit.

To book a visit you will need the following information:

* Prisoners Full Name & Prison Number.
* You must be on the prisoners’ approved visitors list.
* Have the full name, date of birth & address of all visitors attending.

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**Secure Video Call**

If you cannot visit in person, you could register to use the secure video calls service. Secure video calling is available at Littlehey. Family and friends will need to download the Prison Video app, create an account, register all visitors, and add the prisoner to their contact list. For information of how it works, log onto [www.gov.uk/guidance/visit-a-prisoner-using-a-video-call](http://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call)

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**Contacting the Head of Family Provision**

If you would like to contact our Head of Family Provision at Littlehey you should email [Socialvisits.littlehey@justice.gov.uk](mailto:Socialvisits.littlehey@justice.gov.uk)

Please state that your email is for the attention of Head of Operations to gain a response.

If you would prefer, you can write a letter to the above address, again stating the letter is for the attention of the Head of Operations – Family Provision.

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**Emergency Contact**

If you have *an immediate or emergency concern* about the welfare of a prisoner, you can contact HMP Littlehey Switchboard 01480 335000 and ask for the Orderly Officer and explain that your concern is an emergency.

** Safer custody hotline**

If your concern is urgent but not life-threatening, please call the Safer Custody Helpline on 01480 335209 or contact the prison Safer Custody team using the web form (the team will pick up all contact forms within 72 hours). [SaferPrisonsLittlehey@justice.gov.uk](mailto:SaferPrisonsLittlehey@justice.gov.uk)

Outside of office hours you can leave a message on the answerphone, giving as must details as possible including the prisoners name, prisoner number and what wing they are located on if you know it. If you wish, you can leave your own details and a contact number so the prison can give you feedback, if appropriate. See Annex D for details regarding how to submit a Safer Custody Contact Form.

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**Prisoners families.org website**

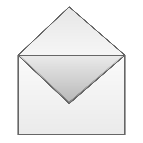
You can read more information about safer custody concerns on the Prisoners Families website at [www.prisonersfamilies.org/helpline](http://www.prisonersfamilies.org/helpline) or you can contact the Prisoners’ Families Helpline on 0808 808 2003. There trained advisors can offer you information, advice and support. The line is open 9am – 8pm Monday to Friday and 10am – 3pm at the weekend and bank holidays (exc. Christmas Day and Boxing Day). There is a section relating to safer custody matters whereby a query or concern may be answered. This website also allows for a Sager Custody form to be completed that will be received by Littlehey’s safer custody team to respond to. You will not be able to book a visit using this number.



**Writing to the Governing Governor**

Families and significant others can also consider writing to the Governing Governor regarding concerns/matters relating to the person they know in prison. This letter should be addressed as FAO The Governor, HMP Littlehey, Perry, Huntingdon, PE28 0SR. Letters will be responded to within 28 days.

**Getting to HMP Littlehey**



HMP Littlehey Prison address is: HMP Littlehey, Perry, Cambridgeshire PE28 0SR.

The closest railway stations are St Neots and Huntingdon, which are both around 9 miles from Littlehey. Huntingdon bus station is about 7 miles away.

To plan your journey by public transport we suggest you use:

* + [www.nationalrail.co.uk](http://www.nationalrail.co.uk) for train enquiries
  + [www.traveline.info](http://www.traveline.info) for local bus times

The visitor centre staff can advise on local taxi numbers and the Ting bus service that can drop off at the prison if booked.

The Ting bus service can be contacted on 01157 773 182 to book a trip. They also have a mobile phone app that can be downloaded to book a trip.

Some local taxi firm contacts for your reference are:

* Steve’s Taxis – 01480 412333
* Hunts Taxis – 01480 414500
* A&B Taxis – 01480 467846

The prison has a free visitor park adjacent to the visitors’ centre. Blue Badge holder spaces are also available.

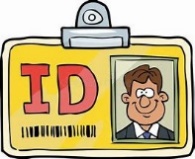
You are advised not to travel to the prison if you do not have a visit booked in advance as you will not be permitted entry.

The minimum visits time you will receive is one hour, dependant on the prisoners Incentive Privileges Level and operational requirements. However, we strive to provide two hours per session as a rule.

** Your Visit at HMP Littlehey **

All prisoners at Littlehey can receive visits, however some have public protection restriction.

Prisoners need to firstly add visitors to their ‘approved’ list through an application. They will require the full name, address, and date of birth of each visitor. Once this has been done, families or friends are able to book their visits. Please do not turn up without having booked a visit, as you will be turned away.

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**What you require to visit someone in HMP Littlehey:**

You will need to bring one of the following forms of identification with you:

**1. List A**

* Passport.
* identity cards from an EU or European Economic Area (EEA) country.
* UK photocard driving licence.
* EU or EEA driving licence.
* NI Electoral identity card.
* US passport card.
* Proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card).
* Armed force’s identity card.
* UK biometric residence permit (BRP).

**2. List B**

One form of ID from this list, together with list C.

* Home Office travel document (convention travel document, stateless person’s document, one-way document, or certificate of travel).
* Older person’s bus pass.
* Freedom Pass.
* Proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present).

**3. List C**

One form of ID from this list, together with list B.

* Birth or adoption certificate.
* Education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate).
* Rental or purchase agreement for a residential property (signed and dated).
* Marriage or civil partnership certificate.
* Bank, building society or credit union current account card (on which the claimed identity is shown).

Please refer to the following website for further details: [www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a](http://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a)

**Visiting Hours:**

HMP Littlehey works alongside Invisible Walls Family Services to deliver our Families and Significant Others Strategy. Our social visits days are:

* Tuesday 2pm to 4pm
* Wednesday 2pm to 4pm
* Thursday 2pm to 4pm
* Friday 2pm to 4pm
* Saturday 09:30am to 11:30am and 2pm to 4pm
* Sunday 09:30am to 11:30am and 2pm to 4pm

Our Children/family all-day visit days are between 09:30 – 16:00 (only on advertised dates during the year).

The Visitor’s Centre is open prior to each session, this is where family or friends can receive support or advice from the Invisible Wall team who run family services here at HMP Littlehey.

** Entering the Prison**

To visit someone in Littlehey you must have booked in at the visitor’s centre and all personal items must be stored in locks outside in the visitor centre or in your car before entering the prison. On arriving at the gate, you will be required to show your identification. If a visitor does not bring appropriate identification, they will not be allowed to enter the establishment.

At least one visitor must be 18 or older at every visit. There is a maximum of three adults per prisoner permitted to visit at any one time.

There are refreshments available to purchase during your visit. Adults are permitted to take £30 each, plus £5 per child into the prison.

Other requirements to be aware of when visiting HMP Littlehey:

* All visitors will be given a rub-down search, including children. All searches will be carried out sensitively, with respect and courtesy to all individuals. Children are patted down by female staff in front of their parents. All visitors' religious beliefs are respected. There is a private room available should religious headwear need to be removed as part of the search.
* Before entering the establishment, you may encounter a drugs dog which is trained to pick up the scent of drugs. If a person is identified as being in possession of drugs or any other prohibited item, they may be subject to closed visits, visiting ban and the police will be informed. There can be no exceptions to this search process, but we will be sensitive and patient if visitors are anxious about this process.
* Visitors must adhere to the prison dress code. Visitors must not wear football shirts, open toe footwear, vests or string tops, sports or striped shirts or revealing clothing (such as see-through tops, short dresses/skirts/shorts that do not come to knee length when sat down). Further details can be requested on your first visit and are displayed in the visitor centre and visits search area.
* Pushchairs, prams and changing bags are not permitted into the establishment.

There is a children’s play area, with family support workers providing some activities.

Visits rules are displayed on the tables and noticeboards. If you break the rules, you will be advised and run the risk of your visit could be terminated. Dependant on the severity of the behaviour you could also be subject to closed or be banned from visits. Should this be the case you will be written to.

**A room with many colorful chairs

Description automatically generated In the Visits Hall**

You will be allocated a table to sit at. Your family member will join you at the table. Physical contact between the prisoner and visitors is usually allowed briefly at the beginning and end of the visit. The person you are visiting will need to remain seated throughout the visit.

Drinks and snacks are available from the tea bar. Only the visitor is permitted to attend the tea bar to order and pay for food and drinks.

You are permitted to use the toilet. The toilet is situated outside of the visit’s hall; therefore, you will be required to be searched again before re-entering the room.

A visit may be held under ‘closed’ conditions if there are concerns that the visit may be a risk to establishment security, or if there is a risk of unacceptable or illegal activity taking place during the visit. During a closed visit, the prisoner and visitors will talk to each other whilst seated either side of a glass panel.

**A group of kids holding hands

Description automatically generated Children**

All visitors under the age of 18 years are regarded as children and must be accompanied on a visit by an adult. This is a requirement of the establishment’s child protection policy. Children must not be left alone at any time whilst visiting the establishment premises, this includes in the Visitor Centre. If a child requires the toilet during a visit, they must be accompanied by an adult visitor.

A feeding bottle and essential baby food can be taken into visits. As well as a dummy and soothing blanket. All will be subject to a search by staff.

Nappies and changing wipes are available in the visit’s toilets. Access to baby changing facilities is available. Prams and pushchairs are not allowed to be taken into the prison.

Littlehey wants to make visits less daunting, more child friendly and stimulating for all that attend, whilst also adhering to all security procedures. We are committed to developing new ideas and supporting those who do not have visits to help build or repair relationships or to gain support during and after release.

**A no drugs sign with a bottle and cigarettes

Description automatically generated**

**Drugs**

The smuggling of drugs is a serious offence and therefore will be treated as such. This includes illegal and prescription drugs. If anyone is suspected of smuggling drugs, they will either be placed on a closed OR have the visit terminated.

Any visitor found to be in possession of an illegal substances when in the establishment will be detained pending the local police being contacted and the visitor could be arrested.

If you are worried about drugs or are being placed under pressure to smuggle drugs, please speak to an appropriate member of staff, or contact the establishment by telephone.

**A stack of gold coins

Description automatically generated Help with the cost of your visit:**

If you qualify to receive help with your finances such as benefits or have an NHS health certification, you may be able to recoup all or part of the cost of your travel expenses through the ‘Assisted Prison Visits Scheme’. As part of your application, you will need to get a secondary form stamped by prison staff to prove your visit took place. You can request a copy of this form at the Visitors Centre.

Financial help might include:

* Travel to Littlehey.
* Somewhere to stay overnight.
* Meals.

**HMP Littlehey Families and Significant Other Family Service**

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**Invisible Walls Family Support (G4S)**

Our Family Support Staff are all skilled family workers who provide support and advice to prisoners and their families. Invisible Walls will deliver safe and welcoming visitor services to support prisoners, their family and significant others. They work alongside HMPPS to encourage & support positive family ties and relationships external to HMP Littlehey.

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**Family Forums & Visitor Surveys**

Invisible Walls Family Forums are a great way to get your views heard and speak to other families. The forums are a platform for visitors to voice suggestions that can lead to improvements being made around the visit experience.

** Family Days**

Invisible Walls are committed to deliver a minimum of 12 Family and Children visit days throughout the year. These will be themed to meet with our diverse community. Family Days are a great opportunity for prisoners and their families to engage in activities and spend quality time as a family unit. Prisoners can apply for a place by putting in an application.

Children’s Family Days are focussed on family members who are under the age of 18, who may not always get the opportunity to visit you or feel uncomfortable in the normal domestic visits’ situation. Adult and Child quizzes, raffles and photos are part of the day. There is also the opportunity for families to enjoy a buffet together.

Adult Family Days are focused on family members over the age of 18 to allow the opportunity for a more relaxed and comfortable visit. Raffles, photos, and a quiz are part of the day. There is also the opportunity for families to enjoy a buffet together.

Other Bespoke family days such as Lifer days, Care Experienced day, Veterans in Custody (VICs) day and many others are regularly being added into our visits calendar. Again, these visits are more relaxed with activities and photos form part of the day. There is also the opportunity for families to enjoy a buffet together.

** Care Leavers and Care Experienced**

There is a Care Experienced/Care Leavers working group who meeting regularly to discuss the needs of both groups. Identification is approached via Delius and first night induction procedures.

***Care Leaver Definition:*** *Someone who has spent time in the care of the local authority for 13 weeks or more which includes their 16th birthday (some communal support).*

***Care Experienced Definition:*** *Anyone who has experience in care.*

** **Post Programme Reviews**

Key family members or significant others are invited to a prisoner’s post programme review alongside their Programme Facilitator and Prison Offender Manager (POM) to discuss their progress and future needs. We recognise that the prisoner’s family / significant others are key in helping in the positive work to reduce risk and help support rehabilitation and desistance.

** **Angel Tree Programme**

This programme provides prisoners with the opportunity to give a Christmas present to their children (public protection measures permitting). The prisoner can write the tag message for the charity to purchase the present to then send it onto the parent/carer for the child to receive.

**Ways to Stay in Touch with Prisoners at HMP Littlehey**

** Telephone contact**

Prisoners can apply to have family and friends telephone numbers added to their pin phone accounts (public protection restrictions may apply). They can only make outgoing calls and are responsible for ensuring they put pin credit onto their account weekly from their spends account. In the future we are expecting in-cell telephones to be implemented. These will also only allow outgoing calls.

[](http://emailaprisoner.com/)

**Email a prisoner**

This prison uses emailaprisoner.com. Through this service, family and friends can send a message which is printed out and delivered by prison staff to the wings. Once you have signed up, you will receive an activation link via email which you must click on to activate your account and send a message. You must buy a minimum of £5 credit to use the service, which runs at a cost of 40p per email and at no charge to the recipient.

** By Letter**

Letters should be addressed to: HMP Littlehey, Perry, Cambridgeshire, PE28 0SR.

You must include the Prisoner’s full name and prison number on the envelope. If known, please include their wing location. If you do not know the prisoners’ prison number, to help us get the letter to the correct prisoner, please address the envelope with their full name and the prisoner’s date of birth next to their name.

You must write your own name and address on the back of the envelope, or it will not be delivered to the prisoner.

 **Secure Video Calls**

This prison offers secure video calls that helps you stay in touch with people in prison. Guidance on this can be found in [Secure video calls with prisoners - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call). Only people aged 18 or over can register for an account with Prison Video.

You will need to provide your name, address, and date of birth, and upload photos of your ID and face if you are over 18 only, unless the prison specifically asks for anything else. You will also need to add details of any other people who wish to take part in the video calls with you, such as children, and upload a clear photo of each participant’s face. You will also need to add details of any other people who wish to take part in the video calls with you, such as children, and upload a clear photo of each participant’s face.

During the call, the system will continually check the identities of the people present to make sure that only people who have been approved by the prison are on the call. It will also check for signs of inappropriate clothing or nudity. If the system detects any of these things, the call will be paused automatically. In most cases the secure video call will resume automatically.

You will need to download and install the free Prison Video app from the Apple App Store or Google Play Store (or equivalent app stores outside the UK) on your phone or tablet device and then create an account. Only people aged 18 or over can register for an account with Prison Video.

Children can join a call if they are registered and approved as extra participants in your Prison Video account. This means you will need to add details of the children who wish to take part in the video calls, and a clear photo of each child’s face. No other ID is required for children unless requested by the prison.

Only people who have been added and approved as participants will be allowed on the call.

* Just like phone calls, all video calls are recorded for security purposes, and staff may watch or listen to them.
* No screenshots, photographs or screen recording is allowed.
* Appropriate clothing must be worn at all times.
* Only approved contacts can be on the call.
* The account holder must always be present during the call.

You’ll need to follow the usual prison rules around what to wear and how to behave. The call can be paused or ended if prison rules are not followed.

**A logo for a storybook dads

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The prisoner chooses a book that will be read by them and recorded. The recording is downloaded onto a computer where music and sound effects are added. The finished story is put onto a CD and then sent to the child. The Storybook Dad Scheme believes that the gift of a story CD from an imprisoned parent/grandparent can help to overcome the children’s sense of loss and confusion and help to maintain the bond between parent/grandparent and child, bringing great comfort. An application form is available on all wings for any prisoner who wishes to use this service.

** Official Prison Visitors (OPV)**

Prisoners in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor called an ‘Official Prison Visitor (OPV). They will visit the prison through the social visits process and provide support to that individual. This service is offered through the Chaplaincy department.

 **Penfriend Scheme (Christian Charity – Prison Fellowship)**

The Pen Friend scheme is available via the Chaplaincy team. The scheme is available to all prisoners but specifically to those isolated prisoners with no contact with family or friends. It provides the opportunity to write to a volunteer in the community. This service is offered through the Chaplaincy department.

**Other Information to Support the Families and Significant Others Strategy**

** Sending Money to a Prisoner**

You can use the free and fast online service to send money to someone in prison. Money by bank transfer, cheque, postal order or sending cash by post is not permitted.

If you cannot use the online service, you may be able to apply for an exemption to send money by post. Specific examples for an exemption are:

* Are unable to use a computer, a smart phone, or the internet.
* Do not have a debit card.

You cannot give money to the prisoner during a visit.

** Books**

There is no restriction on the number of books a prisoner can have handed in or send it. The prisoner does however need to be mindful of their in-cell property allowance.

**Book Handed In on a visit -** Prisoners are permitted to have their family/friend’s hand in books on a visit. Visitors will not be allowed to hand the book directly to the prisoner. To utilise this process, the following process is to be observed:

* The prisoner submits a general application to the Operations department stating books are requested to be handed in on a visit.
* The Operations department will provide an acknowledgement response to that application.
* The acknowledgement information will be shared with the visitor centre staff to expect books will be brought with a visitor to hand in.
* Once the acknowledgement reply has been returned to the prisoner, arrangements can be made for the visitor to bring the books to the establishment.
* Books are to be handed in at the visitor’s centre. These staff will bag and label them with the prisoner’s name and number and date handed in.
* The Operations department will ensure books are collected from the visitor’s centre regularly during the week and taken to reception for processing.

Please be aware the visitor centre staff must not be in any way be mistreated during this process. They are merely collating the books at the earliest opportunity on the visitor’s arrival at the prison. Prison staff will then complete the necessary searching and recording processes.

A notice to this effect is displayed in the visitor centre for visitors to be aware of these requirements.

**Books Posted In -** There is an approved suppliers list that must be utilised for books being sent in directly from the supplier. Make sure to include the prisoner’s name and prison number on the parcel. The approved suppliers are as follows:

* Blackwell’s
* Foyles
* Waterstones
* WH Smith
* Wordery
* Mr B’s Emporium of Reading Delights
* Housmans
* Incentive Plus
* Prison Org uk

This is within the HMPPS Incentives Framework, Annex F. https://www.gov.uk/government/publications/incentives-policy-framework/incentives-policy-framework-annex-f-sending-and-handing-in-of-books-to-prisoners

It is possible to also send books directly in from a home address, including a note with the prisoner’s name and prison number, along with a sender’s name and address.

 **Parcels**

Prisoners in Littlehey are given access to the Facilities List that provides a list of approved items that they can have in possession. To have a parcel sent in a prisoner must seek permission first. Upon receipt of this permission, they can then make arrangements with their families/friends. Please note the following processes apply:

**Gold/Enhanced IPF Parcels:**

* To receive a parcel, the prisoners you must have been gold IPF level for a period of six months or more from the date of application.
* Clothing parcels are not to be sent in until your application has been approved. Any parcels received without approval will be placed in stored property.
* The parcel must only have clothing or footwear items within it; any other items will be placed in stored property. Other items include sports equipment, electricals, toiletries, CDs/DVDs, books etc.
* All clothing items must be sent in directly from a reputable supplier, such as M&M, Jacamo, Cotton Traders, Sports Direct. No clothing is to be sent from a private address.
* Items must arrive in ONE parcel only and sent directly from a supplier only.
* All clothing and footwear items must be new, not worn/second-hand.
* All clothing and footwear items must meet the facilities list requirements. Any items that do not meet the facilities list requirements will not be issued and placed in stored property.
* The parcel must contain a maximum of 12 items of clothing and footwear.
* The items must total an approximate value of no more than £250.

Socks and underwear are also permitted but do not count towards the 12 items maximum.

**28-day Parcels -** A 28-day parcel can only be applied for if the prisoner has been sentenced in the last 28 days of arriving at Littlehey. It is not a 28-day parcel on arrival at a new establishment.

**Decency Parcel** - Prisoners may apply by general application to have a small parcel of socks and underwear sent in from family/friends. These items must still have the tags/labels intact to indicate they are new and not used/second-hand. The parcel must not contain any other items, as these will be placed into stored property. A short note should be put inside the parcel indicating the senders name and address.

The handing in on visits of clothing parcels or any other parcel (other than books) is not permitted unless exceptional permission has been granted by the Head of Operations.

**Exceptional Parcels** - There may be occasions where exceptional circumstances will allow for other items to be handed in or posted in, however the prisoner must have permission in writing from the Head of Operations before any arrangements can be made.

Key things to remember when sending parcels into HMP Littlehey:

* You are advised not to hand any items in on visits or post items in until the prisoner has informed you, they have approval to receive them.
* Please make sure to include the person’s name and prisoner number on the parcel.
* All parcels will be opened and checked by officers before being issued to the prisoner.

**Annex A**

**A close up of a logo

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**Role Brief - Family and Significant Others’ Lead at HMP Littlehey**

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| (The establishment Family and Significant Others’ lead is the Head of Operations)   * Implement, promote and maintain the local Family and Significant Others Strategy to ensure compliance with the Lord Farmer review, our local Reducing Reoffending Strategy and HMPPS policy on maintaining family ties. * Maintain a positive working relationship with the Family Service Provider and take local responsibility for the Family Service Provider contract management. * Work in partnership with internal and external agencies/departments to ensure the Family and Significant Others Strategy remains current and available to all. * Provide assurance to the Prison Group Director, Governing Governor and local SLT that HMP Littlehey is meeting all the Family and Significant Others’ performance measures. * Represent the Family and Significant Others’ strand at the local Reducing Reoffending Meeting, to demonstrate strategy development. * Co-chair the Family and Significant Others’ bimonthly meeting with the Family Provider Lead, ensuring all relevant parties are invited and minutes shared. * Implement action plans, where appropriate, to support the Family and Significant Others Strategy and provisions. * Host quarterly visitor forums to allow families to ask questions of the establishment lead regarding visits provisions, ideas/suggestions for improvement and provide an insight into our strategy. * Promote the annual visits survey and utilise the data to inform strategy development and improvements. * Ensure a range of bespoke family days visits are held throughout the year. * Work with other agencies/departments to address the needs of prisoners who do not receive visits. |

**Annex B**

**A close up of a logo

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**Role Brief - Family and Significant Others’ Establishment Champion at HMP Littlehey**

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| (The establishment Family and Significant Others’ champion is the Visits Custodial manager) |

* To work with internal and external agencies to create a visits environment that has a ‘family friendly and comfortable atmosphere’ that will help reduce any barriers to visiting.
* To work closely with internal and external agencies to provide advice and support to families and significant others regarding their visits experience.
* To work with our Family Service Provider to develop and implement appropriate interventions designed to promote a healthy relationship between prisoners and their families and significant others.
* To promote positive family and significant other contact such as Children/Family all-day visits, Adult only all-day visits, and other bespoke visits opportunities.
* To work with other departments to encourage new receptions to keep in touch with families and significant others.
* To work with the Offender Management Unit (OMU) and Public Protection Unit (PPU) to ensure that if concerns are raised, or where a Child Protection plan is in place, about a child’s welfare and safety, appropriate actions are taken to provide support.
* To work with OMU and PPU to implement, make widely available and maintain the Visits Safeguarding Policy ensuring it is publicised in relevant areas.
* To liaise closely with the Family Services Provider, Prison Offender Managers (POMs) and a range of Voluntary Community Sector organisations based at the prison to enable families and significant others to contribute towards successful rehabilitation and resettlement.
* To raise awareness about the Family and Significant Others Strategy across the prison establishment and supporting our Family Service Provider in their interactions with staff regarding family and significant other concerns about a specific prisoner.
* To work with our Family Service Provider to create a support group for prisoners who do not receive visits.

To provide quality assurance information/evidence on the effectiveness of the Family and Significant Others provision to the Head of Operations during performance meeting

**Annex C – Lord Farmer’s Performance Agreement - Local Action Plan**

|  |  |
| --- | --- |
| **Lord Farmer’s Performance Agreement** | **Current Work Implemented and Future Plans** |
| ***Visitors Centre and Visiting Services (Establishing a Family Strategy):***   * All prisons must provide a dedicated base and services for visitors, given the distances that many have travelled, the practicalities associated with the visit (such as the care of the young or elderly) and the difficult and distressing experience that visiting someone on prison often entails.   + Where public transport links do not serve the prison adequately (so that, for example, taxis are required to complete journeys from rail and bus hubs), the prison should make arrangements with local firms to provide a service.   + Whether it is an external visitor centre or somewhere within the prison walls is not as important as the warmth of the welcome and the standard of what is provided there (including comfortable seating, toilets, and lockers for personal items, activities for children and the sale of refreshments in a welcoming environment.   + Access to the facility and services available as soon as people arrive for a visit. Advice, information and assistance (for example, to book in future visits) were also provided, ensuring a smoother visit experience for families and staff inside the secure perimeter. | Littlehey has a dedicated purpose-built visitors’ centre with some visitor parking adjacent. The visitor centre is fully equipped with facilities such as a welcoming booking-in area, toilets, disabled toilet, and baby changing facilities, tables and chairs whilst waiting, children’s play area, refreshments area (with kitchen facilities) and lockers.  Littlehey’s Family Service Provider (Invisible Walls – G4S) offer a dedicated personal visits’ booking system. There is a dedicated phone line and email box available for bookings and queries to be made. Staff are on site in the visitor centre 6 days a week. A meet and greet process is in place on arrival at the visitor’s centre and anyone new to visiting is given a brief of what to expect and an ask any questions. Staff can put visitors into numerical groups for entrance into the prison, in accordance with when they booked in for fairness. They also manage ensuring disabled visitors get over to the prison and escorted in the lift or on the stairlift efficiently.  A Huntingdon bus service (Ting) can provide a discounted bus service, which is available for visitors to book in advance. Staff in the visitor centre will also provide further details of local taxi numbers and look up train timings if requested.  OSGs will meet visitors on entry to the visits hall and explain and conduct search and further booking in procedures, where required. They will advise visitors of their table number. A Supervising Officer and officers are within the visit’s hall, allowing visitors to speak to them about any concerns regarding the visiting process or the prisoner whom they are visiting.  There is a refreshments bar available for items to be purchased from. We are currently looking to review the food items available through our contractor suppliers and offer more healthy and hearty items, such as sandwiches, hot options such as pasties/sausage rolls fruit, etc. Future plans also include the possibility of having a Barista whereby fresh coffee can be provided by trained orderlies. |
| ***Staffing structure to ensure family work is an operational priority (Establishing a Family Strategy):***   * High enough overall level of staffing to enable family work to be carried out. * Functional head with responsibility for championing this area of prison work, as well as someone at middle management level such as a custodial manager, who can act as a champion to the staff. * Governor surgeries or means whereby families can routinely access senior members of staff can be an excellent way of ensuring they are drawn in as assets to rehabilitation and know they are recognised as such. | The Head of Operations is the Family and Significant Others establishment lead.  The Visits Custodial Manager is the Family and Children’s establishment champion.  Both provide management support to our Family Service Provider for day-to-day queries to be dealt with.  There is a child-friendly guide explaining dog searching process. And the dog handlers are all welcoming to put children at ease during the process. The process can also be explained by the visitor centre staff prior to children coming over to the prison.  Since September 2023 Littlehey has committed to offering visitor forum sessions with the Head of Operation outside in the visitor centre so as families and significant others can ask questions and make suggestions. The date is advertised at least 4 weeks in advance for anyone who wishes to attend the session. A written summary of the session is then made available in the visits centre and to prisoners in the Prisoner Newsletter. |
| ***Extended visits (Establishing a Family Strategy & Practice and Innovation):***   * To enable parents to reconnect with their children and supportive relationships with other family members and significant others to flourish. | Littlehey is committed to hold a minimum of 12 Children and adult only all-day visit sessions within the year. We also commit to having other bespoke all-day visit days for other groups such as VICs, Lifers/ISPs, LGBTQ+, recovery and wellbeing, GRT community, Care experienced and Crayfish.  During children all-day visits we try and theme the visit by having some specific quizzes, craft activities and raffles. Adult all-day sessions also have activities included. One popular one is the photographs that can be paid for and taken. On the bespoke days charities and guest speakers are arranged to attend, along with some prisoners who do not have visitors also attend the experience the day.  Our Family Service Provider holds forums with prisoners who do not have visits to allow them to have some social interaction within the visit’s hall. There is also a dedicated visit day set aside for them in our annual visits planner so as they can experience a day up there doing the activities and having the refreshments given on normal visits sessions. Charities and support groups externally are being approached to support this. The pen pal and official prisoner visitor scheme is available via the chaplaincy for prisoners at Littlehey.  Prisoners who experience a seriously ill or death of a loved one can apply to visit their dying relative and/or attend the chapel or rest and/or funeral. The risk assessment process is commenced by the chaplaincy. It is also possible for prisoners to apply to view the funeral via an iPad weblink. |
| ***Family learning (Practice and Innovation):***   * + Evidence-based programmes to enable residents to maintain and improve relationships, implemented with fidelity, reflecting the white paper’s emphasis on improving the use of evidence and data throughout the system. | Currently the Family Service provider does not provide any course for staff to enable them to support and engage with families and significant others with family convicted of sex offences.  All staff employed at Littlehey are expected to complete the online learning course entitled HMP Working in prisons with people convicted of sexual offences (PCOSO) e-Learning found on the mylearning site. Completion is tracked by the people hub. This provides staff with some learning on encouraging healthy relationships between prisoners and families.  Personal Social Development Courses have been delivered previously by the education provider to prisoners when the demand is there.  Offender Behaviour Programmes are run for those who are assessed as suitable, these include Kaizen, Horizon, and Healthy Sex Programme (HSP). These courses touch upon improving relationships and developing ‘New Me’ strategies for change. |
| ‘***Gateway’ communication system (Safer Custody):***   * A clear, auditable, and responsive communication   system with families and significant others: a dedicated phone line that is listened to and acted upon. Such a ‘gateway’ into the prison will enable families to share concerns about the resident with staff who will report back appropriately to families about any action taken or support given.   * Families should be regarded as a central component of support to ensure the safety of prisoners. | Littlehey has a dedicated Safer Custody Phone Line (01480 335209) which is checked daily, and information immediately passed to relevant staff / managers / departments where necessary. The number is publicised within the visitor centre, on the Gov.uk page, and on Littlehey’s Safer Custody Portal on the Prisoners Families website.  For immediate/life threatening emergencies families can contact Littlehey’s switchboard, to speak with the Orderly Officer directly.  Families and significant others can also write directly to the Governing Governor regarding concerns. These letters will be answered within 28 days.  The functional mailbox – [socialvisits.littlehey@justice,gov.uk](mailto:socialvisits.littlehey@justice,gov.uk) is another avenue for families and significant others to write to with non-urgent concerns/requests.  Family inclusion, where appropriate, can be incorporated within the ACCT process.  Safer Custody and first night induction processes ensure Next of Kin (NOK) details are collated for all prisoners entering the prison and entered onto nomis for welfare purposes. |
| ***Working in partnership with family services and other providers including Contract Management:***   * Ensuring all prisoners who do not have family or other support – for example if they have been in the care system – are helped to form relationships with people outside. | Invisible Walls - G4S is Littlehey’s family service provider who run and manage the visits centre and provide a personal service in relation to bookings, greeting visitors and offering family advice.  The Head of Operations is the establishment lead for Families and significant others and works closely with the family service provider. Working also closely beside them is the Visits Custodial manager who is identified as the establishments’ family’s champion.  Regular partnership meetings are held between G4S and Head of Operations, also invited to attend are visits CM, IMB, Chaplaincy, BCN family lead.  The chaplaincy manages and maintain the Official Prison Visitor’s scheme at Littlehey, whereby volunteer’s visits prisoners who have no contact with family or friends. Our Family Service Provider supports this process.  The chaplaincy also promotes the Penfriend scheme to all prisoners, but specifically isolated prisoners with no contact with family or friends. Prisoners are able to write to volunteers in the community.  Our Family Service Provider also provides prisoners with no visits forums to socially engage and enjoy activities. |
| ***Performance and measurement:***   * The effective delivery of family work should be demonstrated by inclusion in all four standards in the white paper.   ***Standard 1: Public protection:*** Policy frameworks should require evidence of the involvement of families or other supportive relationships in sentence planning, resettlement planning and decisions regarding the use of ROTL.  ***Standard 2: Safety and order:*** Prisons should be able to show evidence that family or other supportive relationships play a role in intelligence gathering regarding a prisoner’s mental health, drug use (prescription and illicit), propensity to violence and risk to self.  ***Standard 3: Reform:*** Given their role in prisoner rehabilitation, a standardised visitors’ survey should be developed to capture the experiences of families as they seek to maintain contact and to enable comparison between different establishments.  ***Standard 4: Preparing for life after prison:*** Prisons should be able to show how many prisoners do not receive visits.   * Prison performance measures, which would enable comparisons to be made with similar prisons for the purposes of learning from practice, should include a family-related measure such as rate of prisoners who receive visits on entry and exit or rate of prisoners engaged with their family, or other supportive relationships, on entry and exit. | A key method to evaluation the success of the strategy is to conduct two visitor surveys a year and a Prisoner Survey annually. This will provide data to analysis to make any improvements.  Completion of the Performance Measures scoring will provide a measure of where the establishment is against the 12 Targets set out to be achieved by all establishments.  Engage with BCN scrutiny audits conducted, that will provide evidence of performance and improvement areas.  Scrutinise visitor numbers and session uptake will provide evidence of where changes might need to be made. Specifically, through the delivery of all-day visit sessions and bespoke visit sessions.  Responding to requests for help/advice via the functional mailbox and keeping evidence will provide a flavour of support given to families and significant others.  Obtaining feedback from visitors via forums held in the visitor centre and providing a summary of the forum to both visitors and prisoners.  Responding effectively to and analysing the numbers of complaints made regarding visits provision.  Meetings between HMPPS and G4S that will provide evidence of partnership working. Meeting minutes and actions will also provide performance measures.  Consider the most recent HMIP & MQPL/SQL to evaluate visit provision data. |
| ***Digital and Technology:***   * Virtual visits using video calling technology should be available for the small percentage of families or individual family members who cannot visit frequently or at all due to infirmity, distance or other factors. * Whilst phone calls are highly valued, people are not communicating in the same ways as they previously did and the prison service needs to adapt. | Secure video call visits are available at Littlehey. This allows prisoners to speak to and see families and friends via secure digital technology. 3 private rooms within the legal visits area have digital port allowing laptops to be used within this area for these visits. Secure video calls are booked through visits booking and staffing is available in the area on normal visiting days to facilitate these calls. There are also 2 laptops on the older prisoner units so as they can also have secure video calls without having to get to the visits area.  All wings have Pin phones on each landing. Littlehey is expecting to get in-cell telephony at the start of 2024.  An over the phone and online visits booking system is available at Littlehey. Some visitors also prefer to book future visits before/after a visit in person at the visitors’ centre.  All new receptions receive a free phone call on their first night and PIN phone number requests are processed within a reasonable timescale.  Foreign National receive support with extra PIN number and credit to contact family abroad. |

**Annex D - (Available on the Prisoners Families website)**

**Submit a Safer Custody Contact Form**

**What are you worried about?**

* [Healthcare](#_Healthcare)
* [Bullying and Violence](#_Bullying_and_Violence)
* [Emotional support](#_Emotional_support)
* [Prisoner contact](#_Prisoner_contact)
* [Transfer and release](#_Transfer_and_release)
* [Finances](#_Finances)
* [Visiting](#_Visiting)
* [Property and clothing](#_Property_and_clothing)
* [Urgent numbers](#_Urgent_numbers)

Don't think your option is here? Contact the Prisoner's Families Helpline.

**Healthcare**

**I am worried about a prisoners’ mental/physical healthcare needs.**

Prisons have a duty of care to make sure the mental and physical health needs of every prisoner are being met. If you have any concerns or feel that a prisoner’s healthcare needs are not being appropriately supported, let the prison know by contacting their [Safer Custody Helpline](#_I_am_worried).

Please note there are restrictions on sharing healthcare information to protect the prisoner's personal data. If you would like to know more about healthcare services in prisons, please visit our page on ['healthcare in prison'](https://www.prisonersfamilies.org/healthcare-in-prison).

**I need to share healthcare information about a prisoner that I think is at immediate risk of harm.**

Contact the Prison by [using the switchboard number](#_I_am_worried_1).

You should only use this number if you think the prisoner is at immediate risk. If your concern is urgent, but not life threatening, please contact the prison’s [Safer Custody Helpline](#_I_am_worried).

Please note there are restrictions on sharing healthcare information to protect the prisoner's personal data.

**Bullying and Violence**

**I am worried that a prisoner is being bullied by a member(s) of staff.**

Call the Staff Integrity Hotline on 0800 917 6877. This HMPPS Counter Corruption Unit (CCU) manage this hotline 24 hours a day. This is managed separately from the prison, and you can ring this number anonymously. The CCU will ask who you think is bullied, and who by so that they can follow up your concern. Alternatively, you can contact the prison directly to raise your concerns.

The Prisoners’ Families Helpline can provide confidential support, advice and guidance on 0808 808 2003.

**I am worried that a prisoner is being bullied by another prisoner.**

Contact the Safer Custody Helpline. If you believe the prisoner is at immediate risk of serious harm, please call the prison switchboard and ask for the Orderly Officer.

The prison wants you to share information so that they can support the prisoner. You won’t be wasting staff time by following this advice and the staff will work hard to reassure you and make sure the prisoner is supported and given the resources they need to keep themselves safe.

**I am worried that a prisoner I know is being or may become violent towards another prisoner or member of staff.**

Contact the [Safer Custody Helpline](#_I_am_worried). If you believe the prisoner is at immediate risk of serious harm, please [call the prison switchboard](#_I_am_worried_1) and ask for the Orderly Officer.

The prison wants you to share information so that they can support the prisoner. You won’t be wasting staff time by following this advice and the staff will work hard to reassure you and make sure the prisoner is supported and given the resources they need to keep themselves safe.

**Emotional support**

**I am worried about a prisoner’s emotional wellbeing.**

Prisons provide lots of different types of support to help prisoners who are struggling with their emotional wellbeing. Family and friends sharing information with the prison can help prisons to provide them with the care and support they need. If you are worried that a prisoner is struggling with their emotional wellbeing or must share bad news that might affect a prisoners’ emotional wellbeing, it is important to let the prison know so that they can make sure the prisoner gets the support they need.

If you are worried about a prisoners’ emotional wellbeing, please inform the prison's [Safer Custody team](#_I_am_worried).

If you are worried that a prisoner is at immediate risk of serious harm, please [call the prison switchboard](#_I_am_worried_1) and ask for the Orderly Officer.

**Other things you can do:**

There is support available both in prison for your loved one, and for you. If you feel able to, encourage your loved one to speak to the following:

* **Listeners**: These are prisoners who have been trained by the Samaritans team to offer support to prisoners who are struggling emotionally
* **Chaplaincy**: Chaplaincy departments offer spiritual and emotional support to families, and have lots of experience supporting prisoners and their families through times of bereavement and separation
* Prisoners can also telephone the **Samaritans** for free if they would like to talk to someone for support.
* If you would like to access emotional support for yourself, you can contact the Prisoners’ Families Helpline on [0808 808 2003](tel:448088082003).

**Prisoner contact**

**A prisoner is contacting me, and I want them to stop.**

Call the Unwanted Prisoner Contact Service on 0300 060 6699 or email [unwantedprisonercontact@justice.gov.uk](mailto:unwantedprisonercontact@justice.gov.uk). This line is open from 9am until 4pm Monday - Friday with an answer machine in use outside of these hours. The service will forward your concern to the appropriate team at the prison to put a stop to any unwanted contact.

**A prisoner has stopped contacting me and I am worried.**

It can be very worrying if a prisoner stops contacting you and you don’t know why. If this is out of character and you think this might be a sign that a prisoner is not coping, please call [Safer Custody Helpline](#_I_am_worried).

Let the prison know who you are worried about and request a wellbeing check. It is important to be aware that there may be other reasons that contact may have stopped however, you should contact the [Safer Custody Helpline](#_I_am_worried) if you are worried about a prisoner’s wellbeing. You can find out more about prisoner contact by clicking here.

**Transfer and release**

**I am worried about a prisoner’s transfer.**

If you are worried that a prisoner is being put at risk by being moved to another prison, then please contact the prison's [Safer Custody team](#_I_am_worried). Explain why you are worried and why you think the prisoner may be at risk. The prison will follow up your concern and ensure the prisoner is supported.

You can find general information about transferring at www.prisonersfamilies.org/transfers.

**I am worried about a prisoner who is due to be released.**

Call the Unwanted Prisoner Contact Service on 0300 060 6699 or email [unwantedprisonercontact@justice.gov.uk](mailto:unwantedprisonercontact@justice.gov.uk). This line is open from 9am until 4pm Monday - Friday with an answer machine in use outside of these hours. The service can offer support for any concerns you are having about someone who is due to be released.

**Finances**

**I am worried that a prisoner is in debt to another prisoner.**

If you are worried that a prisoner is in a debt to another prisoner, it is important that you tell the prison so that they can work to support the prisoner and protect them from harm. Any information that you share will be handled with caution and care towards the privacy of your situation.

Contact the prison’s [Safer Custody team](#_I_am_worried) and tell the prison who you are worried about, and information about your concern, or submit a form.

If you believe a prisoner is at immediate risk of serious harm, you should use the [switchboard number](#_I_am_worried_1).

Do NOT attempt to pay back the debt, even if you are only being asked for a small contribution. 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.

Do NOT 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.

ONLY accept calls if your loved one is using a prison PIN phone.

You can find more information on debt on the prisonersfamilies.org website.

If you would like further advice, support, and guidance on your situation you can also call the Prisoners’ Families Helpline on 0808 808 2003.

**I am receiving threats because of a prisoners’ debt to another prisoner.**

You should never be subjected to threats or violence because of a prisoner’s debt they owe to another prisoner. If this is happening to you, please inform the police on 101. If your situation is an emergency, you must call 999.

Do NOT attempt to pay back a prisoner’s debt, even if you are only being asked for a small contribution. 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.

Do NOT 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 us if this happens.

ONLY accept calls from your loved one if they are calling using a prison PIN phone.

If you would like further advice, support, and guidance on your situation you can also call the Prisoners’ Families Helpline on 0808 808 2003.

**Visiting**

**I am being pressured to visit someone in prison.**

Call the Unwanted Prisoner Contact Service on 0300 060 6699 or email [unwantedprisonercontact@justice.gov.uk](mailto:unwantedprisonercontact@justice.gov.uk). This line is open from 9am until 4pm Monday - Friday with an answer machine in use outside of these hours. The service will forward your concern to the appropriate team at the prison to put a stop to any unwanted contact.

**I am being pressured to bring something in on a visit.**

Contact the prison's [Safer Custody team](#_I_am_worried) or submit a form. You should never feel pressured to bring something into a visit with you. It is important to let the prison know so that they can support you.

You should never bring anything into a visit that isn’t allowed (prisons call this contraband). If you are unsure about what is allowed, contact the prison's visits team by calling 01480 335650 OR you can email Socialvisits.Littlehey@justice.gov.uk

If you try to bring contraband into a visit the police may be informed, and you could be arrested. If you would like any further advice or guidance on your situation, you can ring the Prisoners’ Families Helpline on 0808 808 2003.

**I am worried about visiting.**

Many people feel nervous about visiting someone in prison and have lots of questions. Prisons understand this and want to make sure that family and friends receive the support and information they need.

At HMP Littlehey G4S offers support to prisoners and families.

There are also lots of resources for adults and children available on the [NICCO website](https://www.nicco.org.uk/).

You can find more information about prison visits on Littlehey’s Gov.uk page.

**Property and clothing**

**I am worried that a prisoner does not have their property (clothes, medicine, books etc).**

Prisons have a duty of care to make sure the needs of every prisoner are being met. All prisoners are provided with the following for free:

* Prison issue clothing.
* Toiletries [toilet paper, toothbrush, toothpaste, soap/shower gel etc].
* 3 meals a day.
* Library access.
* 2 letters per week.
* Prescription medicine.
* Opportunity to earn a living wage.

Prisoners have the option to purchase extra items through an approved supplier, they can do this by having money sent to them, or they can earn this by working in the prison. You can find more information about prisoner property and how they can purchase more items on Littlehey’s Gov.uk page.

If you are still concerned about a prisoners’ property, please send a letter explaining your concerns to: FAO The Governor, HMP Littlehey, Perry, Huntingdon, PE28 0SR.

The prison has 28 days to respond to your letter.

If you are unhappy with the outcome, or if you do not receive a response within 28 working days, please ring the Prisoners’ Families Helpline for further advice on 0808 808 2003.

Or you can read about how to escalate your complaint on [www.prisonersfamilies.org](http://www.prisonersfamilies.org).

**I brought/mailed property for a prisoner that was rejected, and I want to know why.**

If you have attempted to bring property in for a prisoner and it has been refused, there could be different reasons as to why it was rejected. This will usually be stated on the prisoner’s application.

The prisoner can make a complaint by filling out a ‘formal complaint form’ inside the prison. They will receive a response within 5 days.

If you are both dissatisfied with the outcome of the complaint, then you can make a complaint on the prisoner’s behalf. To do this, please address your letter to: FAO The Governor, HMP Littlehey, Perry, Huntingdon, PE28 0SR.

The prison has 28 days to respond to your letter.

If you are unhappy with the outcome, or if you do not receive a response within 28 working days, please call the Prisoners’ Families Helpline for further advice on 0808 808 2003 Or you can read about how to escalate your complaint on [www.prisonersfamilies.org](http://www.prisonersfamilies.org).

**Urgent numbers**

**I am worried that a prisoner is at immediate risk.**

Call the switchboard on 01480 335000 and ask for the Orderly Officer. Explain your concern is an emergency. You should only use this number if you think the prisoner is at immediate risk. If your concern is urgent, but not life threatening, please call the Safer Custody Helpline.

The Orderly Officer will ask who you are worried about and take immediate action. Prison staff want you to share information so that they can support the prisoner. You won’t be wasting staff time by using this number and the staff will work hard to reassure you and make sure the prisoner is supported and given the resources they need to keep themselves safe. I have already done this, and I have waited for 24 hours. I am still worried.

**I am worried about a prisoner, and I want to tell the prison about my concerns.**

Call the Safer Custody Helpline on 01480 335209 and explain your concern. This is an answerphone service where you can leave your name, contact number, prisoner of concern and why you have a concern. This answerphone service is checked daily and if required a call back will be given.

If you would prefer to do this in writing, you can email the Safer Custody team using the Safer Custody Contact Form.

**Annex E – Useful websites related to this strategy**

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| Lord Farmer Review | [6.3664\_Farmer Review Report (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf) |
| Strengthening Prisoners Family Ties Policy Framework | [Strengthening Prisoners Family Ties Policy Framework - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/strengthening-prisoners-family-ties-policy-framework) |
| NOMS Evidence and Segmentation 2014 | [NOMS Commissioning Intentions 2014 (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/media/5a7c80a9e5274a559005a506/commissioning-intentions-2014.pdf) |
| Transforming rehabilitation, a Strategy for Reform | Transforming rehabilitation: a strategy for reform - GOV.UK (www.gov.uk) |
| Prisoners’ Childhood & Family Backgorunds | [Prisoners’ childhood and family backgrounds - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/prisoners-childhood-and-family-backgrounds) |
| Women and Criminal Justice System 2013 | [Women and the criminal justice system 2013 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/statistics/women-and-the-criminal-justice-system-2013) |
| HMPPS Child Safeguarding Policy Framework | [HMPPS Child Safeguarding Policy Framework - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/hmpps-child-safeguarding-policy-framework) |
| Public Protection Manual PSI18/2016 | [Public protection manual: PSI 18/2016, PI 17/2016 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/public-protection-manual-psi-182016-pi-172016) |
| Keeping Adult Prisoners Safe PSI16/2015 | [Keeping adult prisoners safe: PSI 16/2015 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/keeping-adult-prisoners-safe-psi-162015) |
| Managing Prisoner Safety in Custody PSI64/2011 | [Managing prisoner safety in custody: PSI 64/2011 - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/managing-prisoner-safety-in-custody-psi-642011) |
| Searching Policy Framework | [Searching Policy Framework - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/searching-policy-framework) |
| Prison Safety & Reform 2016 | [Prison Reform: Recent Developments - House of Commons Library (parliament.uk)](https://commonslibrary.parliament.uk/research-briefings/cbp-8019/#:~:text=A%20white%20paper%20Prison%20Safety%20and%20Reform%20was,has%20said%20work%20on%20prison%20reform%20will%20continue.) |
| PSP Strategic Priorities | [HMPPS Business Strategy: Shaping Our Future - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/hmpps-business-strategy-shaping-our-future) |
| HMIP expectations | [Our Expectations (justiceinspectorates.gov.uk)](https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/) |
| Visiting someone in Prison | [Visit someone in prison - GOV.UK (www.gov.uk)](https://www.gov.uk/prison-visits) |
| Assisted Prison Visits Scheme | [Get help with the cost of prison visits - GOV.UK (www.gov.uk)](https://www.gov.uk/help-with-prison-visits) |
| Prison Fellowship charity | [www.prisonfellowship.org.uk](http://www.prisonfellowship.org.uk) |
| Secure Video Calls | [Secure video calls with prisoners - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call) |
| Prisoners Families Helpline | [www.prisonersfamilies.org](http://www.prisonersfamilies.org) |
| ID for Prison Visiting | Acceptable forms of identification (ID) when visiting a prison in England and Wales (Annex A) - GOV.UK (www.gov.uk) |
| Gov.uk – Littlehey Prison Guide | [Littlehey Prison - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/littlehey-prison) |
| Email a Prisoner | [www.emailaprisoner.com](http://www.emailaprisoner.com) |
| Official Prison Visitors | [www.napov.com](http://www.napov.com) |
| Storybook Dads | [www.storybookdads.org.uk](http://www.storybookdads.org.uk) |
| Barnardos | [www.barnardos.co.uk](http://www.barnardos.co.uk) |
| NICCO | [www.nicco.org.uk](http://www.nicco.org.uk) |
| Traveline | [www.traveline.com](http://www.traveline.com) |
| National Rail | [www.nationalrail.co.uk](http://www.nationalrail.co.uk) |