



**HMP Leeds**

**Our Family and Significant Others Services Strategy**

**2025-2026**

**Governor Rebecca Newby**

**Date dd/mm/yyyy**

# Family Strategy

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### *Safer custody hotline*

*If you have concerns about the safety or wellbeing of a prisoner in Leeds, call the safer custody hotline. Leave your name, your telephone number, the prisoner’s name and prisoner number, and a brief description of the problem. Someone will call you back within 24 hours.*

*Telephone: 0113 203 2629*

*In an emergency, call the main switchboard on 0113 203 2600.*

# Document change record

This change log is used to provide a trail of all approved changes made to this document. Changes are reviewed and approved prior to incorporation using established management procedures. Updated revisions of this document will be made as approved changes impact content or page numbers.

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# Foreword

“Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. Supporting a prisoner in a meaningful and constructive relationship with his or her family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release” (HMPPS Delivering Effective Family Practice Operating Guidance).

At HMP Leeds we recognise the importance of helping prisoners to maintain, and sometimes to establish, links with their family and significant other. We know that this not only helps prisoners settle into their time in custody, but also starts essential preparation for release. We know that this can have an impact on whether someone is likely to resettle and can positively impact their outcomes in terms of reducing reoffending.

Our Family and Significant Other (FASO) strategy has been developed in line with HMPPS Delivering Effective Family Practice Operating Guidance, HMPPS FASO Policy Framework, HMPPS FASO quality measure and in consultation with our Family Contract provider, Jigsaw, as well as our other stakeholders.

We have established a robust governance structure so that we hold ourselves to account to deliver the actions identified through the family measure and feedback from user voice and from seeking out good practice in other prisons.

For 2025/2026, our action plan falls into three main areas:

1. We recognise that some prisoners do not have family or significant other contact. We have implemented some initiatives which overcome barriers or provide alternative means of support but aim to introduce more in the coming year. We also want to create more appropriate support for those who are a long way from home.
2. We want to be more innovative in the way in which we support prisoners, their families, and significant others. We aim to use the feedback we receive to introduce more appropriate, supportive measures that will be well received. This includes providing options to support inclusivity (e.g. special educational needs provision and supporting neurodiversity)
3. We want to improve the visits environment and experience for everyone. We have done some work to update the visitors centre outside of the prison and will focus on the internal building this year.

We recognise the vital role that family members and significant others play in the lives of prisoners. And we want to minimise the impact of imprisonment on family members who often feel they are serving a ‘hidden sentence’. *Rebecca Newby, Governing Governor HMP Leeds.*

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# Purpose and Scope

This strategy has been written in consultation with Jigsaw, our Family Contract provider. We work closely with Jigsaw to provide a quality service which aims at making a difference. The current contract commenced in October 2022 and will run for 5 years.

## **Purpose**

The purpose of this strategy is to provide staff, prisoners, prisoner families and significant others with an overview of what HMP Leeds currently provides and our hopes for the future. We are very aware that a strong and supportive family network can ultimately encourage a reduction in re-offending by building resilience and improving family dynamics. Our aim is to increase the amount and quality of interactions between prisoners and their families where appropriate. We recognise that families can take many different forms for individuals including:

* Nuclear families
* Adoptive families
* Single parent families
* Extended families
* Childless families
* Stepfamilies (blended families)
* Grandparent families

For the purpose of this strategy, we refer to a significant other being a spouse, or a person who has a great influence in an individual’s life.

## **Scope**

* Working to maintain and improve contact with Family and Significant Others.
* Activity provision in visits
* Services for visitors
* Provision for individuals who have no contact with Family and Significant Others.
* Family engagement and advice
* Governance
* HMIP Expectations

## **Out of Scope**

* Visits policy
* Security policy
* Public protection policy

## **Aims of this strategy**

This strategy, along with the governance arrangements that help make sure our action plan is delivered, aims to:

* Reduce the risk of reoffending by helping prisoners to maintain and strengthen relationships with family and significant others, through contact while in prison
* Help prisoners to maintain contact with their children and families and to help prisoners be good role models despite being in prison, helping to reduce the risk of intergenerational offending
* Help partners, parents and families who also need support, acknowledging the hidden sentence they are serving
* Improve awareness of the support available to prisoners and their families
* Acknowledge the unique needs of our population, particularly foreign national prisoners, those serving a sentence far from home and those who are care experienced
* Show prisoners, families and significant others what we offer, to hold ourselves to account for delivering it well, and seek feedback from prisoners and families about what we could do better.
* To identify improvements to our service through seeking feedback, good practice and improved partnership working with our partners, evidenced through more consistent governance arrangements.

# Introduction

The Farmer report, ‘The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime’ was published in 2017. The report recommended family should be the “golden thread” running through all prison processes.

This strategy is developed with recognition of the importance for Family and Significant other services in Custody.

## **Oversight and Governance**

The Family and Significant Others provision is overseen by the Head of Reducing Reoffending, Kym Buckley, with support from:

* Family and Significant Others Champion - Custodial Manager Emma Walton
* Family and Significant Others Officer – Officer Cally Gallagher
* Reducing Reoffending Officer – Officer Aaron Taylor
* Jigsaw Contract Management team
* Jigsaw family team
* Jigsaw visits team
* DARS (Drug and Alcohol Recovery Service) Family Lead
* Gym Instructors
* Offender Management team
* Chaplaincy team
* Q-Branch
* Shannon Trust

HMP Leeds holds quarterly meeting with the contract provider Jigsaw to ensure that the contract is being adhered to. We also hold quarterly performance review meetings where any issues are escalated to the regional contract manager.

# Diversity and Inclusion

We have signed up to the HMPPS Diversity and Inclusion Statement and are working toward making sure that we deliver this commitment: “HMPPS is committed to Diversity and Inclusion for all. We treat our staff with respect and ensure equality of opportunity. We deliver our services fairly and respond to individual needs. We insist on respectful and decent behaviour from staff, prisoners, children, people on probation, and others with whom we work. We do not tolerate discrimination, harassment or bullying and we take prompt and appropriate action whenever we discover them. This is underpinned by our adherence to the Public Sector Equalities Duties as outlined in the Equality Act 2010.”

HMPPS are required to follow and abide by relevant equality legislation including the Equality Act 2010 and the Public Sector Equality Duty and Gender Recognition Act 2004.

The Equality Act 2010 legally protects people from discrimination.

There are nine protected characteristics defined under the Equality Act. These are:

* Age
* Disability
* Gender reassignment
* Marriage and Civil Partnership
* Pregnancy and Maternity
* Race
* Religion and Belief
* Sex
* Sexual Orientation

We have strand leads for each protected characteristic and will continue to work with them to ensure that prisoners’ families and significant others are treated fairly and without prejudice. We will promote an inclusive environment during visits, our family days and enrichment activities. You will be able to find the names of strand leads within the visiting hall and on residential units.

# Understanding Needs

## **Needs Analysis**

We aim to be innovative and respond to the changing needs of the population at HMP Leeds by conducting an annual self-assessment as part of the Family performance measure. This involves providing evidence that we have an appropriate visitors’ centre, a visits hall which is an inclusive environment, encouraging positive relationships with Family and Significant Others, and encouraging family involvement in aspects of prisoners’ journey through custody.

To meet these measures, we constantly review the needs of individuals through our monthly Family and Significant Others’ meeting. During this meeting we discuss feedback received from various forums and agencies and include this in our action plan (annex). Through feedback from staff, prisoners, and their families and significant others, we aim to make the journey through custody more productive, accessible and supportive.

## **Visitors’ Voice**

Visitors’ Voice is a feedback session run by Jigsaw Quarterly with support of HMP Leeds staff allowing prisoners’ families and significant others to give positive and negative feedback with the overall aim of improving our provision and support.

Feedback from Visitors’ Voice is discussed at family Governance meetings where issues can be addressed, added to the action plan (Annex) and positive feedback be cascaded.

We also value feedback from children and the Jigsaw staff will gather any feedback when appropriate with parent/guardian’s consent.

## **Prisoners’ Voice**

We hold monthly residential consultative meetings on each wing where prisoners are given the opportunity to give feedback to staff including positives, negatives and suggestions of how we can improve. Within this meeting, Family and Significant Others provision is discussed and feedback given to the reducing reoffending team and added to the Family and Significant Others action plan and approach.

The Governor and Deputy Governor also hold a monthly Prisoner Council with prisoner representatives from all wings and all prison departments represented by their Head of Function. These meetings are minuted and aim to address concerns as well as generate ideas. It is also used as a forum to test or seek ideas when change is needed.

# 5. Performance and Assurance

There are various ways in which we are measured with regards to the services we provide for prisoners and their families or significant others. This includes those listed below.

## **Yearly Self-Assessment**

In recent years a self-assessment performance measure has been introduced nationally by the Prison Service which makes up part of the overall performance of individual prisons.

*“Establishments will need to complete a self-assessment measure, answering a range of questions covering Family and Significant Others work. The measure is designed to encourage a proactive approach to Family and Significant Others work, and an establishment will score well if it is able to evidence proactivity in response to the range of questions within the measure.”*

This self-assessment was completed in April 2024 and an action plan has been created. The actions are monitored via the quarterly Family and Significant Others meeting where each function is represented.

Monthly updates are given by the Head of Reducing Reoffending during the Senior Management Team’s (SMT) Performance meeting.

## **HMIP**

All HM Prisons are subject to inspections by HM Inspectorate of Prisons. HMP Leeds last HMIP visit was in July 2022. The following was found:

* Support to help prisoners maintain contact with their children and families was good, with an impressive range of support through Jigsaw, including Story Book Dads.
* There was not yet a family engagement worker in post, but prisoners’ family members could access a telephone counselling service, which was not something that we often see.
* In their survey, 33% said they had been able to see family/friends in person more than once in the last month, against the comparator of 18%.
* Access to visits was good for most prisoners and previous restrictions on the number of visits that prisoners on remand could receive had been lifted and they could now have up to three a week.
* The recent introduction of evening visits on Monday to Wednesday helped to promote family contact.
* The visits hall was a clean and comfortable space, with hot food and sandwiches available.
* Jigsaw staff run the family intervention programme, including family days, an under-17s day, and parents and tots’ day, which enabled prisoners to play games and toys with their children during a visit.

## **Independent Monitoring Board**

The Reducing Reoffending Team work closely with the Independent Monitoring Board (IMB) who are a team of volunteers appointed by the Secretary of State.

Their role is to monitor the conditions in which prisoners are held and their treatment. The IMB are obliged to write an Annual Report which goes to the Minister for Justice and is published for everyone to see.

Any concerns raised are addressed in a timely manner and, although rare, any trends will be recorded and discussed within the monthly Reducing Reoffending governance meetings.

## **Audits**

Jigsaw conduct their own internal audits and findings are discussed within the governance meetings.

It is seen as good practice to conduct peer audits to provide assurance. Due to good relationships with other prisons we have the capability for these to be carried out. Our last peer audit was conducted in October 2023 by Head of Reducing Reoffending, HMP Kirklevington Grange.

Assurance visits are also conducted by the regional team who report to the regional Prison Group Director.

## **Action plan**

After gathering feedback from various sources and analysing this we have created an action plan which is continuously being updated, with the aim of being innovative in assisting and improving contact with Family and Significant Others. This action plan is discussed at the quarterly Family and Significant Others meetings. A summary of some of the main actions are included at the back of this document (Annex).

# 6. Facilities

## **Jigsaw Centre**

The Visitors Jigsaw centre is open at visits times to welcome and support visitors providing;

* Café with hot and cold refreshments
* Toilets with disability access and baby changing facilities
* Disabled parking
* Inside play facilities
* Jigsaw staff on hand to support and answer questions

Our visitor’s centre is staffed by trained Jigsaw Family Support Workers who are on hand for advice and support, explaining the visits process in a child friendly manner. The centre has recently undergone some updates to make the environment more welcoming and accessible.

**Support for Families of Prisoners**

Jigsaw can help you with the impact of imprisonment on you and your family. They can support you through any practical issues you may have, including housing, health, finances, drugs and alcohol, and can also offer you access to counselling. If you would like to talk to someone about this support, contact Jigsaw and ask to speak to our Family Support Workers.

## **Visits Hall**



The visits hall at HMP Leeds includes:

* Café serving hot and cold drinks and snacks
* Play facilities open weekends and School Holidays with support from qualified Jigsaw Family Workers.
* Visits hall is part of the Breast-feeding Friendly scheme
* Gender neutral disability compliant toilet
* Baby change provision

## **Q-Gardens**



Q-Gardens is an enterprise run by prison staff and prisoners. This area is used for some of our family days. It includes:

* Outdoor seating
* Grass area for children to play.
* Aviaries housing various birds including owls and kestrels.
* Free range chickens
* Ferrets
* Poly tunnels where fruit and vegetables are grown.
* Hand built pizza oven
* Purpose built kitchen for pizza and BBQ food preparation.

 

# 7. What we offer

## **Visits**

All our visiting and contact arrangements are provided to visitors in an information booklet for families updated and maintained by our Jigsaw family support service. This is also maintained on the Prison website and provided to prisoners. This forms part of the induction programme which is offered to all prisoners on reception to HMP Leeds.

As a prison we prioritise staff and resources to ensure our visits timetable and mail system is delivered giving confidence and assurance to prisoners and their families. We aim to ensure all families and visitors feel they are treated with decency and respect and their interaction with the Prison and staff is positive.

Social Visits are available Monday-Wednesday afternoon and evening. Friday afternoon. Saturday and Sunday morning and afternoon. No social visits take place on a Thursday.

Visits are arranged by the ‘visits booking’ process. We regularly test these arrangements and monitor their effectiveness.

Visits can be booked in a number of ways:

By phone: 0113 2032995 Monday - Friday (excluding bank holidays)

08:30 to 09:30 and 13:00 to 14:00

By the internet:

[www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)

In person:

Bookings can also be made in person at the prison every day in the Prison gate (excluding bank holidays) 08:30-12:30

## **Digital Services**

**Legal Visits**

Following the review of Legal visits at HMP Leeds a new way of conducting visits was introduced. This was in the form of a “cloud platform”. Legal visits are mostly accommodated over the cloud platform. However, we have recognised the need for some face-to-face legal visits to take place. These are now facilitated in our VCC which allows for a private, professional space.

**Email a prisoner**

Familyand friends can send e-mails to prisoners using the email a prisoner service. It will take approximately 24 hours for emails to prisoners to be printed and issued to a prisoner and a similar length of time to scan their letter to email to you.

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

**Prisoner Voicemail**

Family and friends can leave voicemails for prisoners to listen to and reply to using the PIN phones using [www.prisonvoicemail.com](http://www.prisonvoicemail.com).

**In Cell telephony**

All prisoner cells are now equipped with in cell phones for use with a prisoner’s pin phone number. These are for outgoing calls only. For safety, security, and victim protection, 3-way calls are not allowed and are against prison rules.

**Virtual Visits**

Previously called ‘Purple Visits’, the Virtual Visits system allows for prisoners to see loved ones virtually over a half hour virtual call. This facility allows prisoners to see family and friends who may find attending physical visits harder due to distance etc.

## **Family Days**

In addition to social visits, we hold regular family visit days as extended visits when advertised, prisoners can apply, and places are granted following a risk assessment to ensure safety of all.

We also hold regular family fun days as part of engaging with the DARS team on the Incentivised Substance Free Living wing (A-wing).

## **Enrichment Activities**

**Activity packs for Virtual Visits**

Following the introduction of virtual visits, Jigsaw looked at ways to enhance the experience for the prisoners and their family on the virtual visit. They designed and introduced age-appropriate activity worksheets and activity pack for each wing for the Prisoners to use on their video calls with their children.

**Storybook Dads**

Jigsaw offer the Storybook Dads service that enables families to reconnect through the magic of storytelling. We help prisoners to record bedtime stories and messages for their children on to a DVD. For many families, these story discs are a lifeline, helping to heal rifts and build vital family relationships. It shows the children they are loved and missed. It helps prisoners to feel valued as parents and gives them the opportunity to have a positive impact on their children’s lives. Prisoners are able to apply via application through the Prisoner Information Desk on each wing.

**Parent and tots’ visits**

Parent and tots’ visits are two-hour visits which take place throughout the year on Friday mornings. Jigsaw staff organise a family activity and toys will be available for you to play with together as a family, allowing dads to bond and play with their children.

**Drug and Alcohol Recovery Services (DARS) family learning**

DARS are committed to encouraging education and training around drugs. They provide family packs, naloxone for families, link in with Storybook Dads, provide literature for the visits centre and attend family engagement events.

## **Family Support and Advice**

**Jigsaw**

The Jigsaw team operate a family support line and face-to-face support service which is published for prisoners’ friends and family to contact for any additional support. They can support in the following areas:

* Supporting prisoners to re-establish positive contact with Family and Significant Others.
* Feed back to the establishment on any barriers to visits e.g. family contact/custody issues, neurodiversity needs, disabilities.

Jigsaw’s Family Support Workers are here to help and support prisoners through one-to-one case work with any issues such as:

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* Re-establishing contact with children and other family members
* Maintaining family ties
* Support with social services

Beyond the family services provision HMP Leeds will work to ensure our staff and organisations working in the prison provide support to men around their family and relationships whilst in custody. We aim to ensure this is an integral part of service provision and will be an ongoing development as part of this strategy aiming to ensure family is ‘the golden thread’ throughout custody.

**Prison Key Worker**

This year we have introduced a group of 20 prison officers who have been given extra training in how to run a Key Worker session effectively. As a smaller group of staff, we are better able to help the, identify who to refer prisoners to who need help, including to the FASO officer.

**Chaplaincy**

The chaplaincy team run a counselling service at HMP Leeds to support any prisoners who are struggling. Prisoners can be referred via wing staff, Healthcare, Probation or Offender Managers. There are currently 6 counsellors who have a case load of 2/3 prisoners each per week offering an initial 6 sessions with an extra 4 being offered in exceptional circumstances where required. Bereavement specific support is run by Cruse volunteers through Chaplaincy.

**Angel Tree**

**Angel Tree** is a very simple and incredibly rewarding way to help parents in prison stay in contact with their families during imprisonment. Angel Tree is run through chaplaincy every year. They organise Christmas presents and Easter for children of serving prisoners at no cost to the prisoner or their family. Last year they provided 180 children of 100 prisoners with presents.

## **Prisoners who do not receive visits**

We have made strides over the last year to improve our offer for those who do not have contact with Family and Significant Others. The introduction of our Family and Significant Others Officer allowed us to monitor this data more closely and identify individuals more quickly to be able to offer them support. We aim to promote the Official Prison Visits programme, as well as liaising with the Chaplaincy team where appropriate.

**Official Prison Visitors**

Official Prison Visitors (OPVs) are volunteers. They have a unique role offering to befriend a prisoner during their time in custody. The decision to be visited by an OPV is made by the prisoner. OPVs are non-judgemental, impartial, and they have no hidden agenda. Their visits may best be described, primarily, as 'visiting the person, not the prisoner' and to support this, OPVs know nothing more than the prisoner's name, number, and location on a first visit.

**No Contact visits**

A new initiative this year, run by the Family and Significant Others Officer. During these visits, those prisoners identified as having no contact with family or significant others by way of visits, phone calls or letters are offered the opportunity to attend a support visit with various agencies whom we work with and can socialise with other prisoners with similar circumstances in an atmosphere intended to feel like social visits.

**Family and Significant Others peer reps**

Another new initiative for this year, overseen by the Family and Significant Others Officer are the peer workers who are available during domestic periods on each wing to signpost and offer support to any individual who does not receive any contact, or may be struggling with negative relationships. These reps are identified as the most suitable candidates and they are provided training from the FaSO Officer, with regular check ins to ensure compliance and confidence.

## **Reading Opportunities**

**HMP Reads**

HMP Leeds was the first prison to develop a comprehensive strategy to raise the reading standards of prisoners here and encourage more reading for pleasure. This followed the 2022 review of reading education in prisons by HM Chief Inspector of Prisons, Charlie Taylor.

**The Shannon Trust**

Over 60% of people in prison struggle with reading and writing. Some cannot read at all. Around two thirds of people in prison also struggle with basic numeracy skills. Learning to read, write and do numeracy transforms lives and can be a powerful springboard into so many other opportunities.

This learning allows those in prison access to more opportunities, can improve their confidence and independence. The Shannon Trust uses peer support to allow both mentors and learners to develop key skills that can help them find future employment. This also creates a less daunting learning environment for those who may have had bad past experiences with learning.

## **Heading Home**

**Offending Behaviour Courses**

Prisoners may be directed by their Prison Offender Manager (POM), or the Secretary of State to participate in specific offending behaviour courses to meet their needs. These programmes are not run at HMP Leeds due to being a reception prison and so these courses will be accessed in other prisoners after prisoners are sentenced and categorised.

**Care Experienced**

HMP Leeds is committed to ensuring that individuals who are care experienced are correctly identified and given the support and pathways required to enable them to succeed whilst in custody and on release. This information is gathered on reception and during the early days in custody screening. Support is signposted at that point and throughout the custodial journey. Our support is measured as part of the yearly self-assessment.

**Foreign National Prisoners**

We support foreign national prisoners on a case-by-case basis. This is dependent on the level of contact they have with Family and Significant Others within the UK. In cell telephony allows calls to be made at any time of day which can help prisoners having to contact family in a country with a different time zone. We work closely with the Foreign National Officer, Chaplaincy, and the Home Office to ensure we are aware of Foreign national prisoners and support them the best we can.

**Employment**

Our Prison Employment Lead heads a team of partners who offer support and guidance around employment on release. There is an ongoing process our prison runs to capture needs of those requiring this support. Our work readiness assessments include information around family life at home. The ongoing work to help prisoners be job ready (have a Curriculum Vitae, bank account and photographic identification) and plan job interviews, allows prisoners to financially support their families, especially those with young children, on release by gaining employment.

# 8. Safeguarding

## **Safer Custody Hotline**

*Contact arrangements for concerned families and others:*

*Friends / Family members who have concerns regarding safety of a prisoner within HMP Leeds can contact the Safer Custody Team on 0113 2032629.*

*This is an answerphone service where concerns can be left, the answer phone is checked numerous times throughout the day. Staff will return calls within office hours Mon – Fri.*

*Outside of these hours and in an emergency, concerns can be raised via the main prison number on 0113 203 6000.*

These arrangements are widely published including in visits areas, visits centre and in the establishment generally.

## **Safeguarding Lead**

Our Adult Safeguarding Lead at HMP Leeds is Governor Alexandra Davies. She is in charge of the local policies and procedures relating to Adult Safeguarding which can be found in the Safeguarding Strategy and relevant communications throughout the establishment.

Our Child Safeguarding Leads are Heidi Seavers and Dee Celebicanin

# Annex

## **Family and Significant Others Action plan**

We have updated our action plan to make sure we keep providing better support for prisoners and their families. The following priorities summarise the action plan.

**Priority 1**

Improving our offer for those without contact: In the last year we have greatly improved our knowledge as an establishment of those who do not have contact with family or significant others through the work our new Family and Significant Others Officer has undertaken.  New initiatives have been rolled out to encourage positive relationships for these individuals and we aim to further support these individuals with new ideas in the coming year. We are very aware of the increasing number of individuals at HMP Leeds who are from outside of the local area or are foreign nationals. Our aim in 2025 is to improve the support we offer for these individuals who may have less contact with family and significant others because of this. Our Family and Significant Others Officer has worked closely with focus groups to better understand how these groups are feeling whilst at HMP Leeds and get ideas on how they would feel better supported. Through this an information pack was produced and distributed to ensure all prisoners are aware of what we currently offer. Work is ongoing to introduce new initiatives from the feedback we received.

* The New Bridge Foundation: We are in the process of introducing the pen pal system through The New Bridge Foundation (New Bridge) and aim for this to be in place in 2025. New Bridge, founded in 1956, creates links between people in prison and the community. New Bridge befriends people in prison in England and Wales through a network of volunteers who write to and visit them. Our intention is not to forget the victims of crime but to prevent more people from becoming victims. New Bridge is a non-campaigning organisation.

**Priority 2**

Being more innovative and inclusive: Although our visits and family provision has scored well on HMIP inspections we are constantly reviewing feedback from visitors and prisoners. In doing this we aim to be more innovative in the things we offer and in turn be even more inclusive. Within the last year we trialled the following initiative:

* Neurodiverse visiting sessions for prisoners and visitors who have neurodiverse needs – these sessions were not well attended, and the decision was made to put these on hold to allow others more opportunity for visits.

In the next year we will commit to completing the following initiative:

* Produce a video for first time visitors to see from start to end how the visits journey works, what the visitors’ centre and hall looks like and what processes visitors will go through prior to entering the prison. The aim is to reduce anxiety and encourage visitors to attend who may have previously been put off.

**Priority 3**

Improving our visits offering in line with prisoners’, families’, and significant others’ feedback: We are aware that visiting family or significant others in prison can be daunting and so we want to improve the visits environment physically. During 2024 we carried out some work to update the visitors centre outside of the prison. We have brightened the building up and de-cluttered to ensure that family and significant others are able to find the information they require more easily. This work also involved some updates to the children’s play area to make this more accessible and user-friendly. This year we will focus on the internal building, updating, and brightening up the visits hall. We want to ensure we listen to the views of those who use this facility, or indeed those who do not, because they find it too daunting. We will utilise visitor voice, feedback forms and prisoner forums to ensure we do all we can to meet the needs of everyone. We welcome and value all feedback.