

HMP Humber

Family and Significant Others Strategy

2024- 2025

Signed:

Revised: February 2025



Introduction



- HM Prison Humber is southwest category C men's prison, located Southwest of Everthorpe(near Brough) in the East Riding of Yorkshire, England. The prison is operated by His Majesty Prison Service and was created from the 2014 merger of two neighbouring prisons: HMP Everthorpe and HM Prison Wolds

Getting to the prison

[Find Humber on a map](#)

To plan your journey by public transport, use [Yorkshire Travel](#) for the fastest route.

By Car

There is free car parking available at the prison with Blue Badge spaces located in front of the gate and in front of the visitor's centre

By Train

The closest railway station is 5 miles from the prison in Brough. You can get a taxi from there.

By Bus

The nearest bus station is Elloughton, there is a bus from Hull station

You can contact the family engagement team ahead of your visit with guidance on travelling to the prison.

Families.humber@justice.gov.uk or telephone 01430 273272



Why is family engagement important?

The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime.

In September 2016 Lord Farmer report, The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime in partnership with the membership charity Clinks, was commissioned by the Government to investigate how connecting prisoners with their families can improve offender wellbeing, assist in keeping the public safe and reduce reoffending

The Farmer report was published on 10 August 2017 and made 19 Recommendations that put family and significant others at the heart of prison reform. It supports efforts to improve the relationships between prisoners and their families or significant others and the services that are provided.

According to the Lord Farmer report, 'Family should be the 'golden thread' running through the processes of all prisons, as well as in the implementation of standards presented in the Prison Reform White Paper - Public protection, Safety and Order, Reform and Preparing for life after prison.

Lord Farmer's report referred to a 'local family offer' recommending that all establishments deliver and develop provision in the following areas and that these are reflected in their local strategies which should be a minimum offer:

- Visitor Centre/Visitor Reception Services
- Staffing structure to ensure family work represents as an operational priority
- Extended Visits – to enable supportive relationships to flourish
- Family Learning – to equip prisoners to maintain and improve relationships
- “Gateway” communications system – to demonstrate how the establishment have responsive communication systems in place for families



Roles and responsibilities

Roles:

Head of Reducing Reoffending Governor: Nicola Spence

Activities Custodial Manager: Adam Christmas

Responsibilities:

- To hold family and prisoner forums
- Ensure that visitors of the prison are aware of how to raise a concern about their loved one/report wrongdoing.
- To hold and analyse data on prisoners who receive no visits, care experienced prisoners, safer custody portal concerns raised, visits data and action plan from these.

Roles:

Head of Operations Governor: Martin Fletcher

Operational Custodial Manager: Matthew Dunn

Responsibilities:

- To ensure that children have information about the searching process explained to them in a format they can understand.
- Monitor and amend visits times based on the needs of the population.
- To complete 2 visits needs analysis per year.
- Monitor and amend visits times based on the needs of the population.
- Ensure that visitors of the prison are aware of how to raise a concern about their loved one/report wrongdoing.

Family provider: Lincolnshire Action Trust

Lincolnshire Action Trust

hello@LATcharity.org.uk 01522 806611

LAT Provide a service in line with contractual arrangements.

- Complete an annual visitors survey
- To support prisoners their children, families/significant others to have healthy, supportive, and meaningful relationships.
- Support prisoners and their families with a wide range of issues and barriers that are associated with having a parent/family member

Family engagement team HMP Humber: families.humber@justice.gov.uk 01430 426564/01430 273272

Family engagement Manager: Sarah Wilson

Lead family engagement Practitioner: Pippa Bryan

Family engagement Practitioner's: Kayleigh Beacock, Samantha Marshall



Visiting HMP Humber

The Visits Hall

Normally the prisoner and his visitor(s) sit at a table in an open room, with the other prisoners and their visitors. 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.

Visitors can get up from the seating area to obtain drinks and snacks from the Quay bar, or to use the toilet.



Visits information:

The closest railway station is 5 miles from the prison in Brough. You can get a taxi from there. To plan your journey by public transport, use [Yorkshire Travel](#) for the fastest route

How to book a visit

You can by telephone or in person during weekday social visit times.

Booking Line: **0300 060 6606** The booking line is open Monday to Friday: 9am to 11:30am and 1pm to 3pm

You can also book via the Gov website and within the visits hall during the first half hour of each visits session.

(if it is any person first visit, they must call the visits booking line)

Visits are available over five days per week, including weekends and need to be booked in advance.

Visiting times:

- Monday: 2:15pm to 4pm
- Thursday: 2:15pm to 4pm
- Friday: 2:15pm to 4pm
- Saturday: 2:15pm to 4pm
- Sunday: 2:15pm to 4pm

Our clearly signed Visitors Centre is open from 12:30pm and is staffed by friendly and welcoming LAT and operational staff, who can advise on any issues around visiting, particularly for first time visitors who will be invited for an induction on your visit. There is car parking available at the prison with Blue Badge spaces located in front of the gate and directly outside of the visitors' centre



Assisted prison visits

Claim for help with prison visits. If you visit a family member, partner or someone who does not get other visitors you might be able to get help paying for:

- travel to the prison
- overnight accommodation
 - meals
- You can apply to get help paying for visits that you:
 - have made in the last 28 days
 - want to make in the next 28 days
 - You must be getting certain benefits or have a health certificate to get help.
- If you take a child with you or someone to help you (for example because you're disabled) you might also be able to get help paying for their visit

I am worried about a prisoner, and I want to tell the prison about my concerns In an emergency Call 01430 273000

Supporting prisoners with no social visits

The family engagement team (Lincolnshire Action Trust) run the report monthly to identify prisoners who do not receive visits, the prisoners identified receive a letter to promote the FaSO support. Working together in collaboration with HMP Humber, planning events, involving gym activities, a Quiz and games are readily available during the day. The staff engage well throughout the day carrying out the activities and encouraging engagement.

Official Prison Visitors (OPV)

People 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)' who will visit and provide support. This service is offered through the Chaplaincy department.



The Newbridge foundation scheme

All we need to know is their name, the prison they're residing in, their identity number and that they consent to being referred to New Bridge. We'll write to them and send their Offender Management Unit a form to be completed, signed and verified. Although it can take time to identify a suitable befriender, we'll keep in touch through letters and cards. Once we have allocated a New Bridge befriender they will write and introduce themselves. Once befriender and prisoner feel they have got to know each other better (usually after about 6 months) they can arrange a visit.



Prisoner with no visits event: Activity days

The family engagement team (Lincolnshire Action Trust) and HMP Humber safer custody team host a joint event for prisoners at HMP Humber that have not had a social visit in the last 6 months/longer. The aim of this event is to create a relaxed and open environment to allow prisoners who may benefit from this event to; meet new people, obtain peer support and speak to like-minded people in the same situation. At HMP Humber we feel support from Family, Friends and Significant Others is vital that's why we want to provide you with this opportunity to have a positive effect on your wellbeing and ultimately the safety of the establishment.



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Safer Custody



In an emergency: Call 01430 273000

I am worried about a prisoner, and I want to tell the prison about my concerns
In an emergency Call **01430 273000** if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.

Non-emergency 01430 273 458 Call this number if you have concerns about a prisoner's safety or wellbeing which are serious but not life-threatening or alternatively you can complete a safer custody contact form on the Prisoners' Families Helpline website.

<https://www.prisonersfamilies.org/forms/hmp-humber-safer-custody-contact-form>
click on: Worried about a prisoner

What happens after a concern is reported to the prison?

The protocol is once the family member/Significant other has made the call to report the concern, and the details have been taken on the nature of the concern, who the concern relates to, the safer custody/control room (depending on time of the call) then contact the wing the prisoner resides on to conduct a welfare check and the Officer must report back. If the caller is on the prisoners NOMIS contact list, they will get a call back with an update. If the concern is raised through the portal an email reply will be sent through to the reportee.



For advice and support on all aspects of arrest, going to court and prison.

Helpline opening hours:

Monday - Friday 9am - 8pm

Saturday and Sunday 10am - 3pm

Are you worried or concerned about the safety of a loved one in prison?

Visit
[prisonersfamilies.org](https://www.prisonersfamilies.org)

and click on:

Worried about a prisoner?

For information and guidance on what to do next.

Or call our Safer Custody team.

You should only ring this number if you have an urgent concern about a prisoner's safety. For general information about all aspects of prison, please contact the Prisoners' Families Helpline on 0808 808 2003.

Ring:

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Staying connected

PIN phones:

In cell phones help prisoners maintain contact at a more convenient time for family and friends at home



Email a prisoner:

You can send emails to your loved one by signing up to Email a Prisoner: <https://www.emailaprisoner.com/>.

At some prisons, prisoners can reply directly through the kiosk/in-cell devices. In other prisons, staff print the email, the prisoner writes a reply, and the staff scan and send it via email. You can only use this service if you have your loved one's prisoner number. Email a Prisoner also has an app called eMates. You can find more information on their website.



Virtual Visits

The Secure Video Calls keeps you and your loved one connected with a fully secure and compliant platform used within secure establishments. To use this, you need to download the app. You will need an iOS or Android device to get started. You can download the app from the App Store or Google Play store onto your device. You will then need to register for an account. You will be required to verify the email address you entered when you created an account. Within the verification email you will receive a unique code that confirms your email address

Once your details have been approved the prisoner then applies using a virtual visit application to the visits booking department and nominates three dates, once approved you will receive an e-mail with an invitation to the virtual visit.



prison app user
guide.odt

By Letter

To send a prisoner a letter, please write his name and number on the front of the envelope and a return name and address on the back in case there are any issues and/or it needs to be returned.

You can write at any time. All post, apart from legal letters, will be opened and checked by officers. On the envelope you must include **Prisoners name and Prison number**



Prison voicemail:

Easier, faster communication with your loved one in prison

Send and receive voice messages and have live conversations, all through one app. Prison Voicemail is an award-winning service trusted by more than 30,000 families



Other methods of staying connected are:

- Social visits
- Family and significant other days

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Extended visits



Family and Significant Other days:

HMP Humber provides 12 family/ Significant other days per year. These are eligible for all prisoners to apply regardless of IEP level. Extended visits gives prisoners, children, families/Significant others the freedom and space to enjoy quality time by LAT providing themed crafts, games, activities. There is refreshments and a buffet lunch all provided by HMP Humber.

Family days are also:

- Based on the needs of the full family
- Held in school holidays
- Specific family days held for ISFL/prisoners in recovery
- Eligible for all prisoners to apply regardless of IEP status
- Encourage play and family intervention

How to apply:

- Prisoners can apply via the specific family day application
- Families can apply by speaking to the family engagement team
- Key workers can support the application

The family room located on the HOPE unit is there for a prisoner who would be on stage 3 of the EBM process or a prisoner in exceptional circumstances to have a visit with family for a specific purpose such as resettlement or progression on sentence.

HOPE unit provides a nice environment where they can talk privately and have professional support such as POM / COM etc.

It is done on an application and case by case basis

The examples of what we do:

- A prisoner's being released for the first time after a long sentence and needing a lot of family support and release planning.
- A prisoner needing to disclose past offending to current partner as part of his sentence plan.
- Supporting prisoners who may have a dying relative/Significant Other and the prisoner will not be released in time.



Lincolnshire Action Trust

Family services

THE ROLE OF LAT IN VISITS

- Welcome families and significant others into the visits centre.
- Offer visitor inductions to all new visitors.
- Support with guiding families over from visits centre to the gate and through the whole visiting experience
- Provide toys and games for your family to enjoy together at your table.
- LAT will provide a breakout activity for visiting children. This gives adults the chance to discuss any matters they wish to away from little ears.
- LAT provide support and advice around matters that you may be concerned about and if it is out of our remit then we can signpost to other services available to support you.

THE ROLE OF LAT IN THE PRISON

- Promote our service weekly during inductions.
- Offer support & advice regarding family matters.
- Support with meetings with Children's Services for ongoing care orders/plans paperwork
 - Work with other agencies to bolster other support that may be required
- Support and facilitate with phone calls such as 'Child in Need' meeting/Cafcass etc.
 - Signpost to legal advice for Prisoners
- Support for prisoner's who don't receive visits
 - Facilitate and plan family days
 - Provide staff training and upskilling.

How to refer into the team:

Families or Significant others can contact the family engagement team on **01430 426564 or 273272** alternatively email on: **families.humber@justice.gov.uk**
Prisoners can refer through key workers/POM's or by submitting a general application

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Family learning

Being Dad parenting course



The course looks at:

- parenting styles,
- children's behaviours and challenges
- We cover health and safety in the home, social media awareness and the potential risks
- Making Memories and feelings
- Children's behaviour and challenges
- Ages and areas of development
- What makes a good dad, and what qualities make a good parent
- Areas of development and skills
- Through the eyes of a child- draw 'prison' from their perspective,
- Maslow's hierarchy of needs
- Neurodiversity awareness
- Self esteem

Despite this not being an accredited course learners do receive a certificate upon full completion and a report is sent to any POM's or social workers allocated to share any positive feedback, how well they engaged throughout and if they attended every session and completed their learner booklet.

How prisoners apply:

- Self referral via General application to the family engagement team
- POM/OMU referral
- Key worker referral

Story book Dads



- Promote and encourage family engagement opportunities like our Family Story Time initiative.
 - Communications and live offer for Family Story Time
- Family Liaison Officer to arrange appropriate time liaising with workshop Library and prisoner
- We will create communications and examples of the family story time offer. Recorded in house with prisoners reading stories for family or friends.
 - Sending the recording and book home to the family

How prisoners apply:

Story dad applications are available from the Humber Pilots on the wings, the application needs to be sent to family engagement then onto public protection for approval. Once approved the family engagement will work with the library to facilitate the recording.

The prisoner gets to choose an age-appropriate book for the recording and the book, and recording gets sent to the family.

Supporting Neurodiversity

HMP Humber



Do you or your children have any neurodiversity needs or disabilities?

Such As:

Autism • ADHD • Dyslexia
Dyspraxia • Tourette's
Developmental language needs
Brain injury or illness
Anxiety

Speak with a member of staff on the front desk if you need support or adjustments during your visit. We would be happy to help you.

We can provide ear defenders, mobility aids, distraction toys and other items on request. Please speak with a member of staff and let us know what you need. Or you can contact us via email or phone.

You can contact HMP Humber's Family engagement Team on :Telephone 01430 273272 or email families.humber@justice.gov.uk ahead of your visit. The team can issue you/your child with a lanyard or noise cancelling headphones. We also have a sensory box the children can use during their visit



During My Visit



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Young Adults and Care Experienced/Leaver Prisoners

HMP Humber supports young adults in our care by:

- Having a Young Adults Strategy which supports family and significant others work
- Holding quarterly Young Adult forums.
- Have a Young Adult peer mentor job on every wing to support other Young Adults. These peers are given specific information in regard to families and significant others.
- Support the Leaders Unlocked Programme - Young Adult Programme (Change Makers)
- Young Adults are regularly invited to the Olympic events the gym run to support Safer Custody
- Have Young Adult Allies - Simon Leach, Rachel Hatter and Claire Harrison, Sara Ward.
- Encourage Young Adults to be part of family days and special events.

HMP Humber supports those who are Care Experienced/Care Leavers by:

- Support Care Leavers in maintaining relationships, re-establishing or building new relationships that will assist them in overcoming the additional barriers that they face
- Facilitating support visits from Care Leaver mentors including those on ROTL from open sites.
- Recognising that for many Care Leavers the significant others in their lives may be ex-offenders
- Providing support to Care Leavers in accessing their Care records
- Promote our Official Visitor & New Bridge Befriending Scheme
- Holding Quarterly Care Experienced/Leaver Forums.
- Have Care Experienced Allies – Sara Ward,

How to refer into the team:

Families or Significant others can contact the family engagement team on **01430 426564 or 273272** alternatively email on: families.humber@justice.gov.uk
Prisoners can refer through key workers/POM's or by submitting a general application

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Glossary

POM – Prison Offender Manager

COM Community Offender Manager

Family Engagement Team – The team from Lincolnshire Action Trust working on site to provide Family & Significant Other services.

Hope – The Hope Unit is Humber's unit for ISP men to help them progress to release via the parole Board

ISP – Indeterminate Sentenced Prisoner

ISFL – Incentivised Substance Free Living

Hidden Sentence Training – A training course for professionals within the justice system that helps them relate to & understand the impact of a custodial sentence on the family & significant others of someone in custody.

Prisoner Voicemail – A facility on the telephone system that allows family* members to leave messages that can be picked up by prisoners.

ACCT – Assessment & Care in Custody Tool. The system HMPPS uses to support & monitor those men who are at risk of suicide or self-harm.

ACCT Case Review – A meeting where professionals & the resident involved review the risk of suicide or self-harm.

Official Prison Visitor Scheme – A befriending service run by our Chaplaincy Team to link a resident with a supportive visitor.

APVS – Assisted Prison Visits Scheme – The scheme where those on low income or benefits can recoup the costs incurred in making a visit..

Family Days – Extended Domestic Visits sessions designed to give families/Significant others the freedom & space to behave like families over an extended period of time.

Keyworker – A Prison officer assigned to up to 6 men and who has designated time to spend with them to help & support them in resolving problems and making behavioural changes.

Care Leaver – An adult who has spent time in foster or residential care, or in other arrangements outside their immediate or extended family before the age of 18.

'Being Dad' – A parenting course designed to develop parenting skills for male parents or role models..

Storybook Dads – A scheme run by the Library provider where prisoners can record themselves reading a story. A CD of the recording is then sent to the child where it can be played in the home helping them feel connected.

ROTL – Release on Temporary Licence

Safer Custody Hotline – @RISK - A dedicated telephone line into HMP Humber where you can report concerns that you may have regarding the safety of a resident. 01430 273458.

Safer Custody Portal - Online concerns can be raised via [HMP Humber | Prisoners' Families Helpline \(prisonersfamilies.org\)](#).

CAFCASS – The Children and Family Court Advisory Support Service. CAFCASS safeguard & promote the welfare of children in family court proceedings.

Useful links and information

HMP Hull Family engagement: families.humber@justice.gov.uk alternatively call:01430 426564 / 273272

Lincolnshire Action Trust - Family provider 01522 806610

Assisted Prison Visits scheme: www.gov.uk/help-with-prison-visits 0845 300 1423

Citizens Advice Board 03444 111 444

Childline: Provides a free confidential phone counselling service for any child with any problem, 24 hours a day, everyday **Helpline:** 0800 1111 www.childline.org.uk

Prisoner Families helpline: [0808 808 2003](tel:08088082003)

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