



Family and Significant Others Strategy 2025 - 2026

HMP Peterborough

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1. Director's message

This Strategy is underpinned by the His Majesty's Prison and Probation Service (HMPPS) 'Delivering Effective Family Practice' Operating Guidance. The following quote is the opening paragraph to the guidance which firmly places families and significant others at the centre of reform:

'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.'

This Strategy is also influenced by the Lord Farmer report of 2017: 'The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime, and the Strengthening Prisoners' Family Ties HMPPS Policy Framework (2019).

There is strong evidence that shows working with families within a custodial setting develops benefits in terms of reducing reoffending.

As the Director of HMP Peterborough I recognise that imprisonment, especially for women, can put a strain on families and significant others, including children. I am committed to recognising the importance of families and significant others, supporting them through the provision of visits, both in

person and virtually, family days and involving families in the management of prisoners who are in our care where possible. We are proud of our current provision but continue to respond proactively to feedback from prisoners, their families and significant others and I would welcome any suggestions on how our services can be improved.

During 2025 we will continue to support families and significant others. We will also strengthen our offer for prisoners who are not in contact with families and friends in the community, including prisoners who are Care-Experienced and foreign national prisoners who may experience the multiple challenge of being in custody, far from their homes and facing barriers due to language and cultural difference. This Strategy showcases our current good practice and reaffirms our commitment to supporting families and significant others and prisoners experiencing isolation.

Ralph Lubkowski
Prison Director – HMP Peterborough

2. Head of Reducing Reoffending message

As lead for family and significant others provision at HMP Peterborough, I recognise many of the women in our care have families, including children, who depend on them and that the impact of imprisonment is felt by everyone, including families and significant others.

We continue to work in partnership with Dr Lucy Baldwin, former Associate Professor at Durham University and author of the book 'Mothering Justice', and have embedded the Motherhood Charter across HMP Peterborough, improving outcomes for mothers and grandmothers in our care. This has been informed by both the women at HMP Peterborough and Lucy's extensive research of mothers in the criminal justice system.

Many of the positive improvements made in recent years are being mirrored in our male prison, including the development of a Fatherhood Charter and ensuring equality of access to interventions that foster healthy relationships. .

We recognise that not all family relationships are positive, and that women may have been the direct or indirect victim of harm, such as domestic abuse. In 2025, in partnership with NHS and NHFT we will introduce specialist domestic abuse support that will be available to women at any stage of their time in HMP Peterborough.

We will continue to develop our identification and range of supports for those who are not

in contact with family and significant others; many of our peer led interventions, including Mothers and Grandmothers Clubs and poetry clubs are open to everyone with experience of parenting.

In 2025 a priority is to enhance our support for prisoners who are isolated from contacts in the community and may not experience the short break from prison life that a social visit provides. An example of this approach is the rollout of the Care-Experienced Charter, creation of Care-Experienced staff SPOCs and recruitment of Care-Experienced peer mentors, to provide this group with a voice that ensures their needs are met. We will continue to respond proactively to prisoner and visitor surveys and research recommendations that recognise the positive impact for reducing reoffending that comes from positive social connections. And we will endeavour to minimise the harm of imprisonment for prisoners' families and significant others, including children.

Thank you for taking the time to read our Strategy.

Nicky Gore

Head of Reducing Reoffending / Family and Significant Others lead

February 2025

3. Facts and figures

- It is estimated that over 200,000 children each year are affected by parental imprisonment.
- The odds of prisoners reoffending are 39% lower for those who receive visits from a family member.
- Prisoners who improve their family ties whilst in custody are less likely to relapse into Class A drug use on release from prison.
- In 2024, broadly 2/3 of men and women in prison reported having a child under the age of 18; each year it is estimated more than 17,700 children are separated from their parents by imprisonment (Howard League, 2014).
- 1% of adults are identified as having experienced care however, around 25% of prisoners are identified as having experienced care from their local authority (HM Inspectorate of Probation 2023).
- Only 5% of children with a mother in prison remain in the family home.
- An estimated 24-31% of female offenders have dependent children.

- For 85% of mothers in prison it is the first time they have been separated from their children for a significant amount of time.
- Only half of the women who had lived with or were in contact with their children prior to imprisonment had received a visit since going into prison.
- Maintaining contact with children is made more difficult for women in prison due to the distances they are held from their home area. This is on average, 66 miles. This is due to the limited number of female prisons.
- At least 20% of women in prison are lone parents before imprisonment, compared to 9% of the general population.
- Of 69% of prisoners who received visits, 41% went on to re-offend within 12 months.
- Of 31% of prisoners who did not receive visits, 68% went on to re-offend within 12 months.

Ministry of Justice, Longitudinal Cohort Study 2013 – Hopkins and Brenton Smith

4. Aims of this Strategy

1. To reduce the risk of reoffending by ensuring relationships are not only maintained but strengthened by continued contact and a feeling of purpose while in custody.
2. To help prisoners forge a positive and healthy identity for themselves, based on being a good role model to their children, families and significant others.
3. To engage prisoners' partners, parents and families who also need support, recognising the 'hidden sentence' (Lazareck, J. 2020) they are serving.
4. To reduce the risk of intergenerational offending.
5. To continue to embed the Motherhood Charter developed between HMP Peterborough, HMP Bronzefield and Dr Lucy Baldwin (Annex A).
6. To understand and respond to the impact of isolation and loss of contact with families and significant others and the additional burden this places on prisoners by fostering contact where possible, and ensuring equal access to all interventions, social visits and peer support.
7. To recognise and understand the unique needs of our diverse population such as foreign nationals, care-experienced and those far from home to provide a bespoke service. This includes the rollout of the Care-Experienced Charter across HMP Peterborough male and female prisons.
8. To outline the provisions and interventions that HMP Peterborough offers to both prisoners and families alike and to provide a framework that is dynamic, responsive and innovative. This will lead to improving outcomes and informing future developments and improvements to ensure that family engagement works for all prisoners within HMP Peterborough.

In summary, this Strategy will contribute towards improving outcomes for prisoners, their children, families and significant others, improving wellbeing, reducing the risk of re-offending and minimising the harm caused by imprisonment.

5. Our population

HMP & YOI Peterborough is a modern purpose-built prison for women that opened in March 2005, performing the function of a local prison and accepting prisoners direct from the courts. There are units that support prisoners throughout their custodial journey, including first night / Reception; Early Days in Custody; Incentivised Substance Free Living (ISFL); Pregnancy / Perinatal; Foreign National and Category D / incentivised. Women can remain in HMP Peterborough throughout this time, unless their sentence / resettlement plan recommends a move to another women's prison.

- HMP Peterborough has a 12-bed Mother and Baby Unit that can accommodate up to 13 children aged up to 2 years. It is run by Sodexo Government - Justice.
- Approximately 40% of the women in HMP Peterborough are held on remand or are awaiting sentence.
- HMP Peterborough is designated as a Foreign National Hub and receives women awaiting court / sentence and possible deportation.
- UK nationals come to HMP Peterborough from across England and Wales: in January 2025 the top 5 areas women are resettling to were:
 1. Leicestershire (approximately 1 hour by car)
 2. Norfolk (approximately 1-2 hours by car)
 3. Essex (approximately 2 hours 29 mins by car)
 4. Cambridgeshire / Peterborough (within 1 hour by car)
 5. Warwickshire (approximately 2-3 hours by car)

Public transport links may be challenging for women, their families and significant others who have a significant journey. To reduce the impact we offer extended family visits and, following discharge, women are supported with shuttle transport from the prison to local bus / train stations.

On average, around one third of women were at HMP Peterborough for less than four weeks.

Foreign National prisoners

At the time of writing this strategy, approximately 65 women at HMP Peterborough are foreign nationals from across the globe, the top five nationalities represented are Polish, Albanian, Romanian, Bulgarian and Vietnamese.

HMP Peterborough is the only female prison to operate a dedicated foreign national hub. We do not assume that because a prisoner is a foreign national and subject to deportation that they do not have family/significant others in the UK who can visit.

We encourage foreign national women to access the in-cell telephone and virtual (Purple) visits to enable them to engage in meaningful contact with their families in different time zones. Foreign national women are more likely to have family abroad, which is an obstacle to ongoing family visits.

Every foreign national will receive an airmail letter each week to correspond with family members abroad. If they are not receiving visits, additional funds will be given to enable prisoners to call home. Prisoners are encouraged to use the Purple Visits facility where possible.

The Deputy Director / Head of Reducing Reoffending holds forums at least every two months with foreign national women to continue to deliver and improve our services.



Long-term / Indeterminate sentenced prisoners

We understand from research - and as highlighted in the Prison Reform Trust Invisible Women briefing in 2023 - that the struggle of maintaining contact with children is one of the most distressing elements of long-term imprisonment for women.

The pain of being separated from family is exacerbated by the indefinite length of time they will be held in prison, with no set date of when they will be able to return home to their loved ones.

We are committed to understanding and improving links for women serving long/indeterminate sentences and their families and significant others, for example by increasing the number of extended visits specifically for women in this group from 2 each year, to 4. We are also keen to support women who are isolated or not in contact with children and families, to maintain connection with their communities, in custody and external to the prison.

A forum is held quarterly, attended by representatives of the Offender Management Unit and Family Matters team to hear from women serving long/indeterminate sentences to enable us to make changes and improvements where possible. Throughout 2025 HMP Peterborough will host Prison Reform Trust and support the implementation of the [Building Futures programme](#) by facilitating focus groups called 'Active Citizens' exploring the theme of institutionalisation, the impact of long sentences on prisoners, families and significant others and how individuals maintain hope and find fulfilment during their sentence.

Pregnant women, the Perinatal Pathway and Mother and Baby Unit (MBU)

HMP Peterborough has a dedicated 12-bed mother and baby unit, for women who are pregnant or have their child with them while in prison. Placements are recommended through a multidisciplinary board, which includes a social worker from the mother's home area and are approved by the Prison Director. Decisions are made based on the best interest of the child and the safety of the other mothers and children residing on the unit.

We have a dedicated Pregnancy and Mother and Baby Liaison Officer (PMBLO) who sees all perinatal women within five days of their arrival into custody. The PMBLO offers practical items required during pregnancy and also guides women through the MBU application process, if they wish to apply. Many women remain in our care from pregnancy, where they can choose to reside on a dedicated Pregnancy wing, to birth or separation and receive the same services as they would in their community, including access to a midwife and health visitor.

We have created a short video of the Mother and Baby Unit, this is available for visitors on our website and is shared with women applying to reside on the MBU as part of the MBU Board process.

Care-Experienced

We recognise that care-experienced individuals are significantly over-represented in prisons. Care Experienced prisoners are more likely to have experienced significant trauma and abuse, and other disadvantages that can put them more at risk of violence, self-harm and suicide when in prison. These experiences can affect their ability to form healthy, positive relationships that will help them to desist from offending and settle back into the community after their sentence.

We are proud to implement the Sodexo Care-Experienced Charter across HMP Peterborough in 2025 and have publicised this initiative widely across the sites:



Care Experienced
Charter 2025.pdf



Care Experienced
Leaflet.pdf

As part of our commitment to the Charter, we have identified two Prison Offender Managers to work as Single Points of Contact (SPOCs) for prisoners who have experienced care, their families and significant others, local authorities and Personal Advisors. Donna Brown and Paul Burcham are also responsible for identifying prisoners who may have experienced care, reaching out to individuals and explaining the possible financial, practical and personal benefits particularly if they are aged under 25 and eligible for support from local authorities and Personal Advisors. Donna and Paul are working closely with the Family Matters Team to ensure support is in place and any barriers are overcome.

We are also recruiting Care-Experienced peer support mentors. We recognise that for some people there may be feelings of stigma and mistrust of staff, that may prevent them reaching out for help. Mentors can provide a safe space, building relationships and confidence for prisoners and offering advice and guidance.

6. Measuring success

There are many ways that HMP Peterborough seeks to improve performance and outcomes, whilst being held accountable for the services we deliver to the women in our care and their families and significant others.

These include:

- His Majesty's Inspectorate of Prisons (HMIP). *Our latest inspection took place in January 2024*
- Measuring the Quality of Prisoners' Lives (MQPL) *Date of Survey 23 - 26 August 2021 (anticipate next review in 2025)*
- HMPPS Key Performance Indicators (KPIs)
- Feedback from prisoners, peer support workers, official visitors, and families and significant others visiting the prison either in person or virtually.

What success looks like

- ✓ Reduction in the number of prisoners who do not maintain contact with their families, children and significant others whilst in custody.
- ✓ Mothers and grandmothers in custody have a voice which informs our wider strategy.
- ✓ Women in custody who are primary carers are supported to continue this role on release while in custody.
- ✓ Evidence of a reduction in levels of violence and self-harm, indicating the wellbeing of all prisoners, including those who are socially isolated, is improved.
- ✓ Families, children and significant others are involved in our procedures such as sentence planning, resettlement planning, wellbeing support and managing violence behaviour via the Challenge, Support and Intervention Plans.
- ✓ More prisoners return to home with children, families and significant others on release and continue to receive support.
- ✓ Colleagues understand the needs of women who are mothers and grandmothers and are confident to discuss this with women.
- ✓ Women with children over the age of 18 are not excluded from our Strategy and continue to receive support.
- ✓ Care Experienced people re-establish contact with their Personal Advisor in the community and access relevant services and support while in custody and on release.
- ✓ We understand that contact with family members may be inappropriate and not beneficial to either the prisoner or their relative. They may be the victim of criminal activity or strong influencers provoking criminal behaviour.



7. Visits

The visits timetable, including legal visits is posted on our website

The social visits timetable is as follows:

Monday	14.00 – 16.00
Tuesday	14.00 – 16.00
Wednesday	14.00 – 16.00
Thursday	14.00 – 16.00
Friday	
Saturday	14.00 – 16.00
Sunday	14.00 – 16.00

Women can book their own visits via the kiosk on their landings.

Legal visits, including Personal Advisors and Local Authority appointments are available every weekday.

On average 300 social visits took place each month during 2024 (excluding extended visits and special events).

The Reception area and Visitors Centre include:

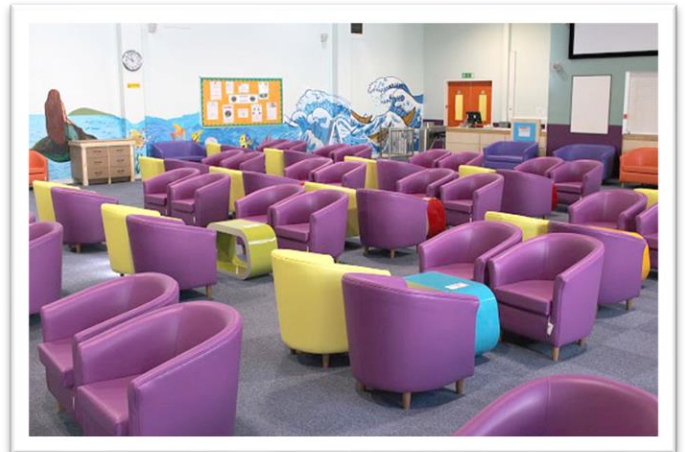
- Information and support via leaflets and rolling TV information.
- Co-location of The Family Matters within the Visitors Centre.
- A tea bar run by Friends of Peterborough Prison offering a range of snacks and hot and cold drinks in both the Reception area and Visitors Centre.
- Play areas for young children in Reception area and Visitors Centre. MBU Nursery staff monitor the safety of play equipment and ensure the area is hygienic.
- Soundproof pods in the Visits Hall that can be reserved for visitors / children with neurodiverse needs to mitigate the impact of noise and crowds in the Visits Hall. Where these are in use, visitors can access the pod 15 minutes prior to the start of the visit and leave 15 minutes after, reducing the potential stress caused during the Reception process.
- Toilet and baby changing facilities.
- Full disability access to all areas, including toilets
- Pushchairs.

Every 6 months we undertake surveys of prisoners and visitors to ensure our delivery responds to needs. In 2024 the outcomes assured us the environment, availability of visits and the extended visits for Family Days / Long term sentenced prisoners were well received. Of particular note were the events and activities arranged for Family Days and the facilities for young children. The surveys identified areas for development – to increase the number of visits available; explore the possibility of evening visits; consider activities for older children and young adults, and widen the food and beverage offer in the Visits Café including hot food and vegetarian / vegan options. All of these have been added to the live Family and Significant Others Action Plan and reviewed at our bi-monthly Committee Meeting.

The visits hall

Women are permitted to have up to three adult visitors at a time and unlimited child visitors.

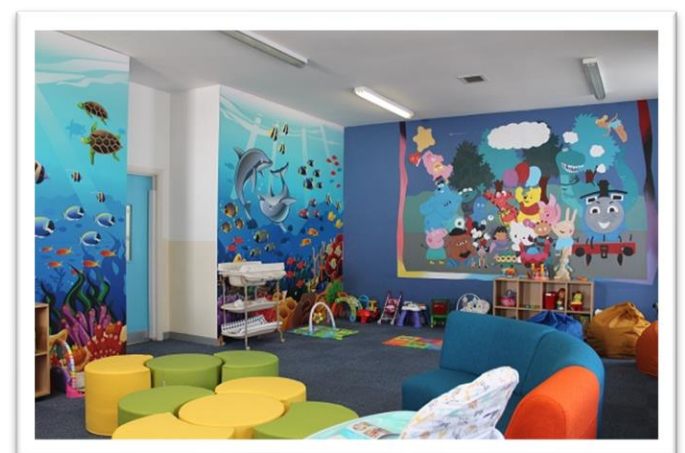
The Hall has been recently refurbished with relaxed seating. The young children's play area also includes activity sheets and colouring / craft items and games. Children can move freely around the Hall and prisoners can pick up and play with their children during any visit.



Family room

HMP Peterborough's family room is a child-centric, enriching play environment which is in the prison's visiting area. It is designed to support positive interactions between children and their relatives, encouraging children to visit more frequently to maintain family relationships and support reduced reoffending.

The family room is also used for sensitive occasions such as contact visits and final visits.



There are baby changing facilities located in the family room, which all visitors/carers are welcome to use when needed. Essential items such as nappies and wipes are provided, free of charge.

Child contact visits

Supervised contact visits are when a child spends time with someone close to them who they do not live with. Such visits are overseen by a professional or family member to ensure the safety of the child and to monitor what is in their best interests. The purpose of contact visits is to develop and maintain family ties and to provide a child with a sense of belonging. Such visits are organised by our Family Matters team to ensure that consistency is in place for both mother and child. Photographs are offered during these sessions to enable life story work.

The prison works with families and professionals where the children are "Looked After" by Children Services. The prison will advocate for the mother to be involved and be present at meetings where it involves children, she has parental responsibility or where this is shared with a local authority.

Purple Visits

Purple Visits enable women to have virtual visits children, families and significant others who are unable to come to HMP Peterborough. Women can book Purple Visits themselves as frequently as they wish and each Purple Visit lasts around 30-minutes, virtual visits. These occur in a designated area that offers privacy, as well as the Visits Hall.



Prisoners who do not receive visits

Women who do not receive visits are identified via our AIM tool in the CMS site and offered several options for support, led by the Safer Custody Team and Family Matters Team..

The Purple Visits option is always explored in the first instance and, if this is not an appropriate option, then we can support with the following;

- Official Prisoner Visit (OPV) scheme where women can apply for voluntary visitors to come in and see them. This is co-ordinated by our Faith team.
- Prisoner Penfriends who are an organisation that women can apply for to have external penfriends.
- Restorative Families referral where the relationship with loved ones has become strained.
- Peer support via the Motherhood Mentors.

During 2025 one of our priorities is to enhance our offer for prisoners who are not receiving social visits. Actions include: engagement with the New Bridge Foundation who support prisoners with visits, befriending and reintegration on release and offering prisoners the opportunity to have a social visit with another prisoner they consider to be a support to them – once in place, prisoners will be able to purchase food and beverage items for each other and make use of the facilities on offer in the Visits hall.

Family Learning/Support

The following learning, activities and support are available:

- Mothering Justice course - delivered by Family Matters in partnership with Dr Lucy Baldwin and takes place in the family room.
- Storybook Mums – available in the library.
- Motherhood Mentors peer support – accessible to all women in all areas.
- Mothers' and Grandmothers' clubs – co-ordinated by Family Matters and taking place in the family room.
- Short duration courses in Personal and Social Development offered by the prison Education Department.

- Short courses facilitated by Peterborough City Council that focus on conflict resolution, healthy relationships and understanding the impact of conflict for children.
- Triple P Parenting programme, delivered by Nursery staff with all MBU residents.
- Mothers / grandmothers poetry clubs.

8. Safeguarding

Safeguarding Policy

Our Child Safeguarding policy and Adult Safeguarding policy reflect the relevant HMPPS Policy Frameworks. They cover site-specific processes for how to raise a safeguarding concern. If colleagues have a cause for concern regarding any child or adult who visits the prison, either in a social or official capacity, they have a duty of care to report these concerns to the relevant authorities and our processes will be followed accordingly. Please speak to a member of staff if you have something to report.

All women are interviewed at Reception when they arrive at the prison. A member of staff will ask several safeguarding questions relating to their children or caring responsibilities for vulnerable adults and enquire who is providing ongoing care.

The Lead for Child Safeguarding is Nicky Gore, Head of Reducing Reoffending supported by the Head of OMU, Marise Thomas and Amy Jones and the Perinatal, MBU and Families Lead, Anna Dixon. Where staff identify a safeguarding concern, a process is in place that requires the incident to be reported to the Safeguarding Lead using a template Form on the day the incident occurs, followed by a security intelligence report and a note of the incident in NOMIS. The safeguarding leads will ensure all reports are robustly managed, including escalation to police / local authority where appropriate.

Adult Safeguarding policy and procedures are managed by the Safer Custody team led by Andrew Barringer.

Training

All operational colleagues at HMP Peterborough are required to complete a comprehensive safeguarding awareness training as part of their induction package, facilitated by the Safeguarding Leads.

Staff working in areas where there is an increased likelihood of contact with children, must complete further in-depth training, equivalent to Level 3. These areas include visits, Family Matters Team, the mother and baby unit (MBU) and offender management unit. This training is facilitated by our local authority – Peterborough and Cambridgeshire - to ensure the most

relevant and up-to-date training is being delivered to our colleagues.

Our MBU staff, including nursery nurses, are also trained in paediatric first aid, which is refreshed annually. Both MBU and Family Matters Team staff have training plans in place to ensure refresher training is completed and skills are maintained.

During 2025 we will work with the Director to promote Child and Adult Safeguarding learning for all Sodexo staff.

Prisoners at risk of self-harm/suicide

The Family Matters team is often the first point of contact for families and significant others who are concerned for the wellbeing of their loved ones in prison.

Calls and emails received via the HMP Peterborough Concern Telephone Line / Email system are always handled sensitively and concerns acted upon through close working relationships with our Safer Prisons team. The Family Matters team also, where appropriate, attend case management reviews.



Posters for
prisoners and prisoi

9. Interventions and support

Our interventions and activities are always evolving. Below is a list of what is currently offered at HMP Peterborough:

Family Matters Team

HMP Peterborough has a dedicated in-house team of three family support workers called Family Matters who are based in the visitor centre. The family support workers support men and women, as well as drive 'specialisms' such as:

Perinatal mothers	New fathers	Foreign national prisoners
Parents and Grandparents Clubs	Long-term/Lifers	ACCT/Safer custody
Motherhood Mentors	Fatherhood Mentors	Care Experienced / Young adults
Poetry Clubs	Family Days – extended visits	Special Events, e.g. Christmas visits

The Family Matters Team aim to support mothers in maintaining contact with their children, whether this be through liaison with Children Services to facilitate supervised contact sessions, or to advocate and liaise with family members about the visiting process. Our Family Matters team are dedicated to assisting mothers, children, families and significant others to ensure that they get the advice they need.

Mothering Justice

The Mothering Justice course is delivered collaboratively by the Family Matters team and Dr Lucy Baldwin.

The course is delivered over three weeks/six session and was developed by Dr Baldwin. It offers mothers and grandmothers in prison the time, space and support to learn, reflect and move forward positively.

Story Book Mums

Women at HMP Peterborough who have children are able to create and send a story disc to their children. Parents can bring comfort to their children and share the joy of storytelling from behind bars. We can help to support less confident readers and the editing process means that even non-readers can take part. Participants are recorded reading a story with an audio recorder. We edit out any mistakes, then add music and sound effects to enhance the listening

experience. The finished story is burn to CD so that the child can hear the story being read to them. During 2025 we intend to change the recording process to provide a cloud-based download that children, families and significant others can download when they wish, reducing bureaucracy and cost.

Children's birthdays

We know this can be a difficult time for women in prison and we continue to identify opportunities to support women to celebrate these special occasions with their children. This may include additional visits / Purple Visits and the opportunity to buy a Birthday cake from our Vita Nova café to give to a child at the visit. Parents can also create cards and craft items to send to children, families and significant others to note special occasions.

Motherhood Mentors (peer workers)

There are a number of peer workers who provide emotional support to women. The Perinatal Motherhood Mentor (recruited in 2025) will support those who are pregnant, living on the Mother and Baby Unit, have been separated from a child within the past 12 months or experienced a pregnancy loss in that time. Motherhood Mentors are a great source of support to all mothers and grandmothers at HMP Peterborough, working closely with the Family Matters team, listening to them talk and gaining feedback on how we can better support the women in our care. And also in 2025 we are recruiting Care-Experienced prisoner mentors to help embed the Care-Experienced Charter.

Family days

Central to our Strategy is to provide opportunities for imprisoned women and their families/significant others to come together regularly for good quality contact time. We recognise this contributes to reducing the risk of reoffending.

Family days and other planned activities help to improve positive relationships between prisoners and their children or other family members. Women at HMP Peterborough can apply for family days which bring together prisoners and their families outside their statutory visit entitlement, often in more informal settings.

HMP Peterborough is committed to offering at least six family days per year for women, as well as bespoke days for women serving long sentences and young adults. These are coordinated and delivered by the Family Matters team, supported by other departments, such as the SEN (Special Educational Needs) team. Applications for family days are open to all prisoners to apply and are advertised via Information for Prisoners notices throughout the year. We gather feedback from both prisoners and visitors at each event, which is reviewed at the Families and Significant Others bi-monthly Committee meeting.

A risk assessment is conducted for any prisoner wishing to take part in special children's visits dedicated to enabling prisoners to spend time with their children, or events which includes children and their carers. A separate assessment is conducted for prisoners subject to Safeguarding Children: Child Contact procedures. While it may be appropriate for a prisoner to have access to a named child under close supervision, the primary consideration must be whether it is in the child's best interests for the prisoner and/or child to take part in such a visit.

or event, irrespective of the prisoner's wishes. It may be unsafe to allow the same prisoner general access to children.

During 2025 we are exploring options to increase the number of Family Days (goal is to facilitate one every 6 weeks) and extended visits for Long-Term sentenced prisoners (from two to 4 visits a year).

Restorative Families

Restorative Families is a family-centred approach developed by Sodexo and HMP Peterborough to bring family members together to repair harm or conflict. Meetings are facilitated by trained members of staff and must be a voluntary, consensual process for all involved.

Meetings between the prisoner and family member(s) / significant others are carefully planned and structured to address the unique circumstances initially raised. It is a space for concerns to be put forward safely and an opportunity for thoughts to be expressed. The aim is to reach and achieve a positive outcome together. At the end of the meeting a plan is written up, which is owned by the family and is supported by the prison. Any referrals for a Restorative Family intervention are assessed by the Restorative Co-ordinator.

Key Work

All operational staff attend key worker training as part of their Initial Training Course. This includes information regarding the importance of families and significant others to ensure this is discussed during key work sessions.

Release on Temporary Licence (RoTL)

All pregnant women, and women based on the MBU, are automatically assessed for RoTL suitability. Where possible, we enable women to give birth on RoTL, as well as regularly spend time at home. Our local RoTL policy aligns to the HMPPS RoTL Policy Framework; we are seeking to expand the use of RoTL for all eligible women throughout 2025.

Other services and support include:

Prison Technology Services





www.emailprisoner.com
www.emailadetainee.com
Family, Friends, Legal and Agency Professionals
You now have the option to email your correspondence to residents at this establishment.
All messages are printed in the mailroom and handed out with traditional mail.

Secure Payment Services
www.gov.uk/send-prisoner-money
To send money to those in custody from any computer.



JAILMATECARDS.CO.UK
Secure money from your PC or mobile

Emailprisoner.com – enabling two-way communication

"It's heartbreaking to miss a call, knowing I can't call him back."

Make your time inside easier on your family

PRISONVOICEMAIL®

Ask your family to sign up at
prisonvoicemail.com
They can record their first message straight away



Daily family contact
Even if they live abroad

They get a text to let them know
(we also tell them if you move prison)

They call their Prison Voicemail number to leave you a message

Even when they're not reachable

It doesn't matter if you're otherwise engaged

You call the same number to listen and reply

Join 1800 Families staying connected

It means less worry for everyone

Prison Voicemail

PRISONERS'



PENFRIENDS

Prisoners Penfriends

10. Feedback

In order to review and improve our support and provision we regularly request feedback from both colleagues and prisoners.

	Monthly	Bi-monthly	Six monthly
Surveys	Feedback from the monthly Mothers / Grandmothers Clubs, run by the Family Matters team in the family room, are gathered and analysed.	Feedback from prisoners and visitors attending family days is discussed at the Children, Families and Significant Others bi-monthly committee meeting.	Feedback from prisoners and visitors is requested at least every six months by the Visits Operations Manager.
Forums	Residential consultative meetings, led by residential managers, take place. The monthly User Voice Council feeds back on any issues causing concern for prisoners, and this generates further surveys and analysis for Leads to address.	Foreign national forums are held bi-monthly by the Deputy Director / Head of Reducing Reoffending. We have a dedicated Foreign National Manager supporting women with their pastoral needs and wellbeing. Feedback is gathered and discussed at the Children, Families and Significant Others bi-monthly committee meeting.	Forums take place with prisoners at least every six months, jointly with the senior Families and Significant Others lead and Head of Security or Operations Manager.
	Monthly MBU consultative meetings, led by the Perinatal, MBU and Families Lead and Nursery Manager, take place. Feedback is gathered and, where appropriate, fed into the Diversity, Equality and Inclusion bi-monthly meeting.	The senior Families and Significant Others lead (Head of Reducing Reoffending) meets with the Family Matters team at least bi-monthly to review procedures and feedback concerns.	Feedback from women, specifically in relation to families, is gathered and analysed.

11. Contact the prison

By telephone:

Family Matters	01733 217500
HMP Peterborough Switchboard	01733 217500 (for urgent queries)
Visits	01733 217500 (option 2)
Safer prisons/Family Concern Line	01733 217500 (option 1)
Safeguarding children concerns (Nicky Gore)	01733 217500 (ext. 7153)

The Family Concern Line is checked and calls logged daily during weekdays. Concerns are followed up by our Safer Custody team within 24 hours.

If your concern is urgent or occurs during a weekend please contact the switchboard and ask to speak to the duty manager.

By post:

HMP Peterborough
Saville Road
Westwood
Peterborough
PE3 7PD

By email:

General enquiries	PBgeneralenquiries@sodexogov.co.uk
Family Matters	PBfamilymatters@sodexogov.co.uk

Online:

You can find further information about HMP Peterborough, including visiting information, on our website:

Home: hmppeterborough.co.uk

Or at the Ministry of Justice prison finder website:

[Peterborough Prison - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Our strategy is available at:

NICCO

Staff with functional responsibility for the delivery of this strategy:

Ralph Lubkowski	Director
Chris Evans	Deputy Director
Nicky Gore	Head of Reducing Reoffending (Family and Significant Others Lead)
Jenny Chilton	Interim Head of Female Prison
Charlotte Doyle	Deputy Head of Female Prison
Andrey Barringer	Head of Safer Custody
Alice Lyne	Visits and operations manager
Anna Dixon	Perinatal, MBU and Families Lead
Ian Wilson	Family Matters Team
Michelle Longfoot	Family Matters Team
Debbie Plant	Family Matters Team
Marise Thomas / Amy Jones	
	Heads of Offender Management Services
Paul Burcham / Donna Brown	Care-Experienced Single Points of Contact

ANNEX A

Motherhood Charter

Birth Charter

Mothers Charter

	Pregnancy	Arrival
	Pregnant women in prison should:	On arrival all women will:
1	have access to the same standard of antenatal care as women in the community	be asked about their children and care arrangements, as well as their wellbeing around maternal separation
2	be able to attend antenatal classes and prepare for their baby's birth	be able to access key telephone numbers from their mobile on arrival, or assisted to attain key numbers
3	be housed, fed and moved in a way that ensures the well-being of mother and baby	be allowed unlimited phone calls on reception to ensure the welfare of all of their dependants regardless of time of arrival
4	be told whether they have a place on a Mother and Baby Unit as soon as possible after arriving in prison	understand what support is available in relation to being a mother and information about how to access it, including facility to contact their children
5	have appropriate support if electing for termination of pregnancy	be supported to inform their children of their reception into custody
6		be provided a HMP specific Motherhood booklet and access to peer support via the Motherhood Mentors if requested
7		be offered and supported through the application and decision-making process to apply for a Mother and Baby Unit place if they have a child in the community under 18 months in their care

	Childbirth	Visits
	During childbirth, women should:	All women wanting visits will:
8	have access to a birth supporter of their choice	be helped to prepare themselves and their children for visits and to understand the prison environment
9	be accompanied by officers who have had appropriate training and clear guidance	be allowed to see all of their children in a visit, regardless of the number, providing this is in the best interests of the children
10	be provided with essential items for labour and the early postnatal period	be able to freely play and physically interact with their children which will only be reviewed if and when security/safety issues arise
11	receive appropriate care during transfer between prison and hospital	have access to bookable private space for sensitive issues (such as final contact visits) and celebrations such as children's birthdays
12		have access to family friendly interactive resources to enhance the visit experience for children of all ages and needs
13		have access to at least four family days per year which is not determined by their IEP status
14		have their booked visits checked prior to a planned transfer and wherever possible, delayed to facilitate rebooking or enable contact with family to provide details in advance
15		be supported following difficult visits and welfare checked

Support		
	Women with babies in prison should:	Women with children will:
16	be encouraged and supported in their chosen method of infant feeding	be considered for transfer to an establishment as close to their children as possible to ensure regular and meaningful contact
17	be supported to express, store and transport their breast milk safely, if they are separated from their baby	know their legal rights and have access to family law advice
18	be entitled to additional family visits	be supported through an individualised support plan to help them maintain or regain contact with their children
19	be given the same opportunities and support to nurture and bond with their babies as women in the community	be informed of their entitlements to ROTL to maintain family ties, including grandmothers
20	be able to access counselling when needed	be supported to engage with services in the community regarding their children such as schools and social services
21		who are foreign nationals, will be provided with additional phone credit, airmail letters and support with Purple Visits to maintain contact with children overseas

Resettlement		
	Women with babies in prison should:	Prior to release we will:
22	receive appropriate resettlement services after release from prison	work collaboratively with mothers/grandmothers and agencies to determine what support is required

ANNEX B

Children, Families and Significant Others – committee meeting

AGENDA

- 1. Apologies**
- 2. Minutes and actions from previous meeting**
- 3. Feedback from departments involved with families, children and significant others**
 - a. Visits
 - b. Keywork
 - c. Safer Custody
 - d. OMU
 - e. Chaplaincy
 - f. Foreign National Manager update
 - g. Restorative Families
 - h. Reception/Induction
 - i. Storybook Mums and Dads & Learning and Skills
 - j. MBU
- 4. Family Matters update**
 - a. Care Experienced
 - b. Primary carers
 - c. Family days planning and feedback
 - d. Motherhood Mentors
- 5. Prisoners who do not receive visits**

- Details of prisoners and support plans

6. Action Plan and Feedback

- a. Friends of Peterborough
- b. Focus groups and surveys
- c. Family and significant other KPI action plan update
- d. MQPL
- e. HMIP Expectations
- f. Child Impact Assessment Tool

7. Safeguarding update

- a. Training
- b. Processes
- c. Child Protection cases

8. Motherhood project/policy update

9. AOB