



# Family and Significant Others Strategy (Male) 2025

**HMP Peterborough**

# Contents. . .

1. Director's message
2. Head of Reducing Reoffending message
3. Facts and figures
4. Aims of the strategy
5. Our population
6. Measuring success
7. Visits
8. Safeguarding
9. Interventions and support
10. Feedback
11. Contact the prison

# 1. Director's message

This Strategy is underpinned by 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 can put a strain on families and significant others, including children, and men often feel guilt and shame, significantly impacting the most important relationships. 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 challenges 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 men 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.

In the female prison we have worked closely 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. During 2025 our ambition is to roll out a similar commitment to fathers and grandfathers ensuring equality of access to interventions that foster healthy relationships.

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, the role of Fatherhood Mentors 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**

# 3. Facts and figures

- It is estimated that over **200,000** children each year are affected by parental imprisonment.
- There are no definitive statistics on the number of offenders who are parents, the number of children who have a parent in prison or what happens to dependents when parents are imprisoned.
- The odds of prisoners reoffending are **39% lower** for those who receive visits from a partner or 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).

- A landmark study found that 63% of prisoners' sons went on to reoffend themselves.
- 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).
- 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 the 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 new 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 transfer good practice developed through our partnership with Dr Lucy Baldwin to the male estate.
6. To understand and respond to the impact of isolation and loss of contact with families and significant others and the additional burden these place 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. 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 men that opened in March 2005, performing the function of a local Remand, Reception and Resettlement prison and accepting prisoners direct from the courts.

HMP Peterborough has an operational capacity of 944. It is run by Sodexo Government - Justice.

UK nationals come to HMP Peterborough from across England and Wales: in January 2025 the top 4 areas men were resettled to are:

1. Northamptonshire (approximately 1-2 hours by car)
2. Peterborough
3. Bedfordshire (approximately 1-2 hours by car)
4. Cambridgeshire (within 1 hour by car)

During 2024 the population has changed significantly and by November of last year over 82% of men were held on remand and / or awaiting sentence. We also incorporated service to courts across Northamptonshire.

## Foreign nationals

Also, during 2024 it was noted the population of foreign national men has continued to steadily increase. The majority of the men were on remand / unsentenced, limiting their access to support / advice from the Home Office Immigration Enforcement team on site at HMP Peterborough. Over 30 different nationalities are represented in this group, the top five nationalities are Albanian, Polish, Portuguese, Romanian and Lithuanian.

We encourage foreign national men 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 men are more likely to have family abroad, which is an obstacle to ongoing family visits.

Every foreign national prisoner receives an airmail letter each week to correspond with family members abroad. If they are not receiving visits, additional funds are provided to enable prisoners to call home and we encourage the use Purple Visits where possible.

The Deputy Director / Head of Reducing Reoffending holds forums at least every two months with foreign national female prisoners to continue to deliver and improve our services in the female prison. Through 2025 we will extend this to the male prison and implement additional staff resource to support foreign national men.





## Long-term / Indeterminate sentenced prisoners

Due to recent changes in the prison population the cohort of long-term / indeterminate sentenced prisoners has significantly reduced. In late 2024, there were fewer than 15 prisoners serving a lengthy sentence, most of them in HMP Peterborough immediately following sentence, or as a result of recall to custody following alleged breach of licence.

We recognise prisoners serving long-term, indeterminate sentences may not be able to access the intensive interventions available in some prisons, essential for them to address their offending behaviour, progress their sentence and prepare for release. Our Strategy is, wherever possible, to transfer prisoners to those sites as quickly as possible, reducing delay and frustration for this cohort.

A forum is held quarterly, attended by representatives of the Offender Management Unit and Family Matters team to hear from men serving long/indeterminate sentences to enable us to make changes and improvements to meet individual need.

## 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 October 2024*
- Measuring the Quality of Prisoners' Lives (MQPL) *Last completed in summer 2024*
- 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.
- ✓ Fathers and grandfathers in custody have a voice which informs our wider strategy.
- ✓ 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 men who are fathers and grandfathers and are confident to discuss this with men.



- ✓ Men 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:

<b>Monday</b>	13.30 & 15.15
<b>Tuesday</b>	13.30 & 15.15
<b>Wednesday</b>	13.30 & 15.15
<b>Thursday</b>	13.30 & 15.15
<b>Friday</b>	
<b>Saturday</b>	09:30; 13.30 & 15.15
<b>Sunday</b>	09:00; 13.30 & 15.15

Men can book their own visits via the kiosk on their landings. They can also request longer visits in exceptional circumstances, for example, if their visitors are travelling a significant distance.

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

On average 1200 social visits and 160 Purple Visits took place each month during 2024 (excluding extended visits and special events).

The Reception area and Visitors Centre facilities 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 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 minute 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 length 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 User Voice Council also provide feedback and ideas from prisoners on how to improve visits. The Council asked if we could introduce 'goody bags'; families and significant others purchase a range of treats from the café that are then given to the prisoner at the end of the visit. This initiative was implemented in autumn 2024 and is proving popular. We are now looking to extend this, providing opportunities for prisoners to purchase items for visitors to take home and creating a process that allows prisoners who are socially isolated to receive items purchased by their peers.

## The visits hall

The visits hall has recently been expanded to accommodate up to 35 prisoners for each session. Men are allowed to have up to three adult visitors at a time and unlimited child visitors.

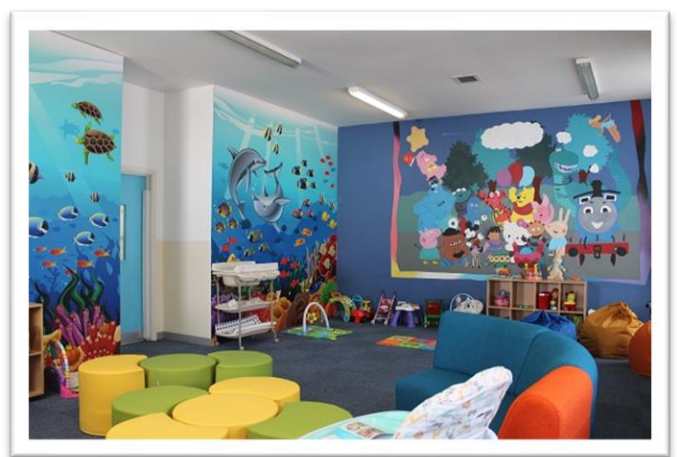
The Hall has been recently refurbished with relaxed seating. The young children's play area also includes activity sheets and colouring / craft items and games. Children can move freely around the Hall and prisoners can pick up and play with their children during any visit (subject to assessment).



## 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 for use if required, 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 men to have virtual visits with children, families and significant others who are unable to come to HMP Peterborough. Men can book Purple Visits themselves as frequently as they wish and each Purple Visits lasts around 30-minutes. These occur in a designated area that offers privacy, as well as in the Visits Hall.



## Prisoners who do not receive visits

Men 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 men 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 men can apply for to have external penfriends.
- Restorative Families referral where the relationship with loved ones has become strained.
- Peer support via the Fatherhood 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:

- Storybook Dads – available in the library.

- Fatherhood Mentors peer support – accessible to all men in all areas.
- Dads/Grandads' clubs – co-ordinated by Family Matters and take place in the family room / visits hall.
- 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.
- Fathers / grandfathers poetry clubs facilitated by Dr Lucy Baldwin.

## 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 Heads of OMU, Marise Thomas and Amy Jones and the Perinatal, MBU and Families Lead, Anna Dixon. Where staff identify a child 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 adult and child safeguarding awareness training session 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 and Offender Management (Prison Offender Managers). 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.

The 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, including colleagues in non-operational roles.

## **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 both men and women, as well as drive 'specialisms' such as:

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

The Family Matters team aim to support fathers 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 fathers, children, families and significant others to ensure that they get the advice they need.

## Story Book Dads

Men 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 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 burned to a 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.

## Dads/Grandads Clubs (Dad Matters)

Each month the Family Matters team and Fatherhood Mentors arrange clubs which is a safe space for dads and grandads to come together. A theme is determined prior to the club but prisoners can also use it as an opportunity to seek support or simply speak to others in a similar position. A dedicated group for new dads (those who are expecting to be a father or with a child under 12 months) is also available. All clubs are promoted via notices on the kiosk as well as via the Fatherhood Mentors.



Feedback from the men participating in these groups is frequently obtained and analysed within the Family and Significant Others Committee Meetings.

**What is it like being a father in prison?**

It's quite tough, not being able to have contact with my son

It's tough not being there and my partner struggling

**Being a father in prison makes me feel...**

Like a failed father

Upset that I'm not with my little one

Sometimes it can make me feel sad

A failure

**What's the best thing about being a father?**

Watching them grow

Knowing somebody calling you dad makes you feel special

Having someone to love so much and be loved back

**It's hard being a father because...**

Worrying how they will turn out

Not being there for them when a dad is needed

We're supposed to be role models for them but hard when in a place like this

I never had one (father) to show me the way, that's why it's hard

## Children's birthdays

We know this can be a difficult time for men in prison and we continue to identify opportunities to support men 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 their child at the visit. Parents can also create cards and craft items to send to children, families and significant others, to note special occasions.



## Fatherhood Mentors (peer workers)

There are a number of peer workers who provide emotional support to fathers and grandfathers. We are recruiting Care-Experienced prisoner mentors to help embed the Care-Experienced Charter. Fatherhood Mentors are a great source of support to all fathers and grandfathers at HMP Peterborough, working closely with the Family Matters team, listening to them talk and gaining feedback on how we can better support the men in our care.



## Family days

Central to our Strategy is to provide opportunities for imprisoned men 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. Men 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 men, as well as bespoke days for men 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).

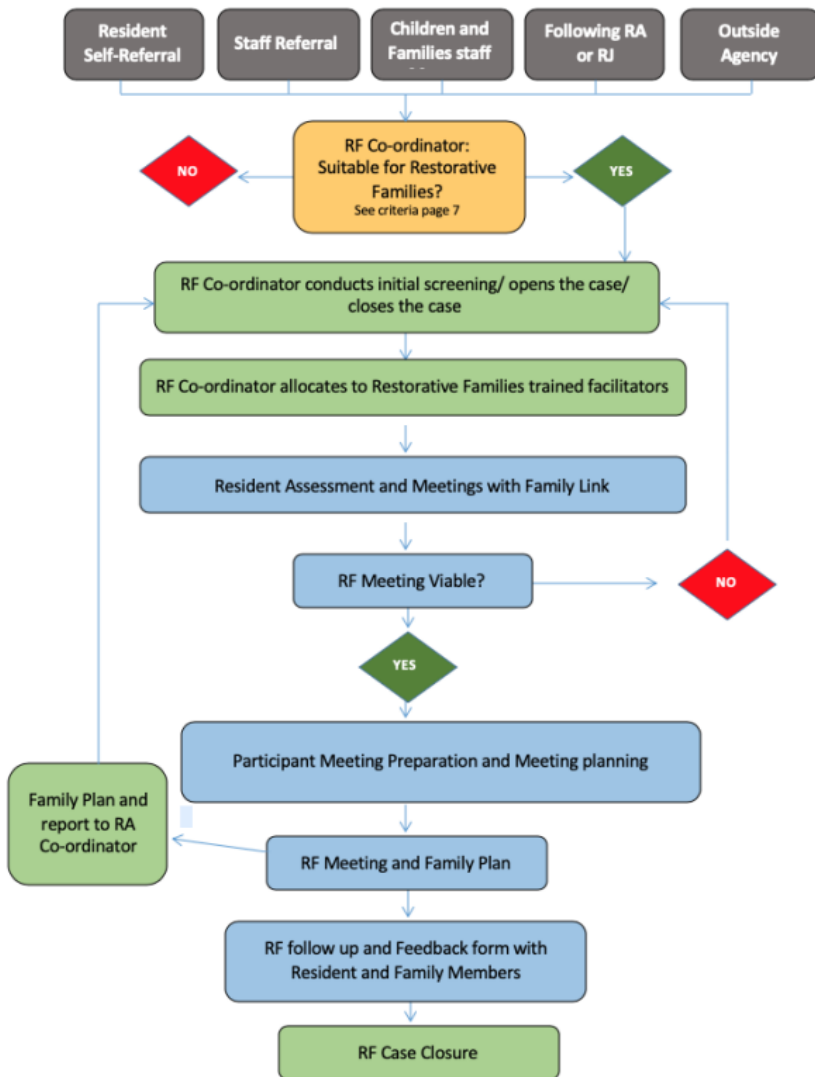
## **Key Work**

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.

## **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.



Other services and support include:

**Prison Technology Services**

securepayment services    emailaprisoner

www.emailaprisoner.com  
www.emalladetalnee.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**  
Prisoners' Family & Friends Card

Emailaprisoner.com – enabling two-way communication



Prison Voicemail



Prisoners Penfriends

# 10. Feedback

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

	Monthly	Bi-monthly	Six monthly
Surveys	Feedback from the monthly Dads / Grandfathers Clubs, run by the Family Matters team in the family room, is gathered and analysed.	Feedback from prisoners and visitors attending family days is gathered and 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.	The senior Families and Significant Others lead (Women's Policy Custodial lead) meets with the Family Matters team at least bi-monthly to review procedures and feedback concerns.	Forums will 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.
		Foreign national forums are held bi-monthly by the Deputy Director / Head of Reducing Reoffending. We have a dedicated Foreign National Manager supporting men with their pastoral needs and wellbeing. Feedback is gathered and discussed at the Children, Families and Significant Others bi-monthly committee meeting.	Feedback from men, 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	<a href="mailto:PBgeneralenquiries@sodexogov.co.uk">PBgeneralenquiries@sodexogov.co.uk</a>
Family Matters	<a href="mailto:PBfamilymatters@sodexogov.co.uk">PBfamilymatters@sodexogov.co.uk</a>

## Online:

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

Home: [hmp peterborough.co.uk](http://hmp peterborough.co.uk)

Or at the Ministry of Justice prison finder website:

[Peterborough Prison - GOV.UK \(www.gov.uk\)](http://Peterborough Prison - GOV.UK (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)
Kev Graham	Head of Male Residence
Teresa Bruce	Head of Education, Skills and Work
Andrew Barringer	Head of Safer Custody
Matt Heron	Visits and operations manager
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**

## **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. Restorative Families
  - g. Reception/Induction
  - h. Storybook Mums and Dads & Learning and Skills
  - i. MBU
- 4. Family Matters update**
  - a. Care Leavers
  - b. Primary carers
  - c. Family day 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**