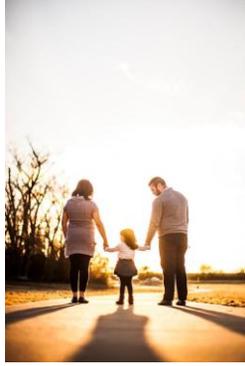




HM Prison &  
Probation Service



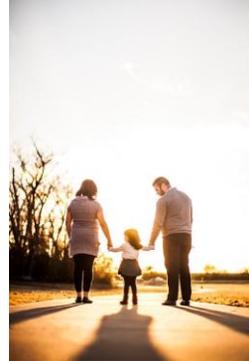
# HMP Portland

## *Families & Relationships*

2025 - 2026

*"Strengthening Portland's Family Ties"*





# Contents

Governor's Foreword

Our Aim, Vision and Values

Staffing Structure

How to Contact Us

How to Visit

When to Visit

How to Find Us

Visiting Facilities

About Your Visit

Family Visits

Family Learning and Development

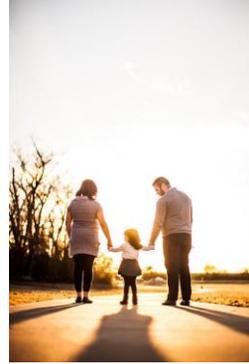
Staying in Touch

No Visits

Staff Family Visits

Our Future Plans





# Governor's Foreword

At HMP Portland, we recognize the critical role that families and significant others play in the rehabilitation and reintegration of individuals both whilst in custody and upon release. We believe that strong, supportive relationships with family members and loved ones are key to fostering personal growth, accountability, and successful re-entry into society. Our vision is to create a prison environment where families and significant others are valued as essential partners in the rehabilitation process.

We understand that incarceration can strain relationships, but we are committed to breaking down barriers and creating opportunities for meaningful connection between prisoners and their families. By providing access to communication, family support programs, and counselling services, we aim to strengthen these relationships and reduce the isolation felt by both prisoners and their loved ones.

Our approach is rooted in the belief that when families and significant others are actively involved in the rehabilitation process, they can be powerful agents of change, offering emotional support, guidance, and stability. We encourage open dialogue, facilitate family-centred initiatives, and ensure that families are equipped with the tools and knowledge to support their loved ones both during incarceration and upon release.

Ultimately, our vision is to create a system that recognizes families and significant others as a cornerstone of rehabilitation, helping individuals navigate their path to reintegration with the backing of those who care for them. By fostering healthy, supportive connections, we aim to reduce recidivism, improve reintegration outcomes, and build safer communities for all.

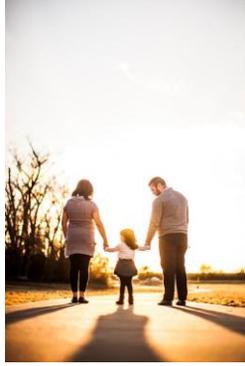
**Pete Lewis**

'We always strive to do the right thing!'

Pete Lewis



# Our Aim, Vision and Values



Our aims, vision and values contribute to our commitment to meeting the expectations of HMIP:

- Prisoners are encouraged and supported to establish and maintain relationships with their children and families
- The prison supports the rights of children visiting their parent in prison
- Prisoners have regular and easy access to mail, telephones and other communications
- Prisoners can maintain access to the outside world through regular and easy access to visits
- Prisoners and their visitors can attend visits in a clean, safe and respectful environment which meets their needs.



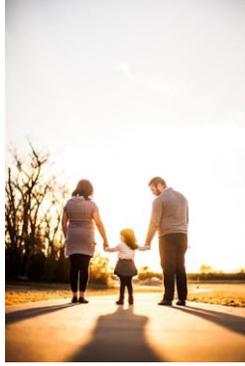
We believe HMP Portland has a responsibility to help maintain all positive relationships. For the purpose of this guidance document, **Family** is defined as either relatives or significant people that a prisoner identifies as providing a constructive and supportive relationship.

At HMP Portland we want to make visits less oppressive, more child friendly and stimulating for all that attend whilst adhering to security protocols.

HMP Portland is committed to developing new initiatives and support for those who do not have family or visits to help build or repair relationships or create new networks to get support during and after release. Our relationship with PACT is key to this success.

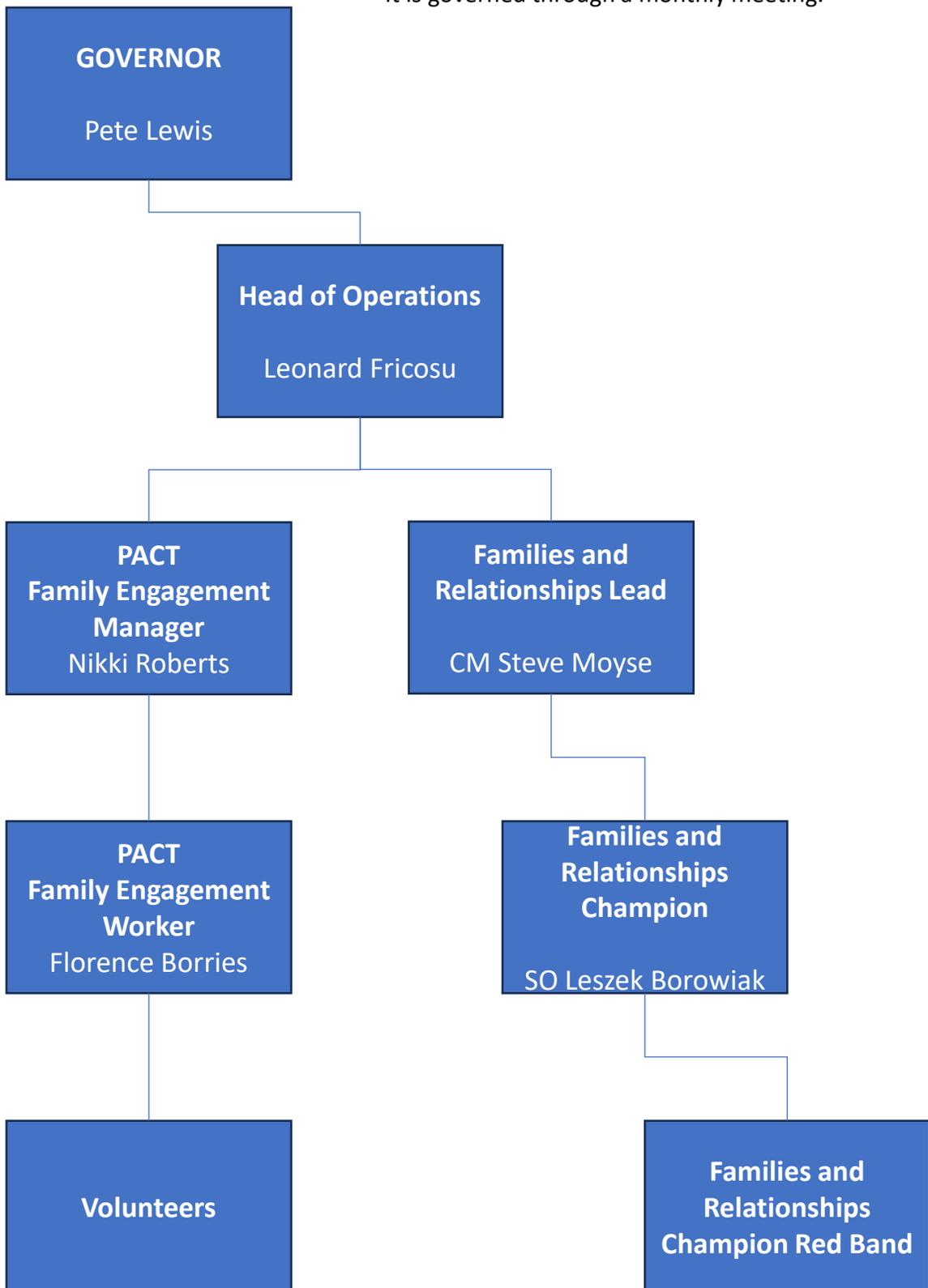


# Staffing Structure



Families & Significant Others (FASO) is supported through the Reducing Reoffending Pathways and the Operations Function at HMP Portland in partnership with PACT.

It is governed through a monthly meeting.



# How to Contact Us



Address:

**HMP Portland**

**104 Grove Road, Portland, Dorset DT5 1DL**

General phone number:

**01305 715600**

Appointments can be booked online using the booking service.

Helpline: **01305 715 775** Monday to Friday, from 9.00 to 12:00



Follow us on [Twitter](#) @HMPYOI\_Portland

Emergency contact

If you have concerns that there is **an imminent risk** to a **prisoner** and want to speak to a staff member to report this concern, you can call the switchboard:

**01305 715600**

The employee answering the phone will not be able to discuss the prisoner with you but will immediately pass your concerns on to a senior staff member for action. We try to immediately resolve any issues raised in this way and let you know what the outcome is.

If you are concerned about the safety or well-being of any inmate in Portland, you can call:

**01305 715666**

and leave a message/talk to a member of the Safer Care Team and someone will contact you regarding your concerns.

Prisoners' family's helpline: call for support and information.

**0808 808 2003**

**Monday-Friday 9am-8pm**

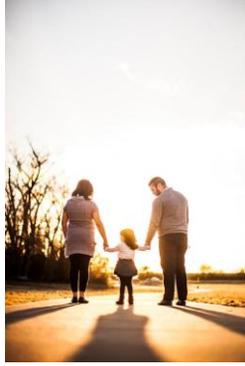
**Saturday and Sunday 10am-3pm**

You can also contact the prison Safer Custody team by completing the online web form. This form is for sharing non-urgent concerns about the safety or wellbeing of a prisoner and will be picked up within 72 hours of you submitting it.

[HMP Portland Safer Custody Contact Form | Prisoners' Families Helpline](#)



# How to Visit



The nearest train station to HMP Portland is Weymouth. From there, you can take a bus to Portland Island, stopping at Grove Corner. The prison is marked from the end of Grove Road and is located approx. 15 minutes' walk. There is also a taxi rank at the station. A taxi costs about £15 one way.

To plan your trip by public transport:

- use National Rail inquiries.
- use Travel line to your bus schedule.

**HMP Portland has parking for visitors, including several spaces for Blue Badge owners. You can also park on the main road surrounding the prison.**

## To book:

Appointments can be booked online using the booking service available.

Helpline: **01305 715 775**  
Monday to Friday, from 9.00 to 12:00

## To visit someone you must:

- be on that person's visitor list
- book your visit at least 2 working days in advance
- have the required ID with you on the day of your visit

At least one visitor **must** be 18 years or older at every visit.

There may be a limit to the number of visits a person can have. You can check this when booking your visit.

Please contact HMP Portland if you have any questions.

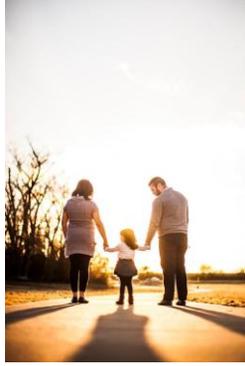
## Help with the cost of visits:

If you get certain benefits or have an NHS health certificate, you may be able to get help with the cost of your visit, including;

- travel to Portland
- somewhere to stay overnight
- meals



# When to Visit



Visits run on a weekly basis every Friday, Saturday and Sunday and run for 2 hours, between 14:00 – 16:00. We have a capacity of 25 visits for each of the days available.

PACT will meet the visitors 1 hour before the visits, in the Visits Centre. This is located across the road from the main entrance of the Prison.

We also run a schedule of enhanced family days for children and for adults to enjoy additional activities.

## **Family Days 2025/2026**

**15<sup>th</sup> December 25**

**26<sup>th</sup> January 2026**

**16<sup>th</sup> February 2026**

**30<sup>th</sup> March 2026**

**27<sup>th</sup> April 2026**

**27<sup>th</sup> May 2026**

**29<sup>th</sup> June 2026**

**27<sup>th</sup> July 2026**

**24<sup>th</sup> August 2026**

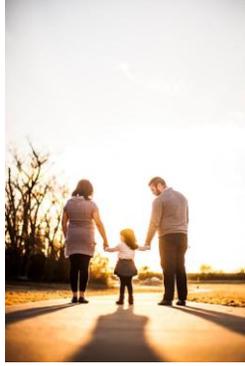
**28<sup>th</sup> September 2026**

**26<sup>th</sup> October 2026**

**30<sup>th</sup> November 2026**

**21<sup>st</sup> December 2026**





# How to Find Us

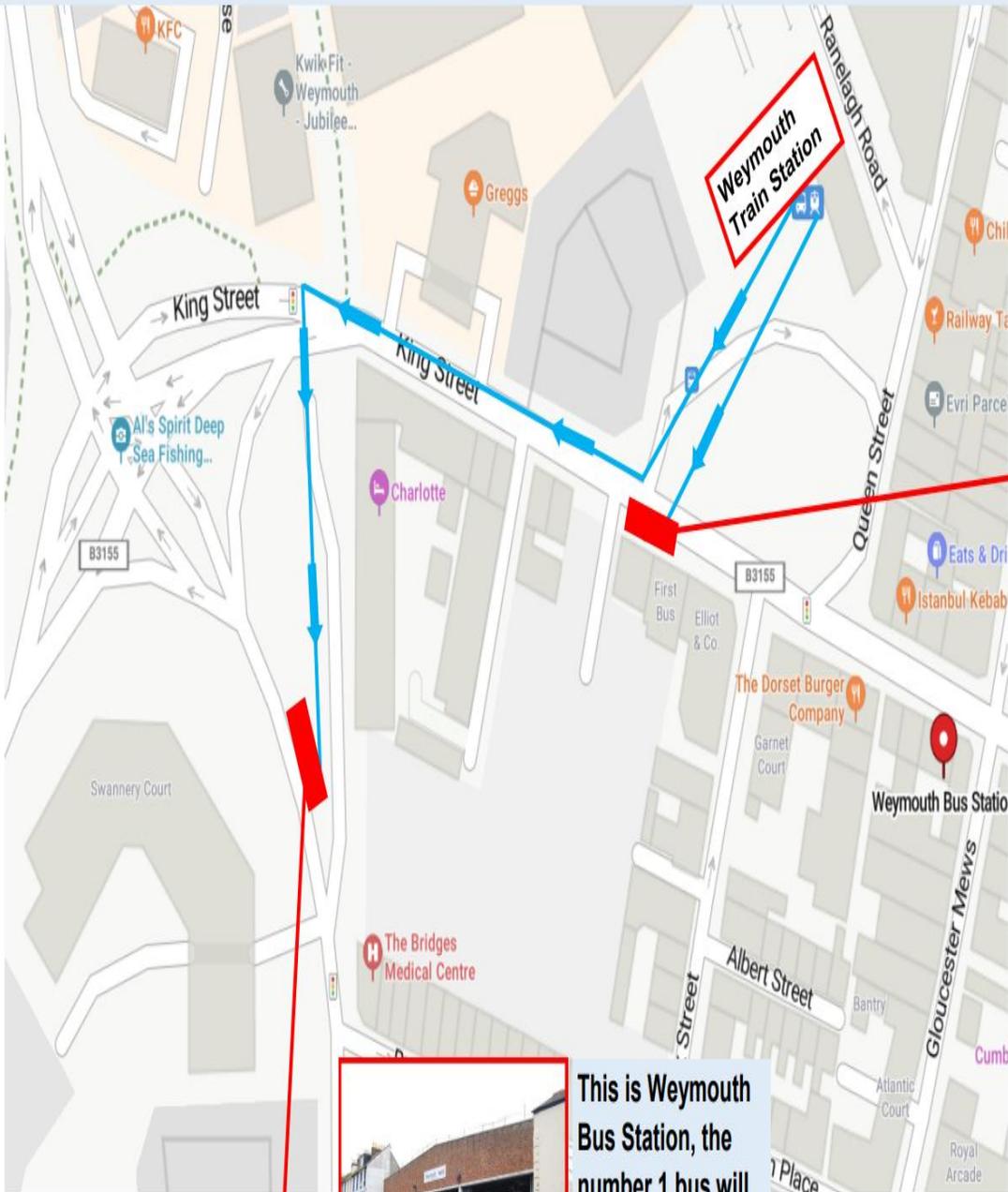
## How to get from Weymouth Train Station to a Bus Stop that will bring you to Portland

The Number 1 bus will travel from Weymouth, through Wyke Regis, to Portland. The bus journey takes about 20 minutes in good traffic.

There are two bus stops close to the train station that you can catch the Number 1 bus from. These are shown in red on the map below.

The blue lines on the map shows you where you should walk to get to the correct bus stops.

You can ask for a ticket to Grove Corner. That is the closest stop on the Number 1 bus route to HMP Portland.



The number 1 bus will stop at this bus stop. You can get to Portland from this stop.

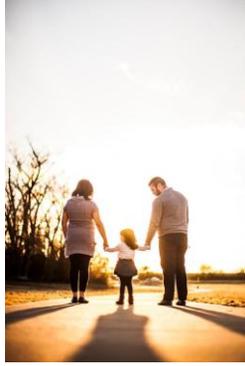
**Weymouth Bus Station**



This is Weymouth Bus Station, the number 1 bus will stop at the bus shelter next to it.

If you have questions about using this resource please ask the Learning and Literacy Coordinator.

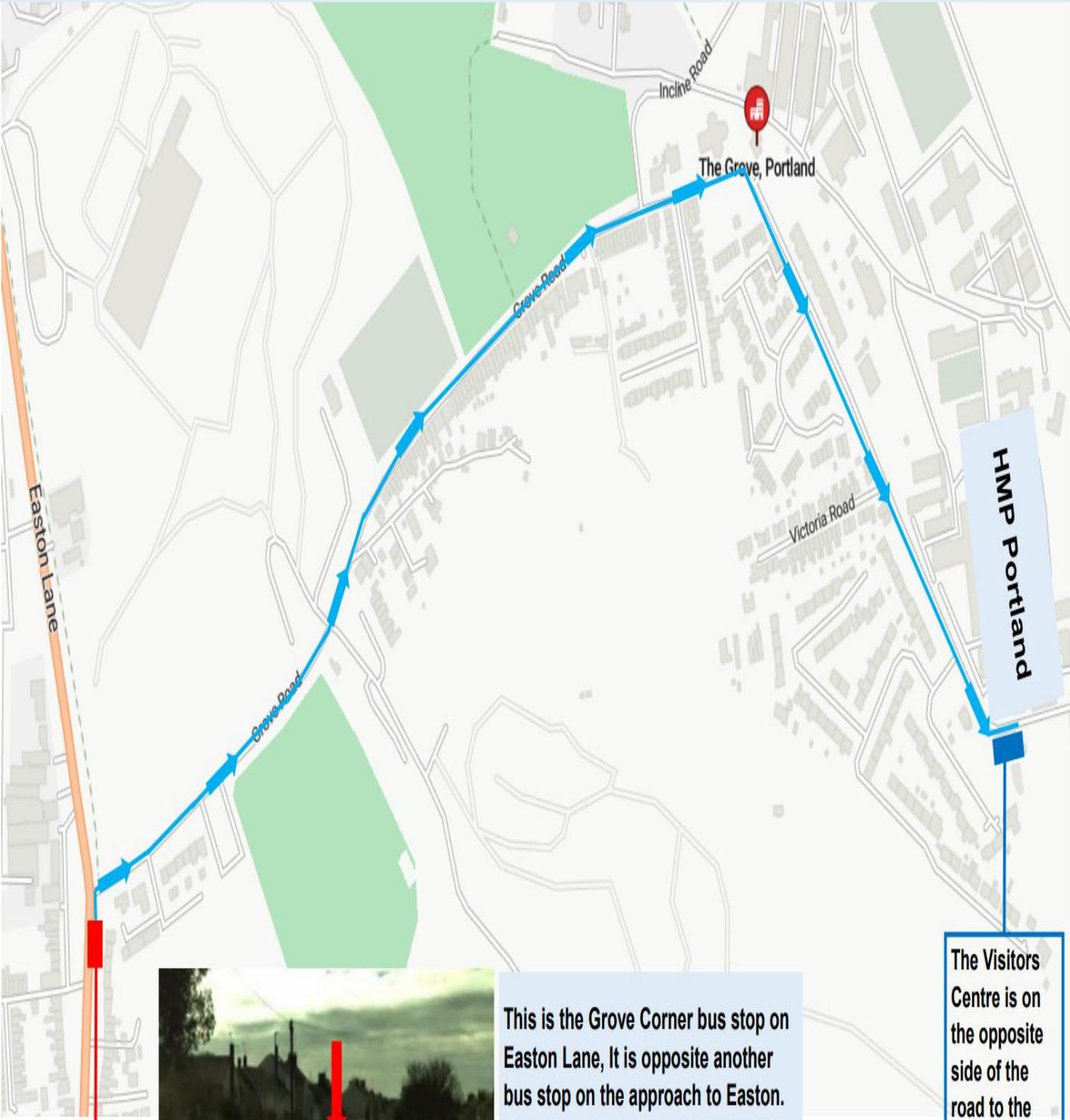




# How to Find Us

## How to get from the Grove Corner bus stop to HMP Portland

The blue line on the map shows you where you should walk to get to the prison and the visits centre. This walk will take you around 20 minutes. It is flat and there is well maintained pavement for the whole walk.



Grove Corner Bus Stop

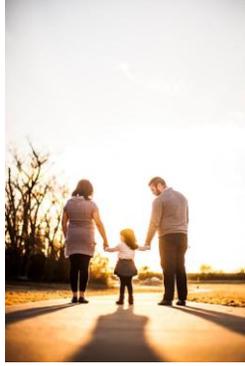


This is the Grove Corner bus stop on Easton Lane, It is opposite another bus stop on the approach to Easton. You can exit the bus at this stop and walk to HMP Portland.

The Visitors Centre is on the opposite side of the road to the main entrance of the prison.



# Visiting Facilities



There is a visitors' centre at HMP Portland which has a small play area, toilets, and secure lockers available. It opens at 13:00pm on visiting days. This facility looks like a residential house just across from the Prison main entrance, has a green door and is clearly signposted. The visitor's centre is run by PACT and there is a member of the team on hand during every visit's session.

The Visitors Centre offers the following services:

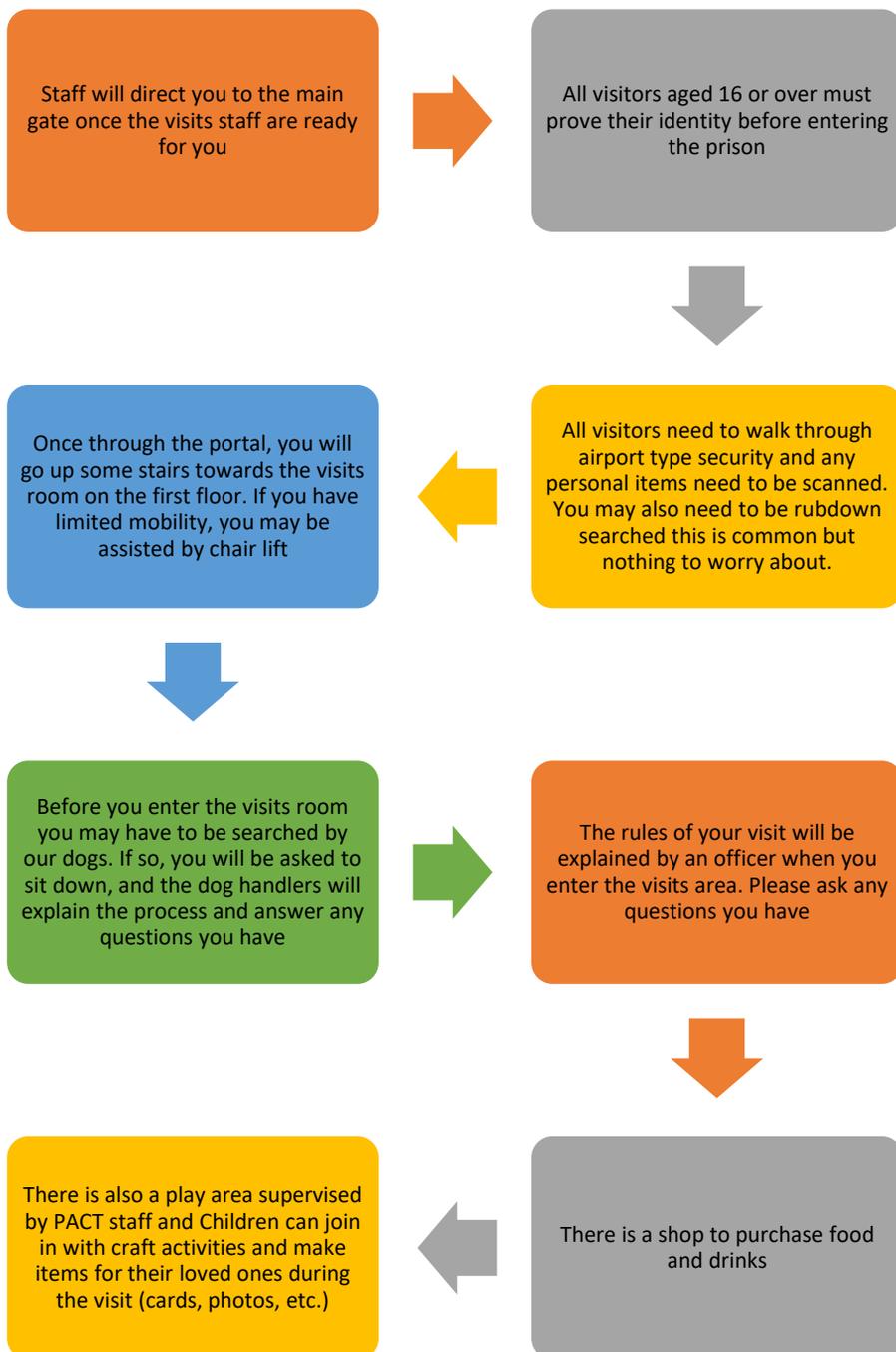
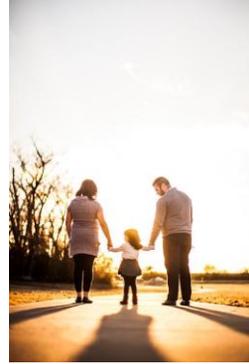


- We provide an information, guidance and a sign-posting service for issues such as alcohol and substance misuse, domestic violence etc.
  - We provide advice and support about prison procedures.
  - We provide someone to talk to in confidence if support is needed.
  - We provide facilities to assist visitors e.g. having an on-site stair lift available for disabled visitors.
  - We offer all visitors the chance to give feedback to help improve the visiting experience.
- When you arrive at the Visitors Centre, the staff will guide visitors through the booking-in procedure.
  - We provide Family Support Workers available both in the Centre and inside HMP Portland, for prisoners, families, friends and significant others.

Portland offers one visits hall. It is a good-sized room with soft furnished tables and chairs. Visitors have access to breast feeding and baby changing facilities. Special family events are also held. Everyone can apply for the differing family events. Visitors also have access to highchairs and a toy area. The family engagement workers and volunteers wear informal clothing to help with welcoming visitors, especially children.



# About Your Visit



A Family Engagement worker attends visits and family day visits. They also work with others such as social services, probation and schools to ensure appropriate support is provided for all. PACT is also continuing to create a full team of dedicated volunteers and play workers.

HMP Portland encourages feedback on the services we actively seek for visitors to share their opinions to shape and improve HMP Portland's vision. Each visitor can fill out feedback forms from PACT to give people the opportunity to express any concerns or recommendations, as well as let us know what we are doing well. This information is collected and discussed with the governor at a quarterly meeting.

Forums with prisoners are carried out to find out how we can improve and what we do well here at Portland.

***If you have any concerns after your visit, a member of the PACT team will be on hand in the visitor's centre and will be happy to speak to you.***

***You can report concerns to unified staff at any time during your visit. There is also a Senior Officer supervising the visits session and they are the best staff to speak to if you have any concerns. All relevant staff are fully trained in safeguarding processes and will do what they can to support.***

**Portland does have a strict dress code to ensure decency for all.**



# Family Visits

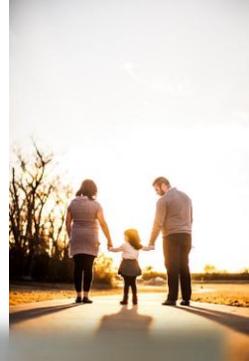
HMP Portland hosts a monthly family visit throughout the year, all the visits available are with children.

## Family visits with children:

These take place in the afternoon every month and are as long as possible; we also offer days during the school holidays throughout the year so that school attendance is not affected. These days include having lunch together, games and quizzes and provide themed sessions such as Easter, Halloween, Christmas and the Creepy Crawlies event. Families have the opportunity to have a family photo taken and both parties can have copies of these.

These days are open to men who have been exonerated by Public Protection and Security; we offer other events, such as the Celebration of Success, where nominated prisoners are encouraged to invite family members to participate. These visits are in addition to standard visit requests.

All prisoners must pass security checks before they can attend a children's event. Anyone who poses a danger to children is not allowed to attend, nor can those who are on closed visits. If it is a family event, we are happy to consider applications from basic, standard and enhanced prisoners, and each will undergo a robust risk assessment. However, we believe that any prisoner who is a "family man" should strive for a higher status and set a good example for his children.

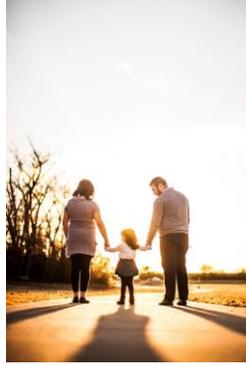


## Helping children in the visitation process

We have pictures of our Portland bear going through the visit process to support and help children understand, as well as images that make the whole area more welcoming.



# Family Learning & Development



## PACT

**Positive Relationship Course** – This is a 6-week programme delivered with personal advisers from Dorset Local Authority. It is offered to prisoners who leave care until the age of 25 and is a small group to provide prisoners with a sense of comfort. During the course, participants will learn communication skills and benefit from ideas on how to take care of themselves that will build their self-confidence.

**Parenting Course** - Taught by two staff and provides prisoners the opportunity to develop parenting skills.

PACT will also offer short-term 1:1 interventions, such as connecting to children's services and fostering contacts between prisoners and their children.

## ISMS – Integrated Services in the Field of Substance Abuse

ISMS offers support, advocacy, education and guidance to clients who engage with the ISMS service and their families/interested others. The ISMS Family Service recognizes that having a loved one in custody can be a traumatic experience, as a service that our goal is to improve communication and support the family member/interested in receiving another.

The service offers support to families in accessing community support services (ADFAM, family services, debt management, housing, etc.), improving family/interested relationships – which have often fallen apart due to broken trust, financial, imprisonment, crime, etc.

ISMS works with internal and external agencies to ensure the best possible outcomes for families, often this is done by a child welfare social worker working with an agreed family plan.



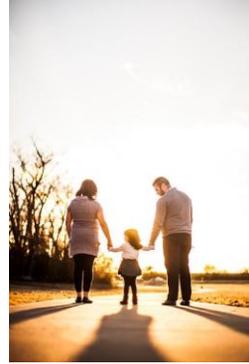
A key partner supporting the work we do in Portland for the Families and Significant Others is EDP. EDP stands for Exeter Drug and Alcohol Services, which provide the employee with family support.

A family support worker engages with partners and children of prisoners in Portland. They run family groups, Healthy Relationships and Family Relationships, which have a chance to reflect on the impact of substance abuse on the family. EDP recognizes that the link between domestic violence and substance abuse is complex and therefore offers support in this regard by working with social services in relation to the child assessment framework.

**Storybook Dads:** Prisoners can create a recording of their voice for children, and this will be made into a visual storybook DVD for children to keep and watch as a bedtime story, or through the day. This scheme is run by the library.



# Staying in Touch



**Secure video calls:** Prisoners are now entitled to a free video call once a month. They can be ordered through the Video Visits app, which visitors must download and follow the instructions to register. If anyone does not receive social visits, they can have more than one video call.

**Phone calls:** Prisoners now have access to a phone 24 hours a day.

**Letters:** Prisoners are entitled to 1 x second-class letter per week at prison's expense. Additional letters may be sent at the prisoner's expense.

**Prisoner Email.com:** Visitors can send an email directly, for the price of only a 2nd class stamp. Upon receipt of the email in Portland, a staff member will print it out and give it to the inmate. Visitors can also cover the cost of sending the letter by the prisoner via email.

**Prison voicemail:** Visitors can download an app to their phones that is connected to the prison phone system so they can record and leave messages that inmates can pick up in their cells. Prisoners can also leave a message in return.

**Assisted Prison Visiting Unit (APVU):** Visitors can claim reimbursement of travel expenses of up to two visits per month through APVU. Terms and conditions apply, and brochures and information are available from the Visitor Centre, website or telephone.

**Care experience people:** Our visit protocol enables flexibility for these visits which encourages allowing Personal Advisors to visit as a domestic visitor as well as a professional visitor and for the use of video call for maintaining contact.

**Prison visitors:** Prisoners who have no one to visit can request a volunteer prison visitor to visit and provide support through phone calls or as a friend of the pen. This service is offered by the Pastoral Department.

**Children's Letters:** PACT provides letter writing packages for the visitor center to encourage children to write letters to their relatives; these are provided to families free of charge, these are for them to send in not hand out.

**VO for phone credit or letters:** Prisoners who do not use all standard visiting commands may convert them into additional phone credit or letters. This depends on your IEP status and can be done through the visits department.

**Telephone credit and lists of foreigners:** Foreign prisoners are entitled to convert their standard visitation orders into telephone credit for making calls abroad or air mail letters.

**New fathers:** Prisoners who have pregnant partners can apply to give their new baby a quilt. The Linus UK project is a voluntary organization. Their aim is to provide a sense of security and comfort to sick and traumatized infants, children and teenagers by providing new homemade patchwork quilts and knitted ones, as well as giving volunteers across the UK the opportunity to contribute to their local community. These blankets may also be provided for prisoners whose children are adopted. For prisoners who have a newborn, a photo will be taken for both parents to take back.



**Secure Video Calls  
Online Support Sessions**

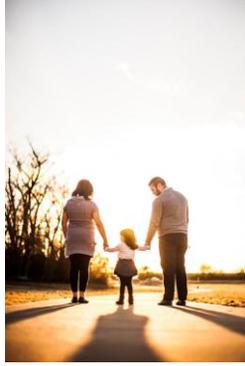
Find out how to set up and schedule calls, and learn helpful tips to enjoy a successful video call

**3rd Wednesday of the month  
7pm - 8pm  
via Zoom**

To book, contact Meagan Ouwroules at [videocallsupport@prisonadvice.org.uk](mailto:videocallsupport@prisonadvice.org.uk) or text 07849 092 980 to request a call back

[www.prisonadvice.org.uk](http://www.prisonadvice.org.uk)





# No Visits

## **Official Prison Visitors:**

Prisoners who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support through phone calls or as a pen pal. This service is offered by the Chaplaincy Department.

We also have monthly “Prisoners With no Visits’ event that is held by PACT and offers activities and a chance to socialise.

## **Foreign national phone credit and letters:**

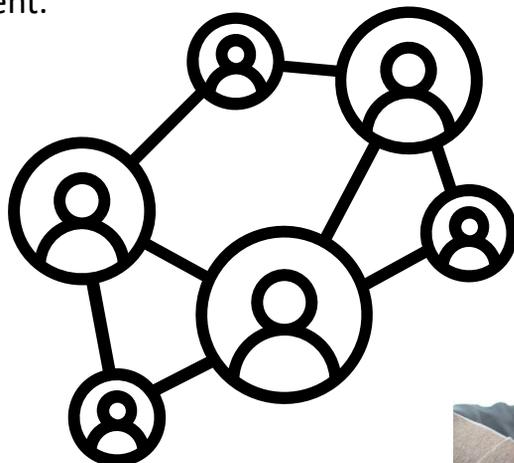
Foreign national prisoners are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters.

## **Peer Visits:**

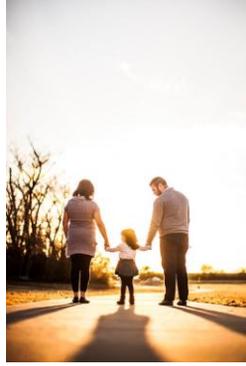
We now offer sessions in the visits hall where those who do not receive visits can take part in the visitors experience and get peer support from those in a similar position as well as Insiders, Peer Mentors and Listeners.

## **Care Experienced:**

Anyone who is care experienced can continue to be supported by personal advisors and the local authority care leaver teams while in custody, this is facilitated through Key Workers and the OMU department.



# Staff Family Visits



At HMP Portland we deliver staff Family visits which take place twice a year within the establishment. Staff are invited to bring their families into the establishment to see their place of work and meet our staffing group.

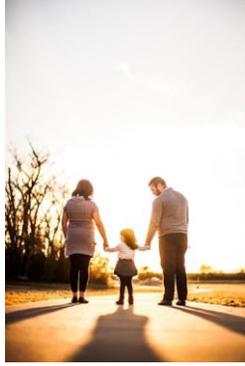
We have found that in the past these visits have been well received by staff and their families therefore we have introduced them to take place regularly. Staff interest remains high, and engagement continues to be positive. Families have enjoyed the visits and feedback that they have appreciated the opportunity to learn more about the work their loved ones complete on a daily basis as well as the difference they make.

During their visit we offer staff and their families a tour of the establishment which allows them to see certain wings, education building, gym facilities and much more. During the visit, we have demonstrations and talks from different departments taking place for families to engage in.

The visits are guided tours around the establishment by an experienced member of staff who can answer any questions families may have. Where possible we also have governors in attendance on the tours which gives families an opportunity to meet members of the Senior Management Team.



# Our Future Plans



## We will;



Develop an effective whole prison approach to Families and Relationships



Continue to monitor quality of the family services contract with PACT through regular meetings



Refurbish the Visits Hall, improving the quality of the environment and security



Improve the selection of toys available and enhance the activities available for older kids



Refurbish our Visits Bar facilities and improve catering options on visits



Continue to improve the monthly events held for those who do not receive any visits

