

HMP Rye Hill



Family and Significant Others Strategy 2026





Contents

Pg No

- 3 Strategy Introduction**
- 6 Related Strategies, Policies and Procedures**
- 7 Contacting Rye Hill**
- 9 Getting to Rye Hill**
- 10 Your Visit at Rye Hill**
- 17 Additional Support**
- 19 Assisted Prison Visits**
- 21 Ways to Stay in Touch**
- 23 Upcoming Initiatives/Ideas**
- 24 Listening to Feedback**



Strategy Introduction

The FASO strategy demonstrates how we use multiple sources to improve, develop and maintain a positive visits environment.

We use data from our FASO champion, as well as MQPL & HMIP data to gauge families/prisoners experience. This is also done through monthly FASO meetings which families are welcome to attend if interest is shown. We engage weekly with our Prison Council which is made up of prisoners who represent the population and they complete analysis of surveys completed by visitors or prisoners.

We also welcome letters with feedback if you choose to do so, and will respond with courtesy for the points raised in the hope that it will add to the overall development of the visits experience

This document has been developed with reference to the Lord Farmer Review on the importance of maintaining family ties, the HMPPS Strengthening Prisoners' Family Ties Policy Framework, HMIP Expectations, and our local Reducing Reoffending Strategy. Together, these sources outline what families can expect when engaging with the prison system and how they can play an active role in supporting prisoners.

Our strategy recognises that families are central to successful rehabilitation. Evidence shows that prisoners who lack family support on release are between two and six times more likely to reoffend within the first year. Further research (Farrington) highlights that male children of prisoners are 63% more likely to offend, rising to 93% when both parents have been imprisoned.

To promote and maintain positive family connections, HMP Rye Hill ensures that all visitors are welcomed courteously by a dedicated visits team. Visits are overseen by a Visits Manager and take place in a safe, supportive, and welcoming environment.

The purpose of visits at HMP Rye Hill is to strengthen family relationships by making the experience less intimidating and more child-friendly, while maintaining essential security and public protection measures.

Families and Significant Others lead and champion:

Faso Lead/Champion & Job Description

Head of Community Engagement (Families and Significant Others Lead)

Visits Manager (Families and Significant Others Champion)

The Head of Community Engagement will be the FASO Lead for the establishment, and will be supported by the FASO Champion who will support them to achieve their responsibilities.

FASO Lead Job Description:-	FASO Champion Job Description:-
To line manage the FASO Champion	To support the FASO Lead
To ensure that the Visits policy is implemented in its entirety, balancing all security measures alongside the emotional welfare of visitors/families and prisoners	To ensure that the Visits policy is implemented in its entirety, balancing all security measures alongside the emotional welfare of visitors/families and prisoners
To ensure the Visits staff group are supportive, empathetic and engaging with prisoners and their families	To ensure the Visits staff group are supportive, empathetic and engaging with prisoners and their families
Take relevant precautions to risk assess and safeguard all events/visitors, and especially children using all cascaded information from other departments	Take relevant precautions to risk assess and safeguard all events/visitors, and especially children using all cascaded information from other departments
Attend relevant safeguarding meetings such as IRMT and Reducing Reoffending meetings, contributing to progressive decision making and taking relevant actions	Attend relevant safeguarding meetings such as IRMT and Reducing Reoffending meetings, contributing to progressive decision making and taking relevant actions
Drive innovation throughout the team and the establishment to improve the presence of FASO contact and engage prisoners who have no social contact externally, such as care experienced prisoners, improving on prisoner to prisoner visits/movie nights/OPV's etc	Drive innovation throughout the team and the establishment to improve the presence of FASO contact and engage prisoners who have no social contact externally, such as care experienced prisoners, improving on prisoner to prisoner visits/movie nights/OPV's etc
Complete forums/surveys with families where feedback can be gained, and development points can be driven through weekly thematic meetings with the Prison Council.	Complete forums/surveys with families where feedback can be gained, and development points can be driven through weekly thematic meetings with the Prison Council.

Attend/Chair the monthly FASO/FACT meeting and drive actions to resolution ensuring we have a prisoner voice that captures their families thoughts/concerns/praise	Attend/Chair the monthly FASO/FACT meeting and drive actions to resolution ensuring we have a prisoner voice that captures their families thoughts/concerns/praise
To use HMIP/MQPL feedback and expectations to regularly explore our key service delivery and equalities data	To use HMIP/MQPL feedback and expectations to regularly explore our key service delivery and equalities data
Update G4S website and similar sites to reflect changes to FASO strategy/website at least annually	Update G4S website and similar sites to reflect changes to FASO strategy/website at least annually
Drive contact & collaboration with invested agencies such as family support services/providers	Drive contact & collaboration with invested agencies such as family support services/providers

LORD FARMER REVIEW

The Ministry of Justice should ensure that the importance of family ties is a golden thread running through the new policy frameworks

Related Strategies, Policies and Procedures

The Families and Significant Others Strategy is supported by several other strategies, policies and procedures including:

- ◆ Lord Farmer Recommendations
- ◆ HMIP Expectations (75,76,77,78,79)
- ◆ Public Protection Manual
- ◆ Providing Visits and Services to Visitors
- ◆ Strengthening Prisoners Family Ties Policy Framework
- ◆ Management of Security at Visits
- ◆ Searching Policy Framework
- ◆ Incentives and Earned Privileges Scheme
- ◆ Local Searching Strategy
- ◆ Local Safeguarding Strategy
- ◆ Local Security Strategy
- ◆ Assisted Prison Visitor Scheme
- ◆ Local Reducing Reoffending Strategy

Contacting HMP Rye Hill



Visits Booking Line(HMIP 78)

You can contact the booking line on: 01788 523303. This is an answerphone service, please leave your name, contact details and your request and we will call you back.

The Phone lines are open 09:00-12:00 and 13:00-16:30 Monday - Friday except Bank Holidays

You can also email us directly on: ryehillvisits@uk.g4s.com

Emergency Contact

If you have an immediate or emergency concern about the welfare of a prisoner, you can contact HMP Rye Hill directly on 01788 523300 and request to speak to the Duty Manager or Duty Director. You will need to explain that your call is urgent and you are worried that a prisoner is at risk of immediate serious harm.

The Duty Manager will follow up on any concerns by completing a welfare check, and recording on prison systems any actions taken.

Safer Custody Helpline

If your concern is urgent but not life-threatening, please call the Safer Custody Helpline on 01788 523309. This is an answer machine service, however, it is checked regularly. You will need to leave a message explaining your concern along with your name and if you would like a member of the team to return your call. Please leave your contact details

Prisoners families.org website(HMIP 78)



For information about safer custody concerns you can visit the Prisoners Families website at <https://prisonersfamilies.org/> or contact the helpline on 0808 808 2003. The line is open 09:00-20:00 Monday to Friday and 10:00-15:00 Saturday and Sunday.

The website also allows for a Safer Custody Form to be completed that will be received by HMP Rye Hill's safer custody team to respond to. You will not be able to book visits using this service

Writing to the Director(HMIP 78)



Families and Significant Others can also consider writing to the Director regarding concerns relating to the person they know in prison. This letter should be addressed as FAO The Director, HMP Rye Hill, Willoughby, Nr Rugby, CV23 8SZ. Letters will be responded to within 28 days.

Getting to HMP Rye Hill (HMIP 78)

HMP Rye Hill Prison address is:

HMP Rye Hill, Willoughby, Nr Rugby, Warwickshire, CV23 8SZ

The closest railway station is Rugby which is about 7 miles from Rye Hill. For train enquiries please visit: www.nationalrail.co.uk

There are not currently any buses which travel to Rye Hill. Please visit www.warwickshire.gov.uk/buses to plan your route



Some local taxi companies for your reference are:

- People Express - 01788 546666 - <https://www.peopleexpress.co.uk/>
- Dial-a-Cab - 01788 570202 - <https://www.rugbytaxi.co.uk/>
- Compass Cabs - 01788 222222 - <http://www.compasscabsrugby.co.uk/>

The prison has a free visitor car park next to the visitors centre.



The last entry for visits is 15:30. Entry will not be permitted into the visits hall past this time

Your Visit at HMP Rye Hill^(HMIP 78)

Prisoners book their own visits via the CMS System at HMP Rye Hill. All prisoners can receive visits, however, some may be subject to public protection restrictions.

Prisoners will request their visitors be added onto their CMS prior to booking their visit. Only visitors listed on the visit will be permitted entry on the day.

Visiting Times^(HMIP 78)

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Social			13:30-16:30	13:30-16:30	13:30-16:30	0900-11:15 13:30-16:30	0900-11:15 13:30-16:30
Official			14:00-16:00	09:00-11:30 14:00-16:00	09:00-11:30 14:00-16:00		
Purple			0900-11:15 13:30-18:40	0900-11:15 13:30-18:40	0900-11:15 13:30-16:55	0900-11:15 13:30-16:55	0900-11:15 13:30-16:55

Identification

Prior to your visit you will be asked to provide the appropriate ID. Ideally photographic ID should be used.

<https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a>



Social Visitors (Aged 16 and Over) Visitors may identify themselves using one of the following:

List A

- Passports that meet the International Civil Aviation Organisation (ICAO) specifications for machine-readable travel documents
- Identity cards from an EU or European Economic Area (EEA) country that follow the Council Regulation (EC) No 2252/2004 standards
- UK photocard driving licences
- EU or EEA driving licences that follow the European Directive 2006/126/EC
- NI Electoral identity cards
- a US passport card
- a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
- an armed forces identity card
- a UK biometric residence permit (BRP)

If the visitor is unable to produce any of the above, staff may accept combinations of one identification document from List B, supported by one document from List C:

List B:

- a Home Office travel document (convention travel document, stateless person's document, one-way document or certificate of travel)
- an older person's bus pass
- a Freedom Pass
- a proof of age card recognised under the Proof of Age Standards Scheme (PASS)
- without a unique reference number (please refer to List A where a unique reference number is present)

List C:

- a birth or adoption certificate

- an education certificate from a regulated and recognised educational institution (such
- as an NVQ, SQA, GCSE, A level or degree certificate)
- a rental or purchase agreement for a residential property (signed and dated)
- a marriage or civil partnership certificate
- a bank, building society or credit union current account card (on which the claimed identity is shown)

Exceptional Circumstances

If a prisoner's family member does not have access to the above listed ID a duty Governor's permission to attend a visit may be sought in advance. As part of requesting permission the family member who wishes to visit will need to provide a reason as to why they do not have the appropriate ID. The Governor must review each case individually and be satisfied that the visitor is who they say they are.

There may be occasions when a legitimate visitor arrives for a visit without the appropriate ID, and without advance notice. This might be because their ID is lost, stolen or simply forgotten. In exceptional circumstances, a duty Governor may consider exercising discretion to permit a visit to take place if they are fully convinced that the visitor is legitimate, and their circumstances can be sufficiently corroborated.

Governors should be informed by their establishment's particular security concerns when considering when it is appropriate to exercise discretion in the manners outlined above.

Advice should be made available to prisoners' families and family support organisations as to the appropriate process at each prison, including how to request permission from a duty Governor in the absence of acceptable ID.

In the case of visitors from recognised prison visitors' organisations (such as New Bridge), the name on the ID card may differ from that on the VO. Provided the visitor has other identification to back up the ID card, and provided staff have no reason to doubt their bonafides, then this will form acceptable identification.

Please ensure you bring your ID with you every time you visit. If you do not have the appropriate ID or we have concerns regarding your identity you will be refused entry.

Dress Code

HMP Rye Hill operates a family orientated visits policy. As such we want to foster a decent, safe and relaxed family environment. To assist with this a dress code for visitors is in place. Failure to follow the set dress code may result in entry into the establishment being refused and the visit cancelled.

It is up to prison staff to make decisions and judgements as to when clothing is inappropriate. When making these decisions, staff will always consider decency and diversity. You may be asked to adjust clothing or wear alternative clothing if available. As a last resort your visit may be cancelled if the dress code cannot be followed.

The following is a guide and not totally exclusive or inclusive.

 **ALLOWED** THIS LIST IS **NOT** EXCLUSIVE

 Skirts knee length or longer	 Jeans or Trousers <small>No ripped trousers or jeans</small>	 Knee Length or 3/4 Length Shorts	 Shirts T-Shirts or polo shirts	 Suit/Smart Jackets	 Play Suit/Jump Suit <small>(Not skin tight or see through)</small>	 Hooded Coats/Jackets or Jumpers
 Smart Tops	 Jumpers or Cardigans	 Smart Suit Waistcoats	 Religious Headscarf	 Religious Headwear	 Glasses	 Sandals/Flip flops or Sliders

 **NOT ALLOWED** THIS LIST IS **NOT** EXCLUSIVE

 Above the knee shorts or skirts	 Ponchos or Shawls	 See through trousers or tops	 Clothing or Jewellery featuring offensive language/imagery or with drugs/violence	 Low cut Tops or Vests	 Hot Pants or Crop Tops	 Sun Glasses
 Hats or Caps	 Holes or rips above the knee or ripped tops	 Steel Toe Caps or Motorcycle Boots	 Smart watches or wearable Tech	 Pins or Sharp Objects	 Hats, Scarves or Gloves	 Double/Duel Layers

Behaviour(HMIP 76)

HMP Rye Hill does not tolerate abusive or inappropriate behaviour towards staff or prisoners. Inappropriate behaviour includes anything that could compromise the security of the prison or anything considered indecent. All visitors and prisoners should understand that inappropriate physical contact is not allowed and may, in some cases, be a criminal offence.

Examples of inappropriate behaviour in a public place (which the visits hall is) are:

- Prolonged intimate kissing
- Caressing of another person's torso or lower region
- Physical exposure by either party of their chest, breasts or genitalia

Visitors Centre(HMIP 79)

HMP Rye Hill has a dedicated Visitors' Centre located directly outside the main prison entrance. The centre includes a large, open-plan waiting area with comfortable seating and a welcoming atmosphere designed to help families feel at ease while they wait.

Visitors can make use of a TV, magazines, posters, and information leaflets, as well as a children's area stocked with toys and activities. Vending machines are available for refreshments and snacks. Lockers are also provided for storing personal items.

The Visitors' Centre opens before each visiting session so that families have a safe and comfortable place to wait if they arrive early. Feedback on the centre is collected through an annual visitors' survey and improvements are made where appropriate.



Entering the Prison(HMIP 79)

After booking in for your visit at the visitor's centre you will be sent across to enter the prison. At least one visitor must be 18 or over at every visit. A maximum of 3 adults and 3 children are permitted to visit at one time.

All visitors entering the prison will receive a rub-down search, including children. All searches will be carried out sensitively, with respect and courtesy to all individuals. Children will be searched by female staff in view of their accompanying adults. All visitors' religious beliefs are respected. There is a private area available should religious headwear need to be removed as part of the search.

Before entering the establishment, you may encounter a drug dog which is trained to pick up the scent of drugs. If a person is identified as being in possession of drugs or any other prohibited item, they may be subject to closed visits, visit bans and the police informed. There are no exceptions to this search process but we will be sensitive and patient if visitors are nervous or anxious about this process.

The Visits Hall (HMIP 79)

The Visits Hall is a large, open-plan space decorated with artwork created by prisoners at HMP Rye Hill. This helps create a safe, calm, and positive atmosphere. Sound boards are placed around the hall to reduce noise levels, as the room can become loud when full. Background music is also played to help maintain a relaxed environment. We also have a number of card/board games available for you to use during your visit



When you arrive, you will be given a table, and your family member will join you there. At the end of the visit, your family member will leave the hall first, followed by you. Toilets are located outside the Visits Hall, so if you leave to use them, you will need to be searched again before re-entering.

The Visits Hall includes a play area for children, allowing them to play safely within sight of their parents or accompanying adults. The area offers a range of activities for children

of all ages, including large Connect 4 and other toys. This play area is reviewed each year based on feedback from the visitors' survey.



Refreshments in the Visits Hall are provided by Aramark. Tea, coffee, cold drinks, sandwiches, snacks, and confectionery are available from the start of each session so visitors can purchase items without losing time from their visit. Options are available to meet dietary and cultural needs. Visitors may bring up to £50 in cash per table to buy refreshments.

Children(HMIP 76)

All visitors under the age of 18 are regarded as children and must be accompanied on a visit by an adult. Children must be supervised at all times whilst visiting the establishment. If a child needs to use the toilet during a visit, they must be accompanied by an adult visitor.

Nappies and changing wipes are available in the visit's toilets. Access to baby changing facilities is available

Drugs

The smuggling of drugs is a serious offence and therefore will be treated as such. If anyone is suspected of smuggling drugs they will either be placed on closed visits or have their visit terminated and the police informed.

If you are worried about drugs or are being pressured to smuggle drugs, please speak to an appropriate member of staff, or contact the prison directly.



Additional Support(HMIP 76)

Approximately 42% of the prisoner population at HMP Rye Hill access visits regularly. This is due to a number of contributing factors, such as the prison being located centrally within the country, and therefore the distance some visitors may have to travel; and the nature of the prisoners' offences, meaning some families may not want to maintain ties. Furthermore, it is also important to consider that some families are not permitted to have such contact due to public protection or other legal issues. In order to promote family ties in such instances HMP Rye Hill offers additional support

Family Days(HMIP 76)

Family days are a great opportunity for prisoners and their families to engage in activities and spend quality time together as a family unit. Family days are available for all prisoners and their families to access regardless of their incentive level and they can apply for a place by putting in an application to the visits department. We aim to deliver a minimum of 12 family days throughout the year which will either be Adult or Children family days. Family days run on Mondays or Tuesdays from 10:30 until 15:00.

Children's family days are focused on family members under the age of 18, who may not always get the opportunity to visit or feel uncomfortable in the normal social visits environment. Games and photos are part of the day and the opportunity to share a meal together.

Adult family days are focused on family members over the age of 18. They allow the opportunity for



a more relaxed and comfortable visit. Games, quizzes and photos are part of the day alongside the opportunity to share a meal together. We have recently upgraded our garden area which can be used during family days as well.



We will aim to identify prisoners who are socially isolated and engaging in the regime. We work alongside prisoner Supervisors, Key Workers, Samaritans, and other support provision. Chaplaincy also provides invaluable support regardless of the imprisoned person's faith and seeks to engage with those that are isolated. One approach is the Official Prison Visitors Scheme which the Chaplaincy co-ordinate. We also hold a number of community events throughout the year and prisoner to prisoner visits

Post Programme Reviews^(HMIP 75)

We recognise that prisoners' families and significant others are important in helping in the positive work to reduce risk and support rehabilitation. Key family members or significant others can be invited to a prisoners post programme review alongside their Programme Facilitator and Prison Offender Manager (POM) to discuss their progress and future needs.

Interventions and Courses^(HMIP 75)

Suitable interventions and courses will be facilitated, based on needs identified. This may include educational or behaviour management accredited intervention programmes that help prisoners and their families work together to build links and positive relationships. Courses may include parenting and family relationship courses, family learning such as overseeing children's homework and so on. Family relationship courses / interventions may involve other departments including Chaplaincy, OMU, Safer Custody, DART and Programmes.

Assisted Prison Visits^(HMIP 75)

The Help With Prison Visits scheme (HWPV) provides a contribution towards prison visit costs for close relatives, partners or sole visitors. The visitor must be on a low income. Help is provided for English, Welsh and Scottish prisons. Limited help is available for Channel Island prisons.

Different rules apply to Northern Ireland prisons (ask at the prison you are visiting for information).

The minimum age to apply for help with visits is 18 years (16 years when visiting a prison in Scotland). Eligible children are included on the claim.

Claims are processed by Family Services in Birmingham, which is a part of His Majesty's Prison and Probation Service.

To get help you must be listed on both the visitor and low income list below:

Visitor:

- Husband, Wife or Civil Partner
- Partner - living as a couple before the prisoner went into prison
- Parent or Grand-parent (includes step-parent or adoptive parent)
- Brother or Sister (includes half-sibling or step-sibling)
- Son or Daughter (includes step or adoptive)
- Next of Kin (as noted by the prisoner in prison records)
- Sole Visitor (only Social visitor in the four weeks before a visit claimed)
- Escort to a qualifying adult or child (see Escort Section)

Low income:

- Income Support
- Income - based Job Seekers Allowance
- Employment and Support Allowance (Income related)
- Universal Credit*
- Working Tax Credits (with Disability or Child Tax)*
- Child Tax Credits*
- Pension Credit
- Hold HC2 or HC3 Certificate

*An income limit applies to Universal Credit and Tax Credits (see Payment Rates Section)

If someone else claims benefits for you, make your claim online and we will contact you for further details if required.

The online application process allows you to upload your income details, receipts and visit confirmation. Payment is made into your bank account or cashed at a Post Office.

Information Booklet:

<https://www.gov.uk/government/publications/assisted-prison-visits-form/help-with-prison-visits-a-guide-to-claiming-help-with-the-cost-of-prison-visits#key-facts>

Gov Website:

<https://www.gov.uk/help-with-prison-visits>

Ways to stay in touch with Prisoners at HMP Rye Hill

Telephone Contact^(HMIP 77)



Prisoners have access to in cell phones to enable them to have more readily available contact with their families. This also enables prisoners who do not receive visits, or who have received less frequent visits, to have family contact, despite this not being physical contact. It is important to note that prisoners are able to exchange visiting orders for phone credit should they not have visits, thus continuing to promote the importance of staying in contact with family.

Purple Post^(HMIP 77)



We have recently introduced Purple Post to HMP Rye Hill. Families are able to send messages, images and more from as low as 50p including a free reply from your loved one. For more information and to download the app visit: purplepost.madepurple.com

Letters^(HMIP 77)

Letters should be addressed to: HMP Rye Hill, Onley Park, Willoughby, Nr Rugby, CV23 8SZ

Please ensure you include the prisoners full name and prison number on the envelope and their wing location if known.



Purple Visits(HMIP 78)



If you are unable to visit in person you can register to use Purple Visits Video Calling. They can be used anywhere in the world, calls are currently free, last 30 minutes and you can have up to 4 people on the call. Visitors can book the first 2 purple visits directly through the purple visits app per month and contact the visits booking line (details below) to book a third visit.

This app uses the latest facial recognition technology, which has been a work in progress to find the correct balance between security, safeguarding and the user's experiences. If the software sees someone unexpected or identifies anything that is inappropriate it will automatically pause the call.

Usual prison rules apply about appropriate dress and behaviour. Remember that all calls are recorded and monitored as they are happening and staff can terminate a call for inappropriate behaviour

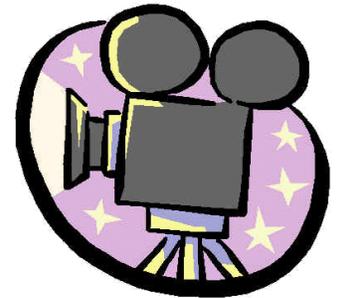
For information of how to use this facility visit: www.purplevisits.com

Upcoming Initiatives and Ideas

Moving into 2026 we want to build on the provisions we have in place and develop new ideas and initiatives

Family Movies

In 2025, we introduced a trial program that allowed families to enjoy movies together in a cinema-style setting. Following the positive response, we plan to continue offering these sessions throughout 2026, with a series of scheduled cinema dates for both adults and children



Family and Significant Others Days

We have designated a number of dedicated days throughout the year to focus specifically on families and significant others. These events will take place outside of standard visits and regular family days, each built around a set theme suitable for both adults and children. Planned themes include activities such as crafting, reading and homework clubs, gardening, sporting events, and sessions supporting neurodiversity, among others.

StoryBook Dads

We are looking to introduce StoryBook dads to Rye Hill for 2026. This programme enables families to reconnect with one another, through the importance of storytelling, and allows the child affected by a parent's imprisonment, to retain a positive relationship with them and keep a positive emotional bond, despite them not being present in the family home



Listening to Feedback

Feedback is important for us to understand the needs of prisoner and family visits at HMP Rye Hill. We will hold family forums consisting of prisoners' friends and relatives with the agenda of understanding their needs and promoting family ties. This is chaired by the Head of Community Engagement, with a deputy chair which is the Visits Manager

We complete visitor surveys through the year to encompass the visitors' experience of staff whilst visiting, the environment (in the Visitors Centre and Visits Hall), the activities offered and whether they're appropriate, and the extra opportunities to develop their relationship with the prisoner. A large visitor survey is completed annually with smaller surveys running through the year to capture any potential issues highlighted

Surveys are also available for prisoners to complete that encompasses their experience within the visits environment, staff, and their thoughts on how they are able to access visits.

The survey findings are reviewed across the establishment throughout the year, including in a range of internal meetings and with the prison council, and any necessary changes are implemented as appropriate.

The visits hall has a comments book that enables visitors to put their comments, whether positive or negative, for this to be used to improve visits. This is made available for all families & significant others to access and write in should they wish to.

