

HMP Humber Family and Significant Others Strategy

Signed: M Goligher

Revised: February 2026



Governors Foreword

At **HMP Humber**, we recognise the important role that families and significant others play in supporting wellbeing, rehabilitation and positive change. Maintaining safe and meaningful relationships helps people in our care to stay connected, motivated and better prepared for life beyond custody.

This **Families and Significant Others Strategy** reflects our commitment to treating families with dignity and respect, supporting positive contact wherever it is safe to do so, and listening to the voices of those who support their loved ones. It also recognises that some individuals may be isolated or estranged from family and sets out how we will support inclusive approaches for everyone.

Family engagement is everyone's responsibility at HMP Humber. By working together with families, partners and staff, we aim to create a supportive, safe and rehabilitative environment that benefits individuals, families and the wider community.

Marcella Goligher OBE
Governor, HMP Humber

Introduction



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

Getting to the prison

[Find Humber on a map](#)

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

By Car

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

By Train

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

By Bus

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

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

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



Why is family engagement important?

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

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

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

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

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

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



Roles and responsibilities

Roles:

Head of Reducing Reoffending Governor: Mark Williams

Physical Education Custodial Manager: James Burnitt

Responsibilities:

- To hold family and prisoner forums
- Ensure that visitors of the prison are aware of how to raise a concern about their loved one/report wrongdoing.

Roles:

Head of Operations Governor: Daniel Hearn

Operational Custodial Manager: Sophie Kenington

Responsibilities:

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

Family provider: Lincolnshire Action Trust

Lincolnshire Action Trust

hello@LATcharity.org.uk 01522 806611

LAT Provide a service in line with contractual arrangements.

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

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

Family engagement Manager: Sarah Wilson

Lead family engagement Practitioner: Pippa Bryan

Family engagement Practitioner's: Kayleigh Beacock, Samantha Marshall



Visiting HMP Humber

The Visits Hall

Normally the prisoner and his visitor(s) sit at a table in an open room, with the other prisoners and their visitors. Physical contact between the prisoner and visitors is usually allowed briefly at the beginning and end of the visit. The person you are visiting will need to remain seated throughout the visit.

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



Visits information:

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

How to book a visit

You can by telephone or in person during weekday social visit times. Booking Line: **0300 060 6606** The booking line is open Monday to Friday: 9am to 11:30am and 1pm to 3pm. In person bookings in the visits hall 14:45 – 15:00 hours.

You can also book via the Gov website
(if it is any person first visit, they must call the visits booking line)

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

Visiting times:

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

Visitors centre

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



Assisted prison visits

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

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

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

Supporting prisoners with no social visits

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

Official Prison Visitors (OPV)

People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor called an 'Official Prison Visitor (OPV) who will visit and provide support. This service is offered through the Chaplaincy department.



The Newbridge foundation scheme

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



Prisoner with no visits event: Activity days

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



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

Safer Custody



In an emergency: Call 01430 273000

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

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

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

What happens after a concern is reported to the prison?

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



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

Helpline opening hours:
Monday - Friday 9am - 8pm
Saturday and Sunday 10am - 3pm

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

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

and click on:

Worried about a prisoner?

For information and guidance on what to do next.

Or call our Safer Custody team.

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

Ring:

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

Staying connected

PIN phones:

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



Email a prisoner:

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

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



Virtual Visits

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

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



prison app user
guide.odt

By Letter

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

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



Prison voicemail:

Easier, faster communication with your loved one in prison

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

PRISONVOICEMAIL[®]

Other methods of staying connected are:

- Social visits
- Family and significant other days

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Extended visits



Family and Significant Other days:

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

Family days are also:

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

How to apply:

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

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

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

It is done on an application and case by case basis

The examples of what we do:

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

Lincolnshire Action Trust

Family services

LINCOLNSHIRE
ACTION TRUST

THE ROLE OF LAT IN VISITS

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

THE ROLE OF LAT IN THE PRISON

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

How to refer into the team:

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

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Family learning

Being Dad parenting course



The course looks at:

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

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

How prisoners apply:

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

Story book Dads



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

How prisoners apply:

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

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

Supporting Neurodiversity

HMP Humber



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

Such As:

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

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

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

You can contact HMP Humber's Family engagement Team on :Telephone 01430 273272 or email families.humber@justice.gov.uk ahead of your visit.

The team can issue you/your child with a lanyard or noise cancelling headphones. We also have a sensory box the children can use during their visit



During My Visit



What do HMP Humber do to support Young Adults

We have a number of initiatives aimed at Young Adults, alongside projects that are open to all. This ensures equitable access to all.

DUKE OF EDINBURGH	We are running the Duke of Edinburgh. The initial group of YA taking part is small however we hope to build on this in the future.
JUSTICE UNLOCKED	This is commissioned to be delivered by the Justice Unlocked charity a 12 week programme facilitated by people with lived experience. This allows YA's to voice 4 areas of the establishment they would like to see improvements. The Governor has committed to taking forward at least one suggestion and implementing change per programme.
FAMILY DAYS	All young adults have equitable access to applying for family days.
SHIELD COURSE	SHIELD is a course that was designed by the physical education team at HMP Humber. It is a bootcamp, military style course that aims to build teamwork and communicate skills. It is a positive course that is currently being rolled out in a number of other establishments. Whilst it isn't solely aimed at young adults they have equal access to apply.
WING FORUMS	Young Adults can attend wing consultation groups that are held monthly on the wing.
YOUNG ADULT SPECIFIC FORUMS	These are held as a minimum quarterly and aim to give YA's a voice as to how we can improve living at HMP Humber for YA. There are named Senior Management Team leads who run these forums and events.
ALLOCATION & EDUCATION	Prioritising YA in the allocation of work and education is planned for the near future. Ensuring young adults are kept busy in meaningful activity ensures they build skills that can be transferred when released into the community.
YOUNG ADULT PEER MENTORS	There is a designated Young Adult peer mentor on every wing to help guide and support young adults within the population. The mentors are supported by the Diversity and Inclusion Advisor.
HOPE HACKS	Humber have secured a series of events run by the police called Hope Hacks that will be delivered throughout 2026.
CREATING FUTURE OPPORTUNITIES PROGRAMME	There is a commitment to offer at least one young adult per programme a place on the CFO Ready for Release Programme on Unity Wing. This is a 3 stage programme preparing an individual for release, embedding good positive relationships and through the gate support via the Activity Hubs.

Young Adult Allies

Rachel Hatter

Simon Leach

Care Leaver Support

At **HMP Humber**, we understand that care-experienced individuals may face unique challenges, including limited family contact, past trauma and fewer support networks. We are committed to creating a safe, supportive environment where care leavers feel understood, valued and included.

Our Commitment to Care Leavers

- We aim to make sure every care-experienced person in our care is:
- **Identified early** and offered support to contact their personal adviser or leaving-care worker.
- **Invited to take part in quarterly Care-Experienced Forums**, where they can access advice, talk openly and meet supportive peers and professionals.
- **Connected to specialist organisations**, such as the Rees Foundation and Care Leavers Covenant, who can help during custody and through release. [[Humber](#)]

How We Support Care Leavers

- We provide:
- **One-to-one support** with care-leaving professionals to help with emotional needs, planning and resettlement.
- **Safe spaces for discussion**, allowing individuals to share experiences and receive guidance.
- **Trauma-informed support**, recognising that many care leavers have complex backgrounds.
- **Practical resources**, such as improved distraction materials following feedback from the care leaver support group.
- **Working Together**

We work closely with:

- Offender Management Unit
- Diversity & Inclusion Team
- Lincolnshire Action Trust
- External care-leaver specialists
- This joined-up approach ensures care leavers are not overlooked and receive consistent, meaningful support throughout their time at Humber.

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

Action plan 2026 – 2027

At **HMP Humber**, we know how important family connections are. Strong, safe and supportive relationships help the people in our care stay motivated, maintain hope and build better futures. Our Families & Significant Others (FaSO) work is designed to support you, strengthen these relationships, and make sure families feel valued, informed and included.

What We're Doing to Support Families

☀️ **Quarterly Events for Prisoners With No Visits**

Some people in our care do not currently receive visits. To help reduce isolation and create positive social opportunities, we run **quarterly events** in the Multi-Faith Centre that include:

Fun activities such as quizzes and games

Refreshments

Support from external agencies like **Newbridge**, who offer befriending for those with little or no contact

Guidance from the **Chaplaincy Team** about the official prison visits scheme

These sessions help individuals stay connected, supported and included.

Our Goals for 2026–2027

We are expanding the support we offer to families and significant others. Over the coming year we aim to:

👨👩👧👦 **Strengthen Family Support**

Improve the information and guidance families receive during induction

Deliver the **Being Dad** parenting course

Provide better support for **children with a parent in prison**

🤝 **Build Better Partnerships**

Work closely with Hull City Council Safeguarding Board to co-deliver **Hidden Sentence Training**

Strengthen links with local safeguarding hubs and children's centres

Invite professionals into the prison for **Ambassador Days** to improve understanding of family work

📢 **Improve Communication**

Hold Key Worker briefings to make sure all staff understand how families can be supported

Continue promoting family engagement through prisoner forums and the **Humber PILOTS** group

Our Commitment to You

We promise to:

Treat families and significant others with dignity, care and respect

Listen to your concerns and make it easy for you to contact us

Work together with community partners to give you the best support possible

Make family ties a priority in the rehabilitation journey

I am worried about a prisoner, and I want to tell the prison about my concerns In an emergency Call 01482 282273

Glossary

POM – Prison Offender Manager

COM Community Offender Manager

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

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

ISP – Indeterminate Sentenced Prisoner

ISFL – Incentivised Substance Free Living

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

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

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

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

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

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

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

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

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

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

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

ROTL – Release on Temporary Licence

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

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

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

Useful links and information

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

Lincolnshire Action Trust - Family provider 01522 806610

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

Citizens Advice Board 03444 111 444

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

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

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