Family and Significant Others Strategy
HMP & YOI Hull

Signed:

Revised February 2026

Introduction

HMP Hull is a category B Men's prison located in Kington upon Hull in England.
Hull Prison opened in 1870 and is of a typical Victorian design.
The term ‘local’ means that this prison holds people on remand to the local courts. The prison is operated by His Majesty’s Prison service.
As a Category B prison, HMP Hull primarily houses prisoners who are either on remand awaiting trial or serving sentences. The prison’s operational capacity is 1,044, making it one of the larger prisons in the region. The facility is designed to provide a secure environment while offering various rehabilitation programs aimed at reducing reoffending. The prison is divided into multiple wings, each serving different purposes. For instance, A wing is dedicated to drug recovery, while other wings cater to sentenced and unsentenced adults, young offenders, and vulnerable prisoners, including sex offenders.

Getting to the prison

HMP Hull is situated on Hedon Road, approximately two miles from Hull city centre

By Car-

By car, head towards the ferry port and the prison is just before it. There is a free car park (number 4) for visitors on Southcoates Lane with 6 spaces for Blue Badge holders in front of the main gate. There is a free visitors car park located at the rear of the Prison, Southcoates Lane.

By Train-

- The closest railway station is Paragon Station, Hull. From there you can get a taxi or take the bus. To plan your journey by public transport:
- https://www.nationalrail.co.uk/
- **By Bus-**
- https://www.traveline.info/

I am worried about a prisoner, and I want to tell the prison about my concerns In an emergency Call 01482 282200

Foreword

Philippa Harding - Governor

At HMP Hull, we understand that a custodial sentence affects more than just the individual—it impacts families, children, and the wider community. We are committed to fostering strong family relationships and maintaining existing bonds, because these connections are vital for successful resettlement and rehabilitation.

Family is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers this may be someone that provides a statutory service, friend or associate. We recognise all 'family' arrangements where they provide a constructive and supportive relationship for the prisoner and their family.

For many families, the experience of having a loved one in custody can feel overwhelming. Children, in particular, are often described as the *'innocent victims'* of crime and punishment. For years, families were seen as the *'hidden' or 'invisible' victims'*, with their struggles going unnoticed. Today, we want to change that narrative by offering support, understanding, and opportunities for meaningful interaction. Family values remain the foundation of our communities at HMP Hull, the local area in Hull and across East Yorkshire. These values provide stability, belonging, and emotional support. They help families communicate openly, build trust, and create a nurturing environment where everyone can thrive. Family is a protective factor for prisoners in our care and family links can support reduce reoffending and ability to live a successful life in the community, after custody.

Our social visits, family days and other family activities are designed to give families quality time together—time that truly matters. Quality time means being present, engaged, and focused on one another. Whether it's sharing a meal, enjoying a family activity, reading a book or simply talking, these moments strengthen bonds and create lasting memories. These activities are designed to minimise the impact of custody on family relationships.

For children, spending time with their parent in a positive setting helps them feel secure and loved. It reinforces their sense of belonging and supports their emotional well-being. For parents, it's a chance to show care, listen, and remain an active part of their child's life—even during challenging times.

At HMP Hull, we believe that strong family connections benefit everyone: the individual, the family, and the community. Together, we can build resilience, reduce isolation, and create pathways for a brighter future

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

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Roles and responsibilities

Roles and Responsibilties

- **Head of Operations:** Governor - Jason Gannon
- *Responsible for the Governance of function and oversees the Strategy*
- **Head of reducing Reoffending**: Governor - Gary Sword
- *Responsible for the Child Safeguarding Policy*
- **Operational Custodial manager:** CM Andrew B
- *Responsible for the management of Family days, arranging surveys/forums and managing visit times*
- **Supervising Officer/ Family Liaison officer:** Kevin Brankling
- *Responsible for the day to day running of the function*

Family provider: Lincolnshire Action Trust

Lincolnshire Action Trust

37-39 Newland,

Lincoln

LN1 1YA

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 in custody.

LAT Family engagement team HMP Hull: families.hull@justice.gov.uk 01482 282574

Family engagement Manager: Sarah Wilson
Lead family engagement Practitioner: Pippa Bryan
Family engagement Practitioner's: Gemma Wallace, Ellie Embley, Casey Welburn
Family support worker Megan Smith

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Visiting HMP Hull

The Visits Hall

Normally the prisoner and their 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 tea bar or to use the toilet.

Visits information:

Visits are available over six days per week and need to be booked in advance. Our clearly signed Visitors Centre is open half an hour before the visit 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. Visiting cohorts have recently changed inline with HMIP recommendations to maximise capacity.

How to book a visit

A family can book a visit using the following methods:
Visits booking line:
01482 282016 the line is open Monday-Friday 08:00-12:30
You can book your visit via the Gov.uk website; **(if it is any person first visit, they must call the visits booking line**) Please be aware that you need to be over the age of 18 to visit alone. Anyone under 18 must be accompanied by an adult.
The last entry into the establishment is 30 minutes after the visit start time.

Visiting times:

Monday: 9am to 11am and 2pm to 4pm
Tuesday: 5:45pm to 6:45pm
Thursday: 5:45pm to 6:45pm
Friday: 9am to 11am and 2pm to 4pm
Saturday: 9am to 11am and 2pm to 4pm
Sunday: 9am to 11am and 2pm to 4pm

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

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Safer Custody

In an emergency Call 01482 282 200 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 01482 282 273 Call this number if you have concerns about a prisoner's safety or wellbeing which are serious but not life-threatening or complete a safer custody contact form on the Prisoners' Families Helpline website.
https://www.prisonersfamilies.org/forms/hmp-hull-safer-custody-contact-form
and 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 around 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.

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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 leaner 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.

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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 then 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 activates and encouraging engagement. These days and be particularly helpful for Care Experienced prisoners

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.

NAOPV National Association of Official Prison Visitors

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 befriender feel they have got to know each other better (usually after about 6 months) they can arrange a visit.

new bridge
befriending reduces re-offending

Prisoner with no visits event: Activity days

The family engagement team (Lincolnshire Action Trust) and HMP Hull host a joint event for prisoners at HMP Hull 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 Hull 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.

Enabling everyone to be the best version of themselves
HMP Hull
Serving Our Community

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Staying connected

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

PRISONPHONE

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.

emailaprisoner

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 HMP Hull, Hedon Road, Hull, HU9 5LS

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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Lincolnshire Action Trust
Family services

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
- 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 day

How to refer into the family engagement team:

Families or Significant others can contact the family engagement team on 01482 282574 or families.hull@justice.gov.uk
Prisoner's can refer through key workers/POM's or by submitting a general application

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Supporting Neurodiversity

You can contact HMP Hull's Family engagement Team on :Telephone **01482 282574** or email families.hull@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

LAT Neurodiversity support

With the increasing number of visits, we are encountering from children with sensory or none visible disabilities such as Autism / Dyspraxia etc, LAT launched the use of noise cancelling headphones and designed badge on a lanyard to help staff identify any children visiting with sensory issues. LAT also provide sensory boxes

During My visit

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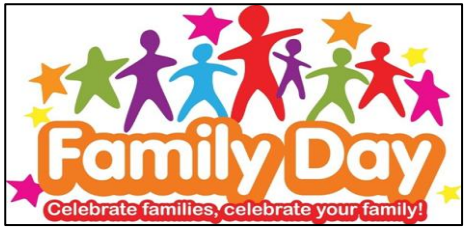
Extended visits



Family and Significant other day's

- HMP Hull provides 12 family/ Significant other days per year. 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 Hull.

Family days are also:

- Based on the needs of the full family
- Held in school holidays
- Specific family days held for children with neurodiversity
- 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 available on all residential units.
- Families can apply by speaking to the family engagement team

PIPE unit family visits

The prisoners located on the PIPE unit are entitled as part of their progression to a family visit every 3-months. The visitors must be on their contact list and Public protection, and security restrictions apply as part of the approval.

- All prisoners on the PIPE unit are eligible to apply regardless of IEP status.
- The prisoners have the opportunity to cook a meal for their family or significant Other. They also have refreshments throughout the day and activities such as games, jigsaws and a quiz.
- There is no cost to the visitors for the day
- One Staff member facilitates the visit from the PIPE unit
- The visits lasts two hours

Other extended visits at HMP Hull:

- Working collaboratively with local Childrens services to facilitate final visits prior to the child being adopted. The family team work closely with both the social worker and the prisoner to provide practical and emotional support and provide a book the prisoner can sign for the child to keep as part of their memory box, photographs are also taken for both to keep.
- **Wellbeing Unit visits:** The family team and wellbeing staff work together to facilitate the visit where family member/Significant Other attend to provide crucial support the prisoners mental or physical wellbeing

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What do HMP Hull do to support Young Adults in custody?

Our vision for young adults

Through enhancing our rehabilitative culture, we will ensure that the needs/risks of young adults aged 18-25 are appropriately identified and effectively supported to improve outcomes for them and safeguard the public.

- ✓ We will do this by using HMPPS strategies, assistance from key stakeholders and professional partners. Adopting a reflective, fluid and proactive approach to ensuring the needs of young adults are met.
- ✓ We will also support this vision by offering structured sporting events, safeguarding support and working collaboratively with other establishments and partner agencies to ensure safety, risk reduction and support throughout their custody journey.
- ✓ We have also re-introduced the Care Experienced Support Workers coming into HMP Hull and being escorted/supervised to see the YA on the wing they reside on.

Head of Offender Management: Robert Jenkinson
Young Adult Lead: Paul Hobart

How prisoners apply for support:

- Disclose your Care Experienced status to staff when making applications for Interventions
- Disclose your Care Experienced status to your Keyworker and Offender Supervisor so that they can access additional support
- Ask a chaplain for an Official Prison Visitor

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Future planning

Development plan 2026-2027

- Promote prisoners with no visits event
- Promote the assisted prison visits if the prisoner lives far from home
- Make referrals into the family engagement team
- Support year of reading by being involved in the HMP Hull reading strategy and facilitating reading in visits and providing books for children to take home and where ethe prisoner gets the same book.
- Explore family reading during virtual visits working alongside security and public protection

In 2026/2027 we also want to achieve:

- Co-Deliver hidden sentence training courses through the year working in conjunction with Hull City council safeguarding board
- Improve the induction support from the family engagement team
- Facilitate being dad parenting courses
- Facilitate key worker briefings
- Speed training
- Explore support for children with a parent in prison
- Build on external partnerships with Local safeguarding hub and children's centres
- Build on the support provided for care experienced prisoners

Glossary

POM – Prison Offender Manager
COM – community Offender Manager
ISP – Indeterminate Sentenced Prisoner
BCST - Basic custody screening tool
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.
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.
Family Days – Extended Domestic Visits sessions designed to give families the freedom & space to behave like families over an extended period.
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.
Family Story time – A scheme run by the Family Engagement team where prisoners can record themselves reading a story. A CD recording and book is then sent to the child where it can be played and read in the home helping them feel connected.
A dedicated telephone line into HMP Hull where you can report concerns that you may have regarding the safety of a prisoner
CAFCASS – The Children and Family Court Advisory Support Service. CAFCASS safeguard & promote the welfare of children in family court proceedings.
Safer Custody Portal - Online concerns can be raised via HMP Hull | Prisoners' Families Helpline (prisonersfamilies.org).

Useful links:

HMP Hull Family engagement: **e-mail: families.hull@justice.gov.uk** **Telephone:01482 282574**
Lincolnshire Action Trust **-** Family provider **01522 806610**
Assisted Prison Visits scheme**: e-mail:** www.gov.uk/help-with-prison-visits **Telephone: 0845 300 1423**
Citizens Advice Board **Telephone**: **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: **e-mail: www.prisonersfamilies.org** **Telephone:0808 808 2003**

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