



HM Prison &
Probation Service



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Probation Service



HMP Leeds

Visitor Information Booklet

HMP Leeds

2 Gloucester Terrace
Armley
Leeds
West Yorkshire
LS12 2TJ

0113 203 2771
www.jigsawcharity.org

Design and Print @ HMP Hull



the **Design & Print**
workshop

Jigsaw

In Partnership With HMP Leeds

The Visitors Centre is here to provide friendly, independent, support, information and advice and healthy living activities for all communities associated with the Visitors Centre - families of prisoners, prisoners and ex-prisoners, prison staff and the local community. We aim to empower people and their families to make positive choices about their lives and lifestyle.

- Make the experience of visiting HMP Leeds a positive one
- Create a safe and secure environment
- Recognise the importance of visits in enabling people to maintain family ties whilst in custody.

It is important that visitors, staff and prisoners maintain decent relationships. Therefore, we ask you to be patient and considerate when booking, entering and conducting your visits. You should arrive at Jigsaw Centre at least 30 minutes before your visit. Failure to do so can reduce the time you have for your visit.

Support for Prisoners

Prison Shop (Canteen)

The canteen sheet is given out on Sunday for the prisoner to order / buy items they want from the canteen list. This must be returned completed on the same day.

Phone credit will be credited the following Wednesday, all other items will be collected on the following Saturday. Please allow enough time for money to be cleared before the Saturday.

Library

At least once a week the prisoners can visit the library to:

- Read books
- Borrow books
- Read newspapers
- Read magazine.

A rota is available

Exercise in the Open Air

Prisoners will be able to go outside to the exercise yard most days depending on the weather. Notices explain where, how often the exercise takes place in the yard.

Time out of the cell

Domestic - Monday to Friday, Association on Weekends.

This is the time when prisoners are allowed out of their cell to do things that they want to do. They can use this time to:

- Spend time with other prisoners
- Speak to a 'PID' Worker and fill in any 'apps'
- Exercise
- Have a bath or Shower
- Use the prison phone to call family or friends
- Collect domestic items they may need;- toilet roll - cleaning material - clean clothes.

Social Visits

Visiting Times

	Morning	Afternoon
Monday	10:00 – 11:30	14:00 - 15:00 15:30 – 16:30
Tuesday	NO VISITS	NO VISITS
Wednesday	10:00 – 11:30	14:00 - 15:00 15:30 – 16:30
Thursday	10:00 – 11:30	14:00 - 15:00 15:30 – 16:30
Friday	10:00 – 11:30	14:00 - 15:00 15:30 – 16:30
Saturday	09:00 – 10:00 10:30 – 11:30	14:00 - 15:00 15:30 – 16:30
Sunday	09:00 – 10:00 10:30 – 11:30	14:00 - 15:00 15:30 – 16:30

You should arrive at Jigsaw Centre at least 30 minutes before your visit. Failure to do so can reduce the time you have for your visit

For seating purposes only, you may have 3 adults (children over the age of 10 are treated as adults for seating only) and 4 children under the age of 10 on all visits

Booking a Social Visit

By Telephone

The visits booking line is open Monday - Friday:

08:30 - 09:30 and 13:00 - 14:00

Booking phone line: **0113 203 2995**

This is the only line available to book a visit, and therefore can become very busy. We ask for your patience and co-operation during these times.

Please provide the prisoners name, number and their date of birth to assist in the booking of your visit. Due to the Data Protection Act, the Prison are unable to book a visit without this information.

Online

You can book a visit online at any time at:

www.gov.uk/prison-visits

Follow the instructions on screen.

Please give three working days for a response to your booking, you will receive a confirmation if the booking is successful.

The Mental Health Service

The prison mental health service can help the prisoner cope with difficult thoughts and feelings, and manage other mental health problems such as:

- Stress
- Anxiety Phobias
- Low confidence
- Low self-esteem
- Dementia
- Depression
- Self-harm
- Suicide
- Schizophrenia
- Bi-polar Disorder
- Personality disorders.

The prisoner can ask a prison officer, GP or Nurse to make a referral. There are a range of treatments on offer, these will be talked about with the prisoner after the assessment.

Facilities

The Gym

Everyone will get at least two sessions a week (but not if on Basic regime)If the prisoner is unsure of how to access the gym facilities they need to speak to the PID Worker, the landing officer or a member of the PE department for advice.

Staff who can help:

Prison Officers

Prison Officers- can help with any problems, and help the prisoner make a complaint if they feel they are treated badly

Healthcare Team (Doctors, Nurses, Assistants, Dentist)

The prisoners can talk to them if they have any physical or mental health problems and feel worried or upset.

Chaplain, Imam, Priest.

These are religious people that prisoners can talk to about anything. They will not judge them. The prisoners do not need to be religious to talk to them. They are here to support them in many ways.

The Samaritans

The prisoners can telephone the Samaritans at any time, for free, when the prisoners are feeling upset or worried. The prisoner may ask a prison officer for a telephone they may use, Or use the Pin phones.
Telephone: 08457 90 90 90

Drug and Alcohol Service

This is a free service in prison helping prisoners to stop taking drugs or alcohol. The service can offer the prisoner help on their own or as part of a group. A prisoner can ask a prison officer for a drug and alcohol referral form. They can also help the prisoner to fill it in too.

Key Worker

These are prison officers who are allocated to each prisoner to help and advise them whilst they are in prison. This covers everything including complaints.

Face to Face

You can come directly to the prison and book in person between
08.30 - 12.30 and **13.30 - 16.00**.

PLEASE NOTE: Visiting orders no longer exist, if you want to visit a prisoner you must be on his visitors' list which he will have handed in to the prison.

Please bring the prisoners name, number or date of birth of the person you are visiting with you to your visit.

Cancelling or Amending a Visit

To cancel a social visit you must do this the way that the visit has been booked. For example, if you have booked online, cancelling or amending the booking must also be done online.

Identification:

Please remember that a visitor will not be allowed entry unless you have pre-booked your visit and **ALL** visitors to the prison **MUST** provide correct identification on every visit to facilitate entry into the prison.

You must have **ONE** of the following:

- An up to date photo driving license with correct address
- An up to date passport (passports that have expired will only be allowed if you are still recognisable on the photograph)
- A citizen or validate card
- A concessionary bus pas issued by the local authority (e.g. disability or senior citizen)
- EC Identity Card
- A Benefits Book.

OR you must have **TWO** of the following:

- A birth or marriage certificate
- A foreign identity card or residents card
- Credit or Debit Card
- Foreign identity or resident's card - (other than EC ID cards acceptable in their own right)
- Young person's proof of age card
- Rent Book

Employers pass Employers ID or student card are not accepted as ID.

Advice and Helplines

Action for Prisoners' Families Helpline	0808 808 2003
Adult Protection Services	0113 222 4401
Alcohol and Drug Services	0113 247 0111
APVU Helpline: Claiming Travel Costs	0845 300 1423
Cope Project	0113 819 5911 / 07770 013610
Carr-Gomm Floating House Support	0161 877 8847
Child Support Agency	0904 252 0055
Citizens Advice Bureau	0844 477 9788
Family Life	0808 800 2222
GASPED Helpline	0845 146 0002
HALT – Domestic Violence	0113 243 2632
Homestart	0113 244 2419
Immigration Advisory Service	0113 244 2460
NSPCC	0113 217 2200
One Stop Centre	0113 222 4404
STOP – Violence and Abuse	0113 244 6007
Bridge Family Helpline	0800 810 1160

Useful Contacts

Jigsaw	0113 203 2771
Prison Switchboard	0113 203 2600
Multi-Faith Team	0113 203 2704
Supplementary Property Office	0113 203 2872
Safer Custody	0113 203 2629

Children (under 18 years)

All visitors under the age of 18 require a full birth certificate to enter the prison.

Red book can be used for newborn babies up to 6 weeks old

No other form of identification will be acceptable.

All visitors under the age of 18 attending social visits **MUST** be accompanied by an adult

Your Documents

Only original documents will be accepted. Photocopies, faxes and items printed from the internet will not be accepted.

Addresses and dates of birth must match exactly between all ID provided and information.

In setting the ID requirement it has been necessary to strike a balance between the need to satisfactorily establish the identity of any visitors against preventing visitors entry to the establishment because they are not in possession of sufficient identity documents.

It is recognised that in exceptional circumstances, there may be occasions where visitors are genuinely unable to meet the ID requirements. In these instances, visitors should make a written application to the Governor explaining their circumstances. It should be noted that exceptional permission such as this will only be granted in advance of a visit, visitors should not expect exceptional permission to be granted on the day of the visit.

If you do not have the correct ID, you will not be allowed to visit.

Safer Custody Hotline

Friends / Family members who have concerns regarding safety of a prisoner within HMP Leeds can contact the Safer custody team on 0113 203 2629. This is an answerphone service where concerns can be left, the answerphone is checked numerous times throughout the day. Staff will return your calls within office hours Mon – Fri. Outside of these times, please raise your concerns via the main prison number on 0113 203 6000

Foreign National Prisoners

Prisoners who are not British citizens or residence and do not receive social visits are entitled to Pin phone credit instead.

Foreign National prisoners wishing to claim Pin phone credit in place of social visits will complete the application form for the attention of the Foreign National Coordinator.

Accumulated Visits

All prisoners are eligible to apply for accumulated visits. This may be of particular interest to the following groups of prisoners:

- Those whose families are located some distance from the establishment
- Those whose families are in other countries
- Those whose families who might be ineligible for financial assistance under the Assisted Prison Visits Scheme.

A prisoner is eligible to apply for accumulated visits six months after transfer from the local prison to which he was sent on conviction, though earlier transfer may be possible in appropriate cases with the consent of the Governor. Prisoners may apply for further accumulated visits every six months, provided they have a minimum of six months to serve.

Prisoners may apply for accumulated visits by submitting a general application to the Visits Manager explaining the details of why accumulated visits are being requested. All applications will be dealt with on merit, and if refused a reason provided in writing.

Children's Centres

Children's Centres bring together a range of agencies that provide support for families in the community including health, early years provision, parent classes, antenatal services, family support, employment and advice training. They understand the challenges that families of prisoners face and are keen to provide any help that they can.

There is a centre in every local area either attached to a school or a Sure Start Centre. To find out where your local centre is, ring the CIS numbers given below.

The Family Information Service (FIS)

The service provides parents with information relating to:

- Good quality, affordable childcare provision in your local area
- Children's services and parent support
- Local parent groups
- Opportunities for family learning
- Sports and leisure facilities
- Information about childcare fees and childcare tax credit.

Below are the telephone numbers for your local CIS:

Leeds: **0113 2474 386**
Halifax: **01422 392 576**
Wakefield: **0800 587 8042**
Bradford: **01274 437 503**
Huddersfield: **01484 223 041**

Information about Visits

When you enter the visits hall, you will be asked the prisoners name you are visiting, then you will be given a table number to sit at. The person you are seeing will be brought over after you have sat down. He will sit at one side of the table with visitors opposite. There are three chairs for visitors so, if you have children, they will have to sit on adults' knees.

Food and drink can be purchased from the visits Tea Bar, which is run by Jigsaw staff. The Visitors' Centre receive some of the proceeds from the tea bar which goes back into helping the loved ones of prisoners at HMP Leeds. Hot drinks are served in cups with lids, for security reasons these lids need to stay on the drinks throughout the visit. Toilets and baby changing facilities are available in the waiting area outside the Visits Room.

Note visitors for all Enhanced prisoners are allowed to buy grab bags for the prisoner, but must request a canteen sheet during the visit to be filled in and paid for before the Tea Bar closes towards the end of visiting times, (the maximum allowed is clearly stated on the sheets).

There are CCTV cameras in use in the Visits Room and your visits can be terminated at any time by the Prison staff if your behaviour is not appropriate.

£20 in coins per person can be taken into the visit room to spend at the Tea bar, NO Notes.



The visitors centre will not be able to change any notes.

Handing in Property (Supplementary Property Office)

If you have any items of property you will need to speak with the Property Officers (located at the back of Visit Search). If the prisoner has not submitted an application for the items you have brought in 5 days prior to you bringing it, you will not be able to hand in the property.

Supplementary Property : 0113 203 2872

Opening Times

	Morning	Afternoon
Monday	09:00 – 11:00	13.30 - 16.00
Tuesday	CLOSED	CLOSED
Wednesday	09:00 – 11:00	13.30 - 16.00
Thursday	09:00 – 11:00	13.30 - 16.00
Friday	CLOSED	CLOSED
Saturday	09:30 – 11:30	13.30 - 16.00
Sunday	CLOSED	CLOSED

Other Items of Property

Please speak directly with the Property staff (located in the Visits Search area) or telephone them on: 0113 203 2872.

Under no circumstances may items of food, drink, tobacco, stationary or toiletries be accepted into the prison by post or any other means

Term	Description
Remand	Someone who is awaiting trial.
Convicted	Someone who has been found guilty and been sentenced.
JR'S	Judge's Remand - Someone who has been found guilty or pleaded guilty and is awaiting sentencing. These men are classed as being convicted.
VO	Visiting Order - These are no longer used, but you may still hear about them. This is a form sent to you in the post allowing you to visit a prisoner.
App	Application - Prisoners have to fill these in for nearly everything that they wish to do (e.g. Apply for courses, property, etc.).
Wing	There are 6 wings in HMP Leeds, lettering A - F. On arrival everyone goes onto D wing. It is not unusual to be moved and this is nothing to worry about.
Landing	On each wing there are 3, 4 or 5 landings (floors), so when you see his location written down, it will tell you the wing, the landing and the cell number (e.g. B3 - 24 means he is on B wing, 3rd landing and cell number 24).
Canteen	The Prison Shop - Men are given a full list of what is available on a Saturday. They then complete an order form and their items are delivered the following Saturday. They can buy food, drinks, birthday cards, stationary, batteries and pin phone credit (this will go on their account on Wednesday).
APVU	Assisted Prison Visits Unit - This system allows some families to claim back for travel expenses. www.gov.uk/helpwithprisonvisits

What should I do if I think someone is in debt?

Tell the prison...

- Ring the prison's Safer Custody Hotline - 0113 203 2629
- Ring the prison and ask to speak to the Safer Custody Team
- Speak to a member of staff on visits whilst at the prison
- Speak to a member of the Visitors Centre staff who will speak to the prison on your behalf.

Encourage the prisoner to...

- Tell staff about it, so they can help
- Speak to a member of staff about getting support for drug addiction, if you think they are in debt because they are using drugs
- Only use the prison pin phones to make calls - if they have or are using a mobile phone this will be costing them a lot of money and will get them into trouble.

You should never...

- Get involved in trying to pay back a prisoner's debt for them - this could make the situation worse, and you could get into trouble yourself, both with the police and with a criminal gang if they are involved in the debt
- Transfer money to a prison money account or an outside bank account of someone you don't know, even if your family member asks you to - tell the prison if this happens.

Phone the police and the prison straight away if you are being threatened or blackmailed by someone else about a prisoner's debt.

Appropriate Dress Code

Visitors to HMP Leeds must be dressed appropriately at all times, which will reflect in the establishments aim to create a family atmosphere.

This instruction applies to all visitors to the establishment regardless of age and gender.

At HMP Leeds all Visitors clothing must comply with the following:

- No Vest Tops as a single garment
- No Low Cut Tops or shirts that unbutton to reveal cleavage or bare chest
- No Midriff Must Show, tops must be long enough to cover the waist of your trousers, shorts or skirts
- No Shorts, Skirts or Dresses that are shorter than knee length and expose thighs
- No See-through Clothing or clothing that displays offensive material
- No Head Wear other than for religious purposes.
- No clothing that is offensive in nature or displays discriminatory or inappropriate material including logo's or emblem of sports teams.
- No cloaks, capes, scarves or other articles that could prevent staff from observing visitors and prisoners sufficiently
- No boots higher than ankle height
- No steel toe caps
- No clothing which is deemed to have potential to be used as a weapon
- No multiple layers of the same clothing ie, two jackets, two pairs of trousers etc.



Any Visitor that does not comply with this dress code will not be permitted entry to HMP Leeds at the discretion of the visits staff.

If you are uncovered anywhere as shown **RED** in the example you **WILL** be **REFUSED ENTRY**. This includes rips and tears in your clothing.



Previous Prisoners

Any previous prisoners who have left within the last two years from HMP Leeds must write to the Security Governor for permission to enter the establishment.

Visits Entitlement

The prison runs an IEPS (Incentive Earned Privilege Scheme), which affects prisoners in different ways, linked to:

- The work that a prisoner does
- The property a prisoner can have
- How much money a prisoner can spend in the canteen
- The number of visits a prisoner is allowed.

The following tables give details of visit entitlements under this scheme.

Convicted		Remand	
IEPS (level)	Entitlement (Per month)	IEPS (level)	Entitlement (Per week)
Basic	2 Visits	Basic	2 Visits
Standard	3 Visits	Standard	3 Visits
Enhanced	5 Visits	Enhanced	5 Visits

What families need to know

- When we talk about debt in prison, we mean the debts that prisoners owe to each other
- If the prison knows a prisoner is in debt and there safety is at risk, they will take action to keep the prisoner safe.

Why do we have debt in prison:

- Prisoners are not supposed to lend, borrow or trade items between each other, but this does happen and can sometimes result in prisoners owing debts to each other
- Items that are traded can be things that are allowed in prison, such as vaping materials, prescription medication, clothes, food and other canteen items
- Prisoners who lend these items to others will often expect a lot more in return that was originally borrowed, which can make it difficult to pay the debt back
- We work hard to keep prisoners safe, but items like illegal drugs and mobile phones are also traded, and can result in large debts building up between prisoners
- These items are sold by prisoners for much more in prison than they cost outside. People who sell these items in prison are often linked with criminal activity
- Once a prisoner is in debt to another prisoner it can be hard to get out of it, and not paying these debts can have consequences, like bullying, blackmail or violence.

How much money can I send in?

You can send any amount of money in, but there are limits on how much of this money prisoners are allowed to use each week to order from the prison shop (canteen)

The amount varies depending on whether the prisoner is convicted or on remand, and on their IEP (behaviour) level - most prisoners are on Standard IEP level

This table shows the maximum amounts that prisoners can spend every week from the money that gets sent into them.

IEP Level	ON REMAND	CONVICTED
BASIC	£22.00	£4.00
STANDARD	£47.50	£15.50
ENHANCED	£51.00	£25.50

Responsibilities of Visitors

The Smuggling Of Illicit Articles Into HMP Leeds Is A Criminal Offence. Is It Worth It?

On entry to the prison you will be subjected to a 'rub down' search. This is very similar to the search at an airport. You will be asked to remove all coats and jewellery, including watches. Subject to the officer's discretion, we will also use the following:

- **THE WAND:** This is a hand-held device that detects metal objects concealed on a person
- **THE B.O.S.S CHAIR:** This is a Body Orifice Security Scanner, which will locate metal items that are secreted on a person
- You may also be searched by a **Passive Drugs Detection Dog**.

If you receive positive indication from the passive drugs detection dog your visit will either not take place, or take place in closed conditions, and security will be informed.

It is an offence to bring illicit drugs into the prison. If you are found to have brought illicit drugs into the prison **we WILL call the police and we WILL press charges.**

You will also be liable for the following:

To be banned from the prison

After this, you may have your visits in closed, non-contact conditions.

CLOSED VISITS: The prisoner will be in a booth with a clear glass panel between you and them, and there will be no physical contact.

Who Are We

Jigsaw Visitors' Centre is a registered charity and, whilst they operate in partnership with the prison, are an entirely independent organisation. The service is funded in a number of ways with support from the prison, through the tea bar service in the visits room, donations and grant funding.

At Jigsaw, we understand that prisoners' families are just as affected by imprisonment as prisoners are. Our family support workers are here to help you and also, where appropriate, refer you to organisations in the community who can help you to deal with those issues which can arise with a loved one in custody.

For example:

- Emotional stress
- Financial concerns
- Loneliness and discrimination
- Feelings of isolation
- Childcare concerns.

Tel: 0113 203 2771

	Morning	Afternoon
Monday - Friday	09:00 -12:15	12:45 - 17:00
Saturday - Sunday	08:15 - 12:15	12:45 - 17:00

Money (continued)

There is a prison shop (called 'canteen'), that prisoners need money to order things from. Prisoners can use their prison wages, money they get sent in, and money they came into prison with to buy these things -

- Pin phone credit
- Vapes
- Stamps and stationary
- Extra food
- Snacks
- Tea and coffee
- Extra Toiletries
- Newspapers and magazines

Prisoners are also charged £1 a week to have a TV in their cell

Additionally they may make purchase from recognisable catalogue companies for clothes, books, CD's, DVD's and hobbies materials.

How do I send Money in?

The easiest way to send money to a prisoner is online. Make sure you have your debit card and the prisoners' number and date of birth, and go to -

www.gov.uk/send-prisoner-money

Using online service, money should reach them within 1-3 working days.

For other ways to send money to a prisoner go to

www.gov.uk/staying-in-touch-with-someone-in-prison/sending-money

Any amount of money can be sent in for prisoners. This needs to be in the form of a postal order made payable to 'HM Prison Service'. Please write the prisoner's full name and prison number and the sender's name and address on the back. The postal order should then be sent in an envelope marked for the prisoner to:

HMP Leeds, 2 Gloucester Terrace, Armley, Leeds, LS12 2TJ

Money in Prison

What families need to know

How does money on prisons work?

Prisoners are not allowed to use cash in prison, but they have a prison money account that you can send money in to and which their prison wages are paid into. Any money they came into prison with is also put into this account.

- Most prisoners are paid about £12 a week by the prison if they have a job or attend education or a course. The exact amount could be between £4 and £18 and will vary depending on the work that they do and on their IEP (behaviour) level.
- Prisoners on remand and prisoners above retirement age can choose not to work and will receive a lower amount of unemployment pay, normally 50p a day.
- If convicted prisoners refuse to work they will receive no pay, and if any prisoner breaks prison rules their pay could be reduced for up to 12 weeks (or 6 weeks for young offenders).

What do prisoners need money for in prison?

All prisoners will be provided with the following for free

- ✓ 3 meals a day
- ✓ Prison issue toiletries
- ✓ Prison issue clothing
- ✓ Prescribed medication
- ✓ 2 letters a week
- ✓ Library access

Arriving at Jigsaw Centre

The Jigsaw Centre is clearly signposted, and has a disabled access ramp. Facilities available at the centre include:

- Toilet and baby changing facilities
- Refreshments
- A comfortable space to wait
- A free phone to call a taxi.

There are tea bars in the Jigsaw Centre and in the Visits Room in the prison, serving a variety of snacks and hot and cold drinks for prisoners and visitors.

HOT DRINKS ARE SERVED WITH LIDS TO REMAIN ON AT ALL TIMES DURING YOUR VISIT.

Booking in for Your Visit

You will be booked in for all visits at the Jigsaw Centre. When you arrive you will need to complete a Visitor Confirmation Slip before queuing to be booked in for your visit. You will need to do this every time you attend. The slips are on the front desk in a grey box.

On your first visit a member of staff will spend time with you preparing you for your visit. A member of staff at Jigsaw will take you through the booking in process.

This includes checking your:

- Identification
- Photograph and fingerprints.

Your photograph and fingerprints will be taken on your first visit.

Visits Room Play Area

Jigsaw manages the play area in the visits room. We understand that visiting with children can be extremely stressful and we hope that having our dedicated play workers on hand to provide activities for your children during your visit will give you an easier and more enjoyable visiting experience.

THE PLAY AREA IS OPEN TO ALL CHILDREN AGED 2+ DURING SCHOOL HOLIDAYS AND AT WEEKENDS.

Play Visits

The 'Families that Play Together' project provides a unique opportunity for dads in HMP Leeds to spend family time with their children and the children's mother or carer in the Play Area during visits. This allows quality bonding time between father and child, to make the experience of imprisonment easier on both of them.

Prisoners can apply for a play visit by completing an application form on their wing. Once it has been security checked and cleared our play specialist will contact you to arrange a play visit.

PLEASE NOTE: This is not an extra visit.

Tel: 0113 203 2771

www.jigsawcharity.org

info@jigsawcharity.org

Voicemail

You are able to keep in regular contact with your loved one in prison through a voicemail service which has now been introduced within the prison service.

Prison Voicemail allows you to swap daily messages at times that is convenient to both of you. It is cheaper than calling your mobile.

It allows daily family contact, even if you're abroad. You will call your Prison Voicemail number to leave a message and it doesn't matter whether they are otherwise engaged. They will call the same number even when you're not reachable and listen to your message. You will get a text to let you know and you will also be able to find out if they move prison. The app lets you re-listen to messages, save favourites and use the new Live Calls feature.

Prison Voicemail: www.prisonvoicemail.com

83% of prisoners say it makes their time inside easier!

Sign up today at: www.prisonvoicemail.com

Keeping in Touch by Phone

You are unable to phone the prisoner, they must be the one to contact you.

The telephone system used in HMP Leeds is a PIN-phone system. On the first night inside, men are given a PIN and £1 phone credit to be repaid once they have money to do so. If the prisoner's offences prevent him from contacting anyone he will not be able to make any phone calls until the numbers he wishes to ring have been checked by security. The prisoners are given a form to complete with the names, addresses and telephone numbers of up to 15 contacts they may want to phone.

**IF THEIR TELEPHONE LIST IS NOT SUBMITTED WITHIN 24 HOURS THEY
WILL HAVE A BAR PUT ON THEIR PIN AND THERE WILL BE A DELAY
BEFORE IT CAN BE RE-ISSUED**

Men are only able to make phone calls when they have free time (association). The timing of this will differ from wing to wing. A random number of calls are security checked, this is where security staff can listen to both sides of the conversation.

Family Visits

These visits are organised and funded by Jigsaw to provide families with a relaxed environment during their visit, enhancing family ties between the prisoner and their close family. Please speak to a member of staff at Jigsaw for more information.

Family Support within the Community (In to Out)

Jigsaw work in partnership with West Yorkshire Chaplaincy Project to support families and their loved ones through their sentence and after release. Jigsaw operate an outreach team who can meet with you in the community and assess what support you feel you need in helping you to cope with life whilst your loved one is in prison and after he is released.

Our outreach team can support you with:

- Housing
- Debt budgeting
- Volunteering
- Drugs and alcohol
- Healthcare
- Help with your children
- Education
- Emotional well-being.

Contact Number: **0113 203 2770**

Counselling

Counselling is a useful way of exploring your feelings and emotions safely and with the help of someone who is either trained or in training to help you move through difficult or uncomfortable feelings without judgement and with empathy.

Here at Jigsaw we offer a counselling service to family members who have a loved one here at HMP Leeds, You also need to be living within the West Yorkshire area. All sessions are confidential, your counsellor should discuss with you the limitations to confidentiality.

There is a short waiting list, sessions are usually weekly and agreed between you and your counsellor. Counselling is not restricted to a limited number of sessions. You and your counsellor will work together to work out how many sessions you need, it's ok for the counselling to take a long time.

Family Forum

The Family Forum takes place prior to selected Family Days. This is a chance for you to meet with a Governor, and a member of staff from various departments, including Healthcare, OMU and Mental Health Team. The aim is to give you the opportunity to discuss the following:

- How to improve family ties
- How to bridge the gap between families and the prison
- Ways to improve the visits experience
- Raise any concerns about your loved one.

Keeping in Touch With a Prisoner

Letters

- There are no restrictions on how many letters a prisoner can receive
- Photographs can be sent in
- When you send in a letter to the prisoner, put the persons name and prison number on both the letter and the envelope
- Do not send in stamps for use by prisoners
- Letters are delivered in the afternoon
- Parcels cannot be accepted by post - everything must go through property
- Prisoners are entitled to a number of free letters per week (where they do not have to pay for postage). Convicted prisoners can send two free letters and remand prisoners can send three.

All letters and photos are photocopied, these are then passed on to your loved one, all the originals are then placed in his stored property until release or transfer.

There is no internal post box at HMP Leeds or Jigsaw, all post must come via royal mail.

E-mail

Email a Prisoner: [www.email a prisoner.com](http://www.email.a.prisoner.com)

You can email a prisoner via this website, you will need his name and prison number to do so. This is cheaper than sending a letter (40p per message). This can be done from anywhere and at any time of the day, this should be printed off and passed on to the prisoner the following day.

Travelling to HMP Leeds

There is very limited car parking at the prison which makes parking here very difficult. It is easier to park in the city centre and take public transport from there. Please do not park on the double yellow lines as you will be fined. If you do park at the prison, please ensure nothing of value is on display in your car as always.

By Road

Please try and take advantage of the city car parks and regular public transport to get to the prison to avoid parking difficulties.

By Bus

For up-to-date travel information, please visit www.wymetro.com. Buses 72 and 62 come from the city centre and stop at the bottom of Gloucester Terrace, where the prison is located.

By Rail

The nearest train station is Leeds, which is approximately a ten minute journey by bus or car from the prison. There are regular buses from Wellington Street outside the station to Gloucester Terrace, please see www.wymetro.com for up-to-date timetables. There is a taxi rank at the train station.

By Taxi

Depending on the taxi provider, the journey from Leeds City Centre (train station) to the prison will cost approximately £5. There is also a phone directly through to Stanningley Cars in Jigsaw Visitors' Centre for your convenience.

West Yorkshire Community Chaplaincy Project

WYCCP is a 'through the gate' resettlement organisation, established in 2005, which aims to reduce re-offending and contribute to building safer and stronger communities across West Yorkshire. We provide holistic practical support and encouragement to men pre and post release to help them make positive life choices and cope with life in the community without offending.

For more information contact:

0113 387 4580

www.wyccp.org.uk

Tempus Novo

Tempus Novo are an award winning charity that helps ex-offenders find sustainable employment regardless of criminal convictions.

We are committed to helping those who express a real desire to change and lead a crime-free life upon release. We primarily focus on employment opportunities for individuals upon release; our work involves liaising with businesses and organisations based within the West Yorkshire area to help source and identify potential employment opportunities for individuals upon release.

If you are worried about yours or a loved one's job opportunities due to criminal convictions please speak to a member of Jigsaw staff.

For more information or contact:

0113 203 2817

lauren@tempusnovo.org

Cope Project

Cope Project is a Leeds based service offering intensive support to disadvantaged children and young people affected by a parent's imprisonment in HMP Leeds and HMP New Hall. The project is focused on addressing the individualised needs of each child and young person through 1:1 support and access to activities as well as also offering wrap around family support.

Criteria:

- Child(ren) under 18 years of age
- Child(ren) affected by parental imprisonment
- Child(ren) who live in Leeds, Bradford or Wakefield
- Parent / Guardian in agreement with referral.

For more information speak to a Jigsaw member of staff or contact Gillian Gaunt via E-mail Gillian.Gaunt@stgilestrust.org.uk or phone: 0113 819 5911 or 07770 013610.

Assisted Prison Visits

If you require help with the cost of attending prison visits, you may be able to claim some of the money back if you are on a low income.

the visitor must be one of the following:

- Husband, Wife or Civil Partner
- Partner- living as a couple before the prisoner went to prison
- Parent or grandparent (includes step or adoptive)
- Next of kin (prison records, they have put you as that)
- Sole visitor (only social visitor in the four weeks before a visit is claimed)
- Escort to qualifying adult or child.

Low Income:

- Income support**
- Income-based job seekers allowance**
- Universal Credit*
- Working Tax Credits (with disability or child tax*)**
- Child Tax Credit*
- Pension Credit
- Hold HC2 or HC3 Certificate

*An income limit applies to Universal Credit and Tax Credits.

** Will be coming under Universal Credits

You can process your application online <https://www.gov.uk/help-with-prison-visits> where you can upload the required documents using your mobile phone (usually iPhone or Android)