

If you have concerns about a prisoner at HMP Wealstun:

If you're worried about the safety of a prisoner, contact the Safer Custody Hotline on **01937 444 774**. This is an answerphone service where your concerns can be left. It is checked multiple times during office hours. You can also report your concerns by visiting www.prisonersfamilies.org and clicking "Worried About A Prisoner" at the top of the homepage.

To report a concern outside of office hours or if you think the prisoner is at **immediate risk**, phone the prison switchboard on **01937 444 400**.

Useful contacts at HMP Wealstun:

Prison Switchboard: 01937 444 400

Visits booking: 01937 444 599

Safer Custody Hotline: 01937 444 774

The family strategy for HMP Wealstun:

<https://www.nicco.org.uk/directory-of-services/hmp-wealstun-family-and-significant-others-strategy-2023>

Families Contact Lead: Governor Susan Field

Visitor Centre at Wealstun Opening Times

Mon and Wed: 2:15pm-4pm

Tue and Thu: 8:45am-10.45am and 2:15pm-4pm

Sat-Sun: 9.30am-11.30am and 1.45pm-3.45pm

Phone: 01937 444 620

Website: www.jigsawcharity.org

Visitor Centre at HMP Wealstun

How do I book a visit?

You can book visits online at www.prisonvisits.service.gov.uk.

Or phone 01937 444 599 on Monday to Thursday between 8.30am - 12.30pm.

If you have any questions about your visit, email socialvisits.wealstun@justice.gov.uk.

In order to book a visit, the prisoner must have added you to his approved visitor list. He can do this by completing a form on the Prisoner Information Desk on his wing. There must be at least one 18+ year old on each visit.

You can cancel a visit using the method you used to book it (phone / online).

What are the visiting times?

Visits last two hours and are at the following times:

Day	Visit Times
Mon and Wed	2.15pm
Tue and Thu	8.45am and 2.15pm
Fri	no visits
Sat, Sun	9.30am and 2.15pm

Getting here

HMP Wealstun is 3 miles east of the A1, the nearest town is Wetherby. Postcode LS23 7AZ.

There is a large visitors car park signposted, around 200m from the main gate. The visitors centre has disabled parking directly in front of it. Disabled parking badges must be displayed.

You can reach HMP Wealstun by bus on route number 7. The journey time from Leeds is around 55 minutes.

What happens on the day of my prison visit?

You should arrive at the visitor centre 30 minutes before the time of your visit. Free lockers are provided to store your belongings during your visit.

For seating purposes, you can have 3 adults and 4 children if they are the prisoner's own children, otherwise a maximum of 3 children allowed.

Useful phone numbers:

Prisoners Families Helpline: 0808 808 2003

Citizens Advice: 0113 223 4400

Forward Leeds (drug and alcohol advice): 0113 887 2477

Leeds Domestic Violence Service: 0113 246 0401

Leeds Survivor Led Crisis Service: 0113 249 5800

(or 0800 800 121 between 6pm-2am)

Support After Rape and Sexual Violence Leeds (SARSVL): 0808 802 3344

Leeds Community Gambling Support: 0113 288 6466

Samaritans: 116 123

Support for Young People:

If you're 19 or under you can contact Childline about anything on 0800 1111.

The Market Place in Leeds provides information and drop in support for people aged 13-25: 0113 246 1659.

themarketplaceleeds.org.uk

Young minds helps young people to get the mental health support they need. Visit youngminds.org.uk

Useful Websites

Prisoners' Families Helpline

www.prisonersfamilies.org

General information about criminal justice processes such as what happens when someone is arrested, about bail, being remanded in custody, sentencing and release. They also operate a helpline which is open seven days a week: 0808 808 2003 (Mon-Fri 9am-8pm and Sat-Sun 10am-3pm).

Includes a series of videos to explain aspects of prison life which are available in different languages.

Prison Advice and Care Trust

www.prisonadvice.org.uk

PACT supports prisoners, people with convictions, and their children and families. Their website includes resources to help children understand more about when someone goes to prison.

Talking forward

www.talkingforward.co.uk

Offers peer support groups in Leeds for anyone whose family member has been investigated for an online sexual offence.

ID Requirements for Visitors

You must bring ID with you on every visit. Acceptable forms of ID include passport, driving licence (full or provisional), proof of age card, citizen card, older person's bus pass, EU identity card. The full list of acceptable forms of ID can be found on www.gov.uk/guidance/wealstun-prison. Only original documentation will be accepted, not photos or photocopies.

For children under the age of 18, a birth certificate, passport or red book (for children under the age of 3) may be used as ID.

It is recognised that in exceptional circumstances there may be visitors unable to meet these ID requirements. In these situations visitors should write to the Operations Governor explaining the situation in advance of the visit. Exceptional permission will not be granted on the day of the visit.

Visit Hall

The items you can take into the visit hall with you are: ID, money, locker key, 1 nappy, 1 pack of wipes, baby food/milk/juice/water already made up, prescribed medication/inhaler.

All watches, scarves and hats need to be taken off unless they are religious items. **NO PHONES PERMITTED!**

Chairs in the visit hall are set out in a certain way to keep prisoners and visitors safe and secure.

STRICT dress code for prison visitors.

Visitors must wear clothing that meets the dress code:

- No tops that that reveal bare chest, cleavage or midriff
- No shorts and skirts shorter than knee length
- No open toe or spiked shoes, no steel toe caps
- No headwear or scarves (other than religious items)
- No ripped or see-through clothing
- No sports team logos
- No offensive or discriminatory logos
- No leggings or full body suits

Refreshments in the visit hall

Each adult visitor can bring up to £30 to spend on refreshments in the visit room. This money can be in coins, £5, £10 or £20 notes. In the visit hall you can buy the prisoner a goodie bag of sweets and crisps with a value of £5.

HMP Wealstun are always looking at ways to improve the visitor experience, please put any feedback in writing to the Operations Governor.

Handing in Property

Clothing parcels must be approved in advance. The prisoner must submit application stating what items he wants sending in. If approved, family can send the items in.

This does not include trainers which must be purchased from either Sports Direct or M&M. These must be sent in direct from the supplier. This is as a result of a number of illicit items being found in trainers when they are tested on arrival. All clothing parcels will be subject to a check by hand and being passed by the drugs dog.

Support for Prisoners

Jigsaw offers support to men who have issues regarding their families or children. We can liaise with family members, social services and other organisations to help maintain positive relationships while they're at HMP Wealstun. We also offer regular Family Learning Workshops and Family Visits during school holidays.

If you have any enquiries, families can email familysupport.wealstun@justice.gov.uk.

How do I send a prisoner money?

The easiest way to send money to a prisoner is online using www.gov.uk/send-prisoner-money. You will need to use a debit card and enter his prisoner number, name and date of birth. You can send any amount, but the prisoner will have a maximum amount that he can spend per week.

He can buy items including phone credit, vapes and extra food. The canteen sheet is given out once per week for the prisoner to buy items that they need from the list.

- Weekly Limit Basic: remand £27.50 or convicted £5.50
- Weekly Limit Standard: remand £60.50 or convicted £19.80
- Weekly Limit Enhanced: remand £66.00 or convicted £44.00

If you're unable to send money online you must apply for an exemption so that you can send money by cheque or postal order. The exemption form can be found here www.send-money-to-prisoner-service.gov.uk/en-gb/help/apply-for-exemption.

Former Prisoners

Prisoners who have been released from HMP Wealstun within the past two years must write to the Governor to gain permission to visit a prisoner. Write to Governor Kevin Bettles at the HMP Wealstun prison address.

Help with the cost of Prison Visits

You may be able to claim back some of the cost of making a prison visit if you are on certain benefits or a low income. For further information and to claim back costs, visit www.gov.uk/help-with-prison-visits or phone 0300 063 2100 (Mon to Fri 9am-5pm).

Play Area

The play area is open to children during every visit. Jigsaw staff assist in the play area at weekends and during school holidays. Small children are to be supervised by parent/carer at all times.

Family Visits

Family visits are run by Jigsaw during school holidays. There are 2 sessions for each date. The morning session 9:30am – 11:30am and an afternoon session 2:00pm – 4:00pm.

These are more informal visits where Jigsaw will usually organise a quiz or activity for families to do together, provide snacks and take photos of you if you'd like to do so. The prisoner is able to get out of their seat to play with the children.

The prisoner must fill in an application form on the Prisoner Information Desk if he would like you to attend one of these visits. He should select his preferred session (am or pm). The applications must be passed by Security. If there are more successful applications than spaces on the visit, Jigsaw staff will determine who will be able to attend, giving priority to those who have not had a family visit previously.

One week before the visit date, Jigsaw staff will phone families who have been given a place. Unfortunately due to the volume of applications, we're not able to phone the families who have not been successful. This is an extra visit and does not count towards the maximum number of visits per month.

Storybook Dads

Storybook Dads is a project run by the prison which enables parents in prison to voice record bedtime stories and messages for their children. Prisoners can apply to take part in this project by completing an application at the Prisoner Information Desk on their wing. Recording sessions take place on several dates throughout the year.

Virtual Family Forum

HMP Wealstun Family Forum is a chance for families to ask questions and raise topics directly to the Governor and speak about any issues, concerns or problems that they have. This forum is held via an online meeting so that families don't need to travel to the prison and can take part by downloading the Microsoft Teams app to their phone.

Contact info@jigsawcharity.org if you would like to take part in the next forum.

Video Calls

To have a video call with a prisoner at HMP Wealstun download the Prison Video app (prisonvideo.com). You need to create an account, register everyone who will participate in the call, and add the prisoner to your contact list.

Use the app to request a video call. You will receive a notification when your request has been accepted.