

If you have concerns about a prisoner at HMP Leeds:

If you're worried about the safety of a prisoner, contact the Safer Custody Hotline on **0113 203 2629**. This is an answerphone service where your concerns can be left. It is checked multiple times during office hours. If you leave your contact details, staff will return your call. You can also report your concerns to HMP Leeds 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 **0113 203 2600**.

To make a complaint email complaintscorrespondenceleeds@justice.gov.uk

Useful contacts at HMP Leeds:

Prison Switchboard: 0113 203 2600

Visits booking: 0113 203 2570

Multi faith team: 0113 203 2704

Other organisations:

Citizens Advice: 0113 223 4400

Family Information Service (Leeds City Council): 0113 378 9700

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

Leeds Community Gambling Support: 0113 388 6466

Leeds Domestic Violence Service: 0113 246 0401

Leeds Housing Options: 0113 222 4412 (emergencies: 0113 378 8366)

Leeds Suicide Bereavement Service: 0113 305 5800

Leeds Survivor-led Crisis Service: 0113 249 4675 (0800 800 1212 6pm-2am)

Leeds Welfare Support (food parcels): 0113 376 0330 weekdays 9am-4pm

Prisoners Families Helpline: 0808 808 2003

Samaritans: 116 123

Support after rape and sexual violence Leeds (SARSVL): 0808 802 3344

West Yorkshire Community Chaplaincy Project (WYCCP): 0113 387 4580

Bradford Court Chaplaincy Service: 01274 722422

Jigsaw Visitor Centre Opening Times and Contact Details

Mon-Wed 11.30am-7.30pm, Fri 11.30am-5pm, Sat-Sun 8.15am-5.00pm

Phone: 0113 203 2771

Email: info@jigsawcharity.org

Website: www.jigsawcharity.org

Jigsaw Visitor Centre: Quick Guide



How do I book a visit?

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

Or **phone 0113 203 2570** on Mon-Fri between 8-10am and 12-2pm.

Or book **face to face** at the prison on Mon-Wed and Fri between 8-11.30am and between 1.30-3.30pm, or on Sat-Sun between 9-11.30am or 1.30-3.30pm.

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 can be up to 3 visitors age 10 and over plus 3 under 10s on each visit. There must be at least one 18+ year old on each visit.

A prisoner can have up to 3 visits per week (remand) or 3 visits per month (convicted). This increases to 5 visits per week/month for enhanced prisoners.

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

What are the visiting times?

Visits last one hour and take place at the following times:

Day	Visit Times
Mon, Tue, Wed	2pm, 3.30pm, 6pm
Fri	2pm, 3.30pm
Sat, Sun	9am, 10.30am, 2pm, 3.30pm

There are six prison wings at HMP Leeds (A to F).

Visits to prisoners on **F wing** take place on:

Tuesday 2pm; Wednesday 3.30pm; Saturday 9am; Sunday 3.30pm

On the first Wednesday of the month, the 6pm visit is for F wing prisoners.

Visits to prisoners on **A to E wing** can take place on any slot apart from those reserved for F wing listed above.

There are no prison visits on New Years Day, Good Friday, Christmas Day and Boxing Day. On bank holiday Mondays there will be a 10.30am visit instead of a 6pm visit.

What happens on the day of my prison visit?

You should arrive at the Jigsaw visitor centre 45 minutes before the time of your visit. You will not be allowed to enter if you arrive more than 30 minutes after your visit start time. You need to bring ID on every visit.

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 either £5, £10 or £15. All other property (keys, watches, scarves, phones, wallets) must be left in a locker at the Jigsaw visitor centre.

ID Requirements for Visitors

You must bring ID with you on every visit. Acceptable forms of ID include valid 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/leeds-prison.

If you don't have photo ID you may be able to visit using a birth certificate or marriage certificate and bank card as ID. You must gain permission for this before visiting by emailing complaintsrespondenceleeds@justice.gov.uk

For children aged 0-17 you must bring the full birth certificate. Red books will be accepted for babies up to six weeks old.

Dress code for prison visitors.

Visitors must wear clothing that meets the visitor dress code:

- No tops 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

Support for Prisoners

Jigsaw offer 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 with their families while they're at HMP Leeds.

Each prisoner has a key worker who they have regular contact with. There is a library and a gym in the prison. Prisoners should have opportunities to work or take part in education during their time at HMP Leeds, and will receive a wage if they do so. The exact amount will vary depending on their role.

There is a healthcare team if he needs to see a GP or dentist. There are opportunities to attend religious services and he can request to see a chaplain or to speak to a Listener (prisoners trained by the Samaritans). He can refer himself to the Drug and Alcohol Recovery Team (DART) and ask for support to improve his reading skills with a Shannon Trust volunteer.

The West Yorkshire Community Chaplaincy Project (WYCCP) work with people inside prison before their release and this help can continue after release, providing practical support with settling back into the community. The prisoner can fill in an application for WYCCP support at the Prisoner Information Desk. Staff from the Jobcentre within the prison, the charities Tempus Novo and St Giles Trust can also help with accessing work and benefits after release.

Support for Families of Prisoners

We understand that prisoners' friends and families are impacted by the imprisonment of a loved one. Our family support team are here to provide information and support either face to face or over the phone. Feel free to speak to a member of our team before or after your visit.

There are many other organisations which support families of prisoners. You can find them listed on our website at jigsawcharity.org/resources.

Support for Young People

If you're 19 or under you can contact Childline about anything on 0800 1111 (free phone). The Market Place provides information and counselling for people aged 13-25: 0113 246 1659 (themarketplaceleeds.org.uk). Mindmate can also help you understand the way you're feeling: www.mindmate.org.uk.

Can I bring him his own clothes?

To receive his own clothes, the prisoner must fill in a property application form at the Prisoner Information Desk (PID) on his wing. He must specify a date and a person who will bring the clothes in. The date should be at least 2 weeks in the future to allow time for the form to be processed. He can ask a PID worker or his key worker for help with the form. You cannot post clothes to Leeds prison.

The appointment date and time will be confirmed to him and he must give these details to you. You can only drop off clothes on this date and time, and you must bring ID. Prisoners can receive one clothing parcel every 12 months (standard prisoners) or every 6 months (enhanced prisoners). In exceptional circumstances (e.g. losing or gaining weight) or if the prisoner needs clothes for Court, they can apply for an extra clothing parcel.

The clothing allowance is:

- 15 x tops (includes jumpers, sweatshirts, tshirts, vests)
- 9 x bottoms (tracksuit bottoms, jeans, trousers)
- 3 x shorts
- 1 x gloves and 1 x hat (must not be able to cover face)
- 3 x outer footwear (trainers / shoes)
- 1 x flip flops or sliders
- 2 x pyjamas and 1 x slippers
- 14 x boxer shorts
- 10 x socks
- 1 x dressing gown (no hood)
- 1 x jacket (no hood, not padded, no navy or black)
- 1 x belt (no large buckles)
- 2 x towels

No hoodies, combat garments, camo print, hi vis clothing, sports teams or country flags. Nothing resembling prison officer attire: black or navy bottoms, white or black polo shirts.

Your property drop appointment will be one of: **Mon:** 8.30-11am or 1.30-6pm. **Tue:** 8.30-11am or 1.30-3pm. **Wed:** 8.30-11am or 1.30-3pm. **Sat:** 9am-12noon. **Sun:** 9am-12noon.

Play Area

Jigsaw staff open the play area in the visit hall at weekends and during school holidays.

Former Prisoners

Prisoners who have been released from HMP Leeds within the past six months must write to the Governor to gain permission to visit a prisoner. Email complaintscorrespondenceleeds@justice.gov.uk.

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).

Double Visits (A to E wing only)

Prisoners can have double visits if their family live far away or in another country, which means that you would attend two one-hour visits on the same day. A double visit will use up two of your weekly / monthly visit allocation.

Speak to the visit booking line on 0113 203 2570 about booking double visits.

Neurodiverse visits

On the first Sunday of the month, the 9am visit will be specifically for prisoners or visitors with neurodiverse conditions. This visit will be attended by a smaller number of families so that the visiting experience is quieter. Speak to Jigsaw staff for an application form for this visit.

If a prisoner wants to hand out valuables that he came into prison with (for example: keys, phone, wallet)

He needs to complete a Disbursement of Property form. He can get a form from the Prisoner Information Desk on his wing. He must write on the form the property he wants to hand out and who will collect the items. He must ask an officer to witness him signing this form and the officer will then pass the form to the Cashiers. The Cashier team will contact you to arrange collection.

How can I contact a prisoner?

- Write a letter: put his name and date of birth or prison number on the envelope and letter and address it to HMP Leeds, Gloucester Terrace, Leeds, LS12 2TJ.
- Emailprisoner.com: sign up to send messages which will be printed and given to him. You need to know his prisoner number to use this service.
- Prisonvideo.com: sign up to enable video calls. Each prisoner can have a 30 minute video call every month. Once you have registered on this website the prisoner can apply for you to take part in a video call.
- Prisonvoicemail.com: sign up to leave and receive voice messages.
- Freeprints app: you can use this app to send him photos. Put his name and prisoner number as the recipient and HMP Leeds as the address.
- Moonpig.com: you can create cards and send to the prisoner by putting his name and the address of Leeds prison as the delivery address.
- You can order books directly from approved providers (for example, WH Smith, Waterstones) and put his name and prisoner number as the recipient and HMP Leeds as the address. Parcels will be searched and will not be delivered if they contain inappropriate material.

How do I send him money?

The easiest way to send money to a prisoner is online using www.gov.uk/send-prisoner-money. You will need a debit card and 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 or ask Jigsaw staff for a copy.

Family Visits

Family visits are two hour visits held on Friday mornings between 9.30 and 11.30am. Visits for families with school age children are held during school holidays. Parent&tots and adults only visits are held throughout the year.

At these visits 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 must fill in an application form on the Prisoner Information Desk if he would like you to attend one of these visits, or families can fill in an application at the Jigsaw centre. 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 which enables parents in prison to record bedtime stories and messages for their children onto a DVD. Prisoners can apply to take part in this project by completing an application at the Prisoner Information Desk on their wing. Jigsaw will seek permission from the child's main carer before the application is processed, and will let the prisoner know if he has been accepted on to this project. Recording sessions take place on several dates throughout the year.

Virtual Family Forum

HMP Leeds 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.