

### If you have concerns about a prisoner:

If you are worried about the safety of a prisoner within HMP Leeds, contact the Safer Custody Hotline on 0113 203 2629.

This is an answerphone service where your concerns can be left. The answerphone is checked multiple times during office hours. If you leave your contact details, staff will return your call. To report a concern outside of office hours, phone the prison switchboard on 0113 203 2600.

### How do I make a complaint?

Email: [complaintscorrespondenceleeds@justice.gov.uk](mailto:complaintscorrespondenceleeds@justice.gov.uk)

### Useful contact numbers at HMP Leeds:

Prison Switchboard: 0113 203 2600

Visits booking: 0113 203 2995

Multi faith team: 0113 203 2704

Property office: 0113 203 2872

### 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

### 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](mailto:info@jigsawcharity.org)

**HMP Leeds address:** Gloucester Terrace, Armley, Leeds, LS12 2TJ

## Jigsaw Visitor Centre: Quick Guide



### How do I book a visit?

You can book visits online at [www.gov.uk/book-prison-visits](http://www.gov.uk/book-prison-visits).

Or phone 0113 203 2995 on Mon-Fri between 8.30-9.30am and 1-2pm.

Or you can book face to face at the prison on Mon-Fri between 8am-noon.

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 on:

Mon-Wed: 2pm, 3.30pm and 6pm

Fri: 2pm and 3.30pm

Sat-Sun: 9am, 10.30am, 2pm and 3.30pm.

### Visit timetable for HMP Leeds:

There are six wings in the prison (A-F) and each wing has separate visit times. The timetable alternates between week1 and week2 throughout the year. Call Jigsaw on 0113 203 2771 to find out whether the current week is 1 or 2.

A	B	C	D	E	F
<b>Week1:</b> Tue 6pm Sat 3.30pm Sun 9am	<b>Week1:</b> Mon 3.30pm Wed 6pm Sat 9am	<b>Week1:</b> Wed 3.30pm Fri 2pm Sun 3.30pm	<b>Week1:</b> Mon 2pm Fri 3.30pm Sun 10.30am	<b>Week1:</b> Tue 2pm Wed 2pm Sat 10.30am Sun 2pm	<b>Week1:</b> Mon 6pm Tue 3.30pm Sat 2pm
<b>Week2:</b> Wed 2pm Fri 3.30pm Sun 3.30pm	<b>Week2:</b> Mon 3.30pm Sat 3.30pm Sun 10.30am	<b>Week2:</b> Mon 6pm Tue 2pm Sat 2pm	<b>Week2:</b> Tue 6pm Wed 3.30pm Sat 9am Sun 2pm	<b>Week2:</b> Tue 3.30pm Wed 6pm Sat 10.30am	<b>Week2:</b> Mon 2pm Fri 2pm Sun 9am

### **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 passport, driving licence (full or provisional), proof of age card, citizen card, older person's bus pass, EU identity card. On your first visit you should also bring proof of your current address (e.g. driving licence, utility bill, NHS or benefits letter). The full list of acceptable forms of ID can be found on [www.gov.uk/guidance/leeds-prison](http://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](mailto: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**

Jigsaw can help you with the impact of imprisonment on you and your family. We can support you through any practical issues you may have, including housing, health, finances, drugs and alcohol, and we can also offer you access to counselling. If you would like to talk to us about this support, contact Jigsaw and ask to speak to our Family Engagement Workers.

### **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](http://themarketplaceleeds.org.uk)). Mindmate can also help you understand the way you're feeling: [www.mindmate.org.uk](http://www.mindmate.org.uk).

**Can I bring him his own clothes?**

In order 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.

The drop-off appointment date and time will be confirmed to him and he must communicate these details to you. You can only drop off clothes on the appointment date and time, and you must bring ID.

Prisoners can receive one parcel of their own clothes every 12 months. In exceptional circumstances (e.g. losing or gaining weight) or if the prisoner requires clothes for Court, they can apply for an additional clothing parcel.

The clothing parcel allowance is:

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

No hoodies, combat garments, sports team logos or country flags. Nothing resembling prison officer attire (black or navy bottoms, white or black polo shirts).

Property drop off appointments will be on Mon 9-11.30am or 2-6pm.  
Or on Tue-Wed 9-11.30am or 2-3.30pm.

**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 two years must write to the Governor to gain permission to visit a prisoner.  
Email [complaintscorrespondenceleeds@justice.gov.uk](mailto: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](http://www.gov.uk/help-with-prison-visits) or phone 0300 063 2100 (Mon to Fri 9am-5pm).

**Accumulated Visits**

All prisoners are eligible to apply for accumulated visits. This may be relevant if the prisoner's family live far away or in another country. Accumulated visits mean that the family can use the monthly visit allowance over a shorter period of time.

The prisoner must apply for you to accumulate visits by submitting a general application at the Prisoner Information Desk on his wing, explaining the details of the reason for this request.

### 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, 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 with this service 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.
- 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](http://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](http://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.

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 must fill in an application form on the Prisoner Information Desk if he would like you to attend one of these visits. 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](mailto:info@jigsawcharity.org) if you would like to take part in the next forum.