



HMP Leeds

Gloucester Terrace, Leeds, LS12 2TJ

www.jigsawcharity.org

0113 203 2771

Jigsaw Visitor Centre Opening Times

Monday to Wednesday	11.30am-7.30pm
Thursday	CLOSED
Friday	11.30am-5.00pm
Saturday and Sunday	8:15am-5.00pm

REGISTERED CHARITY NO. 1113759 - COMPANY NO. 4278920



Visitor Information Booklet

Jigsaw

In partnership with HMP Leeds



Useful Contacts at HMP Leeds

Jigsaw Visitors Centre	0113 203 2771
Prison Switchboard	0113 203 2600
Visits Booking Office	0113 203 2995
Multi Faith Team	0113 203 2704
Property Office	0113 203 2872
Safer Custody	0113 203 2629
Healthcare	0113 203 2370

To make a complaint:

complaintscorrespondenceleeds@justice.gov.uk

Prison Jargon

Remand	Someone who is awaiting trial.
Convicted	Someone who has been found guilty and sentenced.
JR (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 was a form sent in the post allowing you to visit a prisoner.
App (Application)	Prisoners have to fill these in for nearly everything they want to do (apply for courses, property, add visitors etc).
Wing	There are six wings in HMP Leeds lettered A to F. It's not unusual to be moved wing and this is nothing to worry about.
IEPS	Incentives and Earned Privileges Scheme
PID	Prisoner Information Desk
Landing	On each wing there are several landings (floors). His location will be made up of his wing, landing and cell number e.g. B3-14.
Canteen	Prison shop
DART	Drug and Alcohol Recovery Team. Men can refer themselves to this service.

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Statement of Purpose

Introduction

The Visitors Centre is here to provide friendly, independent, support, information and advice 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.

Our Aims

- 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 while in custody

Decency

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.

Advice and Helplines

Adult Protection Services (Leeds City Council)	0113 222 4401
Alcohol and Drug Services (Forward Leeds)	0113 887 2477
Assisted Prison Visits Unit	0845 300 1423
Bridge Family Helpline	01274 723 863
Child Maintenance Service	0800 171 2345
Citizen's Advice	0800 144 8848
Family Lives : targeted early intervention and crisis support to families	0800 800 2222
GASPED (Giving Advice and Support to People in Emotional Distress) - Wakefield and Castleford	01924 787501
Home Start Leeds : emotional and practical support to families with at least one child under 7	0113 244 2419
NSPCC	0808 800 5000
Prisoners' Advice Service	0207 253 3323
Prisoners' Families Helpline	0808 808 2003
St Giles Trust	0207 708 8000
Tempus Novo : help for people who have a criminal record and are seeking employment	0113 203 2817
West Yorkshire Community Chaplaincy Project	0113 387 4580

Other Organisations

Family Information Service (FIS)

The service provides parents with information relating to:

- Good quality, affordable childcare provision in your local area
- Parent and toddler groups
- Before and after school clubs
- Information around pregnancy and birth

Below are the phone numbers for your local FIS:

Leeds: 0113 378 9700 Bradford: 01274 437503
Halifax: 01422 253 053 Wakefield: 0800 587 8042

Prisoners' Families Helpline

This helpline provides advice to people who have a loved one in the criminal justice system and is operated by the Prison Advice and Care Trust in contract to HMPPS (His Majesty's Prison and Probation Service)

Phone: 0808 808 2003. Mon-Fri 9am-8pm. Sat-Sun 10am-3pm.

Prisoners' Advice Service (PAS)

PAS offers advice information to prisoners, who can contact them by phone on their Advice Line which is open Mon, Wed and Fri between 10am-12noon and 2pm-4.30pm. Phone: 0207 253 3323.

In order to assist a prisoner, PAS must be contacted by the prisoner directly before they can discuss matters with family members

Social Visits

Visiting Times

Monday	2pm-3pm	3.30pm-4.30pm	6pm-7pm
Tuesday	2pm-3pm	3.30pm-4.30pm	6pm-7pm
Wednesday	2pm-3pm	3.30pm-4.30pm	6pm-7pm
Thursday	CLOSED		
Friday	2pm-3pm	3.30pm-4.30pm	
Saturday	9am-10am 2pm-3pm	10.30am-11.30am 3.30pm-4.30pm	
Sunday	9am-10am 2pm-3pm	10.30am-11.30am 3.30pm-4.30pm	

You should arrive at Jigsaw Visitors 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 aged 10 and over are treated as adults for seating purposes only) and 3 children under the age of 10 on all visits.

Social Visits

In order for you to book a visit , the prisoner must have added you to their visitor list. He can do this by filling in a visitor form located on the PID (prisoner information desk) on his wing.

Booking a Social Visit By Telephone

The prison booking line number is open from Monday to Friday
8.30am-9.30am & 1pm-2pm

Booking phone line: 0113 203 2995

Please provide the prisoner number or date of birth, and name of the prisoner 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.

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.

Booking a Social Visit Online

You can book a visit online at any time, go to
www.gov.uk/prison-visits and follow the instructions on screen.

Please give 3 working days for a response to your booking, you will receive a confirmation if the booking is successful.

If your visit request is rejected for any reason please contact Jigsaw, we will provide you with a number of reasons this may be and assist you as best we can.

Other Organisations

St Giles Trust

COPE (Children of Prisoners Empowered)

Working with children and the wider family where a parent is in custody to support them emotionally and to break down the stigma of having a parent in prison.

West Yorkshire Accommodation Service

St Giles, in partnership with Shelter and Nacro, deliver the HMPPS Commissioned Rehabilitative Services accommodation contract in Yorkshire and Humber, supporting men on probation or in prison to maintain the accommodation they already have, or to find new accommodation if they are facing homelessness.

For more information visit www.stgilestrust.org.uk

Other Organisations

West Yorkshire Community Chaplaincy Project

The WYCCP Resettlement Service aims to create a better society for us all by working alongside people who have been in prison to help them achieve settled and productive lives back in our community.

We begin working with people inside prison and this help can continue for many months post-release with them and their families. Our team of dedicated full time staff are assisted by a committed team of volunteers who are vital in providing both practical and emotional assistance to ex-prisoners as they settle back into the community, for example with housing, benefits and budgeting.

Contact: 0113 387 4580 (Monday to Friday, 9am—4.30pm)

Email: info@wyccp.org.uk

Tempus Novo

Tempus Novo was founded in 2014 by two serving Senior Prison Officers at HMP Leeds. Tempus Novo operates within the prison to identify offenders committed to transforming their lives. Upon release, these prisoners continue to work with Tempus Novo to gain employment while also receiving hands on mentorship and support for a minimum of 12 months. We work with a growing number of employers in and around Yorkshire who share the same vision and are willing to give ex-offenders a second chance.

Contact: 0113 203 2817

Email: admin@tempusnovo.org

Social Visits

Booking a Social Visit Face to Face

You can come directly to the prison and book in person between 9.00am –12noon.

Please bring the prison number or date of birth and the name of the prisoner you are visiting with you.

Please note that visiting orders no longer exist. If you want to visit a prisoner, you must be on his visitors list which he will have given to the prison.

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.

Social Visits

Identification for Adult Visitors

You may use any one form of identification from List A. If you are unable to do this you may use one document from List B and one from List C. A visit will not be allowed unless you have pre-booked. All visitors MUST provide correct identification on EVERY visit.

List A:

- passports
- identity cards from EU or European Economic Area country
- UK photocard driving licences
- EU or EEA driving licences
- NI Electoral identity cards
- a US passport card
- a proof of age card recognised under PASS with a unique reference number (this includes the Citizen ID card)
- an armed forces identity card
- a UK biometric residence permit (BRP)

List B:

- a Home Office travel document (convention travel document, stateless person's document, one-way document or certificate of travel)
- an older person's bus pass
- a Freedom Pass
- a proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present)

Prison Facilities

The Gym

Everyone will have at least two sessions a weeks (except if on Basic regime). If the prisoner is unsure how to access the gym facilities they can speak to their PID (Prisoner Information Desk) worker, the landing officer or a member of the PE department for advice.

Prison Shop (Canteen)

The canteen sheet is given out once per week for the prisoner to buy items that they need from the list. Phone credit will be added the following Friday and all other items will be delivered the following Saturday.

Library

At least once a week the prisoners can visit the library to read or borrow books, newspapers and magazines. A rota for each wing 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 and how often the exercise takes place in the yard.

Time Out Of The Cell

Prisoners are allowed time out of their cell to spend time with other prisoners, speak to a PID worker and fill in any Apps, exercise, have a shower, use the prison phone and collect items that they need for example toilet roll, cleaning material, clean clothes.

Support for Prisoners

The Mental Health Service

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

- Stress, anxiety and depression
- Phobias
- Low self esteem
- Self harm
- Suicidal thoughts
- Schizophrenia
- 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 initial assessment.

Social Visits

List C:

- a birth or adoption certificate
- an education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)
- a rental or purchase agreement for a residential property (signed and dated)
- a marriage or civil partnership certificate
- a bank, building society or credit union current account card on which the claimed identity is shown

If you do not have access to the above listed ID, you may still be able to attend a visit with advanced permission from the prison. Please contact the prison direct to arrange this.

Email complaintscorrespondenceleeds@justice.gov.uk

Identification for Children (under 18 years)

All visitors under the age of 18 are required to provide a **full birth certificate** on their first visit to the prison.

For further visits either a birth certificate or a passport may be provided.

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

Red books will only be allowed for new born babies up to 6 weeks old.

Social Visits

Your Documents

Only original identification 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 will only be granted in advance of a visit, visitors should not expect exceptional permission to be granted on the day of the visit.

Former Prisoners

Former prisoners who have been released within the past two years must write to the Governor to request permission to visit a prisoner.

Support for Prisoners

Staff who can help

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

Healthcare Team (doctors, nurses, assistants, dentists). Prisoners can talk to these staff if they have any physical or mental health problems.

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

The Samaritans. The prisoners can phone the Samaritans at any time for free if they are feeling upset or worried. The prisoner may ask an officer for a phone that they may use or use the PIN phones. Call 08457 90 90 90.

Drug and Alcohol Service. This is a free service in prison which helps prisoners to stop using drugs or alcohol. The service can offer the prisoner help on their own or as part of a group. An officer will be able to provide a referral form and help to complete it.

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

Debt in Prison

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

Tell the prison

- Ring the prison's Safer Custody Hotline on 0113 203 2629
- Speak to a member of staff while on a prison visit
- Speak to a member of the Visitor Centre 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 help for addiction if you think they are in debt because they are using drugs
- Only use the prison PIN phones to make calls. If they are using a mobile phone this will cost 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 or someone you don't know, even if your family member asks you to. **Tell the prison if this happens.**

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

Social Visits

Visit Entitlement

The prison runs an IEPS (Incentives and Earned Privileges Scheme) which determines how much money the prisoner can spend in the canteen and the number of visits a prisoner is allowed.

The following table gives details of visit entitlements under this scheme.

IEPS Level	Remand	Convicted
Basic	Up to 2 visits per week	2 visits per month
Standard	Up to 3 visits per week	3 visits per month
Enhanced	Up to 5 visits per week	5 visits per month

About Your Visit

Booking In For Your Visit

You will be booked in for all visits at the Jigsaw Visitor Centre. When you arrive you will need to complete a visitor confirmation slip. You will need to do this every time you attend and you will need to know the prisoner number or date of birth of the person you are visiting.

On your first visit a member of staff will take you through the booking in process. Your photograph and fingerprints will be taken on your first visit. On all visits we will check your identification and fingerprints.

The Visits Room

When you enter the visits room, you will be asked the prisoner's name, then you will be given a table number to sit at. The person you are visiting 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 under 10 they will have to sit on adults' knees.

Toilets and baby changing facilities are available in the waiting area outside the visits room.

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

Debt in Prison

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

- Prisoners are not supposed to lend, borrow or trade items, but this sometimes happens and can lead to prisoners owing debts to each other.
- Items that are traded can be things that are allowed in prison such as vapes, medication, clothes, food and other canteen items.
- Prisoners who lend these items will often expect a lot more in return than was originally borrowed which can make it difficult to pay 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 for much more in prison than they cost outside.
- Once a prisoner is in debt, it can be hard to get out of it and not paying can have consequences like bullying, blackmail or violence.

Sending in Money

Sending money online

The easiest way to send money to a prisoner is online using:

www.gov.uk/send-prisoner-money

Using the online service the prisoner will receive their money in 1–3 days. Make sure you have the prisoners prison number, name and date of birth along with a debit card.

You can send any amount of money but prisoners have a limit to what they can spend per week depending on their IEP level (basic, standard or enhanced).

If you're unable to send money online

If you're unable to send money online then you may be able to apply for an exemption which will allow you to send money by cheque or postal order.

You will need to print the exemption form from this page and post it to HMP Leeds. Jigsaw Visitors Centre can give you a copy of this form.

www.send-money-to-prisoner.service.gov.uk/en-gb/help/apply-for-exemption

Your request may not be granted so don't send any money to until you have your exemption letter.

Exemptions are only given if it's your only option to send money to friends and family by post. To keep prisons safe, the governor can withdraw an exemption at any time.

About Your Visit

The Tea Bar

Food and drink can be bought from the visit room Tea Bar which is run by Jigsaw staff. The Visitors Centre receives 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 with lids which need to stay on the drinks throughout the visit.

Up to £30 in coins per adult can be taken into the visits room to be spent at the tea bar. Bank notes or cards cannot be used.

Food and drink purchased at the tea bar must be consumed during the visit with the exception of goodie bags.

Goodie bags are pre-made and contain a selection of crisps, chocolate bars and pop. You can choose to buy one goodie bag per prisoner with a value of either £5, £10 or £15. You should order and pay for this at the tea bar during your visit.

The prisoner will receive the goodie bag at the end of the visit to take back to his cell.

Halal goodie bags are available.

Unfortunately the visitor centre cannot provide any change.

About Your Visit

Dress Code

Due to the nature of the establishment you are entering, it is essential that staff and visitors adhere to an appropriate dress code.

At HMP Leeds it is considered to be inappropriate to wear the following types of clothing:

- Cropped tops that reveal naked midriff
- Low cut tops or shirts that reveal cleavage or bare chest
- Vests (as a single garment)
- Skirts and shorts that are shorter than knee length
- All types of see-through clothing
- Headwear (other than for religious purposes)
- Clothing that is offensive in nature or displays discriminatory or inappropriate material
- Ripped clothing
- Cloaks, scarves or other articles that could prevent staff from observing visitors and prisoners sufficiently
- Sports team logos
- Open toe shoes

If you are considered to be inappropriately dressed you may be refused entry to the establishment.

Money in Prison

What do prisoners need money in prison for?

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 purchase for example:

- Phone credit
- Vapes
- Stamps and stationery
- Extra food
- Tea and coffee

The canteen sheet is given out once per week for the prisoner to buy items that they need from the list. Phone credit will be added the following Friday and all other items will be delivered the following Saturday.

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

Additionally they may make purchases from recognizable catalogue companies for clothes, books etc.

Money in Prison

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

- Prisoners are paid by the prison if they have a job or attend education or a course. The exact amount will vary depending on the work that they do and on their IEP level.
- Prisoners on remand and those above retirement age can choose not to work and will be paid a lower amount of unemployment pay.
- If convicted prisoners refuse to work they will receive no pay and if any prisoner breaks prison rules their pay could be reduced.

All prisoners will be provided with the following for free:

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

Prisoners have a limit to what they can spend per week depending on their IEP level (basic, standard or enhanced).

About Your Visit

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. 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 a positive indication from the passive drugs detection dog your visit with either not take place, or take place in closed conditions. 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 may also:

- Be banned from the prison
- Have future 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.

About Your Visit

Assisted Prison Visits

If you required 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.

In order to claim the visitor must be:

- 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 (on the prisoner's record)
- Sole visitor (only social visitor in the four weeks preceding the claim for visit expenses)
- Escort to qualifying adult or child

Receipts must be kept in order to make a claim and you must be in receipt of certain qualifying benefits or tax credits.

For further information and to apply online go to

www.gov.uk/help-with-prison-visits where you can upload the required documents using your mobile phone.

Accumulated Visits

All prisoners are eligible to apply for accumulated visits. This may be of interest if families are located far from the prison or in another country, or to families ineligible for Assisted Prison Visits.

A prisoner can apply for accumulated visits by submitting a general application at the PID (Prisoner Information Desk) explaining the details of why accumulated visits are being requested. All applications will be dealt with on merit.

Property

Clothing Allowances

Prisoners can receive one parcel of their own clothes every 12 months. In exception circumstances (e.g. losing or gaining weight) an application can be made by the prisoner for an additional clothing parcel.

The clothing 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

2 x towels

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

Handing in Property

Property must be dropped at the main reception, in the visit search area on the appointment date which you have been given. You must bring identification with you when you drop off property.

If the prisoner has not submitted an application for items prior to you bringing it, you will not be able to hand in the property.

HMP Leeds Supplementary Property Office : 0113 203 2872

Property Drop Off Times

Days	Morning	Afternoon
Monday	9.00am-11.00am	2.00pm-3.30pm
Tuesday	9.00am-11.00am	2.00pm-3.30pm
Wednesday	9.00am-11.00am	2.00pm-3.30pm

About Your Visit

Travelling to HMP Leeds

There is very limited car parking at the prison which makes parking here very difficult. 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.

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 15, 72 and X6 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 the city centre to Gloucester Terrace (see above). 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.

Jigsaw Visitors Centre

Who are we

Jigsaw Visitors' Centre is a registered charity and, while we operate in partnership with the prison, are an entirely independent organisation.

At Jigsaw, we understand that prisoners' families are also affected by imprisonment as prisoners. 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.

The Visitors Centre is clearly signposted, with 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

Opening Times

Monday to Wednesday	11.30am-7.30pm
Thursday	CLOSED
Friday	11.30am-5.00pm
Saturday and Sunday	8:15am-5.00pm

Phone: 0113 2032771

Email: info@jigsawcharity.org

Property

Prisoners can have their own property brought into HMP Leeds however they must follow the correct procedure to request this. The prisoner must complete a property application which he can obtain from the Prisoner Information Desk (PID) on his wing.

You should expect it to take two weeks before property applications are approved. The prisoner can specify on the application the dates on which relatives / friends are able to bring the property to the prison. This date should be at least two weeks in the future in order to allow time for the request to be processed.

The prisoner will be informed when his request for property has been approved, and he will be told the property drop-off appointment date. He must then communicate this date to the relative / friend who will drop off the property. Drop off will only be allowed on the appointment date.

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

Keeping In Touch

Prison video **prisonvideo.com**

You can keep in touch with a prisoner by video call by downloading the Prison Video app from an app store.

Follow the instructions in the app to create your account. You will need to upload a photo of your ID and your face. You will also need to add details for anyone else wishing to take part in the video calls with you.

Video calls last 30 minutes and can have up to 4 people on the call talking to the prisoner. All callers must be on the prisoner's visitor list and the main caller must be over 18. People under 18 can be on the call as long as they are on the prisoner's visitor list. Every prisoner is allowed one 30 minute video call per month. The governor may allow additional calls in exceptional circumstances.

You will receive a confirmation once your video call has been scheduled.

You'll need to follow the usual prison visit rules around what to wear and how to behave. All calls are recorded and prison staff may view or listen to calls as they are happening. The call may be paused or ended if prison rules are not followed.

Jigsaw Visitors Centre

Visits Room Play Area

Jigsaw Visitors' Centre 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.

Family Visits

These are two hour visits organised by Jigsaw to provide families with a relaxed environment during their visit, enhancing family ties between the prisoner and their close family.

The dates of these visits will be adverted on posters in the Jigsaw Visitors Centre and in the prison. The prisoner must complete an application for family members to attend this visit. The applications will be available at the Prisoner Information Desk around 3 weeks before each family visit date. Please speak to a member of staff at Jigsaw for more information.

Storybook Dads

Storybook dads enables parents in prison to record bedtime stories and messages for their children on a CD or DVD. Prisoners can apply to take part in this project by completing an application at their Prisoner Information Desk. Jigsaw will seek permission from the child's main carer before the application is processed.

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 at HMP Leeds and who are 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 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. Speak to a member of the team at Jigsaw if you would like to find out more.

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 is an online forum. Families can submit questions to the Governor via Jigsaw prior to the meeting. Holding the forum online means 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.

Prison voicemail www.prisonvoicemail.com

Prison voicemail allows you to exchange voicemail messages with a prisoner and speak directly through live calls. You are assigned a unique landline phone number which the prisoner calls to receive messages, leave replies and do live calls.

Prison voicemail allows family members to initiate contact and messages are instantly available at the other end.

The account holder must pay a monthly subscription cost which comes with a set number of minutes per month. The prisoner will pay the normal landline rate to access their messages, leave replies and do live calls.

To sign up, visit www.prisonvoicemail.com. You will need to provide your phone number, email address, basic prisoner details including prisoner number and credit or debit card details.

Live calls enhance the basic voicemail service by alerting you when the prisoner is checking their messages and enabling you to speak directly to them if you are available. You will need the prison voicemail app installed on your phone and an internet connection.

Keeping In Touch

Phone calls

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 their first night, 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

A random number of calls are security checked, this is where security staff can listen to both sides of the conversation.

Jigsaw Visitor Centre

Family Support Within The Community (In to Out)

Jigsaw work in partnership with West Yorkshire Community Chaplaincy Project (WYCCP) to support families and their loved ones through their sentence and after release. Jigsaw have an outreach team who can meet with you in the community and assess what support you need in helping you to cope with life while your loved one is in prison and after he is released. Our outreach team can support you with:

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

Contact Jigsaw for more information: 0113 203 2771

Family Liaison for Prisoners

Jigsaw offer support to prisoners who have issues regarding their families or children. We can liaise with family members, social services and other organisations to help maintain positive relationships between the prisoners and their families while they're at HMP Leeds. Prisoners can request this help by completing a general application on the Prisoner Information Desk on their wing and addressing it to Jigsaw.

Safer Custody

Safer Custody Hotline

0113 203 2629

Friends and family members who have concerns regarding the safety of a prisoner within HMP Leeds can contact the hotline.

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 on Monday to Fridays.

Outside of these times, you can contact the main prison switchboard number: 0113 203 6000.

Keeping In Touch

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 person's name and prison number on both the letter and the envelope. Do not send in stamps for use by prisoners.

Prisoners are entitled to send 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 sent in will be photocopied. These are then passed on to the prisoner. All the originals will be kept in his stored property until his release or transfer.

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

Email a Prisoner www.emailprisoner.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. Messages will be printed and passed to the prisoner.