

# JIGSAW VISITORS CENTRE

Works in partnership with HMP Leeds but is an independent charity

Charity No. 1113759 ~ Company No. 4278920



## Information Brochure

**For families and friends visiting their loved ones inside Prison**

**JIGSAW VISITORS CENTRE**

**(c/o HMP Leeds)**

**2 Gloucester Terrace**

**Armley**

**LEEDS, LS12 2TJ**

**Website : [www.jigsawvisitorscentre.org.uk](http://www.jigsawvisitorscentre.org.uk)**

**e-mail : [info@jigsawvisitorscentre.org.uk](mailto:info@jigsawvisitorscentre.org.uk)**

**Tel. No. : 0113 203 2771**

# WELCOME TO THE JIGSAW VISITORS CENTRE

This booklet has been put together in the hope that it will answer some of your questions about Prison visiting and therefore help you through any uncertainties that you may have. Please don't hesitate to seek our help if you have any additional queries or problems. We are here to support you.

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# THE JIGSAW SERVICE

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Jigsaw is a registered charity and, whilst we operate in partnership with the Prison, we are an entirely independent organisation. Our service is funded in a number of ways – support from the Prison, through managing the refreshments service in the Prison visits room and also through grant funding and donations.

We understand that prisoners' families are just as affected by imprisonment as prisoners are, if not more so. Our Family Support Workers are here to help you and also, where appropriate, sign-post you to organisations in the community who can help you to deal with those issues which can arise with a loved one in custody, i.e.:-

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

## VISITORS CENTRE: Opening Times

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Our Centre provides a friendly welcome 5 days each week. Our opening times are as follows: - Monday – Friday 9.00am – 5.00pm and Saturday 8.15 am – 5.00 pm.

The Visitors Centre is located in a building separate from the main Prison. There is clear signage outside and also disabled access. The facilities we provide include: -

- Toilets and baby-changing facilities
- A refreshment service
- A comfortable space to wait for your visit and quiet rooms to talk in confidence
- Play facilities for children
- A free taxi phone

## BOOKING YOUR PRISON VISIT

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Visits can be booked either face-to-face or over the telephone. The Booking Line contact number is 0113 203 2995. Contact can be made during the following times: -

Monday – Sunday	8.30am – 11.45am	1.00pm – 4.30pm
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To book a visit – and to visit a prisoner by yourself – you must be over 18 years of age. You can book by telephone, or in person, at the Prison at the times set out above.

### **If the prisoner is convicted:-**

You cannot book a visit until you have received a Visiting Order. Only the names noted on the Order can visit. You must never change names or add names; this will invalidate your Visiting Order.

### **If the prisoner is on remand:-**

You can telephone the Booking Office anytime during opening hours and arrange your visit. On arrival at the Visitors Centre you will complete a Visiting Order. When booking your visit, for both remand and convicted prisoners, **you will be given a Booking Office Reference Number. You must bring that number with you or you won't be able to go into the Prison.**

Please see Page 6 for information on prisoner visits entitlements.

## TIMES OF VISITS

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You will normally book in at the Visitors Centre for your visit. Please note that the Centre is not open for evening visits (on Wednesdays and Thursdays) or on Sundays. On those days please proceed direct to the Main Gate.

At all other times you must arrive at the Centre at least 20 minutes before your visit is due to begin. Visit session times are as follows:-

Monday – Friday Visits			
Session	Start	Finish	No entry after
AM1	8.30am	9.45am	9.00am
AM2	10.15 am	11.30 am	10.45 am
PM1	1.45pm	2.45pm	2.15pm
PM2	3.15 pm	4.15pm	3.45pm
Saturday and Sunday Visits			
Session	Start	Finish	No entry after
AM1	9.00 am	10.00 am	9.30 am
AM2	10.30 am	11.30 am	11.00 am
PM1	1.45pm	2.45pm	2.15pm
PM2	3.15 pm	4.15pm	3.45pm
Evening Visits (Wednesdays and Thursdays)			
Session	Start	Finish	No entry after
Evening	5.45pm	7.00pm	6.15pm

**There are no visits at all on Good Friday, Christmas Day, Boxing Day and New Years Day.**

# VISIT ENTITLEMENTS

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The Prison runs a privilege scheme “IEPS” which stands for Incentive Earned Privilege Scheme. This scheme affects prisoners in different ways, linked to:-

- The work that they can do;
- The property they can have
- How much money they can spend at the Canteen
- The number of visits that they are allowed.

All prisoners start off on Standard privileges. If they behave well – i.e. get on well with staff and fellow prisoners and have a prison job – then staff can nominate them to move to “Enhanced” status after about 8 weeks. However if they behave badly then privileges can be taken away and they can be taken down to a “Basic” level.

The following table gives details of visits entitlements:-

<b>Convicted Visits Entitlement</b>	
<b>Level</b>	<b>Total Visits (per 28 days)</b>
Basic	2 visits
Standard	3 visits
Enhanced	5 visits
<b>Remand Visits Entitlement</b>	
<b>Level</b>	<b>Total Visits (per 7days)</b>
Basic	3 x 30 mins visits
Standard	3 visits
Enhanced	4 visits

# KEEPING IN TOUCH

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## By Phone

- You cannot phone him at all; he has to phone you. If you need an urgent message passing on, phone us at Jigsaw and we will help.
- The telephone system used in Leeds Prison is a pin-phone system. On the first night inside men are given a pin number and £4 of phone credit (this amount has to be repaid by the prisoner). They are also given a form to be completed with the names, addresses and phone numbers of up to 15 contacts they may want to phone. If this telephone list is not submitted within 24 hours they will have a bar put on their pin number and there will then be a delay before it can be re-issued.
- Men will only be able to make 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, with Security staff able to listen to both sides of the conversation.

## Letters

- There are no restrictions on how many letters a prisoner can receive.
- Photographs can be sent in but must not include a photograph of the prisoner.
- When you write in put the person's name and prison number on both the envelope and the letter. Do not send in stamps for use by prisoners.
- Letters are delivered in the afternoon.
- Parcels cannot be accepted by post – everything has to 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; remand prisoners three free letters.

## **MONEY, NEWSPAPERS etc.**

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### **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 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 with the following address:-

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

### **Newspapers and Magazines**

To arrange for a newspaper/magazine to be delivered to a prisoner on a regular basis please provide relevant details to:-

**Euro News**  
60 Tong Road  
LEEDS 12  
(Tel. No. 0113 252 9463)

N: B: Prisoners can order their own papers etc through the prison library as well.

### **Other Items of Property**

Please either speak direct with Property staff (located in the entrance to the Visitors Centre) or ask a member of the Visitors Centre for a copy of the Information Fact Sheet on Property (this sets out all the information you require)

**Under no circumstances can items of food, drink, tobacco, stationery or toiletries be accepted into the Prison by post or any other means**

## **DRUGS: A WARNING**

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If visitors are found in possession of illegal drugs it is no defence for them to say that they are for their personal use. Prison staff will arrest any person caught bringing drugs into the Prison and the police will be called in.

The Courts take a very hard line and penalties can be severe, resulting in a custodial sentence.

Resist any emotional pressure from the person you are visiting to supply him with drugs.

## **VISITING HMP LEEDS**

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### ***Some Helpful Information***

#### **Finding your way to Leeds Prison**

Information is provided at the back of this leaflet on how to make your way to the Prison by public transport or car. If you park below the box junction on the double yellow lines you will undoubtedly be fined; the traffic wardens are very efficient! As always please make sure that nothing is on show in your car.

#### **Booking-in at the Jigsaw Centre**

Apart from evening visits on Wednesdays and Thursdays and Sunday visits, you will be able to book in at the Centre. (When the Centre isn't open please report direct to the Main Gate).

Jigsaw staff will take you through the booking-in process which includes:- checking and validating your Visiting Order, checking your identification and fingerprints. If it's your first visit your photograph will be taken for future reference and we will spend time with you preparing you for your visit. If you are visiting someone on remand, you will fill in a Remand slip in the Centre.

## **Handing in Property**

If you have items of property you will need to speak with the Property Officers (located in the entrance area to the Centre). If the prisoner has submitted an application for the items you have brought in, you will be able to leave them. If there is no application, then you will have to leave the property in a locker.

## **What can you take into the visit?**

The only items you are allowed to take into the visit are:-

- Your Visiting Order;
- Your identification;
- Up to £20 in loose change (not notes) for purchasing refreshments
- Your locker key

Nappies, baby wipes and feeding bottles with formula milk. No juice is allowed but you can take an empty bottle or a feeder cup (with a top) and purchase juice on the visit.

## **Going into the Prison**

- Once through the main door to the Prison, turn right and make your way to the counter.
- Uniformed staff will book you in and check your Visiting Order and identification.
- If you are on medication and need to take it into the Visits Room, please inform uniformed staff.
- You will then be searched. You will have to empty your pockets and be given a pat-down search by a uniformed member of staff of the same sex. You may also have to walk past the passive drug dog.
- Once you've been searched you will be escorted from the gate to the Visits waiting room. You will wait here until you are called into the room for your visit.

## **The Visits Room**

A Prison Officer will call you into the Visits Room by calling out the surname of the prisoner you are visiting. You will be given a table number to sit at when you enter the room. The person you are seeing will be brought over after you have sat down. He will be wearing a

coloured bib and 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; this is run by Jigsaw staff. We receive some of the proceeds and this helps us with staff costs etc. Hot drinks and soup are served in cups with lids. For security reasons you will need to keep the lids on drinks throughout the visit. 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.

## **VISIT REQUIREMENTS & IDENTIFICATION**

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- Please remember that a visit will not be allowed unless you have:-
- Pre-booked your visit
- Have a valid Visiting Order if the prisoner is convicted (please note no VO is required if the prisoner is on remand; instead you will fill in a form at the Visitors Centre or Main Gate).
- Have the correct booking reference number
- Have the correct identification as set out below

**ALL VISITORS TO THE PRISON MUST PROVIDE CORRECT ID TO FACILITATE ENTRY INTO THE PRISON. ID CAN BE FROM EITHER GROUP (A) OR GROUP (B):-**

### **GROUP A**

One piece of ID required from the following:-

- Passport
- Photographic Driving Licence
- Senior Citizens public transport pass issued by the local authority
- Work photo ID – if from a known organisation

### **GROUP B**

Two or more of the following pieces of ID can be considered as an alternative to Group A:-

- Rail or bus pass with photograph
- Cheque book or credit card (counts as one)
- Employers pass or ID card
- Young persons “Proof of Age” card
- Trade Union or National Student Union membership card
- Pension Book
- Birth/Marriage Certificate
- Utility Bill (gas, electric etc) or any formal letter with full name and address data

# PRISON JARGON

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Some of the more common abbreviations used in Prison are as follows:-

<b>Remand</b>	Someone who is awaiting trial
<b>Convicted</b>	Someone who has been found guilty and been sentenced
<b>JR's</b>	Judges Remand – Someone who has been found guilty but not sentenced. These men are classed as being convicted
<b>VO</b>	Visiting Order – the form that is sent to you in the post. You will need this to book a visit and also bring it with you on your visit
<b>App</b>	Application. Prisoners have to fill in “apps” for nearly everything that they want to do (e.g. apply for courses, property etc.)
<b>Wing</b>	There are six wings in Armley Prison – A, B, C, D, E & F. On arrival everyone goes onto D wing; It is not unusual to be moved and it is nothing for you to worry about.
<b>Landing</b>	On each wing there are 3 or 4 landings (floors), so when you see his location written down it will tell you the Wing, the landing then the cell number (e.g. B3-24 means he is on B Wing, 3rd landing in cell number 24).
<b>Canteen</b>	The Prison shop. Men are given a full list of what's available on a Saturday; they complete an order and it's delivered the following Saturday. They can buy food, drinks, cigarettes, tobacco, papers, birthday cards, stationery, batteries, phone cards etc.
<b>APVU</b>	Assisted Prison Visits Unit. This system allows some families to claim back travel expenses. Ask at Jigsaw Visitors Centre for information.

# TRAVELLING TO LEEDS PRISON

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## PUBLIC TRANSPORT

The adult fare is approximately £1.20. As a rough guide buses arrive every 10 minutes and the journey time from the city centre is 10 minutes if the traffic is clear.

**Near the Train Station and Leeds Bus Station** – Buses, which directly pass the Prison, are numbered 72 and 508.

**Near the Town Hall/Courts area** – You will need the number 783.

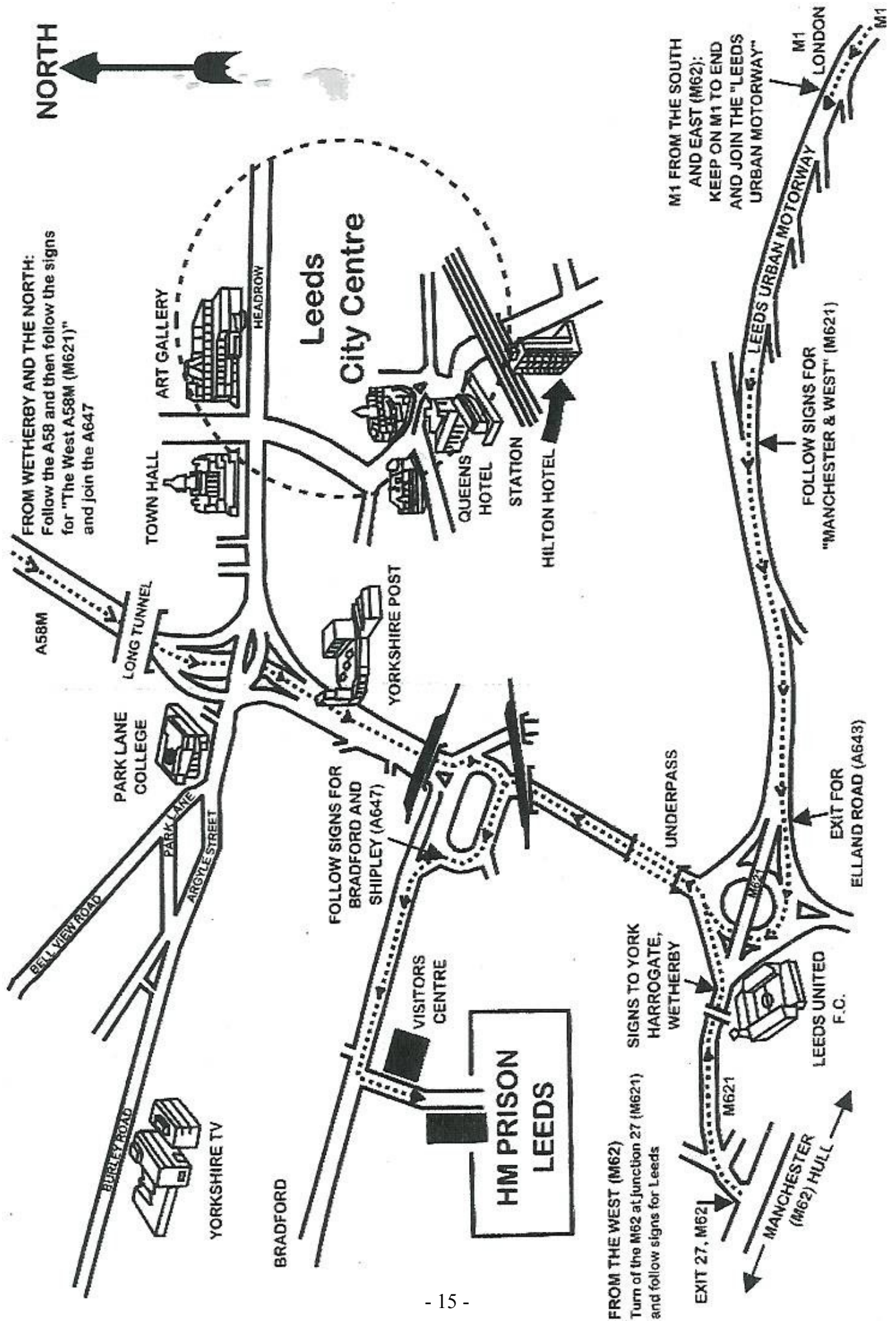
**From Bradford Exchange:** The 508 bus leaves approximately every 30 mins and goes through Shelf, Odsal, Tyersal, Stanningley, Bramley then Armley. It will drop you off directly opposite the Prison on its way into Leeds city centre. The journey from Halifax takes approximately one hour.

**From Pudsey:** The 73 bus leaves Pudsey bus station approximately every 30 mins and goes through Stanningley, Bramley then Armley. It will drop you off directly opposite the Prison on its way into Leeds city centre. The journey from Bradford takes approximately 30 mins.

**Travelling by Road:** A useful map is enclosed in this leaflet. There is very limited car parking and it is always difficult to find anywhere to park. You can park on the double yellow lines outside the Centre from the hatched area upwards. Beware of traffic wardens, as they are very efficient! You can also park outside the industrial units opposite but please do not use any company-designated spaces.

**By Taxi:** Taxis are approximately £5 from Leeds city centre (near the station). There is also a taxi phone direct through to Stanningley Cars at the Jigsaw Visitors Centre for your convenience.

**Claim back your travelling costs:** Anyone who is a close relative and is on low income can claim back the travelling costs through the Assisted Prison Visits Scheme – please ask for more information from Jigsaw staff.



# CHILDRENS CENTRES & SUPPORT IN THE COMMUNITY

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## 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, parenting classes, antenatal services, family support, employment advice and 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 below.

## The Children's Information Service (CIS)

- The above service provides information to parents relating to:
- Good quality, affordable childcare provision in your local area
- Children's services and parenting support
- Local parenting 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:

Halifax	01422 253053
Leeds	0113 2474386
Wakefield	0800 5878042
Bradford	01274 437503
Kirklees	01484 223041
Barnsley	08000 345340
Doncaster	0800 1384568
Sheffield	0114 2756699
Rotherham	0800 0730230

If you're unsure about making contact or your area is not mentioned then please have a word with either Ronnie or Sarah in the Centre.

## USEFUL CONTACTS

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### In the Prison: -

Jigsaw Visitors Centre	0113 203 2771
Prison Switchboard	0113 203 2600
Booking Office	0113 203 3932/203 2935
Multi-Faith Team	0113 203 2704
Probation	0113 203 2644

### External Numbers: General

Action for Prisoners' Families (Helpline)	0808 808 2003
Homestart	0113 244 2419
HALT (Domestic Violence)	0113 243 2632
APVU Helpline: claiming travel costs	0845 300 1423
STOP (Anger Management)	0113 244 6007
Immigration Advisory Service	0113 244 2460
Carr-Gomm Floating House Support	0113 255 8900
Alcohol & Drug Services	0113 247 0111
GASPED (support groups run by Parents for families, partners and Carers of drug users)	0845 146 0002
Child protection Services	0113 3984702
Gingerbread	0113 2459580
NSPCC	0113 2172200
Parentline	0808 8002222
Citizens Advice Bureau	0870 1202450
Welfare Rights	0113 2405480
Benefits Agency	0113 2148000
Child Support Agency	08457 133133