



# Family and Significant Others Strategy (Male) 2026 - 2027

**HMP Peterborough**

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# 1. Director's message

This Strategy is underpinned by His Majesty's Prison and Probation Service (HMPPS) 'Delivering Effective Family Practice' Operating Guidance. The following quote is the opening paragraph to the Guidance which firmly places families and significant others at the centre of reform:

***'Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. Supporting a prisoner in a meaningful and constructive relationship with his or her family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release.'***

This Strategy is also influenced by the Lord Farmer report of 2017: 'The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime, and the Strengthening Prisoners' Family Ties HMPPS Policy Framework (2019).

As I move into my second year as Director of HMP Peterborough I am continuing to embed processes and changes that focus on the needs of men, improving their wellbeing and reducing the harm caused by imprisonment. Our aim is to ensure men leave HMP Peterborough with the skills and support they need to reduce the risk of reoffending. By doing this we believe families, friends, children and significant others also benefit; relationships are stronger, healthier and safer.

In 2026 we will build on our current, high-quality provision for prisoners' families and significant others. The Schools Project, led by Dr Lucy Baldwin, provides insight for educators into the experience for children with a parent in prison, encouraging greater cooperation and strengthening parenting skills for release. We are keen to consider men who are eligible, to engage in Release on Temporary Licence (RoTL), to spend time in their communities, in employment, gaining skills for release and spending time with their families where appropriate.

We are improving the experience for visitors by reviewing our food and beverage offer, providing more healthy options and free healthy snacks for children. And we are renovating the reception area and café to ensure a high-quality experience for all.

For prisoners who are not in contact with family and friends in the community, we are introducing community days. Men will have the opportunity to experience visits with their peers, and 3<sup>rd</sup> sector organisations who offer befriending support, improving overall wellbeing.

This Strategy illustrates our ambitions for 2026, and we look forward to working positively to implement new initiatives with our colleagues, our partners, the men in our care and their families and significant others

**Ralph Lubkowski**

**Prison Director – HMP Peterborough**

## 2. Head of Reducing Reoffending message

I remain impressed with the commitment and ambition to support men in custody, improve their wellbeing, and ensure their families, children and significant others are treated with respect and care and enjoy a positive visits experience. This is evident in our commitment to seeking feedback from men, visitors and our partners and stakeholders, to continuously reflect and improve our offer. Our ambition means we identify gaps, seek new solutions and welcome partners and stakeholders to support our delivery.

We know the impact for families when men enter custody, and the aim of this Strategy is to minimise the harm caused. For sentenced prisoners, accessing RoTL provides opportunities for meaningful contact with families and children, away from the prison, in comfortable, familiar spaces. During 2026 we are linking with community partners to create employment opportunities and supporting men with their applications.

Our partnership with Dr Lucy Baldwin, former Associate Professor at Durham University and author of the book 'Mothering Justice' is effective and has driven some fantastic initiatives at HMP Peterborough. During 2026, Dr Baldwin's ambition is to design, with input from men, a Fatherhood Charter, outlining our commitments to fathers and grandparents. We will build on existing provision in Visits by introducing Dads Stay and Play sessions, offering opportunities for men to receive support from their peers and launch the Schools Project, training educators about the impact for children with a parent in prison.

Our Family Matters team has grown; with a new team lead they continue to support men to reconnect with families and significant others they have lost contact with where it's safe to do so. The Family Matters team host family days that receive positive feedback and support peer led groups such as the Mothers and Grandmothers Clubs and poetry clubs, that are open to everyone with experience of parenting. This year we have increased our Family Days to once every 6 weeks, in response to feedback.

Last year we enhanced our support for men who are not in contact with families and significant others. The Care-Experienced Charter was launched to show our commitment to supporting men who have experienced care, linking them in to help available on release. Later in 2025 we launched the Veterans Charter, our promise to support men who have served in the Armed Forces, with pride and respect. In 2026 our focus will turn to the community – creating Community Days for men who are isolated, to meet third sector organisations who can support them with community connections and wellbeing. We will engage proactively with schools so parents can contribute to parents' evening and homework activities.

Thank you for taking the time to read our Strategy.

**Nicky Gore**

**Head of Reducing Reoffending / Family and Significant Others lead**

# 3. (a few) Facts and figures

- Almost **200,000** children each year are affected by parental imprisonment.
- There are no definitive statistics on the number of offenders who are parents, the number of children who have a parent in prison or what happens to dependents when parents are imprisoned. However, MOJ assesses 78% of men in prison are likely to be parents / carers.
- Over 50% of prisoners serving sentences of 4 years or more are parents.
- Each year it is estimated more than 17,700 children are separated from their parents by imprisonment (Howard League, 2014). Revolving Doors charity determined 1 in 75 children lose a parent to imprisonment each year (September 2024).
- The odds of prisoners reoffending are **39% lower** for those who receive visits from a partner or family member.
- Although only 4% of prisoners identify themselves as veterans whilst in prison, 25% of veterans surveyed by the Government confirmed they had served time in prison – we believe many prisoners do not disclose their service history.

- A landmark study found that 63% of prisoners' sons went on to reoffend themselves.
- 1% of adults are identified as having experienced care however, around 25% of prisoners are identified as having experienced care from their local authority (HM Inspectorate of Probation 2023).
- Government data suggests 67% of children do not visit a parent who is in prison; 37% have no contact at all with an imprisoned parent (BBC 5.12.2024)
- Of **69%** of prisoners who received visits, **41%** went on to re-offend within 12 months.
- However, of **31%** of prisoners who did not receive visits, **68%** went on to re-offend within 12 months.

Ministry of Justice, Longitudinal Cohort Study 2013 – Hopkins and Brenton Smith

# 4. Aims of the strategy

1. To reduce the risk of reoffending by ensuring relationships are not only maintained but strengthened by continued contact and a feeling of purpose while in custody.
2. To help prisoners forge a new identity for themselves, based on being a good role model to their children, families and significant others.
3. To engage prisoners' partners, parents and families who also need support, recognising the 'hidden sentence' (Lazareck, J. 2020) they are serving.
4. To reduce the risk of intergenerational offending.
5. To continue to transfer good practice developed through our partnership with Dr Lucy Baldwin to the male estate.
6. To understand and respond to the impact of isolation and loss of contact with families and significant others and the additional burden these place on prisoners by fostering contact where possible, and ensuring equal access to all interventions, social visits and peer support.
7. To recognise and understand the unique needs of our diverse population such as foreign nationals, care-experienced, veterans, and those far from home, to provide a bespoke service.
8. To outline the provisions and interventions that HMP Peterborough offers to both prisoners and families alike and to provide a framework that is dynamic, responsive and innovative. This will lead to improving outcomes and informing future developments and improvements to ensure that family engagement works for all prisoners within HMP Peterborough.
9. To reduce barriers experienced by men in custody when connecting with their families, including raising awareness with educators about the impact of imprisonment for children, and ensure all services available to men in HMP Peterborough are undertaken with a 'child's view', where possible.

**In summary, this Strategy will contribute towards improving outcomes for prisoners, their children, families and significant others, improving wellbeing, reducing the risk of re-offending and minimising the harm caused by imprisonment.**



# 5. Our population

HMP & YOI Peterborough is a modern purpose-built prison for men that opened in March 2005, performing the function of a local Remand, Reception and Resettlement prison and accepting prisoners direct from the courts.

HMP Peterborough has an operational capacity of 944. It is run by Sodexo Government - Justice.

UK nationals come to HMP Peterborough from across England and Wales: in January 2026 the top 4 areas men were resettled to are:

1. Northamptonshire (approximately 1-2 hours by car)
2. Peterborough
3. Bedfordshire (approximately 1-2 hours by car)
4. Cambridgeshire (within 1 hour by car)

Public transport links may be challenging for men, their families and significant others who have a significant journey and we are aware some counties do not have a direct rail route to Peterborough. To reduce the impact, we offer extended family visits and, following discharge, men are supported with shuttle transport from the prison to local bus / train stations.

During 2025 the population changed significantly, from over 82% held on remand at the start of the year to approximately 60% remand by November. During 2026 we are working to forecast the impact of the Sentencing Review, which will bring in changes to length of time prisoners serve on recall and may also reduce the period of sentence in custody for many people.

## Foreign nationals

During 2025 the population of foreign national men continued to steadily increase and by the end of the year accounted for around 20% of the overall male prison population. The majority of the men were on remand / unsentenced, limiting their access to support / advice from the Home Office Immigration Enforcement team on site at HMP Peterborough. To assist HMP Peterborough has recruited a foreign national specialist, to assist with administration and guidance. Over 30 different nationalities are represented in this group, the top five nationalities are Albanian, Polish, Romanian, Bulgarian and Lithuanian.

We encourage foreign national men to access the in-cell telephone and virtual (Purple) visits to enable them to engage in meaningful contact with their families in different time zones. Foreign national men are more likely to have family abroad, which is an obstacle to ongoing family visits.

Every foreign national prisoner receives an airmail letter each week to correspond with family members abroad. If they are not receiving visits, additional funds are provided to enable prisoners to call home, and we encourage the use Purple Visits where possible.

The Deputy Director / Head of Health and Wellbeing, the foreign national Specialist and the Equality, Diversion and Inclusion team hold forums at least every 3 months with foreign national prisoners to continue to deliver and improve our services.



## Long-term / Indeterminate sentenced prisoners

Due to recent changes in the prison population the cohort of long-term / indeterminate sentenced prisoners has significantly reduced. In 2025, this population has stabilised to around 20 men serving a lengthy sentence, most of them in HMP Peterborough immediately following sentence, or as a result of recall to custody following alleged breach of licence.

We recognise prisoners serving long-term, indeterminate sentences may not be able to access the intensive interventions available in some prisons, essential for them to address their offending behaviour, progress their sentence and prepare for release. Our Strategy is, wherever possible, to transfer prisoners to those sites as quickly as possible, reducing delay and frustration for this cohort.

A forum is held quarterly, attended by representatives of the Offender Management Unit and Family Matters team to hear from men serving long/indeterminate sentences to enable us to make changes and improvements to meet individual need.

## Veterans

In 2025 Sodexo launched the Veterans Charter, our commitment to supporting veterans and recognising their service. We aim to do this with care, dignity and pride. Below is the Veterans Charter. We work collaboratively with partners including Op Nova and in the community with specialist veterans' housing services, to improve outcomes for veterans leaving custody. However, we can only do this when we are aware of their service to our country and evidence suggests men are reluctant to disclose their veterans' status when entering custody (Gov.UK Invisible Veterans project). In 2026 we aim to address this through focus groups and raising awareness of the Veterans Charter and sources of support available for men.



Veterans Charter  
2025.pdf



## Care Experienced

We recognise that care-experienced individuals are significantly over-represented in prisons. Care Experienced prisoners are more likely to have experienced significant trauma and abuse, and other disadvantages that can put them more at risk of violence, self-harm and suicide when in prison. These experiences can affect their ability to form healthy, positive relationships that will help them to desist from offending and settle back into the community after their sentence.

We were proud to implement the Sodexo Care-Experienced Charter across HMP Peterborough in 2025 and have publicised this initiative widely across the sites:



Care Experienced  
Charter 2025.pdf



Care Experienced  
Leaflet.pdf

Our Prison Offender Manager, Single Points of Contact (SPOCs) proactively engage with prisoners who have experienced care, their families and significant others, local authorities and Personal Advisors. Donna Brown and Paul Burcham help to identify prisoners who may have experienced care, reaching out to individuals and explaining the possible financial, practical and personal benefits particularly if they are aged under 25 and eligible for support from local authorities and Personal Advisors. Donna and Paul are working closely with the Family Matters Team to ensure support is in place and any barriers are overcome.

We are also recruiting Care-Experienced peer support mentors. We recognise that for some people there may be feelings of stigma and mistrust of staff, that may prevent them reaching out for help. Mentors can provide a safe space, building relationships and confidence for prisoners and offering advice and guidance.

## 6. Measuring success

There are many ways that HMP Peterborough seeks to improve performance and outcomes, whilst being held accountable for the services we deliver to the women in our care and their families and significant others.

These include:

- His Majesty's Inspectorate of Prisons (HMIP). *Our latest inspection took place in October 2024*
- Measuring the Quality of Prisoners' Lives (MQPL) *Last completed 5-8 August 2024*
- HMPPS Key Performance Indicators (KPIs)

- Feedback from prisoners, peer support workers, official visitors, and families and significant others visiting the prison either in person or virtually.

## What success looks like

- ✓ Reduction in the number of prisoners who do not maintain contact with their families, children and significant others whilst in custody.
- ✓ Fathers and grandfathers in custody have a voice which informs our wider strategy.
- ✓ Evidence of a reduction in levels of violence and self-harm, indicating the wellbeing of all prisoners, including those who are socially isolated, is improved.
- ✓ Families, children and significant others are involved in our procedures such as sentence planning, resettlement planning, wellbeing support and managing violence behaviour via the Challenge, Support and Intervention Plans.
- ✓ More prisoners return to home with children, families and significant others on Release on Temporary Licence (RoTL) and release and continue to receive support.
- ✓ Colleagues understand the needs of men who are fathers and grandfathers and are confident to discuss this with men.
- ✓ Men with children over the age of 18 are not excluded from our Strategy and continue to receive support.
- ✓ Care Experienced people re-establish contact with their Personal Advisor in the community and access relevant services and support while in custody and on release.
- ✓ Men have the opportunity to contribute to their child's education, working with educators that understand the impact for children of having a parent in prison.
- ✓ We understand that contact with family members may be inappropriate and not beneficial to either the prisoner or their relative. They may be the victim of criminal activity or strong influencers provoking criminal behaviour.



# 7. Visits

**The Visits timetable, including legal visits is posted on our website.**

The social visits timetable is as follows:

<b>Monday</b>	13.30 & 15.15
<b>Tuesday</b>	13.30 & 15.15
<b>Wednesday</b>	13.30 & 15.15
<b>Thursday</b>	13.30 & 15.15
<b>Friday</b>	Commencing February 2026
<b>Saturday</b>	09:30; 13.30 & 15.15
<b>Sunday</b>	09:00; 13.30 & 15.15

Men can book their own visits via the kiosk on their landings. They can also request longer visits in exceptional circumstances, for example, if their visitors are travelling a significant distance.

Legal visits, including Personal Advisors and Local Authority appointments are available every weekday.

During 2025 almost 14,000 social visits and over 6,000 Purple Visits (virtual video calls) took place (excluding extended visits and special events).

The Reception area and Visitors Centre facilities include:

- Information and support via leaflets and rolling TV information.
- Co-location of The Family Matters within the Visitors Centre.
- A tea bar run by Friends of Peterborough Prison offering a range of snacks and hot and cold drinks in the Reception area and Visitors Centre.
- Play areas for young children in the Visitors Centre. MBU Nursery staff monitor the safety of play equipment and ensure the area is hygienic.
- Soundproof pods in the Visits Hall that can be reserved for visitors / children with neurodiverse needs to mitigate the impact of noise and crowds in the Visits Hall. Where these are in use, visitors can access the pod 15 minutes prior to the start of the visit and leave 15 minute after, reducing the potential stress caused during the Reception process.
- Toilet and baby changing facilities.
- Full disability access to all areas, including toilets.
- Pushchairs.

Every 6 months we undertake surveys of prisoners and visitors to ensure our delivery responds to needs. In 2025 the outcomes assured us the environment, availability of visits and the extended visits for Family Days / Long term sentenced prisoners were well received. Of particular note were the events and activities arranged for Family Days and the facilities for young children. The surveys identified areas for development – to increase the length of visits available; explore the possibility

of evening visits; consider activities for older children and young adults, and widen the food and beverage offer in the Visits Café including hot food and vegetarian / vegan options. All of these have been added to the live Family and Significant Others Action Plan and reviewed at our quarterly Committee Meeting.

The User Voice Council also provide feedback and ideas from prisoners on how to improve visits. The Council asked if we could introduce 'goody bags'; families and significant others purchase a range of treats from the café that are then given to the prisoner at the end of the visit. This initiative was implemented in autumn 2024 and is proving popular. We are now looking to extend this, providing opportunities for prisoners to purchase items for visitors to take home and creating a process that allows prisoners who are socially isolated to receive items purchased by their peers.

We also facilitate inter-prison visits where appropriate. In 2025, 68 inter-prison visits were requested and 63 were successfully completed.

## The visits hall

The visits hall has recently been expanded to accommodate up to 35 prisoners for each session. Men are allowed to have up to three adult visitors at a time and unlimited child visitors.

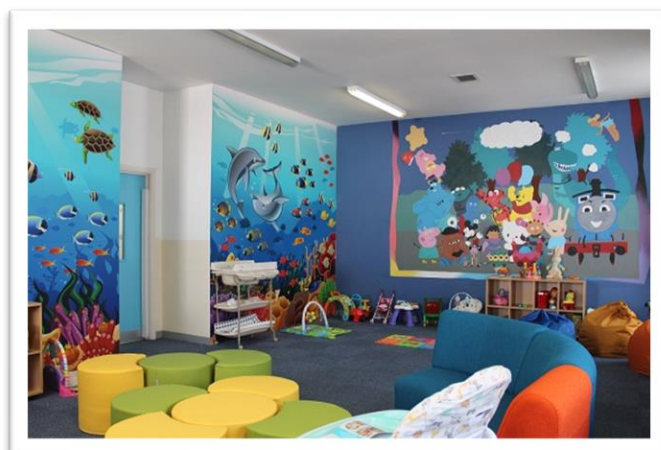
The Hall has been recently refurbished with relaxed seating. The young children's play area also includes activity sheets and colouring / craft items and games. Children can move freely around the Hall and prisoners can pick up and play with their children during any visit (subject to assessment).



## Family room

HMP Peterborough's family room is a child-centric, enriching play environment which is in the prison's visiting area. It is designed to support positive interactions between children and their relatives, encouraging children to visit more frequently to maintain family relationships and support reduced reoffending.

The family room is also used for sensitive occasions such as contact visits and final visits.



There are baby changing facilities located in the family room, which all visitors/carers are welcome to use when needed. Essential items such as nappies and wipes are provided for use if required, free of charge.

In 2026 we propose creating a bespoke Families Room next to the male Visits Hall. Once in place the second family room will be available for family contact, baby massage and new dad's sessions

and as a resource for men who require a quiet place to spend time with their children.

## Child contact visits

Supervised contact visits are when a child spends time with someone close to them who they do not live with. Such visits are overseen by a professional or family member to ensure the safety of the child and to monitor what is in their best interests. The purpose of contact visits is to develop and maintain family ties and to provide a child with a sense of belonging. Such visits are organised by our Family Matters team to ensure that consistency is in place for both mother and child. Photographs are offered during these sessions to enable life story work.

The prison works with families and professionals where the children are “Looked After” by Children Services. The prison will advocate for the mother to be involved and be present at meetings where it involves children, she has parental responsibility or where this is shared with a local authority.

## Purple Visits

Purple Visits enable men to have virtual visits with children, families and significant others who are unable to come to HMP Peterborough. Men can book Purple Visits themselves as frequently as they wish and each Purple Visits lasts around 30-minutes. These occur in a designated area that offers privacy.



## Prisoners who do not receive visits

Men who do not receive visits are identified via our AIM tool in the CMS site and offered several options for support, led by the Safer Custody Team and Family Matters Team.

The Purple Visits option is always explored in the first instance and, if this is not an appropriate option, then we can support in a range of ways;

- Official Prisoner Visit (OPV) scheme where men can apply for voluntary visitors to come in and see them. This is co-ordinated by our Faith team.
- Prisoner Penfriends who are an organisation that men can apply for to have external penfriends.
- Restorative Families referral where the relationship with loved ones has become strained.
- Peer support via the Fatherhood Mentors.
- In 2026 we are launching Community Days when third sector organisations, including New Bridge Foundation, support individuals and help them create community links that help men resettlement successfully.
- Peer to peer visits is also being introduced for men who would prefer to experience a social visit with a friend. We believe this will promote wellbeing and ensure equal and fair access for all men.
- Release on Temporary Licence (RoTL) can be considered for sentenced men and may provide opportunities for connecting with children, families and significant others who are unable to visit

the prison.

## Family Learning/Support

The following learning, activities and support are available:

- Storybook Dads – available in the library.
- Fatherhood Mentors peer support – accessible to all men in all areas.
- Dads/Grandads' clubs – co-ordinated by Family Matters and take place in the family room / visits hall.
- Dads Stay and Play sessions to provide time for fathers with their children, on their own (with support from the Family Matters Team).
- Baby massage and New Dads interventions (starting in Summer 2026).
- Short duration courses in Personal and Social Development offered by the prison Education Department.
- Short courses facilitated by Peterborough City Council that focus on conflict resolution, healthy relationships and understanding the impact of conflict for children.
- Fathers / grandfathers poetry clubs facilitated by Dr Lucy Baldwin.

# 8. Safeguarding

## Safeguarding Policy

Our Child Safeguarding policy and Adult Safeguarding policy reflect the relevant HMPPS Policy Frameworks. They cover site-specific processes for how to raise a safeguarding concern. If colleagues have a cause for concern regarding any child or adult who visits the prison, either in a social or official capacity, they have a duty of care to report these concerns to the relevant authorities and our processes will be followed accordingly. Please speak to a member of staff if you have something to report.

All men are interviewed at Reception when they arrive at the prison. A member of staff will ask several safeguarding questions relating to their children or caring responsibilities for vulnerable adults and enquire who is providing ongoing care.

The Lead for Child Safeguarding is Nicky Gore, Head of Reducing Reoffending, supported by the Head of OMU, Amy Jones, and the Perinatal, MBU and Families Lead, Anna Dixon. Where staff identify a safeguarding concern, a process is in place that requires the incident to be reported to the Safeguarding Lead using a template Form on the day the incident occurs, followed by a security intelligence report and a note of the incident in NOMIS. The safeguarding leads will ensure all reports are robustly managed, including escalation to police / local authority where appropriate.



Adult Safeguarding policy and procedures are managed by the Safer Custody team.

## Training

All operational colleagues at HMP Peterborough are required to complete comprehensive adult and child safeguarding awareness training as part of their induction package, facilitated by the Safeguarding Leads.

Staff working in areas where there is an increased likelihood of contact with children, must complete further in-depth, advanced training. These areas include visits, Family Matters Team and Offender Management (Prison Offender Managers). This training is commissioned by HMP Peterborough.

The Family Matters Team staff have training plans in place to ensure refresher training is completed and skills are maintained.

During 2026 all Sodexo staff will be required to complete Child and Adult Safeguarding learning.

## Prisoners at risk of self-harm/suicide

The Family Matters team is often the first point of contact for families and significant others who are concerned for the wellbeing of their loved ones in prison.

Calls and emails received via the HMP Peterborough Concern Telephone Line / Email system are always handled sensitively and concerns acted upon through close working relationships with our Safer Prisons team. The Family Matters team also, where appropriate, attend case management reviews.



Posters for  
prisoners and prisoi

# 9. Interventions and support

Our interventions and activities are always evolving. Below is a list of what is currently offered at HMP Peterborough:

## Family Matters Team

HMP Peterborough has a dedicated in-house team of three family support workers called Family Matters who are based in the visitor centre. The family support workers support men and women, as well as drive 'specialisms' such as:

Perinatal mothers	New fathers	Foreign national prisoners
Parents and Grandparents clubs	Long-term / Indeterminate sentence prisoner support	ACCT/Safer custody
Motherhood Mentors	Fatherhood Mentors	Care experienced and Young adults
Poetry clubs	Family Days – extended visits	Special Events, e.g. Christmas visits

The Family Matters team aim to support fathers in maintaining contact with their children, whether this be through liaison with Children Services to facilitate supervised contact sessions, or to advocate and liaise with family members about the visiting process. Our Family Matters team are dedicated to assisting fathers, children, families and significant others to ensure that they get the advice they need.

## Story Book Dads

Men at HMP Peterborough who have children are able to create and send a story disc to their children. Parents can bring comfort to their children and share the joy of storytelling from behind bars. We can help to support less confident readers and the editing process means that non-readers can take part. Participants are recorded reading a story with an audio recorder. We edit out any mistakes, then add music and sound effects to enhance the listening experience. The finished story is burned to a CD so that the child can hear the story being read to them. During 2025 we changed the recording process to provide a cloud-based download that children, families and significant others can download when they wish, reducing bureaucracy and cost. Last year 82 recordings were sent to the families of men in custody at HMP Peterborough.

## Dads/Grandads Clubs (Dad Matters)

Each month the Family Matters team and Fatherhood Mentors arrange clubs which is a safe space for dads and grandads to come together. A theme is determined prior to the club but prisoners can also use it as an opportunity to seek support or simply speak to others in a similar position. A dedicated group for new dads (those who are expecting to be a father or with a child under 12 months) is also available. All clubs are promoted via notices on the kiosk as well as via the Fatherhood Mentors.



Feedback from the men participating in these groups is frequently obtained and analysed within the Family and Significant Others Committee Meetings.

**What is it like being a father in prison?**

It's quite tough, not being able to have contact with my son

It's tough not being there and my partner struggling

Being a father in prison makes me feel...

Like a failed father

Upset that I'm not with my little one

Sometimes it can make me feel sad

A failure

What's the best thing about being a father?

Watching them grow

Knowing somebody calling you dad makes you feel special

Having someone to love so much and be loved back

It's hard being a father because...

Worrying how they will turn out

Not being there for them when a dad is needed

We're supposed to be role models for them but hard when in a place like this

I never had one (father) to show me the way, that's why it's hard

The reason I live

My world, (they) keep me going

My world

The best thing to ever happen to me

## Children's birthdays

We know this can be a difficult time for men in prison and we continue to identify opportunities to support men to celebrate these special occasions with their children. This may include additional visits / Purple Visits and the opportunity to buy a birthday cake from our Vita Nova café to give to their child at the visit. Parents can also create cards and craft items to send to children, families and significant others, to note special occasions.



## Fatherhood Mentors (peer workers)

There are a number of peer workers who provide emotional support to fathers and grandfathers. We are recruiting Care-Experienced prisoner mentors to help embed the Care-Experienced Charter. Fatherhood Mentors are a great source of support to all fathers and grandfathers at HMP Peterborough, working closely with the Family Matters team, listening to them talk and gaining feedback on how we can better support the men in our care.



## Family days

Central to our Strategy is to provide opportunities for imprisoned men and their families/significant others to come together regularly for good quality contact time. We recognise this contributes to reducing the risk of reoffending.

Family days and other planned activities help to improve positive relationships between prisoners and their children or other family members. Men at HMP Peterborough can apply for family days which bring together prisoners and their families outside their statutory visit entitlement, often in more informal settings.

HMP Peterborough has increased the number of family days from six to eight (approximately every 6 weeks) each year for men, in response to feedback from men about the positive experience. The Family Matters Team also facilitate bespoke days for men serving long sentences and young adults. These are coordinated and delivered by the Family Matters team, supported by other departments, such as the SEN (Special Educational Needs) team. Applications for family days are open to all men to apply and are advertised via Information notices throughout the year. We gather feedback from men in prison and visitors at each event, which is reviewed at the Families and Significant Others quarterly Committee meeting.

A risk assessment is conducted for any man wishing to take part in special children's visits

dedicated to enabling prisoners to spend time with their children, or events which includes children and their carers. A separate assessment is conducted for men subject to Safeguarding Children: Child Contact procedures. While it may be appropriate for a man in custody to have access to a named child under close supervision, the primary consideration must be whether it is in the child's best interests for the man and/or child to take part in such a visit or event, irrespective of the prisoner's wishes. It may be unsafe to allow the same prisoner general access to children.

## **Key Work**

All operational staff attend key worker training as part of their Initial Training Course. This includes information regarding the importance of families and significant others to ensure this is discussed during key work sessions.

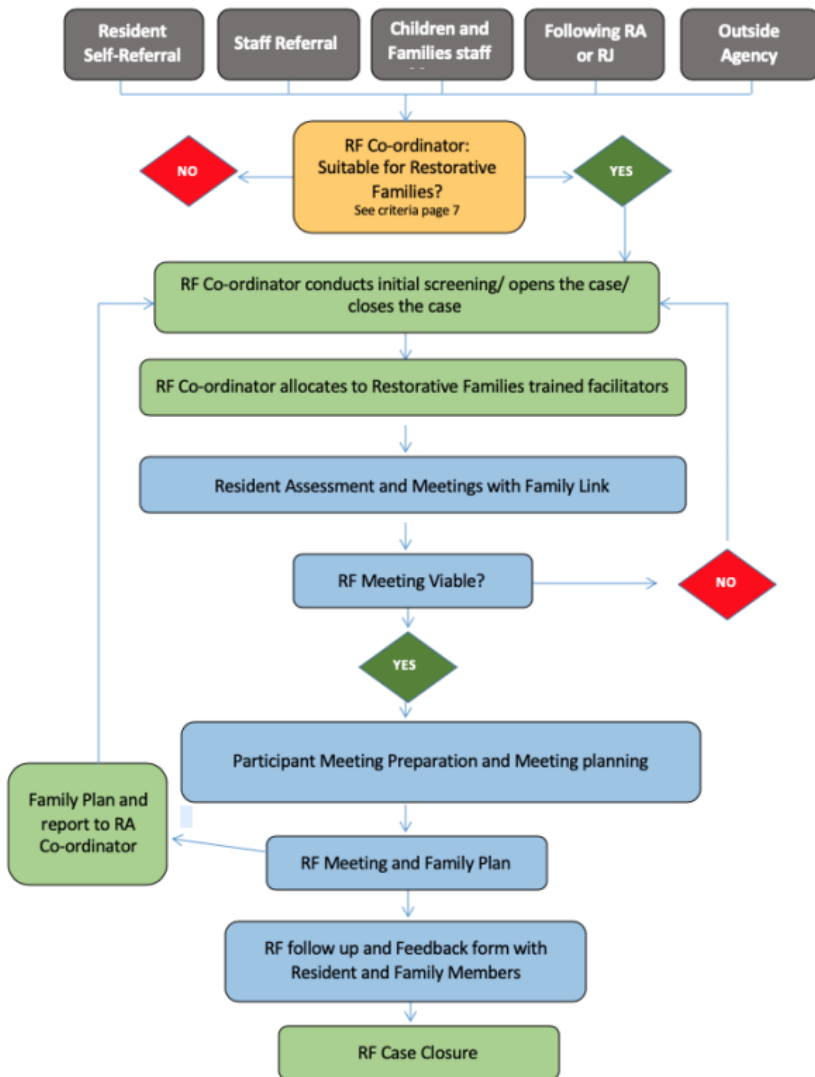
## **Restorative Families**

Restorative Families is a family-centred approach developed by Sodexo and HMP Peterborough to bring family members together to repair harm or conflict. Meetings are facilitated by trained members of staff and must be a voluntary, consensual process for all involved.

Meetings between the prisoner and family member(s) / significant others are carefully planned and structured to address the unique circumstances initially raised. It is a space for concerns to be put forward safely and an opportunity for thoughts to be expressed. The aim is to reach and achieve a positive outcome together. At the end of the meeting a plan is written up, which is owned by the family and is supported by the prison. Any referrals for a Restorative Family intervention are assessed by the Restorative Co-ordinator.

## **Release on Temporary Licence (RoTL)**

Our local RoTL procedures align to the HMPPS RoTL Policy Framework; as this permits RoTL for suitable, sentenced prisoners categorised as eligible we are seeking to expand the use of RoTL throughout 2026. RoTL can be used for any purpose that supports effective rehabilitation, resettlement and engagement with positive support networks including children, families and significant others.



Other services and support include:

**Prison Technology Services**

**Secure Payment Services**

[www.gov.uk/send-prisoner-money](http://www.gov.uk/send-prisoner-money)

To send money to those in custody from any computer.

**Email a Prisoner**

[www.emailaprisoner.com](http://www.emailaprisoner.com)

[www.emalladetainee.com](http://www.emalladetainee.com)

Family, Friends, Legal and Agency Professionals

You now have the option to email your correspondence to residents at this establishment.

All messages are printed in the mailroom and handed out with traditional mail.

**Secure Payment Services**

[www.gov.uk/send-prisoner-money](http://www.gov.uk/send-prisoner-money)

To send money to those in custody from any computer.

**JAILMATECARDS.CO.UK**

Prisoners' cards and more...

Emailaprisoner.com – enabling two-way communication





Prison Voicemail



Prisoners Penfriends

# 10. Feedback

In order to review and improve our support and provision we regularly request feedback from colleagues, partners and prisoners.

	Monthly	Bi-monthly	Six monthly
Surveys	Feedback from the monthly Dads / Grandfathers Clubs, run by the Family Matters team in the family room, is gathered and analysed.	Feedback from prisoners and visitors attending family days is gathered and discussed at the Children, Families and Significant Others quarterly committee meeting.	Feedback from prisoners and visitors is requested at least every six months by the Visits Operations Manager.
Forums	Residential consultative meetings, led by residential managers, take place. The monthly User Voice Council feeds back on any issues causing concern for prisoners, and this generates further surveys and analysis for Leads to address.	The senior Families and Significant Others lead meets with the Family Matters team at least quarterly to review procedures and feedback concerns.	Forums take place with prisoners at least every six months, jointly with the senior Families and Significant Others lead and Head of Security or Operations Manager.
		Foreign national forums are held quarterly by the Deputy Director / Head of Health and Wellbeing and foreign national Specialist. We have a dedicated Foreign National specialise supporting men with their needs and progress through the immigration process Feedback is gathered and discussed at the Children, Families and Significant Others quarterly committee meeting.	Feedback from men, specifically in relation to families, is gathered and analysed.

# 11. Contact the prison

## By telephone:

Family Matters	01733 217500
HMP Peterborough Switchboard	01733 217500 (for urgent queries)
Visits	01733 217500 (option 2)
Safer prisons/Family Concern Line	01733 217500 (option 1)
Safeguarding children concerns (Nicky Gore)	01733 217500 (ext. 7153)

The Family Concern Line is checked and calls logged daily during weekdays. Concerns are followed up by our Safer Custody team within 24 hours.

If your concern is urgent or occurs during a weekend please contact the switchboard and ask to speak to the duty manager.

## By post:

HMP Peterborough  
Saville Road  
Westwood  
Peterborough  
PE3 7PD

## By email:

General enquiries	<a href="mailto:PBgeneralenquiries@sodexogov.co.uk">PBgeneralenquiries@sodexogov.co.uk</a>
Family Matters	<a href="mailto:PBfamilymatters@sodexogov.co.uk">PBfamilymatters@sodexogov.co.uk</a>

## Online:

You can find further information about HMP Peterborough, including visiting information, on our website:

Home: [hmppeterborough.co.uk](http://hmppeterborough.co.uk)

Or at the Ministry of Justice prison finder website:

[Peterborough Prison - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Our strategy is available at:

NICCO

**Staff with functional responsibility for the delivery of this strategy:**

Ralph Lubkowski	Director
Chris Evans	Deputy Director
Nicky Gore	Head of Reducing Reoffending (Family and Significant Others Lead)
Kev Graham	Head of Male Residence
Jordan Springett	Head of Offender Management and Operations
Charlotte Doyle	Head of Health and Wellbeing
Teresa Bruce	Head of Education, Skills and Work
Matt Heron	Head of Safer Custody
Martin Marsh	Visits and operations manager
Ian Wilson	Family Matters Team
Michelle Longfoot	Family Matters Team
	Family Matters Team
Amy Jones	Head of Offender Management Services
Paul Burcham / Donna Brown – Care-Experienced Single Points of Contact	
Hamish MacInnes / Wayne Massey – Veterans Single Points of Contact	

# ANNEX A

## Children, Families and Significant Others – committee meeting

### AGENDA

1. **Apologies**
2. **Minutes and actions from previous meeting**
3. **Feedback from departments involved with families, children and significant others**
  - a. Visits
  - b. Keywork
  - c. Safer Custody
  - d. OMU
  - e. Chaplaincy
  - f. Restorative Families
  - g. Reception/Induction
  - h. Storybook Mums and Dads & Learning and Skills
  - i. MBU
4. **Family Matters update**
  - a. Care Leavers
  - b. Primary carers
  - c. Family day planning and feedback
  - d. Motherhood Mentors
5. **Prisoners who do not receive visits**
  - Details of prisoners and support plans

**6. Action Plan and Feedback**

- a. Friends of Peterborough
- b. Focus groups and surveys
- c. Family and significant other KPI action plan update
- d. MQPL
- e. HMIP Expectations
- f. Child Impact Assessment Tool

**7. Safeguarding update**

- a. Training
- b. Processes
- c. Child Protection cases

**8. Motherhood/Fatherhood / School projects and policy update**

**9. AOB**