

About HMP Lincoln

HMP Lincoln opened as a local Prison in **1872** holding both remand and convicted prisoners, accepting prisoners directly from the courts within the catchment area.

We now also take overspill from prisons which are too full to take more. Most prisoners are transferred to another prison as soon as there are places to take them. However, they will often return to Lincoln prior to their release if being released in Lincolnshire.

The Governor: **Peter Wright**

Address: **HMP Lincoln**
Greetwell Road
Lincoln
LN2 4BD

Telephone: **01522 663000**

Fax: **01522 663001**

Visits Booking: **01522 663172**

Category: **Male / B**

How to Get Here

HMP Lincoln is situated in the uphill area of the city of Lincoln within the county of Lincolnshire. The prison is situated on **Greetwell Road**. We are opposite the **Lincoln County Hospital**, and not far from **Lincoln Cathedral** which is visible from almost anywhere in Lincoln.

Bus: From the **bus station** in the city centre, numbers **3 & 4** stop at the front of the prison, or you may catch a bus to the **County Hospital** which is just opposite. The number **6** to Skegness also passes the prison regularly.

Car: Our car parks are in the adjacent **Greetwell Close**, and are free of charge. Disabled parking is also available on the forecourt in front of the main gates, but this must be booked when booking your visit as places are limited. **If you are using a sat nav then please be aware you must enter the address as greet well road LN24BD. If you enter Lincoln prison you may be directed to Lincoln castle**

Suggested routes & approximate distances:

Birmingham	M69 & A46 (98 miles)
Hull	A15 (44 miles)
Leicester	A46 (50 miles)
London & the South	A1 north to Newark, A46 to Lincoln (143 miles)
Manchester	M62 & A15 (85 miles)
Norwich	A17 (103 miles)
Nottingham	A52 & A46 (39 miles)
Scotland	A1 south to Newark, A46 to Lincoln
Sheffield	A57 (47 miles)

Rail: The nearest main-line Station is **Lincoln Central**. It is about a 20-minute walk uphill to the prison, or 7-10 minutes by bus or taxi.

Taxi: Taxis are available in the city centre from the **railway station**. The journey takes 7 to 10 mins depending on the volume of traffic, and costs approximately £4 each way. Your return journey can be booked using a free direct phone line in the visits entrance.

Car Parking There are x3 free car parks at the rear of the prison

What to expect on arrival

Doors open 1 hour before visit.

If you are a first time visitor you will be invited to have a chat with our FIRST Centre (Family Information and Release Support) staff where you will receive a short induction on the prison and services you can access whilst your friend or family member is in prison.

You need to join the queue and present yourself along with your party at the booking desk with all of your details. You will need to ensure you and your party have all of your ID (as featured on Page 10/11) and the name and number of your loved one and where possible confirmation of your booking.

You will then be given a wrist band and a stamp to confirm you have booked in. You will also at this point be given a number of where you are listed to go through to the search area. It is important to listen for your number being called to go through to avoid any further delays.

Following booking in you are free to wonder around the area and make use of the centre facilities. Please remember however that if you have children in your party you are responsible for their supervision at all times.

You may wish to prepare yourself immediately after booking in by putting away any property about your person straight after booking in to avoid any delays in going through to security. In addition please ensure you have nothing about your person with the exception of £10 per person in coins as any other items are not permitted, if you are found with any other items you may compromise your visit or have to return back to the visits centre and jeopardise your place in the queue.

The next stage of the visits process is that you will be called through to the security section where you will be searched by an officer and additionally a dog. It is important to prepare your children for this as they must remain still for this exercise to take place and you will be responsible for them to have this take place and avoid compromising your visit. If you have any problems with this please do not hesitate to speak to us prior to going into the search area.

Once this procedure has taken place you will then be invited to go into your visit with your friend/family member. See page 11 for rules on visits.

Please remember to be patient, many things can hold up or impact the prison procedures. Your cooperation is very much appreciated by the staff. If you are not familiar with the

environment this may cause you frustration. If you feel you need to discuss this please speak to one of the prison officers or the children and families on your exit from the prison.

Dress code

All visitors are expected to dress appropriately for the environment

Over exposure of flesh will be considered as inappropriate as well as:

- Very short skirts or tops
- Low cut tops
- Offensive language or remarks on clothing
- See-through garments
- Absence of garments

Conduct

It is important to follow the prison rules at all times

Please remember this is a controlled secure environment and may be daunting if experiencing for the first few times.

If this is the case please ensure you speak to us about your concerns so that we can support you through your difficulties.

As a visitor you are expected to follow all instructions as featured in this document and the direction of the prison officers.

At no time will any of the following conducts be tolerated by the prison and will result in a termination of visit:

- Bringing into the prison banned articles for the purpose of handing over to a prisoner
- Abuse to staff or poor attitude towards a staff member
- Swearing
- Poor behaviour of children
- Lack of supervision to a child in your care
- Refusal of following a given instruction or prison rules
- Abuse of prison property

Domestic Visiting Times at HMP Lincoln

Tuesday:	2 pm - 4 pm		
Wednesday:	2 pm - 4 pm		
Thursday:	2 pm - 4 pm		
Saturday:	9 am - 11 am	&	2 pm - 4 pm
Sunday:	9 am - 11 am	&	2 pm - 4 pm

Official Visiting Times at HMP Lincoln

Tuesday:	9 am - 11.30 am	&	2 pm - 4 pm
Wednesday:	9 am - 11.30 am	&	2 pm - 4 pm
Thursday:	9 am - 11.30 am	&	2 pm - 4 pm

There are no visits on Mondays, Fridays, Christmas Day, Boxing Day, New Year's Day and Staff Training Days (usually the 2nd Wednesday of the month).

More than 1 visit is allowed in the same weekend for a prisoner - but only one afternoon session is allowed in that same weekend.

For seating purposes - 3 visitors aged 16 years and over are allowed at each visit plus 4 children 0 - 15yrs. There must be at least 1 adult (over 18) on the visit.

If the prisoner is subject to child protection measures and is not allowed under-18s to visit, he would be allowed up to 3 adults only on each visit.

All visitors must arrive together and you would not be allowed to exchange visitors in the middle of a session, although you do not all have to stay until the end providing there is at least 1 adult present at all times.

Your legal entitlement is 45mins per visit, however we will endeavour to make your visit last for a minimum of 1 hour

Each visit lasts a **minimum** of 1 hour but may last longer depending on the availability of staff. However the finishing times for each session cannot be extended under any circumstances.

Doors open: Approx 30 minutes before the start of the session

Last Entry: Approx 45 minutes before the end of the session.

How many visits can he have?

a) Remand Prisoners - Unconvicted

A prisoner on remand who is **unconvicted** may have up to **2** visits a week if on **BASIC** IEP, **3** visits a week if on **STANDARD** IEP, and **4** visits a week if on **ENHANCED** IEP.

You will **not** require **Visiting Orders (VOs)** to visit an **unconvicted** prisoner, but you still have to pre-book the visits by at least one working day - the cut-off time for bookings is **12 Noon** on the last working day **before** the visit. No bookings or changes will be accepted on the day of the visit. You may make bookings up to 3 weeks ahead. As we only have a limited amount of tables available for each visit, all visits are subject to availability.

Visits not used one week **cannot** be carried over to the next. For visits purposes, the week begins on **Monday** and ends on **Sunday**.

Visits are **not** allowed on court days, unless the appearance is by **Video Link** and is not during the session being booked for. If a prisoner is at court when you ring to book a visit, you would only be able to book the next available visit, just in case he doesn't return from court, or he returns convicted.

b) Remand Prisoners - Convicted but not sentenced

c) Sentenced Prisoners

d) Prisoners on Licence Recall

A **convicted** prisoner (this **includes** prisoners who have not yet been sentenced) must book his visit himself by application to the **Visits Booking Office** using a "**Prisoners Visits Booking Form**". Once the visit is booked, the prisoner will be given a **reference number** for that visit. It is then the prisoner's responsibility to inform his lead visitor of the reference number for the visit, the date and time of the visit and the visitors added. This can be done by either phone or post. Neither the **Visits Booking Officer**, nor the **Switchboard Operator** will give this information out over the phone because of the **data protection act**, so if the prisoner does not contact you, you may regard the visit as not booked.

The prisoner will be allocated 2 VOs on his conviction or reception, followed by another 14 days later -3 VOs are allocated every month. Thereafter, the PVOs will be generated on the first of each month and the VOs follow in 14-day intervals.

ALL visitors (including children of all ages) MUST be named on the application for a visit, with dates of birth and addresses. If you are not sure if he has your correct details, write to him giving him your name, address and date of birth and those of other family or friends who want to visit him. Names should be official names that will agree with what is on the person's ID - not pet names or nick-names.

VOs are not available in advance; if there are none generated on the system, the prisoner cannot request one.

Once the visit has been booked, it cannot be amended by the visitor - the prisoner has to put any changes in writing and send them to the Visits Booking Office.

All visits are subject to availability, and cannot be booked less than 2 working days ahead, but can be booked up to 3 weeks ahead.

All Prisoners

Due to the high demand only **one** afternoon visit is permitted for any prisoner in the same **weekend**.

Up to 3 adults are allowed at any one visit - you must all arrive together and are not allowed to change visitors during the visit, or indeed change tables. For seating purposes all children who are 16 years and over are included in this section. A maximum of 4 under 16 year-olds are allowed in addition, this figure may be relaxed for a prisoner's own children, but not for friends' children.

If children (anyone under 18 years old) are allowed on a visit they must be accompanied and supervised by an adult at all times. They cannot be left at the table alone with the prisoner.

Some prisoners are not allowed to have children to visit; the prisoner himself will be notified by the **Public Protection Officer** if this is the case.

All Prisoners on BASIC Regime are allowed a maximum visit of 1/2 hour for remand prisoners and 1 hour for Convicted prisoners

How can I book a visit?

If the prisoner is unconvicted or on immigration hold, please ring the dedicated visits booking line: **01522 663172** during the following times -

Monday to Friday: 09:30 am - 12 Noon

This line is not available at weekends or on Bank Holidays..

All visits (without exception) must be pre-booked by at least one working day and are subject to availability.

It is advisable to find a quiet place to book your visit as background noise makes it difficult for both parties. If the booking clerk cannot hear you correctly it may result in the visit being booked for the wrong day or the wrong visitors entered. Please be patient as there is only 1 operator booking both legal and domestic visits.

When booking a visit you must give the following information:

1. The **NOMS number** of the prisoner, or his **full name** and **date of birth**.
2. The **date and time** you require the visit - it is advisable to have a second choice ready if this one is not available.
3. You will need the **full names, current postal addresses** and **dates of birth** for **ALL** visitors - if you do not have this information you will be asked to ring back. The names given should agree with the ID being brought in - please do not give pet names as it could result in the visitor being refused entry.
4. If you arrive on a visit and you have **not** been booked in, you will be refused entry, however far you have travelled.

Please do not ring this number if you require another department, the booking clerk will not be able to put you through to your required department or take messages for them. This line is for booking visits and visit enquiries only.

The booking clerk will not be able to give any information about a prisoner or his visits due to the data protection act.

Please note that ex-prisoners of HMP Lincoln are not allowed to visit until they have been released for at least 6 months.

Once the booking clerk is satisfied with the information given, he / she will confirm that the visit has been booked for the date and time requested. If there are no tables available, you will be asked to choose another date and time.

If booking by mobile phone or pay phone, please allow enough credit for the visit to be completed - if you get cut off half way through you must ring back to finish it.

If you find it difficult to get through on the phone, please be patient as there is only one operator. Please do not try phoning another department in the prison because they will not be able to help you. There is also an e-mail address you can book visits on: lincolnsocialvisits@hmps.gsi.gov.uk. - you will need to give the same information. Please allow up to 3 working days for e-mail bookings, all e-mails will be answered eventually.

Please mention when booking if you require wheelchair access or disabled parking. Wheelchair access is through the large wooden vehicle gates.

Disabled parking is on the forecourt of the prison, but these places are limited so if there are no spaces available you will have to use the visitors' car parks in Greetwell Close - see location maps.

If you have booked a visit but find you are unable to attend, please try to let us know before 12 Noon. **Please note that messages cannot be passed on to the prisoner.**

If you wish to declare a disability which you feel may affect your visit, or you require any special assistance, please contact the visits booking clerk.

Attending a Visit

If you are a first time visitor please see our FIRST Centre staff and they will be able to support you.

They can be identified by the purple tops they wear.

All visitors must arrive together. For afternoon visits, you can arrive from 12 midday and see one of our staff for a number. The numbers are issued on a first come first served basis and The latest time for entry is 45 minutes before the end of the session. Please have your ID ready.

Each visitor is required to bring sufficient identification to **every** visit as stated in this list. **There can be no exceptions.**

Acceptable Identification

Visitors may identify themselves using **one** of the following **PHOTOGRAPHIC ID**:-

- **Passport** (the visitor must still be recognisable from the photo)
- **Driving licence** (full or provisional)
- **Public transport season ticket**
- **Employer's ID card or pass** showing the name of the employer (**laser printed, not laminated**)
- **Any Government issued ID card** (**laser printed, not laminated**).
- **Citizens ID card / EU ID card**

If a visitor is unable to produce one of the above, staff **may** accept combinations of **2 or more** of the following:-

- **Driving licence** without photograph
- **Birth Certificate** (if the visitor is still known by the name stated on the certificate)
- **Birth Certificate + Marriage Certificate** (counts as 1 item)
- **Birth Certificate + Deed poll certificate** (counts as 1 item)
- **Travel pass** without a photograph.
- **Debit card or Credit card** (only 1 of these allowed in the combination)
- **Savings Account book**
- **Recent bank statement**

- **Employer's pass or ID card** (laminated or without a photo).
- **Trade Union or Student Union Card**
- **Medical Card**
- **National Insurance Card**
- **Rent Book / Card or Tenancy Agreement**
- **Young Person's proof of age card**

For prisoners who are subject to **Child Protection measures**, staff may not allow entry unless a visitor has photographic ID with a proof of age.

It is also advisable to bring at least one item showing your current address.

Letters of any description (including those from a solicitor), utility bills, or loyalty cards will NOT be accepted as ID; however they can be brought in as proof of address to accompany ID from the list.

Anyone aged 16 years and over will need ID from the list, for children **under** 16, a birth certificate or medical card is sufficient. A Red Book is only acceptable for newborns who have not yet been registered.

Anyone who arrives without sufficient ID will be refused entry, irrespective of the distance travelled.

* * *

All visitors will be searched (including children) and there may also be drug dogs and CCTV cameras in operation. If anyone refuses to co-operate with any of the Security procedures, the visit will be terminated. It is important to prepare your children for this as they will have to remain still during this process and avoid the visit being terminated.

Nothing may be brought in on a visit to hand over to the prisoner or to sign (papers), nor can you bring in postal orders or cash for the prisoner.

All belongings including mobile phones and smoking materials must be placed in a locker, for which you will require a **£1** coin / trolley token. This is returnable when you remove your belongings after the visit.

Visitors who are, or appear to be, under the influence of alcohol or drugs will be refused entry. Visitors who are abusive or aggressive towards staff, the drug dogs, other visitors or any of the prisoners will have their visit refused or terminated.

It is illegal to bring drugs, alcohol, weapons, cameras or mobile phones into the prison. Anyone caught doing so may be prosecuted and will be banned from visiting any of the prisons in the East Midlands region for a period of time (usually 3 months but can be more), followed by another period of time under closed conditions (usually 3 months). Anyone stopped by the drug dogs and nothing is found on a search will be given a choice of having a closed visit or having the visit terminated.

The actual **Visits Hall** is a large open room containing 45 tables, each with seating for 1 prisoner + 3 visitors. On arrival you may embrace and again when leaving, but the time in between should be restricted to hand-holding only. **Inappropriate behaviour will not be tolerated and your visit may be terminated.**

No smoking is allowed in any part of the prison.

As well as the tables in the visits hall, there are 4 rooms where the closed visits take place. In these rooms, the prisoner and his visitors are separated by glass and there is no physical contact at all.

There is usually a kitchen open during the visit from which you may purchase refreshments - they can provide hot and cold food and drinks. Each adult visitor is allowed to take up to £10 in coins into the visits room. All items bought must be consumed during the visit or taken away by the visitor - the prisoner is not allowed to take anything back to his cell. **A Prisoner on closed visits may not be given refreshments.**

There is a play area for the children with a variety of toys, which is supervised. Whilst in the play area, all children remain the responsibility of the adult/s who brought them to the visit. **No food or drinks may be taken into the play area.** If the child is too shy to play in the designated play area, he or she may be permitted to take toys back to the visiting table, providing that everything is returned to the play area at the end of the visit.

If you have a small baby there are baby changing facilities in the female toilets - nappies and wipes are provided. You will be allowed to take a bottle of milk in for the baby, but no other foodstuffs. (The staff in charge of the canteen will warm up the baby's bottle for you). The officers will allow pushchairs or car seats to be taken into the visits room, but they will have to be searched first.

The prisoner is not allowed to move from the allocated visiting table until the visit is finished and the visitors have left.

Visitors are not allowed to visit more than 1 prisoner at a time, although we may be able to arrange for members of the same family to be seated at adjacent tables if available. However, all visitors must remain at their designated tables.

If you leave the visits room for any reason, such as to use the toilet, you will be searched again before you re-enter the visits room.

You do not have to wait until the session ends before you leave. Just tell the officer that you wish to leave. At the end of the visit, don't forget to collect your belongings from the locker.

Safeguarding Children

HMP Lincoln has a duty of care to all children and under-18s entering the establishment. Parents and carers remain responsible for their children and their behaviour at all times whilst in the establishment. All parents and carers are advised that any abuse of children will not be tolerated.

The main types of abuse are as follows:-

- a) Using a child to bring unauthorised items into the prison.
- b) Physical violence towards the child.
- c) Endangering the child's safety.

If staff become aware of any abuse, action will be taken and a report submitted to the relevant authorities. In extreme cases, the police will be notified immediately.

At no time during a visit will staff allow an under-18 person to be left alone with a prisoner.

Will I be searched?

The Prison Service is committed to ensuring the safety and wellbeing of everyone who is resident in, works in and visits the prison. Searching those who enter the prison is one way of achieving this. The search will be carried out with respect for and courtesy to all individuals.

Searching usually involves a 'rub down' search. Children and babies will also be searched, but this will be done sensitively and in the presence of the accompanying parents or carers.

Before entering the visits room, you may encounter a dog which is trained to pick up the scent of certain drugs or substances. The dog is trained not to harm anyone and will just sit quietly in front of a person if it believes it has detected any of these drugs or substances. If the dog picks you out you will face a more thorough search to see if you have any drugs or substances on or about your person.

If any of these drugs or substances is found the police will be notified, even if the drugs are for your own use only - the prisoner you are visiting could also face disciplinary action. If no drugs or substances are then found you will be offered the choice of a closed visit or for the visit to be terminated.

Anyone caught in possession of drugs or other prohibited items will be subject to a visiting ban from all the prisons in the East Midlands region and may also be charged with "**Intent to Supply**" and face prosecution.

If you are being bullied into bringing in anything for any of the prisoners, or suspect that someone is bringing in drugs or another illegal item, please phone the prison and ask to speak to a **Security Officer** or the **Duty Governor**, or write a letter to **The Governor** - we will respect your confidentiality at all times.

Is there anything I can bring him when I visit?

Any items brought in on a visit to hand to the prisoner, must have been applied for by the prisoner and had the application approved.

You may not bring in letters or documents for him to sign.

Any items brought in will be subject to the normal Security measures and searches.

CLOTHING: All figures include the items that the prisoner is wearing.

Convicted prisoners on Basic and Standard IEP will be given prison clothes to wear but may have the following:-

*7 pairs socks

*7 pairs underpants

*3 vests (not sports type).

Flip flops or slippers (1 pair only - only for use in cell)

Trainers / shoes - basic 1 pair, standard 2 pairs. - no boots allowed

*Pyjamas - (not basic) - must not be padded, quilted or lined. No black or dark blue.

Remand & Enhanced convicted Prisoners are allowed in their possession:-

*2 sets of 3 tops - including t shirts, jumpers and coat

*1 set of 3 bottoms (jeans, trousers, tracksuit bottoms)

*7 pairs socks

*7 pairs underpants

*3 vests (not sports type)

Flip flops or slippers (1 pair only - only for use in cell)

Trainers / shoes - basic 1 pair, standard 2 pairs, enhanced 3 pairs - no boots allowed

*Pyjamas - (not basic) - must not be padded, quilted or lined. No black or dark blue.

Enhanced prisoners will also be allowed:

*Dressing Gown - no hood.

*Belt - One only, max width 40mm, buckle not to exceed 50mm.

Towels - not black or navy blue, no offensive patterns.

All Prisoners may also have the following:-

*Wedding ring - plain band, no raised decoration or stone.

*Spectacles - for the prisoner's own use.

Religious items - as per religion.

Can I send him anything by post?

You are allowed to send the following items through the post but they must have been applied for by the prisoner and had the application approved. They would be subject to the normal security measures and searches.

Any item from the above list with * next to it.

CDs (not Basic) - must be original - no copies

DVDs (Enhanced only) - must be originals, no copies, No 18 certificates, must not be offensive or overtly violent.

Photographs - up to a max of 40, not to include prisoner himself, not to be offensive.

Writing pad - must be sealed in original packing

Envelopes - must be sealed in original packing

Blank postcards - must be sealed in original packing.

Stamped addressed envelopes - max of 10.

Specialist books for education or religion

Celebration cards - for special occasions, not allowed to send in blank cards for him to send out.

Letters - see separate section

Postal order - see separate section

Communicating with the Prisoner

Letters

When writing to a prisoner or sending anything in for him, always make sure to put his **number, first name and last name** on the envelope. We very often have prisoners with the same name or similar names, so put as much information on there as you can. Also make sure to include your own name and address in anything that you send, just in case it has to be returned for any reason.

Prisoners are issued with free letters each week depending on regime and status. These letters are issued on a weekly basis usually on Friday evenings.

Basic:	Convicted	-	1
	Remand	-	2
Standard:	Convicted	-	2
	Remand	-	3
Enhanced:	Convicted	-	3
	Remand	-	4

Any other writing materials have to be obtained through canteen; however you would be allowed to send in stamped, self-addressed envelopes for his use - a maximum of 12 - no loose stamps allowed. Any post sent out at the prison's expense will be second class.

Prisoners are not allowed to send out or receive letters which include items deemed to be abusive, pornographic or racist - these items will be removed in the prisoners' mail department.

Birthdays, Christmas & Religious Events

You may send in cards for these occasions but are not allowed to send or bring gifts and presents.

E-mail

You may send messages by e-mail to www.emailprisoner.com - e-mails will usually be printed off and delivered to the prisoners the day after you send them. All e-mails will be subject to the same Public Protection & Security measures as ordinary post. Please note, this is not run by the Prison Service.

Telephone

It is not possible for you to make a direct phone call to a prisoner, and unless it is a matter of life or death, no-one would be able to pass on messages to him, but if you have any concerns you may ring 01522 663287 which is the Safer Prisons line.

A telephone account is set up for each prisoner using the controlled telephone number system (PIN phone). He will nominate his telephone numbers which will then be verified. He cannot ring any numbers that he has not nominated and have not been entered on the system. Telephone credits can be purchased weekly from his account. The opportunities to use the phone depend on the status and regime of the prisoner and his wing location.

Officers may listen to a random number of calls, and these calls may be recorded.

If you do not want the prisoner to write to you or phone you, write to the Governor and a bar will be implemented.

If a prisoner has a charge or conviction of harassment, he may not communicate with certain named individuals relating to these cases.

If a prisoner has a charge or conviction (current or previous) relating to under-18s, he will be barred from communicating with all under-18s until he has undergone an assessment by the Public Protection Officer. If the prisoner has applied for contact with named under-18s, the Public Protection Officer together with Social Services will decide if the prisoner can have contact with those named under-18s.

Postal Orders

Postal orders should be made payable to "HMPS" (Her Majesty's Prison Service) with the prisoner's name & number and the sender's name and address written somewhere on the back of the postal order or cheque. A postal order takes approx 3 working days to clear. They must be sent by post, you cannot hand them in on a visit.

If you do not include your own name and address, the prisoner will not be allowed the credit.

Do not send cash.

Once received, the amount will be credited to the prisoner's account from which he can make his weekly purchases. The amount he can spend each week will depend on his regime and status.

Depending upon the prisoner's IEP and status, prisoners are allowed to transfer approx £15 into their "spends" account each week.

All items not mentioned in the previous lists must be obtained by the prisoner from the canteen or through prison issue, including tobacco, cigarettes, radio, cd player, cassette player, stationery, art materials, toiletries, sweets & snacks and hobby equipment. Any large items may be purchased by him from approved mail order companies.

If the prisoner does not have suitable clothes to wear, the prison will provide them for him, including socks and underwear.

Basic toiletries such as soap, toothpaste, shaving equipment, shampoo, toilet paper, etc will be provided on reception - he can then by his own choice from the canteen

Prisoners who are in employment or education are paid a weekly amount which is paid into their personal account. This amount varies depending on his regime and the type of employment or course being studied.

If a prisoner is transferred to another prison he will take his property with him and the cash in his account will be transferred to his new prison, electronically. Any mail or monies that arrive after he has left will be forwarded on to his new prison.

Assisted Prison Visits Getting help with travel costs

If you are receiving benefits or are on a low income, you may be eligible to claim the cost of travel to prison visits from the **Assisted Prison Visits Unit (APVU)**.

Initially you will have to fill in a fairly detailed form giving information about yourself and the person you want to visit.

APVU forms are available from:

- The **APVU** 0121 626 2206
- **Prisoners' Families Helpline** 0808 808 2003
- your local **Citizens' Advice Bureau**

If you are unsure about how to fill in the form, the above agencies will also be able to help you with this.

Once you have been accepted onto the scheme, the APVU will send you a "**confirmation of visit**" form which will be stamped by the prison when you attend the visit.

Complaints

If you are unhappy with our visiting arrangements, a member of staff, or not satisfied with any aspect of the prison, you may complain in writing to:-

- **The Prison Governor**
- **The Chair of the Independent Monitoring Board**
- **Lincoln's MP**
- **your own local MP**

We would also welcome any positive suggestions about how anything might be improved.

Drugs

Will the prison know if the prisoner has a drug problem?

Every prisoner is seen by a doctor or nurse when they first arrive at prison, and they will pick up on any health issues the prisoner has at that time. They will be aware of the symptoms of withdrawal and common health problems associated with drug use. The prisoner has a chance to raise any health concerns he may have, and will be expected to provide a urine sample which will be tested for the presence of drugs. If a prisoner needs medical supervision while withdrawing he may be admitted to the healthcare centre. If the medical staff feels it is appropriate, they will prescribe medication to help alleviate withdrawal symptoms.

Do prisoners get help for their drug problems whilst they are in prison?

The Prison Service has set up **CARAT** services which aim to offer help to every prisoner who is identified as having a drug problem. HMP Lincoln has a designated **Substance misuse team**.

This service is voluntary - prisoners who are misusing drugs will be encouraged to take part, but they are not forced into doing so.

He has asked me to bring drugs in for him on a visit.

In doing so you would be taking a big risk. Bringing drugs in to a prisoner is against the law and is treated as a serious offence - you may be arrested yourself and charged with **"Intent to Supply"**. In any case you will be banned from visiting for at least 3 months (from all prisons in the East Midlands Region) followed by closed visits for a further 3 months. The prisoner you are visiting will also face disciplinary action which may mean his privileges, security category and prison placement may be affected.

I am a drug user myself, am I still allowed to visit?

You are allowed to visit, but if you arrive under the influence of drugs you will be refused entry. If you are found to be in possession of an illegal substance, even if it is for your own use only, the staff are obliged to report it.

What does a drug dog do?

The dog has been trained to recognise the scent of certain drugs or substances. The dog will always be on a lead and controlled by a trained officer. If the dog detects the scent of a drug or substance on a person, it has been trained to indicate this by quietly sitting down in front of that person, and will not move until the handler instructs it to do so. If the dog picks you out you will be searched to check if you are carrying any drugs or

substances, or you can own up to having them. If nothing is found, you will be offered a visit under closed conditions (with no physical contact). If you choose not to take the closed visit, your visit will be terminated. If a child you are accompanying is found to have drugs on his or her person, you will be held responsible and the relevant authorities may be notified.

Amnesty Box

In the visits entrance area we have placed an amnesty box into which can be placed any drugs or other illegal substances without fear of recrimination to yourself or the prisoner you are visiting.

For more information about drug use and the help available, ring the National Drug Helpline on 0800 776 600. It is a free, 24 hour helpline.

Concerns Regarding Safety & Well-Being

Who may be particularly vulnerable?

- First time and remand prisoners.
- Anyone who has suffered a recent bereavement.
- Those who have recently suffered a broken relationship.
- Someone who has made a previous suicide attempt.
- Substance misusers.
- Victims of violence or sexual abuse.

If you are worried about a prisoner's safety or well-being, you can speak to someone about your concerns.

Who can I speak to?

- If you are on a visit, speak to the **senior officer** in charge.
- Telephone the prison on **01522 663287** and leave a message.
- Contact the **Prisoners' Families Helpline** on **0808 808 2003**
- Contact the **Samaritans** on **08457 909090**.

Who can the Prisoner speak to?

- Each prisoner has a **Personal Officer** assigned to him on his wing, but he can also speak to any of the officers.
- HMP Lincoln also has a "**Listeners**" scheme - other prisoners who have been trained and supported by the **Samaritans**, who will listen in confidence.
- The prisoner can also ask to speak to a member of the **IMB - Independent Monitoring Board**
- The prisoner can also ask to speak to the **Prison Chaplain** or other **religious leader**.
- He can also make confidential calls to the **Samaritans**.

Please remember that visits and letters are extremely important to all prisoners, particularly those who are finding prison life difficult.

Useful Telephone Numbers / Addresses

HMP Lincoln Main Prison:	01522 663000
Address:	Greetwell Road Lincoln LN2 4BD
Visits Booking Line:	01522 663172 (Mon to Fri: 9:30am - 12 Noon)
FIRST Centre (Family support)	01522 663355
Assisted Prison Visits Unit:	0845 300 1423
Text phone:	0845 304 0800
Address:	PO Box 2152 Freepost BM 2257 Birmingham B15 1SD
Prisoner Location Service:	prisoner.location.service@noms.gsi.gov.uk
Address:	PO Box 2152 Birmingham B15 1SD
Prisoners' Families Helpline:	0808 808 2003
Crimestoppers:	0800 555 111
National Drugs Helpline:	0800 77 66 00
The Samaritans:	08457 90 90 90
Safer Prisons:	01522 663287