

Welcome to Pentonville

Induction Book

Being in prison can be very difficult. You may be feeling anxious and confused. You may be thinking about why you are here. You may be recalling difficult things from your past. You will be missing loved ones. This is all perfectly natural and everyone feels this way. Don't let these things overwhelm you. There is support available right now. Ask staff or **Insiders** for help.

The First Night Centre (FNC)

On arrival at the prison's Reception, you will be seen by a nurse and be interviewed by a Prison Officer. You will then be taken a short distance to the FNC (located on A Wing) where you will live throughout your induction process. You will receive a smokers or non-smokers canteen pack along with a PIN which you will need to make phone calls.

HMP Pentonville will deliver a 4-day induction programme designed to provide you with essential information about the prison, whilst helping you adapt to prison life and maximise the use of your time in custody.

On completion of your induction, you will then move to another wing location within the prison.

Induction Day One – What to Expect and What Happens

During your first day on A wing you will be required to attend Induction (Day 1). Your cell will be unlocked by an officer and you will be directed to A- 3 landing office/induction room. On A wing the ground floor is known as the 2's landing which means the induction room will be on the first floor A3 (A for the wing and 3 for landing). The induction period will last approximately one hour and will be delivered by two members of staff and two members of the Insider's team these are serving prisoners who have been trained to do this job and provide information to new prisoners / receptions.

The Insiders and officers will deliver this session by means of a PowerPoint presentation on a projected screen. The session will include information about the canteen (shop), pin phone system and other useful information. Further information on these and other issues is provided in this booklet.

Once the initial session is completed you will be asked to wait in a holding cell on A2 landing and will then be seen by a nurse in the "Wellman Clinic". Here a member of our nursing staff will assess your overall health and well-being and you can discuss any health issues or outstanding medical appointments that you might be concerned about.

Once you have been seen in the Wellman Clinic you will return to your cell until 14 .30 hrs. You will then be given the opportunity to have an hour outside on the exercise yard where there are phones and exercise equipment.

Association on A wing is rotated on a daily basis after everyone who has been outside on exercise has returned to their cells; this is usually landings 2 and 3 one afternoon and landings 4 and 5 the next day, except Friday when there is no association period.

Association is for you to use your time to have showers, to make phone calls, clean your cell and sort out any issues or problems. You will not get the chance at other times during the day so make good use of this time.

IF YOU HEAR AN ALARM RAISED ON A WING, OR ANYWHERE ELSE YOU HAPPEN TO BE IN THE PRISON, DO AS A MEMBER OF STAFF TELLS YOU IMMEDIATELY.

You will be informed when association is finishing and will then be asked to return to your cell. You will then remain in your cell until the next day.

Induction Day Two – Education and Work Assessment (EWA)

On Day 2 you will be unlocked for the Morning freeflow to attend your EWA Assessment. This takes place on (see next page – What is freeflow?).

This assessment is important because you need to complete it if you want to work or attend Education (attending an activity means more time out of your cell and making the most of your time whilst in Pentonville!).

The EWA will allow staff to assess your literacy and numeracy skills, you will then be able to discuss whether you would like to work or attend education.

There is no need to spend extra time sitting in your cell because you're unemployed!

Completion of your EWA will also help you to progress to Standard IEP.

What We Expect From You

During your time at Pentonville we expect you to:

- J Respect other prisoners, staff and visitors.
- J Dress correctly during time out of your cell. No shorts or flip flops should be worn on the landings, (flip flops are only to be used in the showers).
- J Wear trousers /or jogging bottoms correctly and not hanging below your waist line. Only full length trousers and joggers are allowed.
- J Comply with all prison rules and the wing regime.
- J Smoke only in your cell and on the exercise yard.
- J Not use your emergency cell bell for anything other than an emergency.
- J Not be threatening or abusive towards staff, other prisoners or visitors.

What You Should Expect From Us

During your stay with us you should expect:

- J A safe, clean and decent environment.
- J Help and guidance.
- J To be treated with decency and respect.
- J To be able to approach a member of staff if you have a problem.

The Prison Regime and Timings

The whole prison operates to a time table called the prison regime. At approximately 07.45-08.00 hrs. Monday to Friday all prisoners who are on the list to go to any activity such as education, work or a visit will be unlocked and will go on "freeflow" to that activity. During the morning prisoners will be able to collect medication if required / prescribed.

You will return to the wing you live on at 11.30 hrs and will return directly to your cell until after lunch.

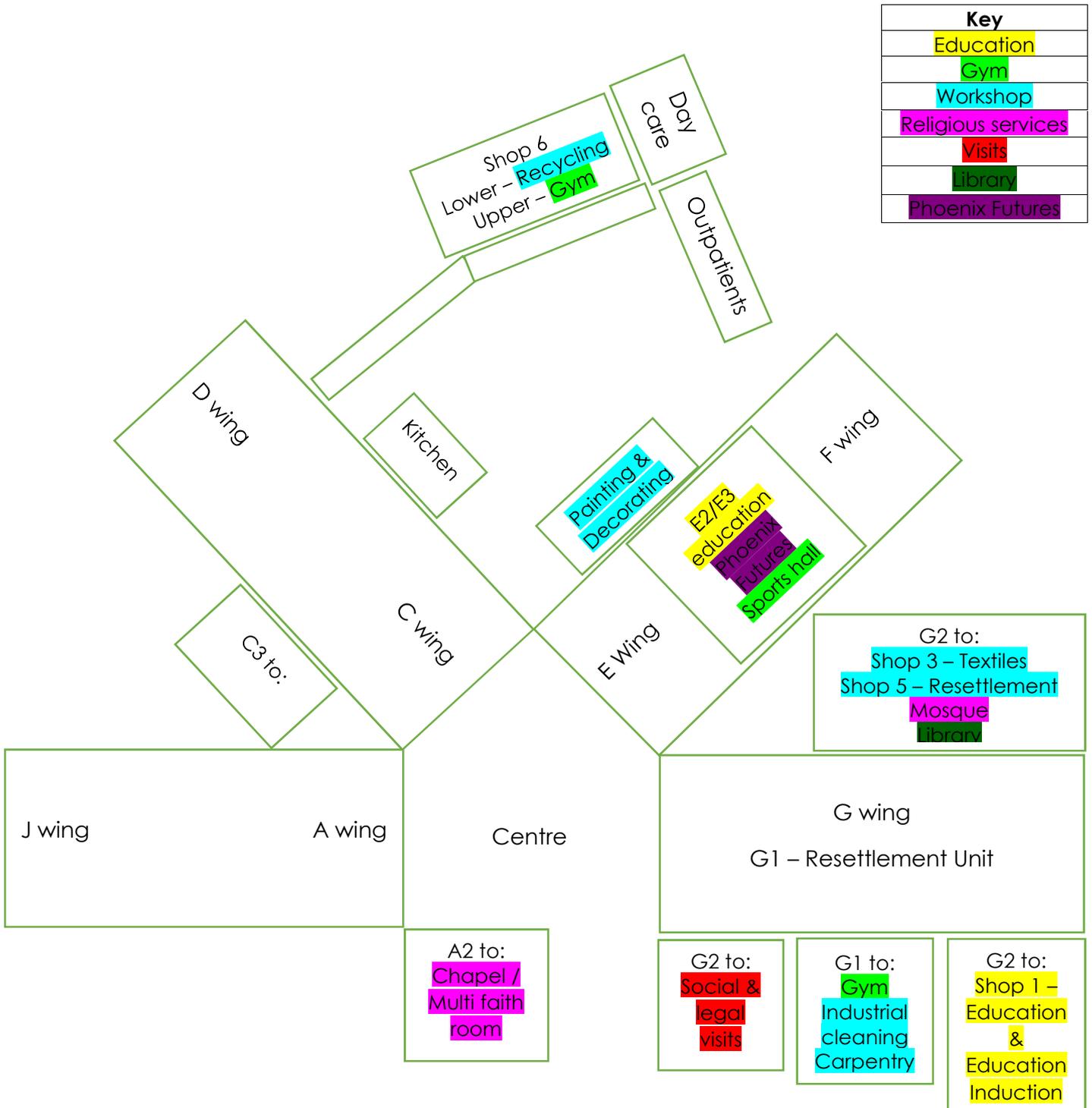
- J Your lunch will be between 11.30 -12.30 hrs.
- J Staff will then break for their lunch between 12.30 -13.30hrs.
- J Unlocking commences at 13.30, with afternoon freeflow to activities.
- J Activities on all wings then takes place, including exercise and association.
- J At 16 .30 hrs. all prisoners who went to activities return on freeflow.
- J You will then remain in your cell until the next morning.

You should always carry your ID badge with you!

What is Freeflow?

Freeflow is the movement of prisoners to activities. All wing gates are opened and you will need to make your own way to the area where your activity takes place. If you are on an activity list staff will unlock your cell door and tell you what activity you are on. You must then make your way to the 2's landing and see the Officer who is standing at the centre gate. You should tell this officer your name and the activity you are attending. Your name will then be confirmed on the list and you can make your way straight to your activity. Freeflow is a busy time and those who fail to attend their area of activity will be given a negative IEP entry. If you are found to be in the wrong place you will be placed on report. **(ALWAYS HAVE YOUR ID BADGE WITH YOU)**

Where do I go on freeflow?



Don't forget your ID badge!

People Here To Help You

Listeners

Listeners are prisoners who are trained by the Samaritans and provide 24 hour support for prisoners in distress. If you would like to speak to a listener, you can approach them on your wing (they wear orange polo shirts), or ask a member of staff to facilitate a listen.

Insiders

Insiders are prisoners who are available on all wings (they wear green polo shirts) to provide you with basic information on the induction process and services available in the prison. They are available on the wing during association periods to provide you with relevant application forms, and help in completing these if necessary.

Mediators

Mediators are prisoners who are located in reception during admission to the prison. They provide support for prisoners who are concerned with conflict in the prison and refer to safer custody/catch 22 if appropriate. They are available to speak with you on the wings following conflict (they wear yellow polo-shirts), and can offer mediation between prisoners if requested.

Catch 22

Catch 22 is a charitable organisation who are a gang intervention service that work within the prison. They will speak with prisoners who they believe are involved/affiliated to gangs, to ensure they do not have issues in this prison, and provide appropriate support if necessary. If you would like to speak to this service, you can submit a general application to them via an insider or place it in the safer prisons box (black box) or your wing. You can also speak to a mediator or a catch 22 peer mentor (yellow t-shirts) on your wing/reception.

Safer Prisons Boxes

Safer prisons boxes (black) are located on the 2's landing of each wing. They provide information sharing to safer custody without having to go through the insider's service. This box allows you to share information with safer custody for the following reasons:-

- J Informing safer prisons of a disability you have and may require support with
- J Updating your next of kin information
- J Safer custody (violence or self-harm) or security concerns you may have on your wing
- J To speak with catch 22
- J To speak to a mediator or to be referred for mediation

Incentive and Earned Privileges (IEP)

HMP Pentonville operates the four national privilege levels:

- J Entry
- J Basic
- J Standard
- J Enhanced

The aims of the Incentives and Earned Privileges Scheme are:

- J To encourage responsible behaviour by prisoners.
- J To encourage effort and achievement in work and other constructive activity.
- J To encourage sentenced prisoners to engage in OASys and sentence planning and to benefit from activities designed to reduce re-offending.
- J To create a more disciplined, better controlled and safer environment for prisoners and staff.

To earn privileges, prisoners must try to reduce their risk of committing further crime by complying with their sentence plan, taking part in activities and courses, following staff orders and behaving appropriately.

All prisoners must:

- J Treat others with respect and respect people from different backgrounds.
- J Avoid violent, intimidating, threatening and abusive words or actions.
- J Act with decency at all times.
- J Keep noise to acceptable levels.
- J Follow staff orders and requests.
- J Be honest and build trust with others.
- J Follow the prison's rules and regulations.
- J Make sure you only have property that you are allowed.
- J Avoid swapping, selling items and gambling.
- J Take part in drug and alcohol testing.
- J Stay where you are supposed to be.
- J Keep yourself and your cell clean and tidy.
- J Respect property that belongs to the prison or to others.

Every prisoner's behaviour will be monitored regularly and will be recorded on P-Nomis through contributions from wing staff and other staff who have had contact with you.

Entry Level

This is the IEP level you enter the prison on. It sits between Basic and Standard level and applies to everyone. ALL prisoners entering the establishment must spend a period of 14 days on Entry level before they are reviewed to move either up to Standard, or down to Basic. You must take part in the induction process and complete your education assessment before progressing.

Basic Level

Basic level is for those prisoners who are not trying to reduce their risk of crime or whose behaviour within the prison is unacceptable. To be considered suitable to step up to 'Standard' or 'Entry' level, 'Basic' Level prisoners are expected to meet the behaviour requirements.

Standard Level

'Standard' level of the IEP scheme is for all prisoners who have successfully completed the 'Entry' level requirements and those who are trying to reduce their risk of committing further crime and are behaving well and meeting behaviour requirements.

Enhanced Level

The 'Enhanced' level is only for prisoners who have shown for 3 months or more that they are fully committed to reducing their risk of committing further crime, they are very well behaved, employed or attending education courses within the prison and are helping other prisoners or staff.

Negative Entries

If you receive two negative entries in a 4 week period (28 days) you will be referred for an IEP Warning. If you receive another negative entry within 28 days of this IEP Warning having been issued you will then be downgraded.

What Privileges Can Prisoners Access at Each Level?

Adult prisoners are allowed to spend their earnings and to supplement this with private cash to the amounts below.

<u>Convicted</u>	Entry	Basic	Standard	Enhanced
Private Cash	£10.00	£4.00	£15.50	£25.50
Visits (Monthly)	2 x Visits	2 x Visits	2 x Visits	2 x Visits 1 x E.V.Os
Sunday Visits * (subject to availability)	No	No	No	Yes
Association	Yes	Twice per week (30 mins each)	Yes	Yes
In Cell Television	Yes	No	Yes	Yes
Gymnasium	Yes	No	Yes	Yes

<u>Unconvicted / Detainee</u>	Entry	Basic	Standard	Enhanced
Private Cash	£35.00	£22.00	£47.50	£51.00
Visits (Weekly)	2 x Visits	2 x Visits	3 x Visits	3 x Visits 1 x E.V.Os
Sunday Visits (subject to availability)	No	No	No	Yes
Association	Yes	Twice per week (30 mins each)	Yes	Yes
In Cell Television	Yes	No	Yes	Yes
Gymnasium	Yes	No	Yes	Yes

Emergency Cell Bells

Located on the wall in every cell is an emergency cell bell. This is only used to call staff for a genuine emergency. Reasons to press the emergency cell bell:

- J You or your cell mate are genuinely unwell and need urgent assistance.
- J You have an injury that needs attention – including self-harm.
- J You want to speak to a Listener or call Samaritans.
- J If you feel at risk from your cell mate or need staff to attend in order to prevent conflict and injury.



If you press the cell bell for non-emergency reasons you will receive an IEP. If you do it twice you will be instantly downgraded to basic. On the third occasion you will be placed on report and will attend an adjudication.

**We all have a duty to ensure that prisoners with real emergencies get help immediately.
Do not jeopardise their safety by misuse of your cell bell.**

The Listener Scheme

At Pentonville we have dedicated team of prisoners known as “Listeners” who are trained by the Samaritans and who are available around the clock to listen to you in confidence.



If you wish to speak to a Listener speak to your landing officer and it will be arranged. You can also access the Samaritans directly via the PIN phone.

The Listeners are volunteers and are here to help!

Violence Reduction

HMP Pentonville operates a policy of Zero Tolerance to Violence. This includes:

- J Fights
- J Any violent or anti-social behaviour
- J Assaults
- J Threats and bullying against staff, prisoners or visitors

We are also committed to actively supporting victims of violence and vulnerable prisoners.

If you choose to use violence you will:

- J Be placed on Basic IEP – 1st incident = 14 days, 2nd incident = 21 days, 3rd and any further incidents = 28 days (consecutive)
- J Be placed on report and considered for closed visits
- J Be referred to the Police for criminal prosecution
- J Be removed from activities

Offensive weapons in prison

It is a criminal offence for a person to possess within prison, without authorisation, an article which has a blade or is sharply pointed or any other “offensive weapon”, as defined in section 1 (9) of the Police and Criminal Evidence Act 1984.

The Police and Criminal Evidence Act 1984 defines an offensive weapon as “any article made or adapted for use for causing injury to persons; or intended by the person having it with him for

such use by him or by some other person". As such, the offence also includes all makeshift weapons which are manufactured from items within prisons.

All incidents of unauthorised possession of a knife, bladed or pointed weapon, or other offensive weapon will be investigated by staff to determine the appropriate course of action to take; i.e. adjudication or referral to the police (via adjudication process) for consideration of investigation and recommendation for prosecution.

Body Worn Video Camera's (BWVC)

BWVC's are worn at HMP Pentonville to improve staff and prisoner relationships, reduce violence and create a safer environment. The cameras do not record continuously, are only turned on in certain situations and record audio and visually. These may include any incidences of verbal abuse, violence or confrontation, refusal to comply with instructions or any other situation that a member of staff deems necessary to record. Any footage from the cameras can be used for adjudication purposes and may be handed to the police to support criminal prosecutions. Prisoners will not be filmed covertly.

Decency

We all have a role to play in creating and maintaining a safe and decent environment at Pentonville. If in any doubt about any aspect of this please ask a member of staff.

Entitlements

The following kit will be provided as personal issue to all prisoners on initial reception into the prison:

-) toothpaste & toothbrush
-) soap
-) shampoo
-) toilet roll
-) towel
-) plastic utensils (bowl, plate, cup & cutlery)
-) shoes
-) pillow
-) kettle
-) A PIN phone number will be provided on reception.

Clothing and bedding will be provided on reception and replaced weekly by clean kit on "kit exchange" days via a 1-for-1 process.

You will get access to a shower.

Cells will contain:

-) A pin board
-) A cupboard
-) A TV (unless on Basic IEP regime)
-) A bed with mattress
-) Furniture – table, chair, bed, mattress



Cleanliness

You will be accommodated in cells which are clean, graffiti-free and which contain the items described above. Cell cleaning materials will be available to you on request. (All cleaning items will be logged and must be returned on association)

Meals

There is a 7 day menu choice that allows you to pick from healthy option meals, religious or vegetarian diets or just the choice you enjoy most. If you do not fill out the menu choice slip then you will be given the 'number one' choice, which is also the halal option. Lunch times will be a cold meal (e.g. baguette/pasties and crisps) and dinner time will be a hot meal. A breakfast pack will be given to you at tea time for the following morning.

Clothing

As well as kit change on weekends you can also wash your clothing during the week using the Laundry. There will be a Laundry Orderly employed on each wing to do this for you. The Laundry Orderly will only accept your washing on the allocated washing day for your landing. You should label your washing with your name and cell location. It is your responsibility to make sure you collect your washing. The Prison Service is not responsible for your property.

Services

There will be weekly access to the following:

-) Canteen
-) Meal choices
-) Kit exchange (on a 1-for-1 basis)
-) Writing paper and an envelope which will be sent free of charge
-) Religious services
-) Library

There will be daily access to the following:

-) Applications & Complaints
-) Telephones
-) Mail
-) Exercise

There will be frequent access to the following:

-) Visits
-) Healthcare services
-) Social and legal visits

Standards of Behaviour

Staff will speak to prisoners and visitors in a courteous and professional manner. It is expected that prisoners will speak to staff in a courteous and calm way. There is a clear process for reporting feeling unsafe, and any incidence of bullying, violence, anti-social behaviour or illicit items

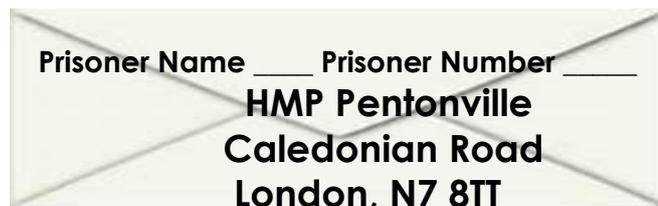
Poor behaviour will be dealt with only by our recognised systems, which are:

-) IEP downgrades
-) Adjudication awards
-) Police referrals
-) Closed visits

How can my family contact me?

By Post:

Your family can write to you using the address below and clearly putting your name and number on the envelope.



Want more family contact and less worry for everyone?

Ask your family and friends to sign up today at prisonvoicemail.com

If you have:

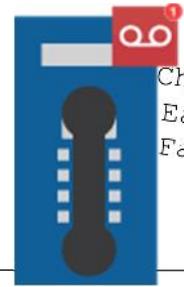
- J Children you want to hear from
- J Family in another country
- J A partner who is hard to reach
- J Someone you're worried about
- J Or important news you're waiting for

...Prison Voicemail can help.

What is Prison Voicemail?

Prison Voicemail lets your loved ones leave you messages which you can listen and reply to using the PIN phone system. They can call and leave a message at any time, and you access it the next time you get to the phone.

Join 1800 people already using Prison Voicemail to stay in touch!



Cheaper!
Easier!
Faster!

"My kids leave me a message every night before bed and I receive it first thing in the morning. It makes so much difference to know what they've been up to each evening."

"My parents in Poland call a local number to leave messages, and I dial a local number here to listen and reply. It's the only way we communicate now and so much cheaper than letters."

How it works

1. Your family member leaves a message by calling your Prison Voicemail number.



2. You receive the message by calling your Prison Voicemail number from any PIN phone.



Will it cost me anything?

Calls cost you the price of a normal landline call. If you don't have a message waiting, you will get a busy tone, meaning you will not be charged anything and the phone will not be blocked.

4. They listen to your reply and then leave another message...

3. You can leave a reply message at the end of the call.

How much does it cost my family?

There are two price plans for them to choose from: either £5 per month for 25 message minutes, or £10 per month for 75 message minutes. You just pay the cost of a landline call.

What about setup fees?

There is no setup fee.

How will it save me money?

Calling mobiles is expensive, and so is leaving a voicemail on a mobile. We give you a landline number, meaning you can leave voicemails (and receive them) while only paying a landline rate.

Is there any minimum term?

No, you can cancel at any time.

What's the benefit?

It means family and friends don't have to sit by the phone waiting for your call, and if they miss your call they have a way to contact you. It also means they can tell you things at the time they think of them, or share moments from their day as they happen.

It means you can stay in regular contact, even if they're not reachable at a time you're able to call.

And if they live abroad, it's by far the cheapest and quickest way to communicate.

More questions? Call us on 01603 340588.

By Email:



Friends and family can email you for just 25p all they have to do is visit www.emailprisoner.com and sign up. You can only receive emails.



Sending Parcels and Postal Orders

Your friends and family may want to send property or postal orders to you. Postal orders should be made payable to HM Prison Service, with the Sender's Name and address on the back.

As for property ask to see a copy of our FACILITIES LIST which is available on the wing and tells you which items you can have family send in by post.



Unconvicted prisoners may have property sent in (see the Facilities List for details). Sentenced prisoners may have clothes sent in up to 14 days after sentencing. They may also have an exchange of clothing after they have served 6 months, not including remand time.

Sadly we sometimes have to return items that families have posted in which you are not allowed to have. Likewise, any parcel or postal order sent to you must have the senders name and address on, otherwise you may not be allowed to have them issued.

See separate property booklet for further information.

PIN phone system

When you arrive in the First Night Centre you will be issued with a unique PIN which gives you access to the prison PIN phone system. You will first receive an Induction 1st and 2nd Day PIN which has £2.80 credit on it. Before you move off the First Night Centre you will be issued with a permanent PIN to be used throughout your stay at HMP Pentonville where you will need to register your numbers in order to make calls.

If your offence means that you are restricted on who you can may contact you will receive a "restricted" PIN. This means that the numbers you want to register need to be checked before you are able to make calls. You are advised to register your numbers straight away to avoid delays.



To register your numbers you need to submit a PIN phone application form which you will have received with your induction pack. Your numbers will normally be registered and able to be called within 48 hours. Those subject to any public protection conditions will incur a further delay of a day.

To top up your phone credit you need to purchase credit on your weekly canteen sheet. Do not allow others to use your PIN for any reason. All calls are monitored and recorded.

Canteen

Newly received prisoners and transfers into HMP Pentonville can apply for ad-hoc canteen as soon as they arrive. This is only for new prisoners who did not receive a canteen sheet and have funds in their account upon arrival. Ask staff or Insiders for an ad-hoc canteen sheet to purchase

PIN credit and/or tobacco pack and grocery packs to a maximum of £16. Staff will check if you are entitled to ad-hoc canteen and if you are then you should receive your canteen the following day. The PIN credit should go onto your account within 2-3 working days.

You will receive a canteen sheet every Sunday. This will have your available spending money printed on it. This canteen sheet cannot be amended or changed by staff. You will need to return your completed sheet via the canteen box on your wing as soon as possible. The canteen sheets are collected at 8.30am each Monday morning – any sheets posted after this time will not be processed. It's best to put your canteen sheets in the box at tea time on Sunday in case you are not unlocked for any activities on Monday morning.

You can also order electrical items from the catalogue. These are items such as radio, DVD player and hair clippers which are available to Standard or Enhanced prisoners. Ask for a catalogue ordering form and put your completed sheet in the canteen box. These will also be collected on Monday mornings.

You cannot order newspapers internally. The only way to have these is to ask a friend or family member to call the local newsagents that supplies the prison and order and pay for these for you. They will need to provide the newsagent with your name and prisoner number. The telephone number for the newsagents is **020 7607 1881**.

Get money faster

Now money can be sent to you using a debit card or by bank transfer!

It's the fastest, cheapest and simplest way to receive money.

1. Give the sender your prisoner number & date of birth
2. Ask the sender to go to this web page:

www.gov.uk/send-prisoner-money

3. Money should reach you in 1-3 working days.

Visits

During your time in prison you are entitled to both social and legal visits.

Legal visits

Legal visits will be booked directly with the establishment via your legal team. You can check if you have any legal visits booked by looking at the visit lists on your wing which are published 3 days in advance.

Social Visits

Unconvicted prisoners can receive up to 3 visits per week (subject to availability)

Convicted prisoners can have up to 2 visits per month.

There are 3 ways to book a visit.

1. Your visitors can call our booking line number **020 7023 7251**
2. Your visitors can use our online booking system to make a booking request. This will be processed by the booking team and they should have a reply within 3 working days.
www.gov.uk/prison-visits
3. Your visitors can email our booking team directly socialvisits.pentonville@hmps.gsi.gov.uk

Enhanced prisoners get an extra visit per month. Only Enhanced prisoners can also have visits on Sundays. You will be informed of your visit booking by the visits lists published on the wing 3 days in advance. These notice boards are located on the 2s on every wing near the food serving area. If there are any individuals you no longer wish to visit you or any other issues with your visits please let the team know by submitting a general application to the visits department.

Social Visit Times

We aim to provide a minimum of 1 hour visits and offer slots of up to 1 hour 45 minutes

Monday	09:15 – 11:00 & 14:15 – 16:00
Tuesday	09:15 – 11:00 & 14:15 – 16:00 (Am only on the 1 st Tuesday of the month)
Wednesday	09:15 – 11:00 & 14:15 – 16:00
Thursday	14:15 – 16:00
Friday	14:15 – 16:00
Saturday	09:15 – 11:00 & 14:15 – 16:00
Sunday	14:15 – 16:00 (enhanced only)

Photographic ID should also be brought by each visitor each time they visit, as if the biometric system fails for any reason they will not be admitted without ID. Valid photo ID includes passports, driving licence, citizen's card or freedom pass. Student ID and oyster cards will not be accepted for adults.

Please note that enrolment for the morning visits session closes at 0945 and for the afternoon session at 1445. Any visitor who arrives after these times will not be permitted to visit. All prisoners must attend social visits on freeflow. Its prisoners' responsibility to check the lists on the wings.

Legal advice

Information about legal services is available via the 'Legal Services' notice boards on your wing, in the library, within A3 induction room, and each wing has a legal services champion officer who can signpost you to information.

Safeguarding Children

The safety and wellbeing of children and young people visiting are one of our highest priorities in visits. To ensure their safety and wellbeing any child attending without their parent will need a letter from their parent/ social services giving the adult attending with them permission to bring the child. Anybody attending without this may not be allowed in. Families will also need to speak to their school or local education authority if you intend on bringing children of school age to visits during school time. We are obliged to contact the school to ensure they are aware of the absence.

Security in Visits

Please be aware that all visitors are searched on arrival, we do use electronic detection devices and passive drug dogs. Any individual found with an unauthorised article is likely to be arrested. Please remind visitors to satisfy themselves that they have nothing on them that they shouldn't before entering the establishment. Visitors who appear under the influence of any substance may not be allowed in. This will be based on staff's observations.

You will be searched coming in and leaving visits. A number of individuals at the discretion of staff will be subject to a full search at the end of social visits. CCTV is in operation throughout visits and may be passed onto other authorities.

There is a dress code for social visits for both prisoners and visitors. Visitors should check our website for more information. Prisoners should ensure that no vest tops are worn, 1 pair of trousers only and that t-shirts are tucked in at all times.

You will be required to sit in the red seats and remain in those seats for the duration of the visit. Please raise your hand to get staff's attention for any reason. You and your visitors are expected to sit at the back of the chair.

Visitors over 18 are required to provide photographic ID for their first visit. This can take the form of Passport, drivers licence (provisional is fine), national ID card, freedom pass or citizens card. The latter can be purchased for delivery within 2 days. Oyster cards, bank cards, bills and student ID will not be accepted as valid ID. Please check our website for more details.

Family Support

We work with a range of charities to provide a range of family services and interventions. For more details please check the family services calendar on the visits notice board located on the 2s on every wing.



We offer a range of family services and interventions including: family days, arsenal days, FLIP, building stronger families, time to connect and other interventions. Please speak to an insider for further information.



Pact is a national charity who provide support to prisoners and their families to help minimise the effects of imprisonment on children and families.



Phoenix Futures is a leading Drug and Alcohol charity based at HMP Pentonville. The Family Support Service provides support to family members of prisoners who have drug and alcohol problems. The interventions they provide are Families in Recovery, Story Sacks, All about Dad and Families Anonymous. The charity works inside and outside the prison (Visits Centre) and whilst you get support from the team with your drug and alcohol problems, our Family service can support your loved ones on the outside. If you would like to refer your family to the service, please speak to your Case Manager.



Spurgeons is one of the UK's most well-respected children's charities, who work in partnership with HMP Pentonville. Their friendly team of family support workers offer practical and emotional support on a wide range of issues, including childcare and bringing children to a visit.

Family Services at Pentonville

Family Engagement workers – Individual one on one support for a whole range of services, from advice on speaking to family members, help with family courts, help with social/ child services or advice on any other difficulties with family relationships. Please apply via general application to PACT.

Mediation – Assistance with difficult relationships between yourselves and family members for any reason can sometimes be resolved through professional mediation. The reason for the issues can be anything. If this would be of benefit to you please apply via general application to PACT.

Relationship Courses – Learn tools to assist with relationships while inside and assistance with trained facilitators to understand different perspectives Please apply via general application to PACT.

Visit Order Exchange – for those who don't get visits for whatever reason you can exchange Visit orders for phone credit. 2 VO's = £5 credit. Please apply via general application to Visits Management

Story Sacks – Build on the relationship with your children by creating a sack of toys, books and games etc in the morning and then hand it to them on a visit in the afternoon. Please apply via general application to phoenix futures

Family Fables – record yourself reading a story or giving a message for your children on CD and have it posted to them so they can listen to at home. Please apply via general application to the library.

Family Days – Have the chance to be on a child focus visits with activities from our providers and a photographer. Purchased photos can be taken and printed immediately, up to 3 may be taken back with you as a memento of the occasion. Family members can take away an unlimited number. This is open to all enhanced prisoners and those of other IEP levels who have the support of wing management and have not been involved in violence recently. Please apply via application available from insiders 3 weeks beforehand

Arsenal Days – Have the chance to act as a regular parent by enjoying a sports day morning in the gym with your families. The activities are organised by our friends from the Arsenal FC community. Please apply via application available from insiders 3 weeks beforehand

Family Link – We have facilities for people to have more private conversations, whether it be good news or otherwise, weddings, proposals and father's first introduction to new born children can be done here. Please apply via general application to Visits Management

Bereavement Counselling – please submit a general application to chaplaincy or speak to a member of chaplaincy.

Child Bright Space – Play activities during visits for children aged 2-15 for when they can't sit still. Available pending staff resources. No application necessary

All about dad – course to prepare a book for children to explain who dad is, some messages of support, what the plans and hopes are for the future. The book is then sent out to families.

Families in Prison – create and send cards to family members on special occasions i.e. birthdays, anniversaries or just to say thank you.

Coming soon:

-) Family relationship centre
-) Parenting courses
-) Homework club

If you are interested in any of these courses please put a general application into the Visits / Operations department.

Chaplaincy

The Prison Service recognises and respects the right of all prisoners to practice their religion. The HMP Pentonville Chaplaincy Team is committed to the pastoral care and spiritual development of all who live and work at HMP Pentonville. The team offers a multi-faith ministry, which reflects the integrity and tradition of each faith community in worship, teaching, celebration and life enhancement.

The Chaplaincy Team

There are a number of people who form the Chaplaincy Team. They all have an important role to play but are not all here every day as some also have duties outside of the Prison. Below are some of the names you may find helpful.

Full Time Chaplains



Suhel Mulla

Managing Chaplain



Rev Rock Sturt

CE Chaplain



Imam Tayib Ali

Muslim Chaplain



Fr Stephen Coker

RC Chaplain

Sessional Chaplains

Church of England

Rev Jo Davies

Wednesday

Roman Catholic

Mary Ebbasi

Sister Clare

Wed and Fri

Thursday

Free Church

Lucy Merino

Tuesday

Buddhist

Dulmini

Friday

Muslim

Imam Malji

Tuesday

Orthodox

Mr Boga

Fri & Sat

Sikh

Andy Pantelli

Tuesday



Gagandeep Singh

Wednesday

Hindu

Bhadresh Trivedi

Friday

Jewish

Rabbi Schleider

Friday

Pagan

David

Monday

Jehovah's witness

Gordon Murray

Monday

Mormon

Sammy

Wednesday

Quaker

Neil Johnson

Thursday

Salvation Army

Annmarie Gifford

Monday

Humanist

Caroline Thomas

Monday

There are also a number of volunteers who regularly join in our activities. Please note we are here for anyone who needs to see us, not just those who have a particular faith. Our aim is to encourage all people to develop, lead & sustain full & wholesome lives.

There are lots of religious services and classes that you can attend, please submit an application form from the list below to Chaplaincy.

- J Buddhist Service
- J Church of England Service
- J Hindu Service
- J Jehovah Witness Service
- J Muslim Service
- J Roman Catholic Service
- J Bible Study
- J Catholic Group
- J Islamic Studies
- J Qu'ran Studies
- J Tarbiyah
- J Sikh Service
- J Mark Time Course
- J Alpha Course

-) New Steps Group
-) Christian Meditation Group

Regular Chaplaincy Activities

Monday	Shift 1 Mark Time Bible Studies 08:15 Pagan Group 13:45 Jehovah Witness Group
Tuesday	13:45 Quran Studies 13:45 Choir Group: Kingdom Builders
Wednesday	Shift 1 Muslim 'Tarbiyya' Class 08:15 Christian Meditation Group 13:45 Alpha Group 13:45 Sikh Service
Thursday	13:45 Roman Catholic Group
Friday	08:15 Buddhist Group 08:15 Hindu Service 12:45 Muslim Prayers
Sunday	09:30 Church of England & Free Church Service 09:30 Jewish Group 10:45 Roman Catholic Mass

Requesting a Chaplain

To see a member of the Chaplaincy you need to submit an application via a General Application or speak to your landing officer. Unless you ask for a specific person the Duty Chaplain will come and see you as soon as possible. In times of serious illness or the death of a close family member, the Chaplaincy should be informed. Appropriate Pastoral care and advice will be offered to you.

Official Prison Visitors

Official Prison Visitors (OPVs) are volunteers who are not linked to any religious group nor are they part of the prison system. They would normally visit you once a week and provide friendly confidential support. Please send an application to the chaplaincy if you would like an OPV

Prisoner Application Process

Offenders should submit applications as follows:

1. Offenders must complete application forms with as much detail about the application as possible to help the receiving department respond appropriately.
2. Once completed the form must be given to the Wing '**Insider**' located on the 2's Landing of each wing wearing (**Green** T-Shirts) so that it can be logged.
3. If possible Offenders should approach the '**Insider**' and Residential staff to seek assistance in resolving queries before submitting an application.
4. A response should be received within 5 days it will be returned to the '**Insider**' who will log it back as complete and they will return to the Offender.

There are 15 different types of application:

1. Ad hoc Canteen
2. Additional pin phone credit
3. Healthcare (Place in their own box)
4. Building Futures
5. Catalogue ordering
6. Certitude referral

7. Education/work/activity
8. Foreign National Monthly expense
9. Foreign National New reception
10. IEP
11. Misc spends
12. PIN telephone system number request (Confidential post in request & complaints box)
13. St Mungos referral
14. OMU
15. General Application

Foreign Nationals (FN)

The Foreign Nationals team (Safer Prisons & Equality) at HMP Pentonville is committed to providing equality of treatment and opportunity for Foreign National prisoners (people who are not British citizens) by addressing their specific needs whilst keeping them informed about how prison life applies to them as individuals.



Put an application into the Safer Prisons and Equality department if you need assistance with:

-] Understanding the prison regime
-] Language difficulties / translation
-] Communication with outside world involving telephone calls and visits
-] Legal services and advice
-] Contact with embassies
-] Attend Foreign Nationals (FN) Workshop

Monthly FN workshops and surgeries with Immigration Officers from the Home Office are held by the Safer Prisons department for all nationalities. Help is also via the Equality Reps who wear a blue t-shirt. FN newspapers are available on A wing and at the FN workshop.

Home Office Immigration



If you are not British you will be of interest to Immigration Enforcement and will be considered for removal from the UK. We advise all prisoners to fully cooperate and provide as much information about yourself and background when interviewed by Immigration. If you are being considered for removal or deportation, you will be informed before the end of your sentence.

If your case has not been resolved by the end of your sentence, you may be placed into immigration detention (IS91). You will then receive a monthly report (IS 151F) that explains the progress of your case, and you will be able to apply for bail. If you would like a bail application please put a general application into Immigration who will send you one, or alternatively they are available at Foreign National workshops.

Popular Embassy's Contact Details

Polish Embassy 47 Portland Place London W1B 1JH 0207 291 3520	Lithuanian Embassy 2 Bessborough Gardens, London SW1V 2JE 0207 592 2840	Irish Embassy 17 Grosvenor Place London SW1X 7HR 0207 235 2171
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Nigerian Embassy 9 Northumberland Avenue London WC2N 5BX 0207 839 1244	Romanian Embassy Arundel House, 4 Palace Green, London, W8 4QD 0207 937 9666	Somali Embassy 319 Waterlily Business Centre 10 Cleveland Way London E1 4UF 0207 702 7064
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Detention Action – Emotional and practical support for immigration detainees in London. If you need help with: A section 4 bail address, contacting a solicitor, information about specialist organisations. 0207 226 3114 / Leroy House, 436 Essex Road, N1 3QP

BiD – Bail for Immigration Detainees

Are you in or approaching immigration detention and want to seek release? Do you have unanswered questions about how to apply for bail or whether you can even apply? 020 7426 0335 – Mon – Thur 10:00 – 12:00



ADAP - Article 8 Deportation Advice Project provide legal advice and representation to individuals who have committed criminal offences and who are facing deportation which they wish to challenge on grounds of long residence and/or family life in the UK (Article 8 of the ECHR), and who would otherwise be without legal representation due to the absence of legal aid for Article 8 cases.

Refugee Kent - Assistance in finding legal advice, discuss your immigration situation and provide emotional support for Foreign National Prisoners in prisons. PO Box 192 Whitstable, Kent, CT5 1WA

Gym

Every prisoner who wishes to use the Gym must complete a Gym Induction whilst on A wing.

Each wing has a PE programme on its notice board with each area getting 2 sessions a week within association time.

The Gym run various educational programmes from Level 1 Healthy Living, level 2 Gym Instructor, Level 3 Personal Trainer and Level 4 Remedial Exercise Specialist. Whilst completing these courses you will also gain a qualification in First Aid at work.

Pentonville PE department have links and partnerships within the community and work closely with 'Arsenal in the Community' and 'Street League football' charity. Please speak to a member of the PE department.

There two full cardio vascular weight lifting gyms, a sports hall, where sports take place including football, basketball, volley ball, hand ball and circuit training.

We also have a drug rehabilitation and remedial centre on F wing for prisoners that have suffered illness or injury to aid partial or full recovery.

Please be aware that you must have completed your Gym Induction before using the Gym.

Education and Work

Whilst in custody all prisoners are encouraged to engage in an activity. As part of your induction into Pentonville you are required to complete an Education and Work Assessment (EWA). This has 2 parts – English and Maths. *The levels you achieve will help to determine which jobs and classes in education are best suited to your needs to improve your education, training and employability.*

Please be aware that you **must** attend your Education and Work Assessment prior to being allocated to an activity.

Activity attendance is a very important part of rehabilitation and helps to both give important structure to your day as well as preparation for resettlement into the wider community, therefore the prison provides education and work places and encourages all prisoners to attend.

Please ensure you submit an application form during your induction and tick at least four choices. The Activity Hub will where possible allocate you to one of your chosen choices. If there is not a suitable place available at that time you will be placed on the waiting list.

You can also submit an application form for an education class or job by seeing an **'Insider'** located on your wing who will be able to give you information and a general application form.

Jobs are banded into 3 categories.

Band 3 – You can apply for any Band 3 job as soon as you come into custody.

Band 2 – You can submit an application as soon as you come into custody, the board will consider your application after 2 weeks.

Band 1 – You can submit an application for this band after you have been in employment for 6 weeks.

Paid jobs

Insider – prisoner information contact	Band 3
Fire Prevention Marshall	Band 3
Wing worker	Band 3
Wing Painter	Band 3
Classroom Assistant	Band 3
Phoenix Futures Peer Supporter	Band 3
Kitchen Worker	Band 2
Legal Visits Cleaner	Band 2
Mosque cleaner	Band 2
Education Cleaner	Band 2
Gym Orderly	Band 2
Wing Mediator (Safer Custody)	Band 2
Healthcare Orderly	Band 1
Library Orderly	Band 1
Reception Orderly	Band 1
Social Visits Cleaner	Band 1
Chapel Orderly	Band 1
Staff Mess Worker	Band 1

If you wish to increase your skills and responsibilities you may apply for voluntary work in addition to your paid employment.

Voluntary jobs (Safer Custody/Equalities)

Violence Reduction Representative	Band 3
Equalities Representative	Band 3
Listeners	Band 2

Prison Council

User Voice/ Prisoner Council Rep

Band 3

Novus Education courses – Based on E & G wing

Learning and skills activities offer the opportunity to gain skills and qualifications. All Education classes and vocational training are Band 3, except for Painting & Decorating which is Band 2.

ESOL – English for speakers of other languages, Pre & E1

ESOL - English for speakers of other languages, E2/E3

English E1 & 2

English E3, L1 & 2

Maths

Higher Maths

Art & Design

Business

IT

Journalism

Health & Safety

Vocational Training

Painting and Decorating

Band 2

Industrial Cleaning

Barbering

Carpentry

Radio Production

Textiles Workshop – Located in Workshop 3 on G wing

Textiles – part time and full time

Band 3

Recycling Workshop – Located in Workshop 6 – entrance from D Wing

Recycling – full time

Band 3

Daily pay rates per session attended.

Pay is credited for attending a session and is based on your IEP level at the time.

IEP Level	Employment	Education	Full Time Work (Per day)
Basic	£1.10	£1.10	
Entry	£1.50	£1.75	£2.00
Standard	£1.60	£2.00	£2.10
Enhanced	£2.00	£2.50	£2.80

Every prisoner receives 50pence per day which is included in the above figures.

Most Band 1 and 2 jobs have a bonus payment attached to the pay rate

A bonus payment of £4 may be requested by the tutor for completing a qualification in the following classes: Maths English ESOL

Pay if you are deemed unable to work pay will be:

Unemployment pay is £2.50 per week

Long term sick pay is £5.00 per week total

Retirement pay is £5.00 per week total

Please Note: Prisoners who have been allocated an activity are expected to attend on free flow. You will receive a negative case note entry for non-attendance. This could trigger an IEP

review by your wing Custodial Manager or Supervising Officer, which could lead to an IEP downgrade to 'Basic'.

Prisoners who persistently refuse to attend their allocated activity will be placed on report by their wing Officers for non-attendance to work in accordance with prison rules, and may have their unemployment pay stopped until such time when they apply for an activity and start working.

Keep a lookout for activity spaces displayed on your wing, or see your wing 'Insider' who will also have information.

Library

There is a wide range of books in the library and if you wish to visit please complete a general application form and hand to the Insider on your wing who will submit it to the Activity Hub. You will then be placed on the unlock list to attend on your wing's allocated day. Please see the timetable located on your wing.

You can borrow 2 books from the library on your first visit. On your second visit you may borrow up to 6 books. Books can be loaned for 2 weeks and there is the facility to renew your books.

After your first visit to the library you are allowed to borrow 1 reference book which can be loaned for 1 week only. Reference books include foreign language dictionaries and law books.

Family Fables for men with children

You can read a book and record it on to a CD for your child to listen to at home. You are given a bag and card to decorate and this is sent home with a book and the CD.

Prisoner Advice Service (PAS)

PAS is a service which provides legal advice for Prison Law issues and Civil law issues.

Shannon Trust – Turning Pages

Prisoners are trained to become mentors and help other prisoners to read. There are signs on the doors of the mentors so that prisoners know where to go for support on the wing for help with reading.



Reading Group

Prisoners are given a month to read a book and are then able to attend the reading group to discuss the book.

Reading Ahead

You can take part in Reading Ahead reading and upon completing the challenge you get a goodie bag that includes a free dictionary. Please speak to the librarian when you visit the library to find out more information. Prisoners from the vulnerable persons unit are able to access the library once a week. Provisions are put in place for a reading group in Day Care.

Healthcare



You will see a nurse or doctor on your first night in custody.

Barnet, Enfield and Haringey NHS
Mental Health NHS Trust

You will also have a screening with a nurse the following morning when you attend the Wellman Clinic.

Healthcare provides BBV testing (Hep C, Hep B and HIV) as part of the Wellman and it is very quick and easy to do as it only requires a finger prick; after testing we can provide you with support on getting treatment while in custody.

If you need to see medical staff after this time, fill in a medical application and hand to medical staff at the treatment room or in the Healthcare application boxes which are on the 2's landing on your wing.

These are the healthcare professionals you can apply to see:

Doctor	Physiotherapist
Dentist	Men's Health
Optician	Smoking Cessation
Podiatrist	Minor Aliments Clinic
Health Trainer	Spark- Inside (live coaching program)
Mental Health	Certitude (peer mentoring program)
Wellbeing Wheel (help with managing your conditions with a holistic approach)	
Self-Management courses (for people with long term conditions)	

When collecting medication from the medication hatch you **MUST** show your **ID badge**.

As part of the introduction of a ban on smoking ANYWHERE in prisons, HMP Pentonville has no smoking in the Healthcare Centre and D wing mostly holds non-smoking prisoners. The whole prison will then gradually move to be smoke-free. There will be a range of support measures if you need help to stop smoking. If you want to move to the no smoking area of the prison please let staff know.

We can provide support to help you quitting smoking. Please ask one of the healthcare staff who should be able to help.

New Psychoactive Substances (NPS) also known as 'Spice'

Possessing or supplying NPS in establishments is a now criminal offence. The Offence Act controls the sale and supply of all NPS, as well as introducing a new criminal offence of possession of a psychoactive substance in a prison.

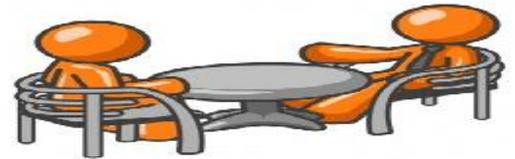
The Psychoactive Substances Act will introduce a legal definition of a psychoactive substance, which will be used to enforce five new criminal offences, as well as a new civil order. The five offences are:

- Producing a psychoactive substance
- Supplying, or offering to supply a psychoactive substance
- Possession of a psychoactive substance with intent to supply
- Importing or exporting a psychoactive substance
- Possession of a psychoactive substance in custodial institution

The maximum sentence, on conviction for the production, supply, and possession with intent to supply or import/export is seven years imprisonment. The maximum sentence, on conviction of the possession in custodial institution offence is two years' imprisonment.

Phoenix Futures runs the Building Futures Substance Misuse programme at Pentonville and we offer you the chance to:

- Receive an initial assessment to identify your needs in terms of your recovery.
- Be allocated a Case Manager who can provide you with in-cell packs to complete and conduct one to one key working sessions to address your identified areas of need.



- Attend Building Futures groups, which range from half a day to four days in length and cover topics such as drug and alcohol awareness, motivation and taking responsibility, and relapse prevention.
- Be referred to the community substance misuse teams (DIP teams) in order to continue your prescription and/or receive further treatment to aid your recovery.

- We also provide a Through The Gate Service, working with you up to 12 weeks prior to release. We support you on day of release and also provide up to 3 months post release support. In addition the Family Support Service provide support to families of those men within the establishment working with the Building Futures team. Specialised Interventions are provided for family members including children.

- Peer Mentors & Peer Supporters. You will also have the opportunity to become an accredited Peer Supporter and become one of the team to support others in their recovery journey. An NVQ qualification in Mentoring could also be achieved.

If you would like us to help you with the above then please complete a Phoenix Futures referral form or General Application and submit it through the General Applications process on your wing, give it to a member of the Building Futures team.

Probation

Her Majesty's Prison & Probation Service (HMPPS) will bring new changes from 1st April 2017 following the amalgamation of the Prison Service and the National Probation Service.



The National Probation Service (NPS) - who will manage all Multi-Agency Public Protection Agencies (MAPPA) cases and offenders assessed as posing a high risk of serious harm to others



Community Rehabilitation Companies (CRC) - who will manage all of the remaining orders/Licences for offenders who pose a low or medium risk of serious harm to others

The sentencing Court/external Probation Office will inform the prison of your NPS/CRC status. This information will then be recorded in your prison record, which can be accessed by all prison staff.

The Probation team at HMP Pentonville are all employed by the National Probation Service (NPS) and will soon be amalgamated under HMPPS. All probation work is currently allocated via the Offender Management Unit (OMU) at HMP Pentonville. To be allocated a Probation Officer/Offender Supervisor you firstly must be sentenced. (Except for IOM/PPO/Young Adults) You will need to be serving over 12 months and be assessed as posing a high risk of serious harm.

We currently have 6 Probation Officers at HMP Pentonville who work with Lifers, Indeterminate Public Protection sentences (IPPs) and Extended Determinate Sentences (EDS). All sentenced offenders who are assessed as being of high/very high risk of serious harm will be allocated a Probation Offender Supervisor. All of their work relates to risk assessments and risk management. This includes completing a variety of statutory reports, engaging/motivational work with offenders, participating in Sentence Planning Board/Reviews and Oral Hearings and attending a variety of interdepartmental meetings.

To be allocated a Probation Officer/Offender Supervisor you firstly must be sentenced. (Except for IOM/PPO/Young Adults) You will need to be serving over 12 months and be assessed as posing a high risk of serious harm to others. You will then be allocated an Officer by the relevant Administrator in the OMU department.

Frequently Asked Questions

Who completes my Pre-Sentence Report?

The Court may request a Pre-Sentence Report (PSR) and this is sent to the external Probation office. If you are anxious that you haven't been interviewed you should first contact your Legal Representative. It is sometimes possible for the prison Probation team to access this information on their computers, but the data is not always available.

How do I get Bail?

All Bail work is now carried out at Court since the removal of the BASS/Bail Service at HMP Pentonville. If you want to explore an option for Bail you need to contact your Legal Representative or raise this at Court.

When will I get my Recall Pack/Dossier?

There are clear timescales for you to be given your Recall Pack/Dossier and this is the responsibility of the Recall Administrator in the OMU department, although external delays can occasionally occur. Your Recall/Conduct Report will then be allocated to an Offender Supervisor to complete.



How do I know my date of release from custody once I had been sentenced?

The calculation and checking of all sentences passed by the courts on offenders are carried out in the OMU department. You will receive a Release Notification Slip showing your release date once your sentences had been calculated after 10 days in custody.

How/When will I get Home Detention Curfew (HDC)?

Your HDC eligibility dates will be calculated by Administrators in the OMU department, who will then record the data on your prison record. You will be contacted near to your eligibility date to complete a form to propose a suitable release address. If you are of No Fixed Abode, you may be assisted by a BASS referral (Bail Assisted Support Scheme) in order to have a suitable address. Not all offenders are suitable for HDC due to the nature of their conviction, the number of previous/current breaches and other factors. If you are sentenced to between three months and under four years and meet the criteria you will automatically be considered so there is no need to apply.



Information on the transfer policy in Pentonville

All sentenced prisoners will be categorised within 10 days and be given a security category which could either be B, C or D category depending on their offences and length of sentence.

Once given a security category, you will be transferred to another prison that fits your category. Due to population pressures it may take a few months to transfer you to another establishment.

What do you understand by Offender Management (OM)?

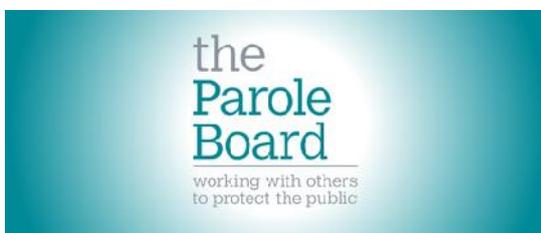
OM is the thread running through an offender's sentence. The aim of OM is for the offender to experience their sentence in a seamless way, through transitions from community to custody at sentencing stage, through transfers from one prison establishment to another and back into the community. OM is key to enabling offender to progress through their sentence in a way which supports rehabilitation, public protection and effective reintegration into the community.

Working with my Offender Supervisor

An Offender Supervisor will act as a positive role model and provide motivation and encouragement as an integral part of any contact they have with the offender. They will also signpost offenders to core rehabilitative services.

All offenders serving a sentence of 12 months and above will be allocated an Offender Supervisor. You can either be allocated a Prison Offender Supervisor or Probation Offender Supervisor.

The role of the Parole Board



The Parole Board carry out risk assessments on prisoners in England. They manage the early release of prisoners serving fixed-length sentences of 4 years or more. The release of prisoners who are serving life sentences or indeterminate sentences for public protection. The re-release of prisoners who had been given life or indeterminate sentences and were then re-imprisoned

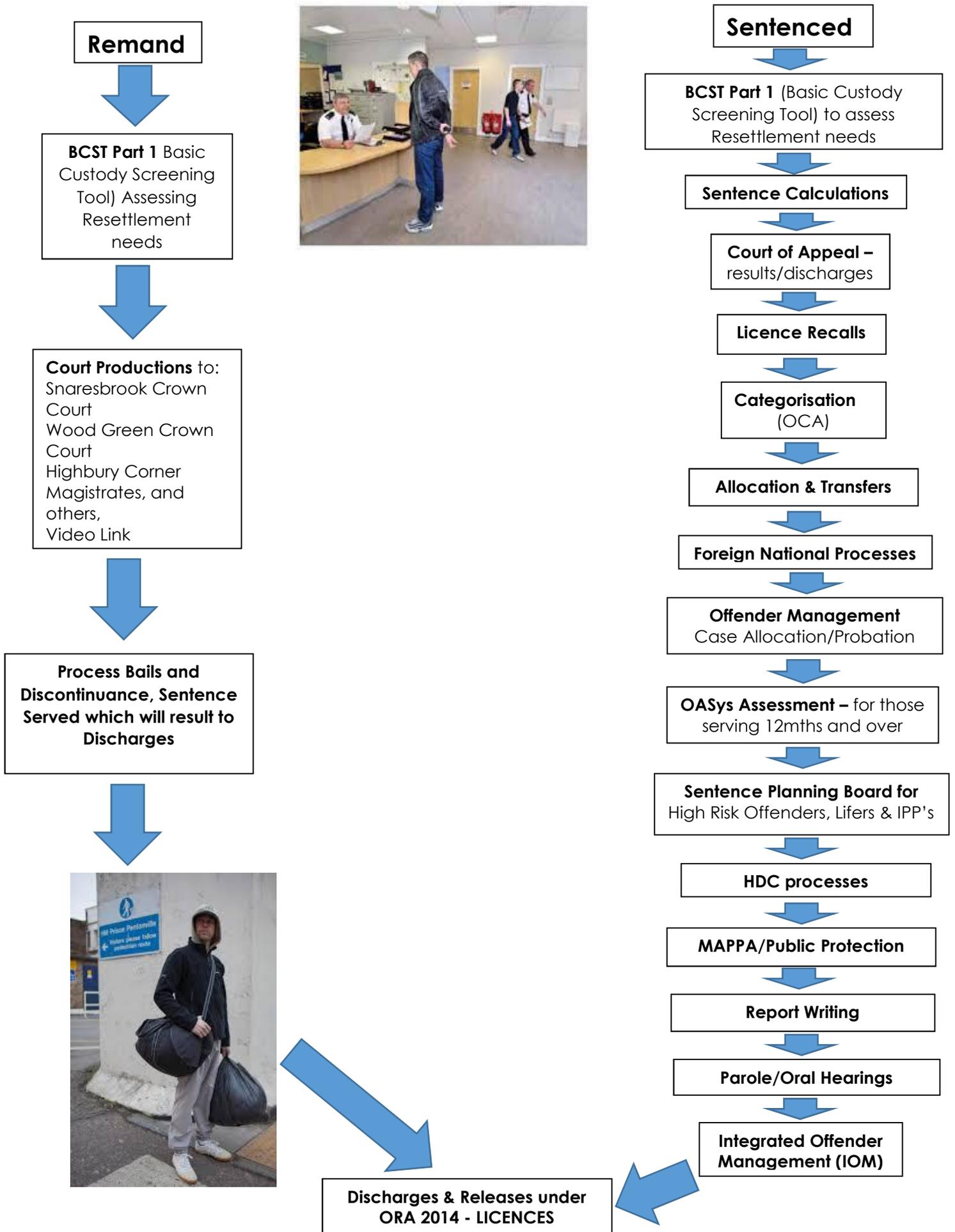
Working with my Offender Manager/Probation Officer

Your Offender Manager or Probation Officer are there to assist you and to keep the public safe. If you feel there are any issues that may not be dealt in the way which you expect you can write to the Senior Probation Officer at the office where you are managed. If the issue relates to a Probation Officer or Offender Supervisor at Pentonville, you should write to the Senior Probation Officer (Haley Turner) in HMP Pentonville. All requests or issues raised need to be specific and valid and not just that you may not agree with their risk assessments or decisions.

How can I get a copy of my Sentence Plan?

Firstly, you must be sentenced to over 12 months (unless IOM/PPO/Young Adult). Providing you have an up to date OASys report the Probation/OMU department can provide this. It is unlikely that you will be provided the full report due to the volume of pages, but individual requests will be considered if valid.

A prisoner's journey through the Offender Management Unit (OMU) at HMP Pentonville



Resettlement

Resettlement is where prisoners and their families receive assistance and support from the prison, Probation Services and the voluntary agencies in order to help them prepare for life after prison.

There are 7 "pathways" to help you resettle back into the community:

-) Physical and Mental Health
-) Attitudes, Thinking and Behaviour
-) Drugs and Alcohol
-) Accommodation
-) Finance
-) Children and Families
-) Education, Training and Employment

London Community Rehabilitation Companies (CRC) is a new addition to the prison and probation services are:

The CRC team conduct the Basic Screening Custody Tool part 2 for prisoners within the first 5 days of reception and will review a prisoner's resettlement plan within the last 12 weeks of a prisoner's sentence. The CRC team offer advice for:

-) Employment, training & education
-) Accommodation
-) Finance & Debt
-) Domestic and sexual violence
-) Family support and mentoring
-) Support and advice for sex workers

We take pride in raising their aspirations and helping them to reach their full potential. We are passionate about the services we provide. Our dedicated teams up-skill offenders to ensure that when they are released and resettled back into their local communities, they are able to live law-abiding lives.

Offenders who access our supported housing services are referred via Probation. These include those managed under MAPPA and IOM clients. The CRC team specialises in working with offenders who receive short sentences, but are at high risk of re-offending; offenders who are a risk to themselves; substance misusers; offenders with a forensic mental health diagnosis; and offenders with personality disorder.

Support commences with a clearly defined referral pathway and continues with self-determined support planning and risk assessing which includes positive risk taking. Resettlement is discussed from the start of intervention as it is the ultimate goal for most.

What does this mean for prisoners in Pentonville?

This means that everyone that comes into prison will be assessed. These questions will focus on your general welfare such as accommodation, finance, benefit and debt, education and training. These assessments will then be shared with your probation officer. Under the new Offender Rehabilitation Act everyone will do half of their sentence in custody and half on licence, if you are supervised by CRC (Community Rehabilitation Company) you will then be required to do a post sentence supervision after your licence.

HMP Pentonville and the CRC team are now working together to provide services in line with our role as a resettlement prison. As part of this collaboration **G1 Landing** has now become HMP Pentonville's **Resettlement Unit**.

Where possible, prisoners with less than 3 months left to serve will be located directly on G1 after completing their Induction on A Wing. Prisoners already in Pentonville may apply to be located on G1 via an application to the Resettlement Unit or via referral from their CRC case worker.

Prisoners located in the Resettlement Unit will have easier access to their CRC Case worker and other services e.g. Phoenix Futures. Prisoners located on the unit will also be fast tracked into Employment or Activities such as Education.

Expected Behaviour

- J Prisoners must be on a Standard or Enhanced level of IEP
- J Prisoners must be willing to engage with resettlement providers
- J Prisoners will be expected to engage in a purposeful activity e.g. work or Education
- J Prisoners must keep their cells and environment clean and tidy.
- J Prisoners should not have failed any recent MDT's
- J Prisoners should not have any recent Negative entries for violence or threats to staff or other prisoners

Accommodation

St Mungo's Community Housing Association is a registered charity and helps people recover from the issues that create homelessness and help with accommodation issues. You can fill out a St Mungo's Broadway referral form to be allocated a Housing Advice Worker.



In HMP Pentonville we deliver interventions consisting of:

- J Assessing housing and related needs
- J Saving or relinquishing existing tenancies
- J Providing housing related information and advice
- J Supporting prisoners with assessed education and employment needs
- J Contributing to multi-agency interventions
- J Developing actions plans around assessed housing needs
- J Supporting the development of life-skills related to finance, debt and housing

Accommodation queries should be directed to the CRC's.

How do I get Bail?

Most Bail work is now carried out at the Court since the removal of the Bail Service at HMP Pentonville. If you want to explore an option for Bail you should contact your Legal Representative or raise this at Court.

The CRC's working at Pentonville can however, help in making Bail Accommodation referrals via the **Stonham BASS Accommodation and Support Service** who also offer, a support only package which is available Bailee's.



About BASS

BASS is a government contract that provides accommodation and support services to people who would normally be living in the community on bail or Home Detention Curfew (HDC) but do not otherwise have a suitable address - or they need some extra support during the period of their bail or HDC license.

The people eligible for this service are not those who should be in prison. They have been bailed by the courts or released from prison, initially on an electronic tag, having served a prison sentence. The overall aim of the service is to reduce unnecessary loss of liberty and its negative impacts on family life, employment and housing, and to deter people from re-offending.

Stonham provides good quality accommodation in the community for the period of a person's bail or HDC license. The number of properties is small with around 200 across England and Wales. The houses are furnished and typically are for two to three sharing. Each person has their own bedroom and shares the communal space, and has normal household responsibilities whilst residing there. Some properties are for single occupancy and others for a parent who can be united with dependent children. All occupants are liable for rent and charges under the terms of their Accommodation License Agreement with us.

Support Officers visit regularly to effectively manage each property, provide support to each individual and monitor adherence to their bail conditions or HDC license. Failure to comply with these conditions is acted upon. The support officer will also help each individual to find more stable accommodation to move on to.

BASS does not provide accommodation to anyone who has a conviction, caution, a current allegation of or are under police bail for any sexual offences.

Please note: From Friday 27th May 2016 HDC Service Users can now remain in BASS property for up to 3 months following the expiry of their HDC

Resettlement journey

Prisoner arrives at Pentonville. All prisoners will be assessed by a prison officer within 72 hours. This will create a part 1 assessment (accommodation, health, finance)

All prisoners are then assessed by the CRC team within 5 days. They will take information from the part 1 assessment and create a part 2 assessment based on questions from the 7 pathways and make referrals to the relevant agencies

Prisoners who are then sentenced and are within the last 12 weeks of their sentence will be again assessed by the CRC team. They will review the part 2 assessment, make referrals to agencies within the prison and share this plan with their probation officer. You will then generally move to G1 Resettlement Unit for your last 12 weeks of custody.

The CRC team will also be facilitating the Getting it Right programme, assisting with opening bank accounts and referring those to SOVA who are in need of a mentor in the community.

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Fire Safety

Fire safety is very important to us. You can do your part by ensuring that you don't tamper with the in-cell detection equipment (see photo below). Blocking these can put your life and that of others in danger and therefore we will take firm action against all prisoners who do so.



← In-cell smoke detector

There are also domestic smoke detectors situated outside some cells which are again life saving devices and therefore must not be touched.

The following sanctions will apply if prisoners are found tampering with fire equipment:

-) 1st offence – Both occupants receive an IEP warning
-) 2nd offence- Both occupants move to basic regime
-) 3rd offence-Both occupants are placed on report under Rule 51.
-)

There are fire alarms on all wings and staff are trained annually in fire safety. For any prisoner who needs assistance (elderly, disabled, etc.) we have PEEPs (Prisoner Emergency Evacuation Plans) that help us assist you. Please talk to the Safer Prisons Team or ask your landing officer if you have any concerns about this.

Arson/ Fire Setting

Any incident where a prisoner sets fire to any prison property, whether in his cell or elsewhere, will automatically lead to referral to the police for criminal prosecution. In addition to the extra custodial sentence which any such charge will lead to if proven, and the recovery of financial costs to make good any damage, there are a number of potentially significant consequences for prisoners following release from custody. Any history of fire setting, whether proven in a criminal court or not, will significantly reduce your options to access housing upon release from prison. Local Authority, Housing Pathways, Estate Agencies, Approved Premises/hostels and Hospices all automatically exclude any referrals for an offender with fire setting history on the grounds that they present a risk of serious harm to existing/new tenants.

In the event of a fire

Do:

-) Remain calm
-) Raise the alarm by either shouting or pressing your cell bell.
-) Lie on the floor or stand at the back of the cell near the window.
-) Follow staff instructions.

Don't:

-) Panic
-) Try to prevent staff from extinguishing the fire.

40% of deaths involving fire are caused by smoke rather than the fire itself. This is because inhaling smoke blocks oxygen intake and boosts the level of carbon monoxide. Therefore deliberate fire setting puts individuals at serious risk. This is also why it is important for smoke to be detected as quickly as possible so that staff can deal with the situation. If cell aspirator grills are blocked then detection may not be as quick as it should be.

Complaints procedure

We know that we don't always get things right or that you may at times have an issue with a process, and we want you to let us know what needs improving. If you want to make a complaint, we ask that in the first instance you speak to your landing officer who can advise you, but if that can't resolve things you may want to put a more formal complaint to us. There are two main ways of doing this:

- Speak to prisoners who are on the Prison Council and ask them to raise the issue at your monthly Wing Consultation Meeting. These meet on every wing, the first week of every month, and issues from these meetings then go forward to a full prison consultation later in the month.
- You can write your complaint on a white complaint form (these are available on every wing) and put in the Complaints box on the 2's landing. Please don't duplicate complaints to lots of people at the same time. When we receive your complaint we will send it to the best person to answer.

You have a right to complain and our policy allows you to submit complaints where you believe it to be justified. However, the prison does have the ability to place restrictions on any prisoner who persists in submitting an excessive number of complaints, and this can be limited to one complaint a day.



Independent Monitoring Board (IMB)

) We are independent volunteers appointed to monitor how the prison treats you. We don't work for the Prison Service or the Prisons Inspectorate.

) Part of our role includes helping you with problems via the IMB Applications system. We can help with most queries, but you must have tried to resolve your problem through official prison channels first. For example, by talking to the Insiders, Wing Surgeries, Landing Officers or

CMs. However if you want to talk confidentially about a sensitive matter, we are always happy to listen and advise.

-) You might also see an IMB member walking around the prison on rota. Every week of the year, one of us will be in the prison monitoring areas of Pentonville particularly closely. We may ask you about your experiences. Our reports are sent to the Governing Governor so he knows what we observed and were told. We hope it can help make positive changes for everyone.

My Notes: