**HMP & YOI Eastwood Park**

**Families / Significant Others**

**Strategy**

[](https://safe-families.org/wp-content/uploads/2017/11/Group.jpg)

January 2024

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Zoe Short

Governor

Document Control

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***Content:***

**Introduction……………………………………………………………….. Page 4**

* HMP&YOI Eastwood Park Information

**How to Contact Us………………………………………………………. Page 5**

**Emergency Contact…………………………………………………….. Page 5**

**Getting to HMPYOI Eastwood Park.………………………………….. Page 6**

**Your Visit………………………………………………………………….. Page 7**

* Visiting Times
* How to Book a Visit
* Help with Cost of Your Visit
* Visiting Facilities

**Pact…………………………………………………………………………. Page 9**

* Family Services
* Prisoners Induction
* Gateway Companion
* Family Days
* Family Visits – MBU
* Casework

**Staying In Touch…………………………………………………………. Page 11**

* Video Calls
* Telephone
* E-mails
* Letters
* Storybook Mums
* Release on Temporary Licence (RoTL)

**Care Leavers………………………………………………………………. Page 14**

**Pregnancy, Mothers & Babies………………………………………….. Page 14**

**Adult Safegaurding……………………………………………………….. Page 15**

**Future Planning……………………………………………………………. Page 16**

* Measuring Success

**Staffing Structure…………………………………………………………. Page 17**

**Introduction**

The purpose of the Family and Significant Other Strategy is to support prisoners to build and maintain strong family ties to reduce reoffending and reduce intergenerational offending. This strategy will be specifically for HMP&YOI Eastwood Park.

In September 2016 Lord Farmer was commissioned by the government to investigate how connecting prisoners with their families can improve prisoner wellbeing, assist in keeping the prisoners safe and reduce reoffending. His landmark review ‘The importance of strengthening prisoners’ family ties to prevent reoffending and reduce intergenerational crime’ was published in August 2017 and made 19 recommendations and made families and significant others at the heart of his report. According to the farmer review ***‘families should be the ‘golden thread’*** running through the processes in all prisons.

Women in prison have different relationships with their family than men. These range from all the issues surrounding pregnancy and mothers and babies in custody, to the disruption of many women’s role as the Primary Carer when they are taken into custody, to contact with family once a woman is in prison. These issues are vastly different in type and scale to those experienced by men. We accept that we need to strengthen our services and provision in this pathway if we are to achieve the best outcomes for women and their families and ultimately reduce reoffending.

Helping to support and meet the needs of prisoners and their families is vital and evidence shows its importance in the reduction of re offending. We want to make a strategy that is not only for prisoners but for the whole family. It is important to recognise the diversity of families as they can be defined as either a blood relative, legal or significant person that a prisoner identifies as their next of kin. For care leavers, family may be a statutory service or a friend. In all positive circumstances family is the protective factor and it has been evidenced that family ties are an important factor in reducing re offending and intergenerational offending.

All recommendations in the Farmer Review were accepted by the government, and the program to the implement them has been running since then.

‘I do want to hammer home a very simple principle of reform that needs to be a **golden thread** running through the prison system and the agencies that surround it. That principleis that relationships are fundamentally important if people are to change’.

(Farmer, M., 2017)

**HMP&YOI Eastwood Park**

HMP&YOI Eastwood Park is a local function prison within the female estate of prisons, located in Gloucestershire. The prison has a commitment to providing opportunity to reduce re-offending by ‘Together Empowering Change’, equipping those in our care to lead law abiding and productive lives upon release. Holding around 365 prisoners and in common with other women’s prisons, the establishment accommodates several categories of prisoner ranging from those recently remanded or at the beginning of their sentences to those serving indeterminate sentences, including life, for very serious crimes. The site is set up of 10 Residential wings including a PIPE unit and a Mother and Baby Unit.

**Contact Us**

**Address**

HMP&YOI Eastwood Park,

Falfield,

Gloucestershire

GL12 8DB

**Telephone**

01454 382100

Monday to Friday, 9am to 5pm

**Twitter AccountIcon

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@Hmpeastwoodpark

**EMERGENCY CONTACT**

**DETAILS**

If you have any concerns regarding the safety of a prisoner located at HMP&YOI Eastwood Park and you want to speak with a member of staff, contact the Safer Custody Crisis Line on.

**Telephone (24 hours):**

**01454 382 118**This number is staffed 24 hours a day. Your call will be logged and transferred to a member of the Safety Team. If your call is out of hours your call will be transferred to the Duty Manager, in addition there is a telephone answering machine service in place, which is checked at regular intervals and will be monitored by the Safety Team.

**01454 382 323**

**Getting to HMP&YOI Eastwood Park**

 By Car: - the prison is located just off the M5 junction 14 and is clearly sign posted. From the motorway to the prison will take around 4 minutes.

**There is limited parking at, Eastwood Park including spaces for Blue Badge holders**.

 By Train: -The closest main-line railway stations to the prison are at Bristol Parkway, Bristol Temple Meads and Yate. There is however no easy bus route to the prison from the train stations.

 By Bus: Buses run from Bristol.

**To plan your journey by public transport:**

* use [National Rail enquiries](https://www.nationalrail.co.uk/)
* use [Traveline for local bus times](https://www.traveline.info/)

**Your Visit**

**To visit someone at HMP&YOI Eastwood Park**

* You must be on the person’s visitors list
* The lead visitor must be over 18 years of age
* ID is required to gain access into the prison and visits area
* A visit can be booked a minimum of 2 working days before your visit date (subject to availability) and a maximum of 28 working days before the visit (subject to availability).

Please contact HMP&YOI Eastwood Park if you have any questions about a visit (Contact Details in the Pact section of this document on Page 11)

**Visiting times:**

* Tuesday: 2pm to 3pm and 3:30pm to 4:30pm
* Wednesday: 2pm to 3p and 3:30pm to 4:30pm
* Friday: 2pm to 3pm and 3:30pm to 4:30pm
* Saturday: 2pm to 3pm and 3:30pm to 4:30pm
* Sunday:2pm to 3pm and 3:30pm to 4:30pm

Children can visit their mothers outside regular visiting hours. These visits can take place Monday to Friday, 9:30am to 11:45am, either in the visits hall or on the mother and baby unit. Prisoners can apply for these visits internally.

**How to book family and friends visits**

You can [book your visit online](https://www.gov.uk/prison-visits), by telephone or by emailing [socialvisits.eastwoodpark@hmps.gsi.gov.uk](mailto:socialvisits.eastwoodpark@hmps.gsi.gov.uk).

Booking line: 0300 303 0631  
Monday to Friday, 8:30am to 4:30pm

**Help with the cost of your visit**

If you receive certain benefits, you may be able to get help with the cost of your visit (up to 2 claims a month). A form is available for you to fill in when you arrive at the visitor’s centre. When you enter the visits hall, ask the staff to stamp the form for you. For more information visit

[www.gov.uk/helpwithprisonvisits](http://www.gov.uk/helpwithprisonvisits)

**Visiting Facilities**

* The visitor’s centre at HMP&YOI Eastwood Park has a toilet facilities and secure lockers are available for our visitors. It is open from 13:30hrs until 17:00hrs, on visiting days.
* It is clearly signposted and is 50 yards before the main prison gate.
* There is a no smoking or vaping policy in place in the visitor’s centre.
* Prison Advice and Care Trust (Pact) staff offer a meet and greet service in this area and are available on visit days approx. 1 hour before visits start and are available again at the end of visit sessions. They offer advice and support; they can also signpost to other supporting agencies or staff.
* We provide information advice and guidance, and a signposting service for issues such as substance misuse, domestic abuse etc.
* We provide advice and support about prison procedures and processes.

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**PACT (Prison Advice and Care Trust)**

HMP Eastwood Park works closely with PACT, who are the family support team who provides support to women in custody and their loved ones in the community, including their children, extended family members and friends.

The PACT team offer individualised support to women that aims to improve their emotional well-being, attempts to maintain, and strengthen their relationships with their loved ones in the community and can reduce the risk of women hurting themselves and/or others.

The PACT team meet women within their first week in custody to explain the service and to offer them support.

Visits

PACT offer child-friendly visits twice a week (Mondays and Thursdays 14:00-16:00), in which children are supported to visit their Mum in prison. These visits are referred to as ‘Visiting Mum’ visits and are open to Welsh Women. The Family Engagement Workers in custody are responsible for arranging these. These visits are much more child centered and quieter than regular social visits; women can move around the room freely to play with their children and age-appropriate arts, crafts and games are provided. PACT staff also take photos of the family for the Mum and children to keep. These visits do not use up a VO.

PACT arrange Family Days for up to ten women per session; these family days happen periodically throughout the year and offer opportunities for women to spend time with their loved ones during their time in custody. Like Visiting Mum visits, women are able to move freely around the room with their loved ones and access age-appropriate activities.

PACT offer advice and information to women in custody, adults who care for the women’s children, family members in the community and Social Workers around how to arrange visits between the women and their loved ones. PACT staff and volunteers are present in the prison’s Visitor’s Centre to offer emotional support to family and friends before and after prison social visits.

Children’s Social Care

There is a Social Worker employed by PACT as part of the together a chance program. The Social Worker works closely with Mother and Baby Unit (MBU) staff offering additional support to pregnant women, especially those giving birth in custody or to women who are not of the MBU and who have significant Children’s Social Care involvement, including if women struggle in their working relationships with their children’s Social Workers.

All PACT team members liaise with Children’s Social Care and other external agencies, including schools, community support workers and solicitors, to act as a point of contact for any matters relating to children, including safeguarding and child contact issues. The team are involved with family legal meetings with solicitors, community social workers and probation. PACT also facilitate meetings between women in custody and solicitors relating to private family law matters; these meetings are primarily used to discuss child contact.

Many women in custody ask for support around their child’s adoption, Care Proceedings, and general advocacy to ensure that they are involved in processes and decision-making regarding their children. Child Protection conferences, Public Law Outline meetings and other Legal meetings are facilitated by PACT within the prison, so that Mums are involved in the processes as much as possible.

Adoption support

The PACT team provide emotional and practical support to Mothers leading up to, and after, a Placement Order is made for their child(ren) to be adopted, and the team can help to facilitate final contacts between the children and their birth Mums. These visits can be facilitated in the prison and PACT will support as much as the mother wants.

PACT also support and help women to write letters (letterbox) to the adoptive family after an adoption has been finalised. PACT work with the Local Authorities and adoption agencies to find out what letterbox agreements have been made and will help the women to understand the agreements in place. PACT will encourage and empower women to write letters to their child’s adopters, whilst they are in prison, so that they can continue with the process confidently when they are in the community.

Other support

PACT have reintroduced the ‘Storybook Mum’ project, which supports women to read a book to their children, which is recorded and sent to the children on a CD or DVD. This project allows children to hear their Mother’s, or loved ones’, voices in a child-friendly way and encourages women to use reading as a way of connecting with their children.

PACT have created and developed resources for both families and professionals, to support them in understanding prison processes, as well as helping to support children. These resources include:

‘Locked Out’ booklet - Helping children to cope with the imprisonment of a loved one.

‘Visiting Mum’ leaflet for children - Explains what visits are like for children who are accessing the Visiting Mum service.

‘Visiting Mum’ leaflet for adults – Explains what visits are like for adults who care for children who are accessing the Visiting Mum service, or for professionals who are supporting the child, including schools and Social Workers.

A pack of photographs to use with children – A selection of 6 photos, showing the journey when visiting Eastwood Park. (Outside of prison, waiting area, play area etc.). This helps to prepare children for what they will see when they arrive for a visit.

‘Working with a parent in prison?’ information booklet – Offering information and advice to professionals regarding how to continue working with a parent who is in prison.

**For more information on Pact visit: -**

**https://www.prison advice.org.uk/**

or call

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**How to Stay In Touch**



* **Video Calls:**



### **What is Prison Video?**

Prison Video is the new app for secure video calls that helps you stay in touch with people in prison.

### **I haven’t had a secure video call before – what can I expect to happen?**

Once the call is booked you will receive a notification confirming the day and time it will take place.

The call will start when your family member or significant other has connected at the other end, so please be patient.

Once the call has started, you will be able to see and hear each other.

### **What do I need to do to use Prison Video?**

You will need to download and install the free Prison Video app from the Apple App Store or Google Play Store (or equivalent app stores outside the UK) on your phone or tablet device and then create an account. Only people aged 18 or over can register for an account with Prison Video.

You will need to provide your name, address, and date of birth, and upload photos of your ID and face. You will also need to add details of any other people who wish to take part in the video calls with you, such as children, and upload a clear photo of each participant’s face.

You will need to upload ID for people over the age of 18 only, unless the prison specifically asks for anything else.

### **Children can join a video call**

Children can join a call if they are registered and approved as extra participants in your Prison Video account. This means you will need to add details of the children who wish to take part in the video calls, and a clear photo of each child’s face. No other ID is required for children unless requested by the prison.

### **What are the rules for secure video calls?**

* Just like phone calls, all video calls are recorded for security purposes, and staff may watch or listen to them
* No screenshots, photographs or screen recording is allowed
* Wear appropriate clothing
* Only approved contacts can be on the call
* The account holder must always be present during the call

You’ll need to follow the usual prison rules around what to wear and how to behave. The call can be paused or ended if prison rules are not followed.

For more information your family and friends can visit

[www.prisonersfamilies.org/prison-video](http://www.prisonersfamilies.org/prison-video)

* **Telephone**

**** All prisoners have a PIN to use the phones to call people that have been approved by the prison. Prisoners must use their money to pay for the phone.

* **E-mails:**

Eastwood Park also use the email a prisoner scheme which allows prisoners to receive and reply to emails at www.emailaprisoner.com



* **Letters:** Prisoners are entitled to one second class letter per week at the

expense of the prison. Additional letters may be sent out at the prisoners’ expense. Children’s Letters are also available at the prison’s expense.

* **Storybook Mums:**

Prisoners can create a recording of their voice for their children, and this will be made into a visual storybook DVD for children to keep and watch as a story



* **Release On Temporary Licence (RoTL):**

HMP&YOI Eastwood Park is committed to helping our prisoners with resettlement by offering RoTL. We use a full range of RoTL’s which include:

* **Resettlement Day Release (RDR)** – These are used for social day releases, Education courses, paid work in the community and job interviews. Social RDR is one every 14 days
* **Resettlement Overnight Releases (ROR)** – These are for home leave and start at one night and increase to a maximum of four nights. If the prisoner has no suitable address, they may be eligible for a place at an ‘Approved Premises’. ROR are no more than one every 28 days.
* **Child Resettlement License** – These are for prisoners who have a child caring responsibility and there are two categories:
  + - Day release – one day release a week
    - Overnight Releases - one release in any 28-day period
* **Special Purpose License** – These are used for exceptional circumstances and each application is considered on its own merits.

**Care Leavers**

We will seek to create a culture where those who have experienced being in care as children feel confident to tell us in the knowledge that we will provide support and empathy. Working in partnership with local authorities, the voluntary sector and other government departments we will help them access their legal entitlements and support them on their journey away from offending. Recognising that some people who have experienced care have suffered adverse childhood experiences and trauma, we will seek to value, support, and enable them to look forward with hope to achieve their full potential.

**Useful Contacts:**

Care Leavers Association

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**Pregnancy, Mothers & Babies**

A local Mother and Baby Strategy and Pathway has now been published for HMP&YOI Eastwood Park. This will form a multi-disciplinary approach encompassing our midwifery, perinatal pathway, and support services available to prisoner. It will include the support of Pregnancy, Mother, & Baby Liaison Officer’s (PMBLO’s) and Birth Companions. The development of a multi-disciplinary team including Healthcare will allow us to build on our Strategy and pathway development. Key points from the strategy are: -

Pregnancy, birth, other pregnancy outcomes, motherhood and maternal separation are major life events. In prison, women can experience additional emotional, physical, and practical challenges associated with these experiences and it is important that staff understand how to manage these and provide effective support.

**Pregnancy, Mother & Baby Liaison Officer’s (PMBLO)**

The key purpose of the role is to enable early identification, contact and signposting to support services for pregnant women and mothers. Beyond these core duties staff in the role of PMBLO complete the following.

* Create a bespoke care plan for each pregnant woman.
* Process applications for Mother & Baby Units.
* Carryout forums.
* Attend fortnightly Pregnancy & Maternity Multi-disciplinary meetings

**Adult Safeguarding**

Staff from South Gloucestershire council work alongside prison staff, to ensure all areas of Safeguarding are overseen and monitored appropriately via the South Gloucestershire Safeguarding Adults Board. The prison works as a multi-agency team to meet the needs of prisoners. Working together to keep safeguarding as a paramount importance. It is also important to work closely with the drug misuse services and identify any prisoners that use psychoactive substances for example as the drug may have severe effects on their parenting capacity, therefore a risk to children. Although the service is confidential and its ethos is deeply based on working confidentially, safeguarding children and vulnerable adults must override this. We have a social worker who works for PACT based in the prison which is part of the Together a Chance pilot.

**Future Plans**

**Our commitment to those in our care and their families and significant others during 2023 - 2024**

* To reintroduce twice annual Prisoner and Visitor surveys to identify areas of improvement and to address any concerns.
* Using the data from the latest Reducing Reoffending Needs Analysis to influence positive change within this Pathway.
* To increase the number of Family Visits facilitated in the Mother and Baby Unit.
* To increase the number of visits per session to accommodate more visitors.
* Improve the outside visits area.
* Increase the knowledge and raise awareness to both staff and prisoners around the RoTL opportunities.
* Improve of the numbers of prisoners accessing RoTL to maintain Family Ties.
* To support families and significant others through the Learning Strategy and Reading Strategy.

**A picture containing text, tool

Description automatically generatedHow will we measure our success?**

* By the number of spaces / attendees available for each visit
* By the statistics collated regarding ethnicity, race, and cultural attendance on family matters.
* By listening to those in our care, and families / significant others through regular surveys, recording and sharing comments and feedback
* By the variety of family, friends and significant others visits offered.
* By collating all data available to us from those in our care and act on the information received
* Review the numbers engaging with PACT.
* Increase the number of RoTL’s with different women for maintaining Family Ties, this includes CRL.
* 2024/25 Reducing Reoffending Needs Analysis to show we have identified needs raised in this year’s survey.

**Staffing Structure**

Governor

Zoe Short

Head of Operations

Tony Morrow

Head of Safety & Equalities Laura Bretherton

Head of Reducing Re-offending

Kathryn Kilgour

FaSO Lead- Head of Perinatal and Health

Pete Heyworth

FaSO Champion

CM Deb Rook

Operations FSO

CM Jo Norman

Pact FEM

Emily Dix

Safer Custody CM

CM Lina Elliott

OMU – Care Leavers

Gov Colin Jeffery

Pact FEW

Pact FEW