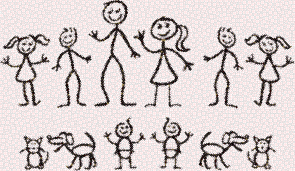


**HMP East Sutton Park**

**Families and Significant Others Strategy**

**2024-2025**



Date of Issue: 20/03/2024

**Deputy Governor Matthew Gosse**

**Signed: M Gosse**

**Family and Significant Other Pathway Lead: Tom Cunningham**

**Date:**

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*The following document is what HMP East Sutton Park aims to offer for both Families/Significant others and the people in our care. At times and due to circumstances beyond control, some services may be affected. We are constantly reviewing what services we can offer when it is safe for staff, prisoners and their loved ones.*

**Introductio****n**

For this guidance document, ***Family*** is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For **care-leavers** this may be someone that provides a statutory service, friend, or associate. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. It is important to accommodate all ‘family’ arrangements where they provide a constructive and supportive relationship for the prisoner and their family.

In some cases, maintaining family ties may not be appropriate, possibly due to the risk that a prisoner poses to the family. Safeguarding children and supporting victims should always be a priority in the work at HMP East Sutton Park supported by the National Probation Service and any other statutory authority deemed appropriate.

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.

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

**HMP East Sutton Park**

East Sutton Park is one of only two dedicated women’s open prisons in England. It holds around 100 women who have been deemed suitable to be moved to open prison conditions, where those held are allowed far greater freedom and the opportunity to take more responsibility for decision-making and their own lives. Therefore, many women at East Sutton Park regularly leave the prison on licence as part of a plan to prepare them for release back into the community. The main building Is a grade II listed building dating back to Jacobean times, located in extensive grounds.

**Getting to East Sutton Park**

By Car- Enter postcode ME17 3DF into a sat nav to find the establishment. There is a visits car park on the immediate left as you pass the entrance gates. The Visits Centre is then accessed through the wooden picket gate.

By Train- The nearest train station is Headcorn. The establishment is 4 miles from the train station, and it does provide a pre-booked transport service free of charge.

By Bus- The nearest bus stop is in Sutton Valence which is 1.5 miles from the prison. A pre booked transport service is also available from this destination.



**Contact Us**

*Address:*

**HMP East Sutton Park,**

**East Sutton**

**Kent**

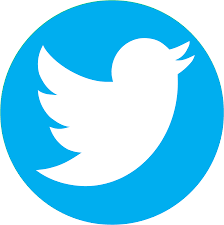
**ME17 3DF**

*General Phone Number:*

**01622785000**

*Visits Booking Line:*

[Visit someone in prison - GOV.UK (www.gov.uk)](https://www.gov.uk/prison-visits)

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**Did you know we have a Twitter account??**

**Feel free to follow us on @HMPESuttonPark**

EMERGENCY CONTACT

**If you have a concern that there is an imminent risk of danger to a person in our care and you wish to speak to a member of staff to raise this concern, then you can call the switchboard:**

**01622 785010**

**The member of staff answering the phone will immediately pass your concern onto a senior member of staff to action. We aim to address any issues raised on the call immediately and will let you know what the outcome is.**

**If you are concerned about the safety or wellbeing of any person in our care at East Sutton Park but there is no immediate threat or danger, then you can email the Safer Custody Team at:**

[**SaferCustody.ESP@justice.gov.uk**](mailto:SaferCustody.ESP@justice.gov.uk)

**This email is checked daily.**

**Your Visit**

To visit someone in HMP East Sutton Park:

* You must be on the person’s visitor list
* Photographic ID is required
* The lead visitor must 18 or over

Please contact HMP East Sutton Park if you have any questions about visit (Contact details are in PACT section of this document, Page 10)

Help with the cost of your visit

If you receive certain benefits, you might 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 visitors’ center. When you enter the visit hall, ask the staff to stamp the form for you. For more information visit [www.gov.uk/helpwithprisonvisits](http://www.gov.uk/helpwithprisonvisits)

How to book a visit

You can book your visit through the online booking system.

Visit someone in prison - GOV.UK (www.gov.uk)

Visiting Times

Saturday and Sunday from 2.00pm to 4.00pm

Visiting Facilities

The is a visits centre at HMP East Sutton Park has toilets, a baby changing area and secure lockers available for the use of visitors. It opens at 2:00pm on visiting days. It is clearly signposted upon entry to the prison and first left as you pass the entry gate. The visitor’s centre is run by prison staff and there are Prisoner Orderlies running the drinks and snack bar. There is an outside grassed area for those wishing to sit outside. There is a no smoking or vaping policy in place at the visits centre.

A member of the PACT (Prisoner Advice and Care Trust) team is available to meet and greet all visitors and to offer advice and support, they can also signpost to other supporting agencies or staff.

If you would like to meet with a member of the PACT team on your visit please contact them on 01622 785011

The Visitors Centre offers the following services:

* We provide an information, guidance, and a sign-posting service for issues such as alcohol and substance misuse, domestic violence etc.
* We provide advice and support about prison procedures.
* We provide someone to talk to in confidence if support is needed.
* We provide facilities to assist visitors e.g., having a ramp for wheelchair access.
* We offer all visitors the chance to give feedback to help improve the visiting experience.
* When you arrive at the Visitors Centre, the staff will guide visitors through the booking-in procedure.
* We provide PACT available both in the Centre and inside HMP East Sutton Park, for prisoners, families, friends, and significant others.
* We provide an Integrated Substance Misuse worker to support the families of those prisoners around substance misuse and alcohol

A unified member of staff will check your ID upon arrival, offer any assistance required and allocate a locker if required.



**PACT Family Services**



It has long been acknowledged that prisoners who have maintained family ties are far less likely to re-offend. Children and families can play a significant role in supporting prisoners to make and sustain changes, which can improve many outcomes and reduce re-offending.

For many families, relationships are put to the test when a family member goes to prison. Prisoners and their family members/significant others may struggle in many areas such as how and what to tell the children when their loved one goes to prison - how to tackle financial concerns - how to keep in contact - how to book a visit – how to cope effectively without their loved one at home – how to raise a concern about one another etc. Some families may struggle to discuss their situation with people they know for fear of recrimination. The PACT team are on hand to help with all these issues and more.

The local PACT team is managed by Family Engagement Manager Cath Venes (Pictured below)

A person smiling for the camera

Description automatically generated with medium confidence

**Prisoner Inductions**

PACT staff talk to all new prisoners within their first few days of being in HMP East Sutton Park offering support for them and their families/significant other, helping them work through any immediate concerns. Information packs are sent to families upon prisoner’s request.

**Family Conference Meetings**

PACT recognise the significant role that families/significant other play in the wellbeing of prisoners. Where deemed suitable, PACT staff offer prisoners and their family member/significant others the opportunity to attend Family Conference Meetings. These meetings facilitate prisoners and their family members/significant others to identify and discuss possible areas of need, in order to put into place relevant support networks to help reduce the likelihood of re-offending upon release.

**Prisoner & Family Support**

The PACT team are available to advise, support, provide up-to-date information and act as advocates for prisoners and their families/significant others throughout their time in HMP East Sutton Park. A member of the PACT team is available Monday to Friday 09:00 to 16:00.

**Family and significant others days**

The PACT team organise 4 Family days a year which coincide with school holidays. Activities on offer will reflect the time of year and weather permitting there is an organised tour of the farm.

**Adult visit days**

These are designed to help enhance positive interaction between prisoners and their adult family members/significant others. For much more information on PACT visit

<https://www.prisonadvice.org.uk/>

Or Call **01622 785000** Ext: **5011**

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**Staying In Touch**



* *Secure Video Calling:* Prisoners are currently entitled to 2 free video calls a month. These can be requested via the ‘Prison video’ App (which is free to download). Visitors have to download the App and follow the instructions in order to register.
* *Phone calls:* Prisoners currently have access to five pin phones. Access is only restricted during night state 23:00 to 06:00 hours.
* *Letters:* Prisoners are entitled to 1 second class letter per week at the expense of the prison. Additional letters may be sent out at the prisoners’ expense.
* *Email*: Family and significant others can email prisoners at the cost of only a 2nd class stamp at [www.emailaprisoner.com](http://www.emailaprisoner.com) Once the email is received a member of staff will print it off and will hand it to the prisoner. You can also pay the cost for the prisoner to send a letter back via email.
* *Prison Visitors:* Prisoners in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support. This service is offered by the Chaplaincy department.
* *Storybook Mums:* Prisoners can create a recording of their voice for children and this will be made into a visual storybook DVD for children to keep and watch as a story.
* *ROTL’s:* HMP East Sutton Park is committed to helping our prisoners with resettlement by offering ROTL (Release On Temporary License). We use the full range of ROTL’s which include:

**Resettlement Day Release** – 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** – These are for home leaves and start at one night and increase to the 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 child caring responsibilities 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**

Following the Children & Social Work Act 2017 (C&SWA 2017)[[1]](#footnote-1)[1], all young adults defined as Care Leavers can access a PA up until the age of 25. Support can consist of:

* Relationships & Keeping Safe
* Accommodation
* Leisure and Participation
* Money, Health, and wellbeing
* Education, Employment and Training

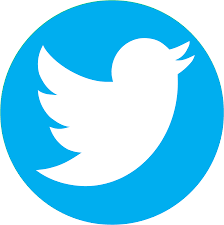
Awareness posters have been put in prominent places to inform individuals about this and to contact PACT, their keyworker, or the Prison Offender Manager Care Leaver for further information. Questionnaires are also given to all prisoners, to help identify those who may not have declared that they are Care Leavers. Individuals who have already declared that they are Care Leavers, then support will be given to maintain contact with their allocated Personal Advisor from their local authority whilst in custody.

HMP East Sutton Park has allocated a Custodial Manager Val Campbell to oversee the Care Leavers provision.

**Useful contacts:**

Care Leavers Association

<https://www.careleavers.com/> Tel: 01618260214

**** @CareLeavers

Email: [hello@careleaversapp.co.uk](mailto:hello@careleaversapp.co.uk)

Tel: 0117 9498008

**Future Plans**



Our commitment to visitors and people in our care

* We have recently appointed a Custodial Manager who has the responsibility of improving the link between families/significant others and the people in our care.
* We are aiming to hold twice yearly friends and family forums to discuss up to date improvements and any areas of concern/improvement. Any feedback from the meetings will be discussed internally within our family/significant other staffing structure.
* We are looking at ways to continue to improve our facilities for children, subject to funding and security clearance. Any ideas would be welcome.
* Improve the outside visits area and maintain it to an acceptable level
* Improve the Adult/Family Day experience by offering activities that stimulate family engagement.

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**How 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 events
* By listening to prisoners and families through regular forums, recording and sharing comments and feedback
* By the variety of family, friends and significant other visits offered
* By collating important data from the people in our care and acting on the information gained
* The amount of ROTL for maintaining Family ties, this includes CRL
* Review the number of prisoners engaging with PACT

**Staffing Structure**

**Our staffing structure ensures families and significant others work represents an operational priority. CM Cunningham is the operational lead for FaSO, but the structure below is in place to assure a greater presence.**

**GOVERNOR**

**Amy Dixon**

**Amy Dixon**

**REDUCING REOFFENDING CUSTODIAL MANAGER**

**Deb Allen**

**Safer Custody**

**Chris Jessop**

**PACT & Care Leavers**

**Cath Venes**

**ACTIVITIES MANAGER**

**Mariana Albu**

**HEAD OF REDUCING REOFFENDING**

**John Hasemore**

**FaSO & Care Experienced Custodial Manager**

**Tom Cunningham**

**FaSO Champion**

**Kane Peters**

1. [1] This only applies to local authorities in England [↑](#footnote-ref-1)