

**HMP & YOI Styal**

**Family and Significant Others Strategy**

Local Policy Document

December 2024

Review date: December 2025



Governing Governor

Nicky Hargreaves

Our vision at HMP/YOI Styal

Our purpose as a community prison.

HMP Styal is the only female prison in the Northwest of England and receives prisoners from court, sentenced prisoners, young people, mothers with babies, remand prisoners and recall prisoners. The complexity and vulnerability of those we look after in Styal embodies the ethos of our community.

Our Vision.

Through our values of Care, Hope and Pride we aim to provide a responsive approach that has a rehabilitative culture as the core of a community environment, through which we support every prisoner in their journey through custody and into a community setting.

The prisoners that we look after will remain at the core of what we do and central to the decisions that our staff make. We aim for individualised care, responsive to prisoners needs and ensure that our staff have the skills, knowledge and confidence to understand and support the women with empathy and understanding. Along with our partners and stakeholders and a diverse range of providers we will support women to develop skills, knowledge and confidence for continued positive progress in custody, providing hope of a positive re-integration into community life after they leave us.

We do not measure success simply by what happens in the prison. We care about what happens in the community and believe developing hope in custody will support women moving forward.

Our aim is to build an environment where all feel cared for.

This strategy outlines the commitment HMP & YOI Styal makes to recognise the importance of the role families and support networks have in successfully resettling back into communities. We seek to reduce the impact a custodial sentence has on maintaining family ties, relationships, and parenting by outlining the prisons approach to maintaining and developing family ties. To develop the way we work with families, local authorities, children’s services, charitable organisations, and community partners to ensure the best possible support to those in custody, their families and contributing to better outcomes for effective resettlement.

We also recognise that strengthening family ties can help a person’s emotional and physical wellbeing, improving both personal and prison safety and security.

This strategy will be published on the [NICCO](https://www.nicco.org.uk/) website (National Information Centre of Children of Offenders) and will be reviewed each year.

**HMP Styal**

HMP Styal is a female prison that can hold up to 454 prisoners.

HMP Styal accommodates women on remand and sentenced. There is an open unit and a mother and baby unit.

**Getting to Styal**

By Car- Enter postcode SK9 4HR into a sat nav to find the establishment. There is a visitor’s car park as soon as you turn into the prison.

By Train- The nearest train station is Styal. This is a small station approximately 10 minutes’ walk from HMP Styal. The larger station is Wilmslow, and this is in the nearest town to the prison, it costs approximately £6.00 for a taxi.

**How to contact us**

**Emergency contact: 01625 553000**

Oscar one who is the Custodial manager in charge of the prison should be contacted on the number abovein the event a family member/ significant other wishes to report an illness or bereavement of a relative, friend or significant other. This information will be passed to the Chaplaincy team in Styal to provide pastoral care. This number can also be used if you have immediate concerns regarding a person in custody.

If you are concerned about the safety or wellbeing of any person in our care at Styal but there is no immediate threat or danger, then you can leave an answerphone message for the Safer Custody Team on:

**Non-emergency contact: 01625 553337**

This voicemail service is checked daily.

**Address:**

*HMP Styal*

*Styal road*

*Wilmslow*

*Cheshire*

*SK9 4HR*

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Did you know we have a Twitter account?

[**HMP YOI Styal (@HMPStyal) / X (twitter.com)**](https://twitter.com/HMPStyal)

Ifyou do not want to speak to anyone over the phone, then you can complete a safer custody contact form on the Prisoner’s Family Helpline website and someone from the safer custody team will pick this up within 72 hours-

Email: [Prisoners’ Families Helpline](https://www.prisonersfamilies.org/)

Phone: 0808 808 2003

**Your Visit**

**To visit someone at HMP Styal**

* You must be on the person’s visitor list.
* Photographic ID is required if over 16.
* The lead visitor must be 18 or over.

Please contact the HMP Styal PACT team if you have any questions about visit.

**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 by telephone or online.

**Visits Booking Line:**

0300 060 6512

**Email visits booking line:**

**hmppsvisitbooking@justice.gov.uk**

When booking a visit, the visitor will need the:

* prisoner number
* prisoner’s date of birth
* dates of birth for all visitors coming with you

**Visiting Times**

Visit sessions take place every Tuesday, Thursday, Saturday, and Sunday afternoons from 13:30 till 16:00.

**The visits centre**

The Visitor’s Centre is open to facilitate the reception of visitors up to one hour prior to any visit. All visitors should expect to provide photographic ID upon arrival. Lockers and WC facilities are available within the Visitors Centre. All visitors can complete surveys regarding their experiences via the Visitors Centre and attend family forums. Information gathered from both is used to inform the quality of the service and future provision.

All visitors including children will need some form of identification to attend a visit. Adult visitors must hold either a current passport, current driving licence or current UK citizen’s card. Children and infants must hold either a red book, birth certificate, passport, or medical card.

**Visits hall**

The visits hall is a large and open space with comfortable seating and tables arranged to present a calming and relaxed environment. The visits hall can accommodate up to 20 prisoners and their visitors.

A soft play area is available for young children. Visitors are expected to supervise children using these facilities.

PACT provide a children’s play coordinator who develops activities and resources for children of all ages, including those with neurodivergent needs.

A sensory room is available for families or visitors with neurodivergent needs, and this can be provided upon request via PACT.

Within the visits hall there is a tea bar operated by prisoners who work there to assist family service providers with the purchasing of drinks and snacks. Purchasing of food and drink items is done so prior to the visit, in the visits centre and is a cash only service.

**Prison Advice and Care Trust**

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Pact is a pioneering national charity that supports prisoners, people with convictions, and their children and families. We provide caring and life changing services at every stage of the criminal justice process: in court, in prison, on release, and in the community.

Pact’s vision is of a society in which justice is understood as a process of restoration and healing, in which prisons are used sparingly and as places of learning and rehabilitation, and in which the innate dignity and worth of every human being is valued.  We work for the common good of Society, taking a public health-based approach. We work at the intersection of criminal justice, child and family welfare, mental health, wellbeing provision and health & social care.

Our volunteers and staff can be found in courts, prisons, probation services, and in communities across England & Wales.  We are a diverse, inclusive, modern, and collaborative charity.  We build effective partnerships and sustainable solutions based on our well-established understanding of the systems in which we work, and on our historic values and ethos developed through our 120+ years of service delivery.

**Family Support from the Visitor Centre**

* We provide an information, guidance, and a sign-posting service for issues such as housing, finance, alcohol and substance misuse, etc.
* We provide emotional and practical advice and support about prison procedures including support for 1st time visitors.
* We provide someone to talk to in confidence if support is needed.
* Our facilities provide access to all areas to assist visitors e.g. baby changing facilities, full disabled access & toilets and an area for children with a selection of toys and books.
* Supporting children who are visiting, linking in with their schools, providing resources.
* We offer all visitors the chance to give feedback to help improve the visiting experience.

**Play within the Visits Hall**

* ​Pact will provide play a range of age-appropriate activities for children visiting
* Tabletop activities will be provided to encourage participation between children and mum/family member

**Family engagement work**

* We will work with the women in custody with any family related issue. This may include providing information and advice to their loved one in the community, support to maintain contact and be a parent in prison
* Strengthening and maintaining relationships and re-connecting broken relationships.
* Liaising with social services and acting as a point of contact to support engagement with their social worker
* Support for those who do not have visits

**Prison video support**

* Support for families who do not know how to access the system, providing information and advice
* Resources for families to access prison video but also resources to facilitate conversation, prompts, games, activities.
* Pre and post support for women/families

**Parenting/Relationship courses**

* Pact will be offering a range parenting and relationships courses which will be delivered one to one.

**Pact staffed visitor’s Centre**

* Provides specialist trained staff, voluntary workers and resources to ensure that the visits center offers families, friends and official visitors a warm welcome, and the support needed to ensure that their visit is as positive an experience as it can possibly be.

**Family support**

* Our staff are on hand to offer emotional support to all visitors, as well as practical information about issues including travel and transport, explaining prison procedures in advance of entering the prison to go through to the visits hall. We provide additional support and reassurance to First Time Visitors, who are likely to be very anxious, including an especially warm welcome, information packs, and personalised support. We can also accompany particularly nervous visitors through the security checks on their first visit.

**Play**

* Provide highly qualified staff who can organise and manage child-centered visits. These can include family days, homework clubs, and toddler and baby groups in which the child is able to leave the visits table and engage in a range of activities provided by the Pact Play Worker. We are also able to provide ‘at table’ boxes and activities to help parents to play with and interact with their child(ren). We can also advise and lead on activities for older children visiting prison.

**Family Engagement Casework**

* Offer support on strengthening and maintaining relationships and re-connecting broken relationships. Liaising with social services and acting as a point of contact for child protection and child welfare issues.

**Children visits/family connect visits and Saturday enrichment visits.**

Saturday mornings **enrichment visits** occur twice per month. These visits are focussed on developing family interaction and maintaining relationships through meaningful activity. Sessions are themed for this purpose. For example, activities tailored to teenagers, children with neurodiverse needs and grandparent visits.

**Children’s visits** occur once a month and prisoners can apply for a place on a morning or afternoon session. These visits are intended to be both a welcoming and supportive experience, giving time for children to play and the prisoner to interact in a relaxed manner, promoting parental and familial interaction, social etiquette, and family learning opportunities. One adult is allowed to attend these visits and a maximum of four children. A prisoner must be able to evidence the relationship with the children. Activities are planned to promote interaction and socialisation, and these are often themed towards seasonal and calendar events. Prisoners and visitors can share in light refreshments during these visits.

**Family Connect visits** are for prisoners serving indeterminate sentences and sentences over 5 years these visits are held quarterly in a morning and afternoon sessions. The morning session is for visitors over 18 years and the afternoon session is focused on children, the maximum number of children allowed is 4 with one adult. Light refreshments will be served.

**Visiting Mum visits** are held twice per year for prisoners from Wales, these sessions are held in the afternoon and are focused on child activities and interaction. There will be a maximum of 4 children and one adult allowed on these visits. Light refreshments will be served.

All the visits detailed above are on top of the specified monthly visiting orders.

**Visiting Mum**

Support for any women who resided in or have family in Wales.

Individual support is offered, this may include community volunteers meeting with family members, offering transport to visits.

For prisoners whose family cannot visit, video visits are available and can be booked by contacting PACT [styal@prisonadvice.org.uk](https://www.prisonadvice.org.uk/hmp-styal#h_707144205411668601565916) or 01625 553339 (Visitors' Centre is open 11.30-17:00).

**Staying In Touch**

* *Secure Video Calling:* Prisoners are currently entitled to 2 free video calls a month. These can be requested via the ‘Purple visits App (which is free to download). Visitors have to download the App and follow the instructions in order to register.
* *Phone calls:* Prisoners have access to in cell telephones which enable you to maintain better contact with your loved one. Please be advised that an automated message will play when you pick up the phone at your end to advise you that you are receiving a call from a prison.
* *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 it will be checked and linked to the prisoner’s laptop.
* *Prison Visitors:* People 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 reading a story that can be sent home to the child.
* *ROTLS:* HMP Styal is committed to helping our prisoners with resettlement by offering ROTL (Release on Temporary License). We have a range of positions available for employment from local companies in the community. All ROTLS are subject to clearance from The Probation Service and the establishment.

CRL: Child Resettlement ROTLs: For prisoners eligible for temporary release for the purpose of childcare resettlement, they must apply, demonstrating they are a primary carer of a child under 18, for example providing documents from school, nursery, GP, social services, etc to support their claim; and the prison will review evidence about the claimed relationship based on contact during the current period of custody and information from probation in some cases. CRL is primarily for the benefit of children under 18 however cases are assessed on an individual basis, considering medical considerations. Regular assessment of primary carer status should be undertaken.

There is no standard CRL eligibility date. Where it has been established that the release is In the child’s best interests, that will be a primary consideration, but it does not over-ride all other considerations. All cases must be considered on their merits and balanced against any assessment of risk. Cases involving prisoners whose offending has attracted a long sentence and/or who have been convicted of serious violent or sexual offences, or any offence involving the death of or serious injury of the victim, will be considered with sensitivity.

CRL can be taken no more than once per week including one period of overnight release per 28-day period which must not exceed four nights away from the prison.

Local Authority Children Services must always be consulted before CRL is authorised.

*Care Leavers:* On reception, care experienced people are identified via Basic Custody Screening Tool Part Two (BCST2) interviews with a member of the resettlement team. This information is shared with key stakeholders including Prison Offender Managers (POM), Prison Key Worker staff and Commissioned Resettlement Services (CRS).

Further to this a member of the Senior Management Team is identified as a Care Experienced support lead for those who transition from the youth estate or enter custody and are identified as being care experienced. Monthly forums are held for care experienced prisoners.

As it is expected most care experienced prisoners will be young adults (18-25 years), a tailored approach with specific Prison Officer roles will be applied to best support accessing a range of support.

**Safeguarding Measures**

At Styal we have a safeguarding policy that ensures safeguarding measures are in place for people in our care, vulnerable adults and children.

All adults in need of safeguarding have the right to live their lives free from abuse of any description. All agencies and individuals that have contact with adults in need of safeguarding have a duty to protect them from abuse. Where abuse is reported to or suspected by any person the response will be prompt and in line with prison service policies.

**Please speak to a member of PACT on visits if you have any concerns on a visit.**

**Partnership working**

**Action for Children**: Provide nursery services for babies residing on the mother and Baby Unit. Action for Children deliver parenting support services for prisoners who are pregnant and/or mothers.

**Early Break:** Young people and family’s service. Offering a holistic approach to supporting better outcomes for families and young people. Delivering the *Holding Families* programme for children and families affected by parent’s substance misuse habits.

Delivering a trauma informed parenting programme to parents in custody

**Samaritans:** In person and on the phone support.





**Official prison visitors:** Available for anyone to access if they do receive any visits, these are arranged through the chaplain

**Support for people without family or significant other ties.**

It is important that everyone should have the opportunity to build constructive and appropriate relationships. A range of ways exist to support prisoners in building these relationships, including the prisoner visitor scheme supported by the Chaplaincy and Samaritans.



**Mother and Baby Unit**

Pregnant mothers or those with children under 18 months can apply to have their child with them in mother and baby accommodation. The Mother and Baby Unit is a specialist unit with nursery facilities provided by *Action for Children*. Applications are considered on an individual basis considering the best interests of the child. Applications are heard at inclusive mother and baby boards, chaired by an independent person and prisoner involvement with the process is greatly encouraged.

**Staffing structure**

Our staffing structure ensures families and significant others work represents an operational priority.

Leading this work Is

The Governing Governor

The head of reducing reoffending

Supported by

The activities Custodial manger

The manager of PACT

The head of operations.

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