

**HMP FULL SUTTON**

**POLICY DOCUMENT – PD 82**

**Children and Families Strategy**

**Governor Gareth Sands**

**Signed:**



**Date completed: February 2020**

**Reviewed Date: March 2025**

**Next Review Due: March 2026**

A sign post with trees and text

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**Families and significant others strategy**

**January 2025**

**What is a strategy and why do we need one?**

A strategy is a plan of action, that helps identify and drive forward, aims and goals.

* In 2017, Lord Farmer wrote a report that highlighted the importance of family ties, to improve behaviour whilst in prison, and in breaking the cycle of crime, which can ultimately reduce re-offending.
* At HMP Full Sutton we support the work of Lord farmers report and understand that positive family relationships can be of great benefit to both prisoners in our custody, and their families outside.
* We understand that as part of the Long Term and High Security Estate (LTHSE) and our remote location along with our population being made up of men serving long sentences and potentially a long way from home, brings about added difficulties for family ties at our establishment. Our aim is to work with prisoners and their families to overcome these problems.
* “Family” is defined as a blood relative. Our strategy also covers “significant others”, which are individuals that have a close relationship with a prisoner. This is especially relevant if the prisoner has experienced the care system. Examples may be a friend/ neighbour, a previous employer, a previous teacher or a partner.

**Who is involved in the Families and Significant Others Strategy?**

* Governor Ned Kelly – Head of Reducing Reoffending and FaSO SMT Lead
* Governor Adi Peacock – Head of Offender Management Services
* Naomi Hunt – Head of Education, Skills and Work
* CM Leech – Reception / Visits CM
* Officer S Cameron – Family Services Officer

**What are our responsibilities?**

* Responsibility for maintaining the essential link between the establishment, prisoners, and their families’.
* Assist in the resettlement pathway “Families and Children,” delivering family support groups and assisting with opening channels of communication between a prisoner and their families where appropriate.
* Attend the Safer Custody meetings and ACCT reviews and offer support where required.
* Action any family issues raised on the Safer Custody / emergency contact telephone line.
* Liaise and work with other departments and Key Workers to discuss events held within the visits centre including children’s days, family days, visits with a difference, visitors’ days, social events.
* Work with Key Workers to formulate support plans for prisoners and families when required.
* Liaise with Public Protection for any child safety issues.
* Facilitate weekly inductions for all new prisoners informing them about legal and domestic visit procedures.
* Help with activities and provide themed visits in the establishment based around the seven pathways, offering information to families.
* Ensure the visits children’s play area is properly maintained risk assessed and suitable.
* Maintain and update information on notice board within visits and visits centre.
* Act as the Family Services champion and be a referenced point of contact.
* Co-ordinate any focus group sessions for family services and undertake regular surveys with prisoner’s and their families regarding the visit’s experience at Full Sutton.

**How do I book a visit?**

Booking line: 01759 475355 (Open Monday- Friday 08.30-16.00)

You will need:

* + The prisoner’s number.
  + The prisoner’s date of birth
  + The date of birth for all visitors coming with you
  + To make sure you have been added to the prisoner’s visitors list.

Your first visit will have to be booked via telephone, but all subsequent visits can be booked via:

[www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)

Your visit will be confirmed by email within 3 working days of your request.

Visiting Times:

* Friday – Sunday: 13.30 – 16.00

**Arriving at the prison and the visit**

You will book in at the visitor’s centre and wait to be taken into the prison and the visits hall.

A reception desk in a building

Description automatically generatedA brick building with a lawn

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A room with chairs and tables

Description automatically generatedA room with blue chairs and a table

Description automatically generated

In the entrance to the visit’s hall, you will be asked to sit on a chair whilst a prison search dog walks past you to check you haven’t got anything on you that is not allowed. This is to keep Full Sutton a safe place for everyone.

A dog lying on the floor

Description automatically generated

In the visits hall you will be asked to sit at a specific table that has a number on it. You will sit on the green chairs.

A room with green and orange chairs

Description automatically generated

You can buy drinks and snacks for those on the visit from the tea-bar in the hall.

A counter with a variety of products

Description automatically generatedA room with a window and a table

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**Extended Visits**



At HMP Full Sutton, we have extended visits which are family day visits. There are 12 scheduled each year to coincide with school holidays, or adults only when there are no school holidays in a particular month.

The days run from 10:00 -15.00 and include lunch and snacks. Activities are also organised for each extended visit day and may be themed to coincide with specific well known annual events such as Halloween or Christmas.

Sharing experiences via these activities support better parental relationships and parental skills.

Another opportunity, Story Book Dads, is available in conjunction with the library facility at Full Sutton, where prisoners can apply to record an audio book for their children.

We also aim to develop and support prisoner’s parenting skills, improving reading skills via the Shannon Trust Mentor Scheme. This is when trained prisoners support their peers in learning to read and is overseen by the library.

A cartoon of a person with his hand on his face

Description automatically generated**Are you worried about a friend or relative at Full Sutton?**

For some prisoners, time in custody can be traumatic and difficult to deal with. This can lead to depression and even thoughts of self- harm and suicide.

If you are worried about a family member or friend in prison, you can telephone the **Safer Custody Helpline: 01759 475068**

This is checked twice per day.

**Or in an emergency contact the Control Room Senior Officer: 01759 475323**

Family and significant others, where appropriate, may also be invited to contribute to Assessment Care in Custody and Teamwork (ACCT) cases.

A computer with a keyboard

Description automatically generated**Prison Video Visits**

For those that find travelling for visits difficult, HMP Full Sutton offers secure social video calling. This is not intended to replace face to face contact, but offers a more convenient, frequent, and flexible way of keeping families in contact.

* Download the Prison Video app
* Create an account
* Register all visitors (who must also be registered on the prisoner visitor lists)
* Add visitor details and photos for identification

At HMP Full Sutton the prisoner must request the video call via wing application, with an allocation of two per month maximum.



Other ways to keep in contact



Write a letter with the prisoner’s name and number clearly on the front of the envelope and the senders name and address on the back.



Sign up to: [www.emailaprisoner.com](http://www.emailaprisoner.com)

Each email costs 30p

A white square with blue circles and text

Description automatically generatedFamilies can sign up for prisoner voicemail, which allows them to leave voicemail messages that a prisoner can access via his PIN phone.

Prisoners can apply to have phone numbers added to their PIN system.

All prisoners now have access to in cell telephones. The hours phones are accessible as follows:

Monday – Thursday Friday – Sunday

06.00-08.45 06.00-23.00

11.30-13.30

16.30-23.00

Total calling time is limited to 60 minutes per day for each prisoner.

**Including family and friends in offence related work**



Positive relationships with family and significant others can help prisoners to focus on a future that does not involve offending behaviour. A focus on being present in family and friend’s lives, outside of the prison setting, can play a significant part in changing a prisoner’s behaviour, and move them to a lifestyle that is crime free.

Prison Offender Managers and Key Workers work with prisoners on a regular basis and aim to include outside family involvement as a prisoner progresses through their sentence. This may be for example being invited to attend a review after an offending behaviour programme has been successfully completed. This allows the family to share in the achievement of the prisoner, and to encourage ongoing participation with the sentence planning process.

We carry out surveys both within the prison and with external visitors, to monitor the experiences of individuals keeping in contact with their families and significant others. This is an area that we are keen to develop and take feedback on board to improve the service and strategy.

**Additional Support**

**A blue and red figures holding hands

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The Assisted Prison Visits Scheme is available to help with the cost of visiting, subject to individual financial circumstances.

Availability of Approved Prison Visitors. Prisoners without existing external visitor support can apply to the chapel to be considered for the allocation of an Official Prison Visitor. This can provide positive contact with the outside world and help to maintain a feeling of normality for the prisoner involved.

We also aim to signpost prisoners to outside agencies, the following list providing examples but is not exhaustive:

* Action for Prisoners’ Families [www.prisonersfamilies.org.uk](http://www.prisonersfamilies.org.uk). Action for Prisoners’ Families works for the benefit of prisoners' and offenders' families by representing the views of families and those who work with them.
* AFFECT provides services for the families of serious offenders and offers support groups to families in the south of England. Please visit www.affect.org.uk
* The Inside Time ([www.insidetime.org.uk](http://www.insidetime.org.uk)) website gives visiting and other advice
* PACT (Prison Advice and Care Trust) – www.prisonadvice.org.uk provides
* Useful information on visiting and how visitors’ centres can help families.
* Prisoners’ Family Voices is a web-based community which gives family members the opportunity to talk to each other. http://prisonersfamiliesvoices.blogspot.com
* Offenders’ Families Helpline 0808 808 2003 info@prisonersfamilieshelpline.org.uk www.prisonersfamilieshelpline.org.uk
* Prisoners’ Families and Friends Service 0808 808 3444 info@pffs.org.uk [www.pffs.org.uk](http://www.pffs.org.uk) and I HOP (Barnardo’s) https://www.i-hop.org.uk i-HOP is a one-stop information and advice service to support all professionals (working with children and families of prisoners) and all families of prisoners, bringing together useful information in one place.