



HM Prison &
Probation Service



HMP/YOI Drake Hall

Family Engagement
strategy 2026

Governor: Lisa Garnett

Contents

Governors Foreword	Page 3
Our Aim	Page 4
Contact Us	Page 5
How to Get here	Page 6
Our Offer	Page 7
How we will achieve positive outcomes	Page 8
Support Services	Page 11
Feedback	Page 11

Governor's Foreword

At HMP/YOI Drake Hall, we recognise that family and significant others are central to rehabilitation and reducing reoffending. We understand the profound impact that maintaining positive relationships can have—not only on those in our care but also on their children, families, and communities. For many women, family ties are a source of strength and motivation, and supporting these connections is essential to building hope and resilience.

This strategy reflects our commitment to creating an environment where relationships are nurtured and barriers to contact are removed. It is about more than visits—it is about embedding family engagement into every aspect of our work, ensuring that women have the support they need to prepare for a successful future.

Our approach is guided by the HMPPS values:

- **Purpose** – By strengthening family ties, we help women build the foundations for lasting change.
- **Fairness** – We treat everyone with dignity and respect, ensuring family engagement is inclusive and sensitive to diverse needs.
- **Integrity** – We act with honesty and transparency, building trust with families and communities as partners in rehabilitation.
- **Clarity** – We communicate openly, making sure families understand how they can be involved and supported throughout the journey.
- **Respect** – We value the voices of families and significant others, recognising their unique role in supporting positive outcomes.

This strategy sets out how HMP Drake Hall will work collaboratively with families, agencies, and communities to create opportunities for women to thrive. Together, we can make a difference—by supporting families, strengthening communities, and reducing reoffending for a safer society.

Governor Lisa Garnett

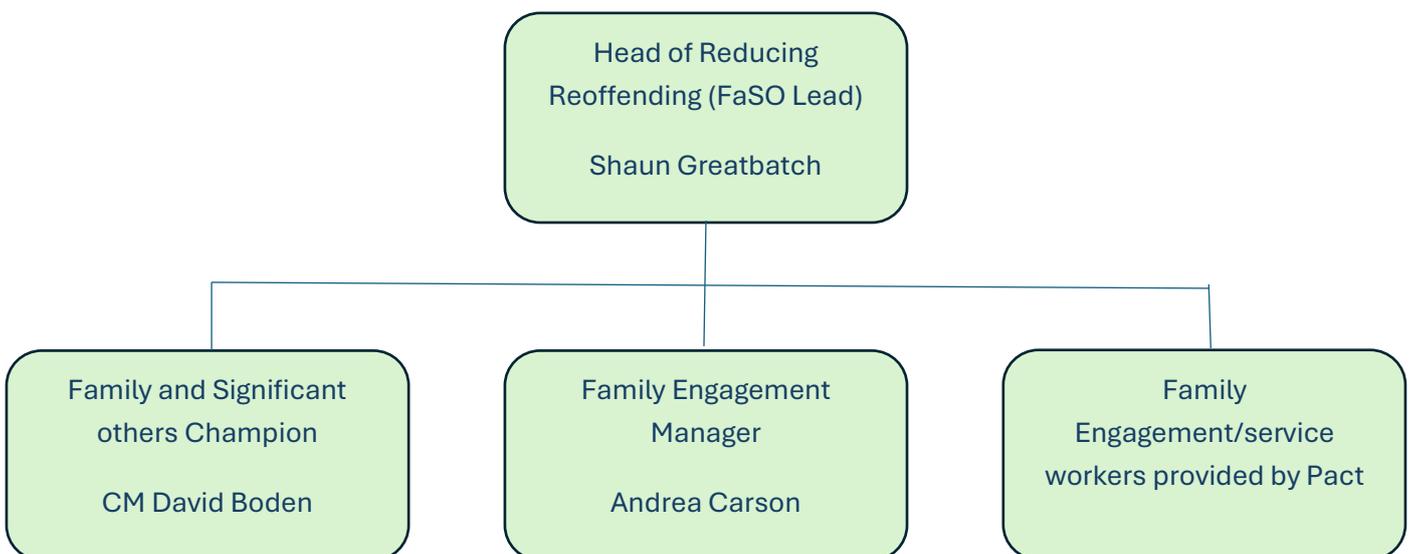
Our Aim

- Embed FaSO considerations into reception, induction, sentence management, and daily regimes.
- Provide fair, equitable and responsive access to visits, video calls and contact opportunities.
- Use data from surveys, focus groups and management information to drive improvement.
- Strengthen partnerships (internal and external) to extend support for families and carers.
- Integrate safeguarding and public protection into all family work.

“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. The principle is that relationships are fundamentally important if people are to change.”

Lord Farmer Review 2017

With this aim in mind a team of staff have been appointed to oversee family services within HMP/YOI Drake Hall, making sure we are at the forefront of delivery and implementation of new ideas that benefit the building of positive relationships between women in custody and their loved ones.



Contact Us

Our Address: HMP/YOI Drake Hall, Eccleshall, Staffordshire, ST21 6LQ

Visits Booking Line: 0300 060 6501. Open Monday-Friday 9.15am-4pm

Visits Booking Email: socialvisits.drakehall@justice.gov.uk

Emergency Contact: If you have concern that there is an imminent risk of danger to a person in our care, you can call us on 01785 774217—the member of staff answering will not be able to discuss the person in our care, but they will pass the information on to a senior member of staff.

Safety Hotline: If you are concerned about the safety or wellbeing of any person in our care, but there is no immediate threat or danger, then you can call the safety line on 01785 775250.

Safer Custody portal: you can raise your concerns via the following link, these will be picked up within 72 hours - www.prisonersfamilies.org/forms/hmp-drake-hall-safer-custody-contact-from.

Prisoner Families Helpline: You can reach the helpline on 0808 808 2003 or drake-hall@prisonadvice.org.uk The helpline is open 9am-8pm Monday to Friday and 10am-3pm Saturday, Sundays and bank holidays (excluding Christmas Day and Boxing Day).



How to Get to Here

The closest railway station is Stafford.

There is a taxi rank outside the station for onward travel.

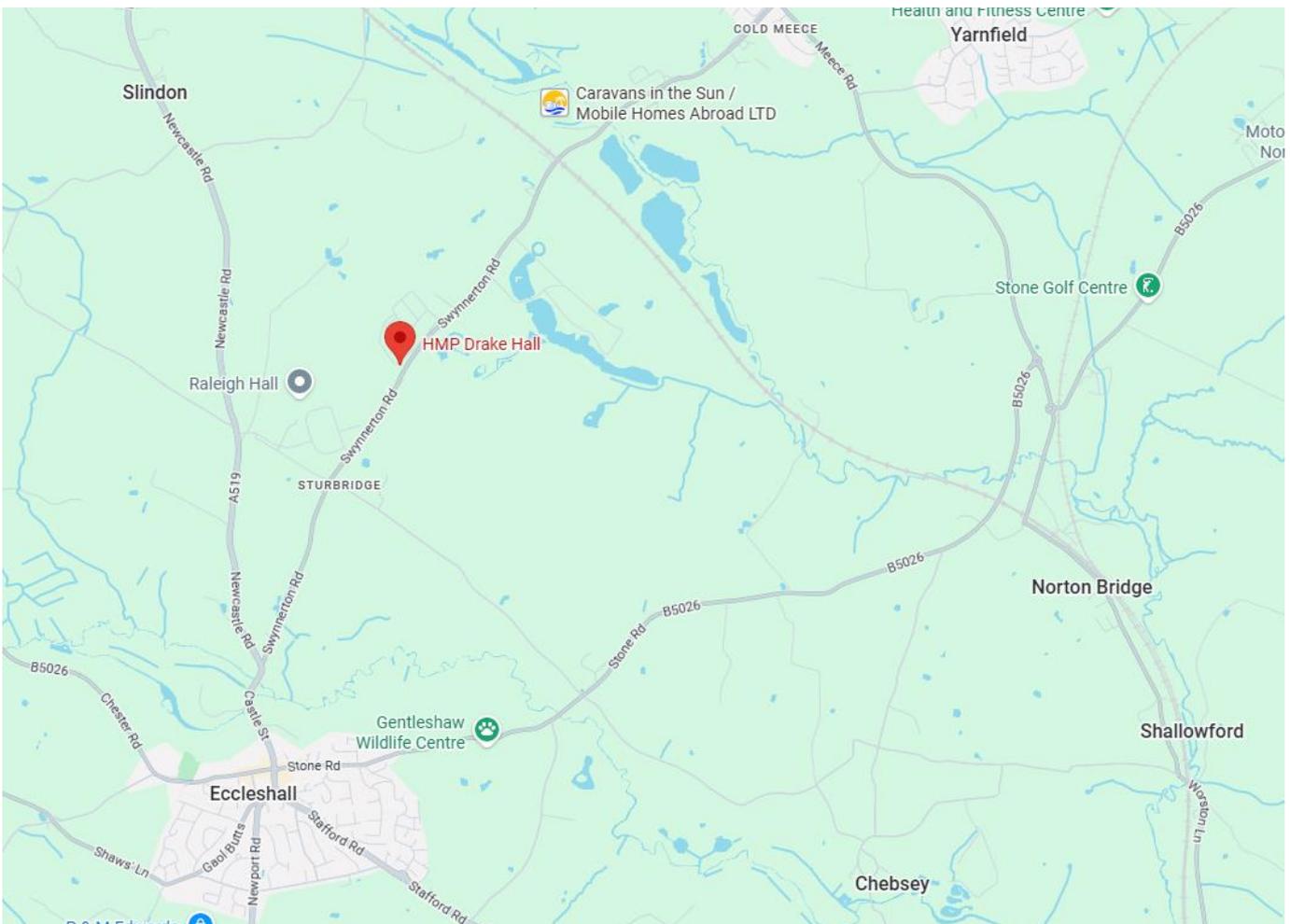
There is no direct bus service from the station to the HMP Drake Hall. There is a bus service to Eccleshall, from Eccleshall it is about a 25-30minute walk to the establishment.

To plan your journey by public transport:

- [Journey Planner | Official Train Ticket Info | National Rail \(Travelling by Rail\)](#)
- [Plan Your Journey | Traveline \(Travelling by Bus\)](#)

Visitor parking is available on the opposite side of the road from the establishment entrance, signposted from the main road.

Blue Badge holders can park on the main establishment car park by pressing the button at the barrier, presenting the relevant pass.



Emergency Contact Number: 01785 744217 Concern & Safety Line: 01785 744250

Our offer

Social Visits

Tuesday: 13:30-15:45

Saturday: 09:30-11:30 & 13:30-15:45

Sunday: 13:30-15:45

Video Visits (Each video visit is 30 minutes)

Monday – Thursday: 18:00 & 18:45

Saturday: 08:45, 09:30, 10:15, 11:00, 13:15, 14:00, 14:45 & 15:30

Sunday: 13:15, 14:00, 14:45 & 15:30

Accumulated Visits

Accumulated visits are visits where sentenced prisoners have been allowed to save up their statutory VO's and take them cumulatively, twice a year within a short space of time, at an establishment more convenient for their visitors.

Inter Prison Visits

A visit that take place between two serving prisoners, either at Drake Hall, or the establishment where the other individual resides. Alternatively, should face to face visits not be possible, inter prison visits can be done virtually.

Extended Visits Days

Extended family/celebration day visits take place through the calendar year at Drake Hall. Visits of this type are scheduled for at least 5 hours, with at least one scheduled family/celebration visit per month.

For more information on the specifics of the above offers, please refer to HMP Drake Hall local Visits Policy.

How we will achieve positive outcomes

Governance & Leadership

- **Family Lead:** Appoint a named Family Lead with a clear role description.



FaSO Lead JD.docx

- **FaSO Champion:** Identify a Band 3–5 staff member as champion.



FaSO Champion
JD.docx

- Include both roles in internal training.
- Maintain up-to-date information on Gov.UK regarding visits and emergency contacts.

Reception & Induction

- Ask all new prisoners about urgent family needs (childcare, safeguarding).
- Record and monitor urgent referrals to Family Engagement Workers (FEWs).
- Enable first family call promptly and issue PIN within 3 days.
- Family Engagement Worker (PACT) meeting within 2 days of reception.
- Maintain a protocol for families to contact the prison in emergencies

Family Offer

- Publish visiting schedules and review capacity regularly.
- Monitor video call demand and adjust provision.
- Maintain welcoming visitor facilities; gather user feedback.
- Schedule extended visits and inter-prison visits.
- Provide learning opportunities that support family ties.

Needs Analysis

- Conduct visitor and prisoner surveys every 6 months.
- Hold focus groups with prisoners and review feedback at senior level.
- Use findings to inform development plans and action logs.

Partnerships

- Hold regular contract review meetings with family support providers.
- Encourage provider-led training and awareness sessions.
- Engage community organisations and external partners in family work.

Family & Relationship Support

- Offer ROTL for family contact where risk allows.
- Provide courses on parenting and emotional support.
- Ensure systems for care planning involvement.
- Guarantee equal access for all women, including those with protected characteristics.

Progression & Interventions

- Train staff on FaSO importance.
- Offer interventions (courses, group work) to strengthen relationships.
- Facilitate appropriate communication with families, HMPPS staff, and external agencies

Visits

- Enable visits with all children together where appropriate.
- FEWs attend visits to support families.
- Provide resources to prepare children for visits.
- Offer private spaces for sensitive discussions.

- Ensure visits last at least two hours and allow extended visits for long-distance families.

Safeguarding

- Implement safeguarding protocols in family work.
- Appoint a safeguarding lead and deliver regular training.

Julie Charlton is HMP Drake Hall local Child Safeguard lead

Craig ward is HMP Drake Hall local Adult Safeguard lead

- Ensure staff know how to raise safeguarding concerns.
- Store safeguarding data securely.

Sentence Progression & Release

- Engage families in progression and release planning.
- Consider family views in transfers, ROTL, and statutory engagement.
- Record contributions from staff and family support workers.
- Recognise family role in rehabilitation when liaising with probation and external agencies.

Women Without Positive Contact

- Track women without visits or positive FaSO contact.
- Discuss findings in development plans.
- Provide additional support for women with no or negative relationships.

Support Services

Prison Advice and Care Trust: (Pact)

Drake hall is supported by Pact in delivering its family and significant others aims, Pact services are in no doubt fundamental in maintaining positive visitor experiences alongside developing family bonds through support and guidance.

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

Soroptimist international

Drake Hall is also supported in its delivery by Soroptimist International, they provide welcome and refreshments within our visits centre.

Soroptimist International Great Britain and Ireland (SIGBI) has over 5,000 Members in 250 Clubs in 20 countries including Great Britain, Ireland and countries in Asia, the Caribbean and Malta, who work at a local, national and international level to educate, empower and enable opportunities for women and girls.

Feedback

very polite staff and a good system and fair system in place compared to other prisons

There is children's toys and games to help children feel at ease. When visiting there is staff walking around making sure everyone is ok and asking if we need anything

the friendly staff offering tea/coffee biscuits such a nice welcome! pleasant staff

it meant that my children could have fun with their granny, playing games and crafts

