



HMP & YOI Bronzefield

Family and Significant Others

STRATEGY

2026-2027



If you're worried about a friend or relative in prison at Bronzefield please call the

Family Concern Line on 01784 425 794

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Director's Message



Families and significant others can play a vital role in facilitating a safer and calmer atmosphere within HMP Bronzefield and following release into the community.

Our strategy to strengthen ties with families and significant others complements our overarching commitment to operate a safe, secure and enabling prison for staff, prisoners and visitors. Meaningful and constructive relationships with families and significant others whilst in custody can reduce anxiety, mitigate the frustrations and isolation of imprisonment, and potentially reduce violence.

This strategy has been influenced by *the HMPPS (His Majesty's Prison and Probation Service) Delivering Effective Family Practise Operating Guidance.* The following quote is the opening paragraph to the guidance which firmly places families and their significant others at the centre of reform:

'Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. Supporting a prisoner in a meaningful and constructive relationship with his or her family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release.'

This strategy is also in response to Lord Farmer's report of 2017 *The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime,* and the Strengthening Prisoners' Family Ties HMPPS Policy Framework.

When a woman comes to prison their family ties are likely to consist of their parent/s (who may have their own health issues), and their children (many of whom are in the care of their already struggling parents).

There is an ongoing interest in the relationship between prisoners and their families, both in terms of the role of family as a conduit to reducing reoffending and how offending behaviour impacts on children and families.

As mothers are predominantly viewed as primary carers, family engagement has an important relevance within a female prison for both prisoner and families alike. There is strong evidence that shows working with families within a custodial setting develops benefits in terms of reducing reoffending.

Findings from several Resettlement Needs Analyses and relevant surveys (such as Surveying Prisoner Crime Reduction) show that family circumstances and relationships in childhood have a strong influence on an individual's future and their behaviour.

Prisoner's contact with their families is an important factor in their transition back into society and is a significant factor to successfully reducing reoffending. Prisoners who maintain family ties within custody are more likely to secure accommodation and employment upon release resulting in a lower reconviction rate than those who receive no family support.

Most prisoners see their families as important to them and a significant means of support while they are in custody. Therefore, through this strategy, everyone at Bronzefield is committed to supporting our women to strengthen their ties with families and significant others.

Charlotte Wilson
Prison Director – HMP & YOI Bronzefield

FACT AND FIGURES

- It is estimated that **over 300,000** children each year are affected by parental imprisonment.
- **Over 100,000** children have a parent behind bars on any single day.
- There are no definitive statistics on the number of offenders who are parents. Statutory tracking remains limited because agencies like the Ministry of Justice, Department for Education, and Department for Health do not share a single integrated database. This is starting to the addressed.
- The odds of prisoners reoffending are **39% lower** for those who receive visits from a family member.
- Prisoners who improve their family ties are **less likely** to use class A drugs on release from prison.
- In 2021, **63%** of women reported having a child under the age of 18 and its likely many are single parents and thus have more caring responsibilities.
- **Approximately 18,000** children are affected by maternal imprisonment annually. **Only 5%** of children remain in their own homes when their mother goes to prison; **95% are displaced to relatives or care**
- **A quarter** of prisoners were formally in the care of the local authority. Yet the leaving care population represents about **1%** of young people.

FACT AND FIGURES

- **About 14%** of children with an imprisoned mother go directly into local authority care
- An estimated **24-31%** of female offenders have dependent children.
- For **85%** of mothers in prison it is the first time they have been separated from their children for a significant amount of time.
- Only around **1 in 4** imprisoned mothers report that their children lived with their partner during their imprisonment.
- **Only half** of the women who had lived with or were in contact with their children prior to imprisonment had received a visit since going into prison.
- Maintaining contact with children is made more difficult for women in prison due to the distances they are held from their home area. This is on average, **66 miles**. This is due to the limited number of female prisons.
- At least **20%** of women in prison are lone parents before imprisonment, compared to **9%** of the general population.
- Of **69%** of prisoners who received visits, **41%** went on to re-offend within 12 months.
- Of **31%** of prisoners who did not receive visits, **68%** went on to re-offend within 12 months.

References:
Ministry of Justice, Longitudinal Cohort Study 2013 – Hopkins and Brenton Smith

Ministry of Justice Estimates of children with a parent in prison data linkage project.

Aims of our Strategy

- To reduce the risk of reoffending by ensuring relationships are not only maintained but strengthened by maintain contact and a feeling of purpose whilst in custody.
- To help prisoners forge a new identity for themselves, which is an important precursor to desist from crime, based on being a good role model to their children and families.
- To engage partners, parents and families who also need support, not just because of the key role they can play in rehabilitation, but also because of the hidden sentence they are serving.
- To understand that 'good' family contact has an important role to play, not only in supporting prisoners whilst they are in custody but also supporting their rehabilitation after release.
- To reduce the risk of intergenerational offending.
- To promote specialist cohort charters to set a minimum set of expectations to support marginalised groups, such as those with Care Experienced and Veterans.
- To recognise and understand the unique needs of our diverse population and develop targeted activities for them.
- To outline the provisions and support available at HMP & YOI Bronzefield to both prisoners and families alike and to provide a framework that is dynamic. This will lead to improving outcomes and informing future developments to ensure that Family Engagement works for all prisoners within Bronzefield. Further details can be seen within our attached development plan.

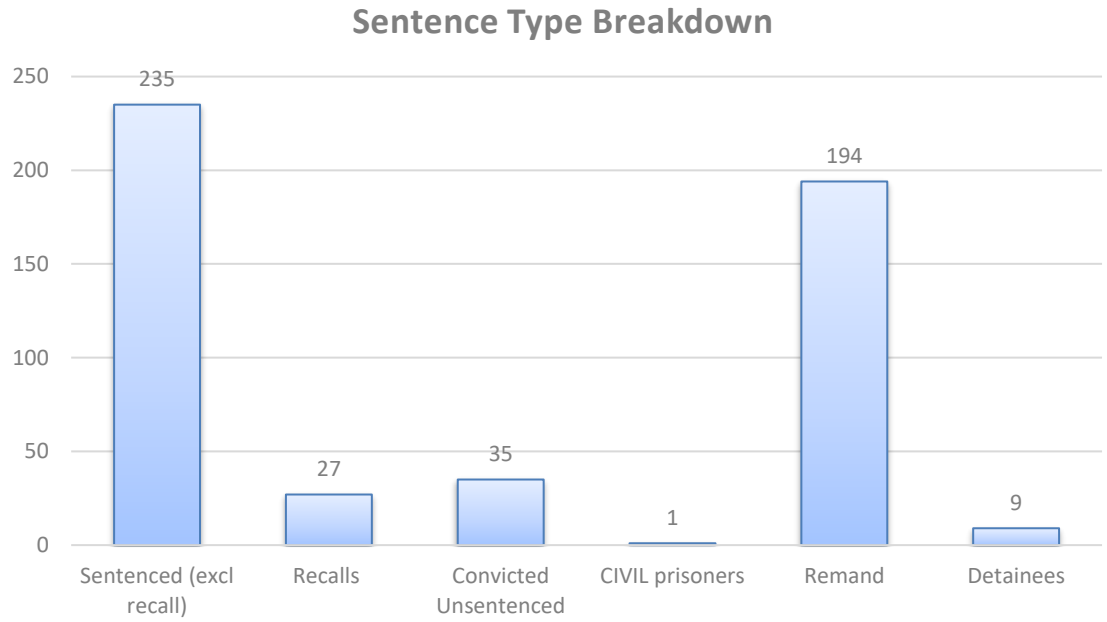
In summary, this strategy will:

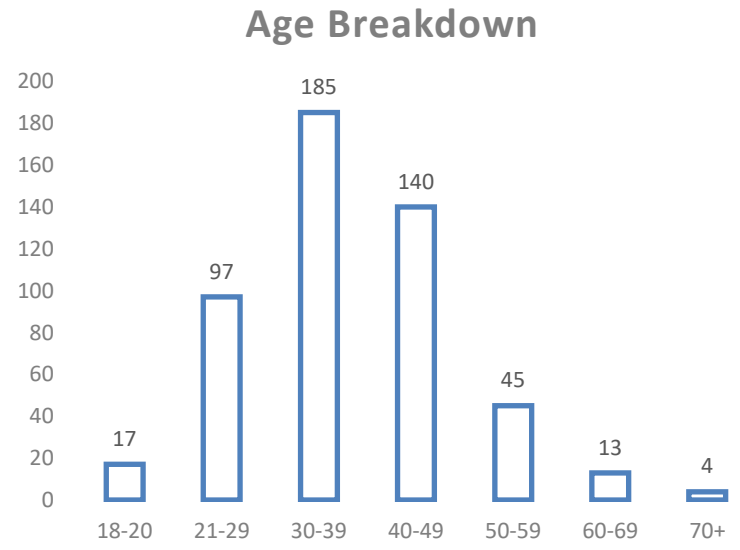
- ✓ **Contribute towards improving outcomes for children of offenders**
- ✓ **Reduce the risk of re-offending by promoting contact with family and significant others**
- ✓ **Improve awareness and access to family support for all**

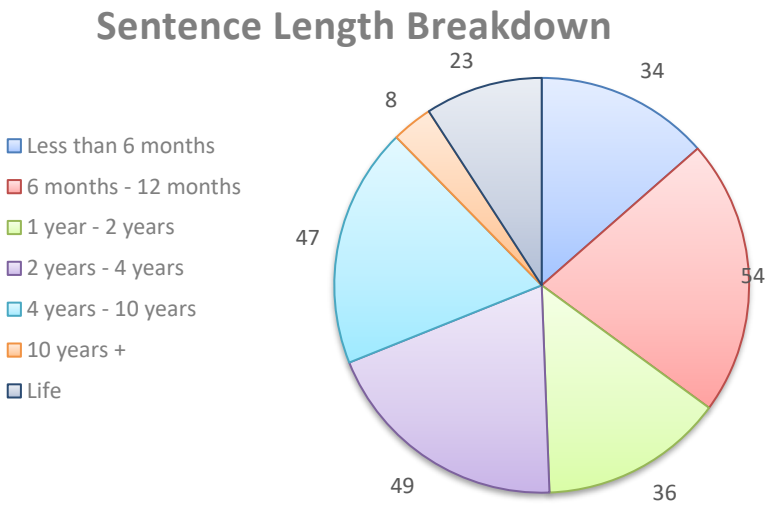
Our Population

HMP & YOI Bronzefield is a modern purpose-built prison for women that opened in June 2004 performing the function of a local prison and accepting prisoners direct from the courts.

HMP & YOI Bronzefield has an operational capacity of 527 which includes a 12 bed Mother and Baby Unit and is run by Sodexo Justice. The prison serves nearly 200 criminal and family courts in the South East of England. The National Independent Sentencing Review is changing our typical population demographics which we continue to respond to. For further details of our latest demographic figures, please refer to our latest inspection report on the Gov.uk website.







Measuring Success

There are several ways that Bronzefield is held accountable for the service they deliver to the women in our care and our offers to families and significant others. These include:

- **His Majesty's Inspectorate of Prisons (HMIP)**

Our latest inspection took place on 4th – 14th August 2025. HM Inspectorate of Prisons (HMIP) conducts independent inspections of prisons, young offender institutions, and immigration detention facilities in England and Wales to assess conditions, treatment, and rehabilitation outcomes.

- **Measuring the Quality of Prisoners' Lives (MQPL)**

Date of Survey 15th – 18th December 2025. MQPL measures prisoners' perceptions of life in Bronzefield. It involves a written questionnaire administered to randomly selected groups of prisoners, supplemented by discussion groups. The aim is to gather views on key aspects of prison life, including: • Respect and humanity • Fairness and dignity • Trust and personal development • Staff–prisoner relationships.

- HMPPS Key Performance Indicators (KPI's)

  In 2026 Bronzefield was rated a Level 4 (highest) in this measure for Family & Significant other work.

- Prison Performance Rating Tool
- Focus Groups
- Surveys and feedback
- Thematic Reviews
- Development plan tracking

What does success look like?

- ✓ Reduction in the number of prisoners who do not maintain contact with the outside world whilst in custody.
- ✓ Mothers, grandmothers and marginalised groups have a voice which informs our wider strategy.
- ✓ Women who are primary carers are supported to continue this role in custody and on release.
- ✓ Reduction in levels of violence and self-harm.
- ✓ Families or significant others are involved in procedures such as sentence, resettlement planning and managing violent behaviour via the Challenge, Support and Intervention Plans.
- ✓ More prisoners return to their family home on release and continue to receive support.
- ✓ Staff understand the needs of women who are mothers and grandmothers and are confident to discuss this with women.
- ✓ Women with children over the age of 18 are not excluded in our strategy and continue to receive support.
- ✓ Prisoners with care experience aged 25 or under re-establish contact with their Personal Advisor in custody, accessing relevant services and support in custody and on release.
- ✓ We understand contact with some family members may be inappropriate or beneficial to either the prisoner or their relatives. They may be the victim of criminal activity, strong influencers provoking either criminal behaviour or coercive control to either party. This is robustly managed to protect the safety of everyone by our Public Protection Team.

Bronzefield's Children, Family & Significant Other Committee Meeting

Our Children, Family & Significant Other Committee meet on a quarterly basis to review our delivery against, policy, HMIP expectations, prisoner & visitor feedback and is our commitment to continuous development in this area.

Terms of Reference

- Maintain and build family ties through multidisciplinary prison representation
- To monitor and develop family services that help reduce the risk of re-offending
- Develop working partnerships with key stakeholders
- To develop and review a working action plan based on the strategy document
- Oversee the delivery of family services (HMIP compliance, MQPL and Survey/Focus Group Feedback)
- Increase engagement of prisoner's families to ensure family members have a better understanding of what services are available within HMP Bronzefield.
- To analyse feedback from prisoners on family services through Key Worker sessions
- To provide pregnant prisoners with all the available information and support
- To monitor engagement with maternity and health care services
- To identify the prisoners most at risk and agree follow up action
- To provide ongoing support for mothers who have experienced separation from their children
- To review safeguarding procedures from the reception process through to release

Agenda

- Feedback from all departments involved with Families, Children & Significant Others
- Family Support Worker Update
- Support for prisoners who do not receive visits
- Perinatal Prison Update
- Data sets
- Safeguarding Update
- Policy and Strategy Review
- External Partners
- Any other business



Visits

The Social Visits timetable is as follows;

Monday	1400 – 1500	1600 - 1700	
Tuesday	1400 - 1600	1700 – 1800	
Wednesday	1400 – 1600	1700 – 1800	
Thursday	1400 – 1500	1600 – 1800	
Friday	1400 - 1600		
Saturday	0930 – 1145	1400 – 1500	1600 – 1700
Sunday	0930 - 1145	1400 - 1500	1600 - 1700

After consultation with the Prison Council, individuals, focus groups and surveys our Visits timetable provides families with longer visiting sessions and increased visiting slots.

Remand prisoners have hourly visits on all the days that we are open.

Sentenced prisoners have up to 4 visits per month, 5 per month if they are Enhanced.

Prisoners can book their own visits via the pods on their residential locations.

Legal visits occur in the Visits Hall every weekday morning. Legal visits can also take place via our Video Link facility.

Under 16s identity checks

All visitors to prisons, other than accompanied children under the age of 16, whether visiting for social, or official purposes, must be required to prove their identity at the gate.

The security of visits policy frameworks **do not require identification checks to be conducted on children under 16.** Visitors under the age of 16 must be accompanied by an adult, who must adhere to the ID requirements. The accompanying adult has responsibility for the child, for supporting the child's relationship with the prisoner, and for giving assurances of the child's identity.



Social Visitors (Aged 16 and over)

Visitors may identify themselves using one of the following:

List A

- Passports
- Identity cards from an EU or European Economic Area

- UK photocard driving licences
- EU or EEA driving licences
- NI Electoral identity cards
- US passport card
- Proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
- Armed forces identity card
- UK biometric residence permit (BRP)

If the visitor is unable to produce any of the above, staff may accept combinations of one identification document from List B, supported by one document from List C:

List B:

- Home Office travel document
- Older person's bus pass
- Freedom Pass
- Proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number

List C:

- Birth or adoption certificate
- Education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)
- Rental or purchase agreement for a residential property (signed and dated)
- Marriage or civil partnership certificate
- Bank, building society or credit union current account card





Visiting the prison

Car parking

Visitors' parking is provided free of charge. If the visitors' car park is full, please use the overflow car park at the top of the drive. Please do not park along the drive as this can be a safety risk for cars and pedestrians. Please note, vehicles are parked at the owner's risk and the prison cannot take responsibility for any damage.

Lockers

Lockers are available for visitors to use to store items that cannot be taken into the prison during your visit.

Food and drinks

You can purchase refreshments in the Vita Nova Visits Coffee Shop within the visits hall. A range of hot and cold snacks, drinks, snacks and sweets are available.

Please remember - card only payments.

You are not permitted to take your own food or drinks in for your visit, items must be purchased on site.

Prisoners are not allowed to take food items back to their cell, they must eat any food purchased in the visits hall.

Toilets and baby changing

There are toilets, baby changing and wash facilities available in the visits hall.

Prisoner property

You will not be able to bring property to drop off for a prisoner. Property needs to be sent into the prison via the post.

When you arrive...

Finger print and photo

Everyone over the age of 18 visiting the prison has their fingerprint scanned and a photograph taken.

Put your belongings in a locker

You can put your belongings into a locker or leave them in your car.

The only items you can take with you into the visits hall is a credit or debit card to buy refreshments, and your locker key.

Searching visitors

To help keep all visitors, prisoners and staff safe, everyone that comes into the prison needs to be searched.

Your locker key, credit or debit card will go through an X-ray machine.

You will then walk through airport style security.

You will be asked to comply with a "Level A rub down search". This is to make sure that you are not carrying anything that is prohibited.

Please note if you refuse to be searched you will not be allowed to enter the prison and your visit will be cancelled.

Going to the visits hall

You will be advised by staff in visits entry when you can go into the visits hall.

Please make sure you arrive 30 minutes before your visit to allow the staff to check your ID etc so you can enjoy your visit.

The Visits Hall



The Visits Hall has capacity for 25 visits at a time, with the women allowed up to 3 adult visitors at a time and unlimited child visitors. Please note any more than 7 visitors may require for the Family Room area or garden to be booked.

The Visits Hall has a Cafeteria, called "Clean Slate Café", which is very popular with the women and their visitors and offers a wide range of hot and cold freshly made food and beverages. Only card payments can be accepted as the prison cannot accept cash.

We have now introduced table service to ensure visit times can be maximised with loved ones rather than queuing for refreshments.

Extended Visits

Visits staff will accommodate extending visits wherever possible to support maintaining family ties in this way. It is common for visits to be extended to a whole afternoon, upon request, which both women and their visitors appreciate thoroughly.

Play Facilities & Activities



The Visits Hall has a large play area for children where they can interact with their family. As well as the play area, there is the option for the women and their children to engage in activities at their table while on their visit, this includes drawing, colouring and games.

Prisoners can attend the play area with their children to engage in play activities.

Our Early Years Team prepare and organise monthly activities for children and careers to complete during their visit times. These are linked to awareness days, festivals and learning topics. There are themed activity packs for children to take and enjoy on their journey home.

Family Garden



Our newly designed family garden was achieved with the support of one our partner's, Bright Horizons.

The garden is open to all prisoners and visitors on a risk assessment basis, and when staffing measures allow.

The garden provides several child friendly activities to encourage play and movement during visit times. Please ask a member of staff for a consent form and consideration for your visit to be relocated to the garden area.

Family Room

Bronzefield's family room is a child-centric, enriching play environment which is in the prison's visiting area. It is designed to support positive interactions between children and their relatives; and to encourage more children, to visit more frequently, so that family relationships can be maintained, to support reduced reoffending.



The space contains defined play areas, for babies through to teens, opportunities for children and their parents to enjoy role play, art, construction, reading, games, and homework

activities together. Building and sustaining family ties is not only a vital part of successful rehabilitation, but it plays an important role in improving the life chances of the next generation.

There are separate baby changing facilities located at the back of the family room which all visitors/carers are welcome to use when needed. Essentials such as nappies and wipes are provided to use if required. This space is due to undergo some changes to enhance the space even further during 2026 -2027.

Community Café

In the external Visitors Centre, there is a Community Café where visitors are welcome to relax prior to or after their visit. The “Clean Slate Café” has a wide range of freshly made sandwiches, cakes, including hot and cold drinks for sale.

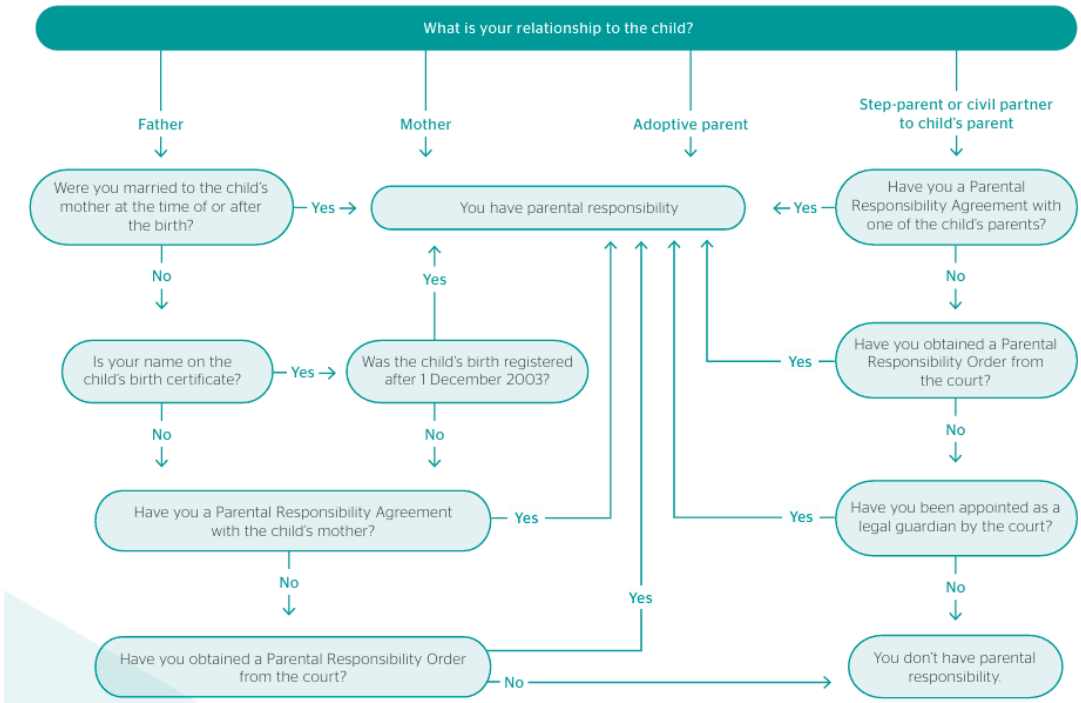
Children can play and be kept occupied under career’s supervision in the soft play facilitates provided to visitors in this area.

There are information notices available in this area for visitors to Bronzefield.

Child Contact Visits

Contact visits are when a child spends time with an incarcerated parent who is not their primary career when in the community. Such visits are important to a child’s development and are overseen by a professional or family member to ensure the safety of the child and to continuously monitor what is in their best interests. The purpose of contact visits is to develop and maintain family ties and to provide a child with a sense of belonging. Such visits are organised by our Family Support Worker to ensure that consistency is in place for both mother and child. Photographs are offered during these sessions to enable life story work.

The prison will work with families and professionals where the children are “looked after” by the Local Authority Children Services. The prison will advocate for the mother to be involved and present at meetings involving their children where she maintains parental responsibility, or where this is shared with a Local Authority.



IT IS IMPORTANT TO REMEMBER A MOTHER DOES NOT LOSE THEIR PARENTAL RESPONSIBILITY BY GOING TO PRISON.

Virtual Visits

Purple Visits enables prisoners to have virtual contact with visitors who struggle to come to Bronzefield. Prisoners can book Purple Visits themselves and have regular 30-minute virtual visits. These occur on the prisoners' residential location. This way of visiting is very popular and has been used to facilitate virtual visits abroad.

Family led booking was made available from 1st August 2026, the person making the booking will need to know the residential location of the prisoner they wish to make a booking with to book out the right terminal.



Purple Visits (Virtual Visits) are available from;
09.00am to 18.00pm Monday to Thursdays
09.00am to 17.00pm on Fridays, Saturdays & Sundays.

If a visitor would like to book one, they will need to download the application to their mobile device/tablet via the apple app store or google play and follow the instructions.

Or **visit https://www.purplevisits.com/**

Please be aware these visits are subject to monitoring by prison staff.

Inter-Prison Contact

Contact can be facilitated between relatives when both parties are prisoners in separate establishments. As part of a statutory obligation to encourage prisoners to maintain and sustain positive relationships with close relatives an application for an inter-prison visit can be made.

Close relatives are defined as follows;
Spouse/partner *who the prisoner was living as a couple in an established relationship immediately prior to imprisonment.*
Parent
Child
Sibling *(full, half or step)*
Civil Partner

Contact must not impede the rehabilitation of either prisoner and, can only be approved by **both** Governing Governors/Directors at both establishments following a full risk assessment from key prison departments. The location of the visit will be determined in consultation with HMPPS Population Management.

Where inter-prison visits prove difficult to organise, the prison will consider the use of video-link or phone call schedules as an alternative.

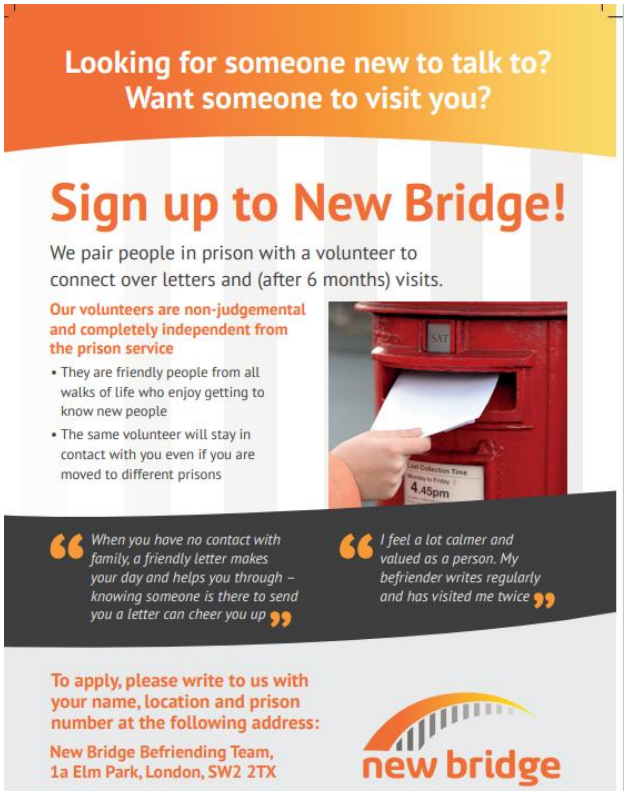
Prisoners who do not receive Visits

Prisoners who do not receive visits are identified on a regular basis and offered alternative options for support by our Visits team.

The option of a Virtual Visit is always explored in the first instance and if this is not an option then staff will support with the following;

- The Official Prisoner Visitors scheme
- New Bridge Application
- Email a Prisoner process
- Additional Phone Credit
- Prisoner Penfriends
- Ways to help preparing a child to visit

The team at Bronzefield are committed to setting up "Commnity Days" for prisoners who don't receive regular visits. This will be a space for those prisoners to access the Visits Hall and receive information and support from prison staff.



What is an Official Prison Visitor?

OPVs visit prisoners who rarely, if ever, have visits from friends or family members. They may be the only contact a prisoner has with the outside world – hence our motto "Bringing the outside in". Once appointed, OPVs are volunteers and are independent of the prison and its staff. Through regular visits, a relationship is built where trust, empathy and understanding are key. Discussions are always confidential, unless an OPV feels there are grounds for concern relating to the prisoner's health or safety, as well as that of fellow prisoners, staff or the prison estate.

Prisoners will know their OPVs by their first name only, thus preserving anonymity and security.

OPVs are appointed by the Governor of a prison close to where they live or work. This authority may be passed to the Managing Chaplain in the prison's Chaplaincy. Prisoners should be made aware of the OPV scheme when they first arrive, and can request to be visited by an OPV; it is for the Managing Chaplain or Liaison Officer to allocate an OPV to a prisoner.

OPVs come from all sections of the community:

- They are male and female
- They are of every race, religion and colour
- They are unpaid volunteers.

Email A Prisoner

emailaprisoner

The quickest way for your family and friends to write to you is for them to sign up to emailaprisoner.com
They will need your prison number and date of birth. Emails will come straight to the kiosk - if the sender has selected the reply option you can type your response straight back

PRISONERS' PENFRIENDS

PO Box 33460
London
Greater London
SW18 5YB
United Kingdom

Neurodiversity

As part of our commitment to supporting neurodivergent individuals, we are developing a family strategy that recognises and responds to the needs of prisoners, visitors, and their children with neurodiverse conditions such as autism, ADHD, and learning differences. Our Neurodiversity Support Manager is actively involved in identifying and supporting these needs, both for those in custody and during family contact. We offer a range of adaptations for visits, including access to quieter spaces, visual schedules, sensory aids, and flexible visiting times where appropriate. Easy-read, neurodiversity-friendly leaflets are distributed during visits to help families understand the support available.



One-Page Profiles are an effective way to help staff prepare for individual needs ahead of visits, and prisoners are encouraged to request additional support, including guidance on EHCPs (Education, Health and Care Plans) for their children or strategies they can implement at home or school. This offer of support also extends to staff and their families, promoting a wider culture of inclusion. Looking ahead, we aim to introduce specific visiting times, where families with neurodivergent needs can attend specially designed activities with integrated sensory experiences, making visits both engaging and accessible for all.



We recognise that visiting a prison can feel difficult, especially for the first time. We want every family to feel safe and welcome. Please refer to our "Information for Neurodivergent Visitors and their Families" guidance document to support identifying potential triggers leading up to and during a prison visit. This guidance offers ways to manage these in preparation. Some of our staff have also undertaken specialised training to create an array of Social Stories for individual circumstances. Please speak to a member of staff for further details.



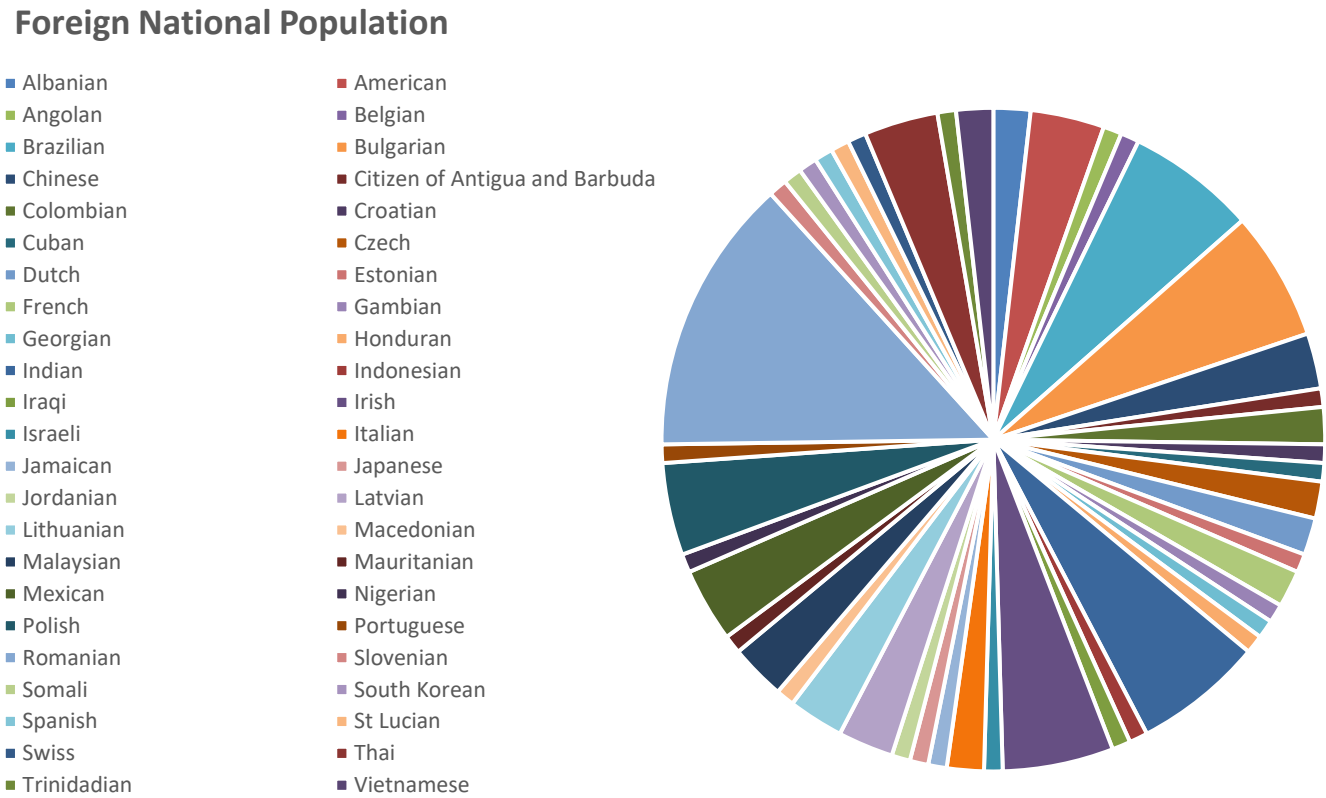
Our Visits Hall is equipped with a sensory pod for individual visitors who have neurodiverse needs. **The "Cubbie"** is a pioneered and unique model to create personal sensory regulation. In just 5 to 15 minutes, a session inside the Cubbie sensory regulation pod helps users to reset, focus and regulate during over stimulating activities or environments. Please speak to a member of staff to access the Cubbie.



Foreign Nationals

Foreign National Offenders (FNO) represent 23% of our population from over 45 different countries. There should not be an assumption that because a prisoner is a foreign national or subject to deportation that they do not have family resident in the UK who can visit. It is still important to facilitate contact with family who reside overseas. At Bronzefield we adopt a flexible approach for FNO's to access the telephone and virtual visits to enable them to engage in meaningful contact with family resident in different time zones. FNOs are more likely to have family abroad which is an obstacle to ongoing family visits.

Every FNO will receive an airmail letter each week to correspond with family members abroad. If they are not receiving visits additional funds can be given to call home. Prisoners are encouraged to utilise Purple Visits where possible. Staff will work with FNO to try and identify whether a prisoner has a "significant other" in the UK if all family members are living overseas.





Safeguarding

Safeguarding Policy

Sodexo Justice Services operates by a Child Safeguarding Policy and an Adult Safeguarding Policy reflecting the requirements of HMPPS Policy Frameworks. These cover site specific processes for how to report a safeguarding concern. Should staff have a cause for concern for any child or adult visiting the prison, either in a social or official capacity staff have a duty of care to report these concerns using our internal processes which all staff are trained to follow.

Please speak to a member of staff if you have a safeguarding concern to report.

All prisoners are interviewed when they arrive at Bronzefield. The staff will ask several safeguarding questions relating to their children or caring responsibilities for vulnerable adults. Enquires will be made to ascertain who is providing ongoing care in their absence.

Safer Recruitment

Safer Recruitment is a set of practices to help make sure staff, contractors, and volunteers are suitable to work with children. It is a vital part of creating a safe and positive environment and making a commitment to keep children safe from harm. Safer Recruitment is a statutory responsibility for an establishment or sector where staff have direct contact with children for at least three days in each 30-day period.

It is a requirement for all employees to have an up-to-date enhanced DBS check. Bronzefield has a dedicated Workforce and Vetting team dedicated to ensuring all staff have the required level of vetting to work at HMP Bronzefield, given we have a Mother and Baby Unit on site.

Training

All staff at Bronzefield will have completed Safeguarding Awareness Training as part of their induction package. There are certain areas of the prison that require further in-depth training of safeguarding procedures. These areas include, Visits, Mother and Baby Unit, Reception and the Offender Management Unit. This training is facilitated by our lead Safeguarding Agency – Surrey County Council. This is to ensure the most relevant up to date training is being delivered to our staff.

Our staff will receive “Hidden Sentence Training”. The impact of imprisonment is not limited only to those in prison. Most Prisoners have family members and friends who also experience the consequences of imprisonment, albeit in different ways to the person in prison. This is delivered by our dedicated Visits staff team.

While prisoners experience the direct effects of being in prison, their families live their lives in what has been described as “the shadow of prison”.

There can sometime be little consideration given to the experiences of families interfacing who (often through no fault of their own) must interact with a Criminal Justice System that does not take them into account.

Family members of prisoners are rarely directly involved in the crimes that their imprisoned family members have committed, however they tend to feel like they are being punished alongside their family members. This is especially relevant for children who might not have a full understanding of the situation. If a family member is struggling, they are encouraged to speak to a member of staff, some of these issue may include; Financial problems, Housing, Telling the children, Breakdown in family relationships, coping alone - becoming a single parent, Getting a break / childcare, Worried about the prisoner, Visiting prison / staying in touch, Finding out about prison, Preparing for release, Hostility from the community. **Please speak to a member of staff should you need further support.**

Specialist Staff

Pregnancy and Mother and Baby Unit



Bronzefield has a dedicated 12 bed mother and baby unit, for mothers who are due to birth their children whilst on remand or serving their sentence. Applications can also be made by prisoners who have children in the community aged under 2 years of age, or mothers in the community expecting to receive a custodial sentence.

Placements are recommended through a multidisciplinary board which includes a Social Worker from the mother's home area and decisions are made on the best interest of the child, and the safety of the other mothers and children residing on the unit. The unit and prisoners at Bronzefield within the perinatal period are supported by a dedicated Perinatal Mental Health Team, named midwife and assigned Health Visitor.



Early Years Team

The Prison Mother and Baby Unit has an OFSTED registered nursery. Our most recent inspection in 2025 met the necessary requirements. The Unit's Early Years Manager oversees a team of early years practitioners who run and operate the unit's nursery and support new mothers navigate their way through the first few weeks following birth. Our Early Years Manager will ensure all staff are up to date with the Early Years National Framework guidance when publications are issued by Government or the Department of Education.

Pregnancy, Mother and Baby Liaison Officer

Bronzefield has a full-time committed Pregnancy & Mother and Baby Liaison Officer who sees all pregnant women within 5 days of arrival into custody. The PMBLO will offer practical items required during pregnancy and guide the expectant mother through the MBU application process if they wish to apply. As we are one of six female prisons to operate a Mother and Baby Unit, many women remain in our care from pregnancy to birth. They will receive the same services i.e. access to a midwife and health visitor as they would in the community.

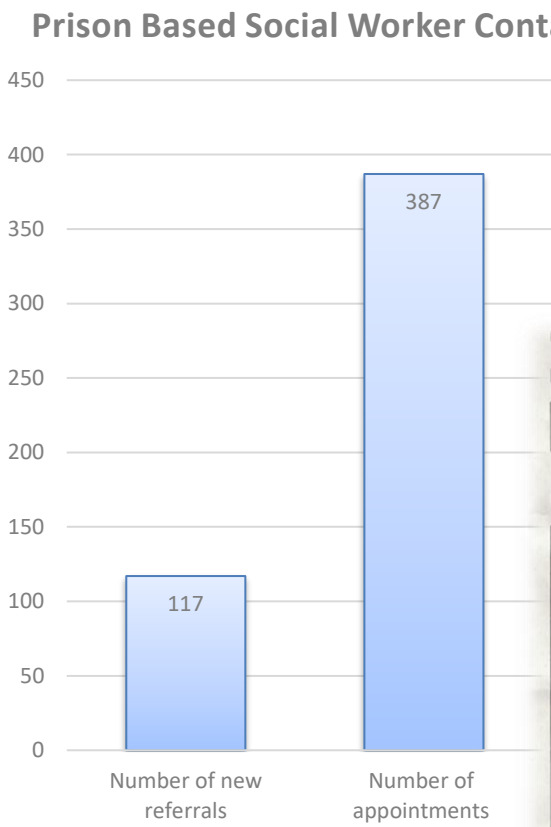
Family Support Worker

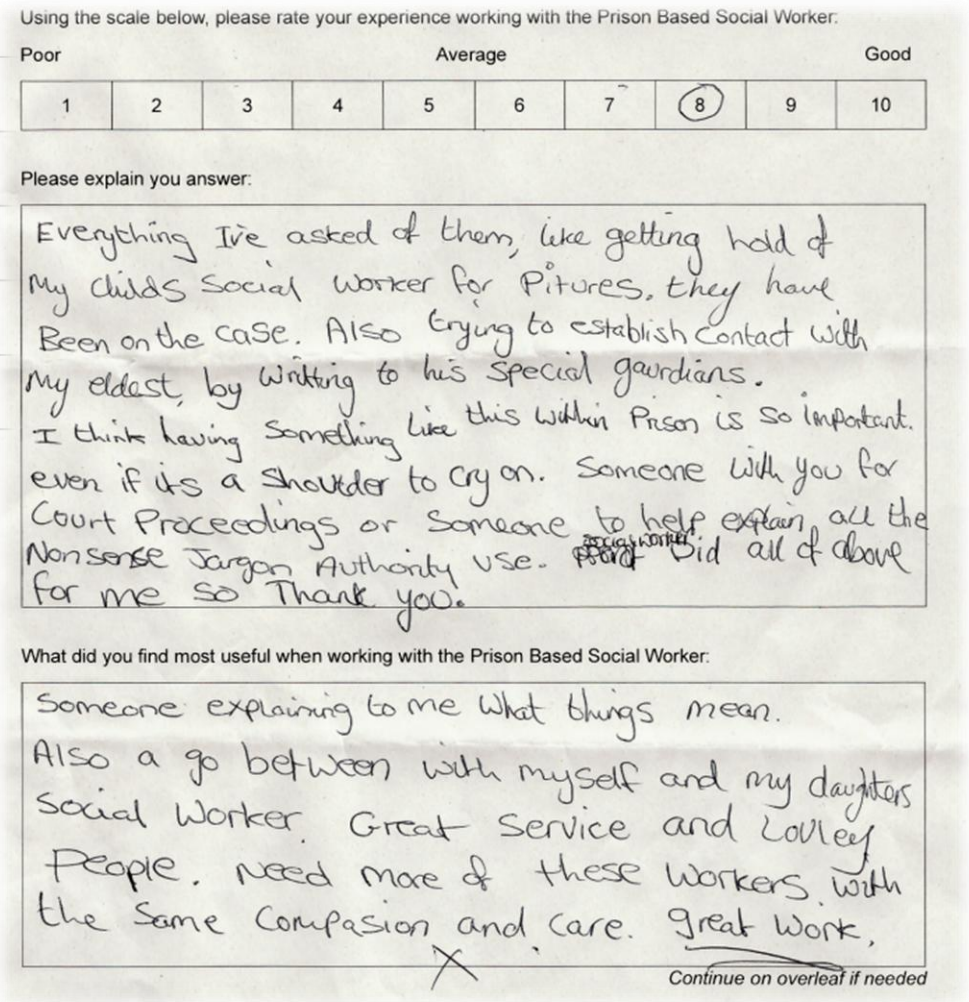
Bronzefield has a full-time dedicated Family Support Worker. Their role is to support mothers maintain contact with their children. Whether this be through liaison with Children Services to facilitate supervised contact sessions, or to advocate and liaise with family members about the visiting process. Our Family Support Worker will assist prisoners where their children may be on a child in need plan; identify prisoners previously known to the care system and ultimately support families get the advice they need.

Prison Based Senior Social Worker

Bronzefield was selected as one of 4 female prisons to operate a pilot for a children's Social Worker initiative in 2023, funded by HMPPS, and staffed by Surrey County Council. Our Social Worker is an embedded member of our Safeguarding Team. Whilst advocating for mothers and working with home local authorities, the role can navigate the rights of mothers with parental responsibility in prison and educate prison staff, especially for those going through family court processes or where there is child protection plans in place. The success of this role has provided untold support to prisoners and their children, resulting in the project now being extended to cover all female prisons in the UK by 2027.

The aims of the project are to support mothers in custody who are separated from their children to ensure, when assessed as appropriate, contact is sustained to maintain family connections. Prison based social workers work with relevant professionals, within the estate and the community, to support mothers to navigate family proceedings and to challenge, advocate for and share knowledge. The below demonstrates a snapshot over a 9-month period showing the number of families supported, and amount of valued intervention offered by this project.





Using the scale below, please rate your experience working with the Prison Based Social Worker:

Poor				Average					Good
1	2	3	4	5	6	7	(8)	9	10

Please explain you answer:

Everything Ive asked of them, like getting hold of My childs Social worker for Pitures, they have Been on the case. Also trying to establish contact with My eldest, by Writting to his Special gaurdians. I think having Something like this within Prison is so important. even if its a Shoulder to cry on. Someone with you for Court Proceedings or Someone to help explain all the Nonsense Jargon Authority use. Did all of above for me so Thank you.

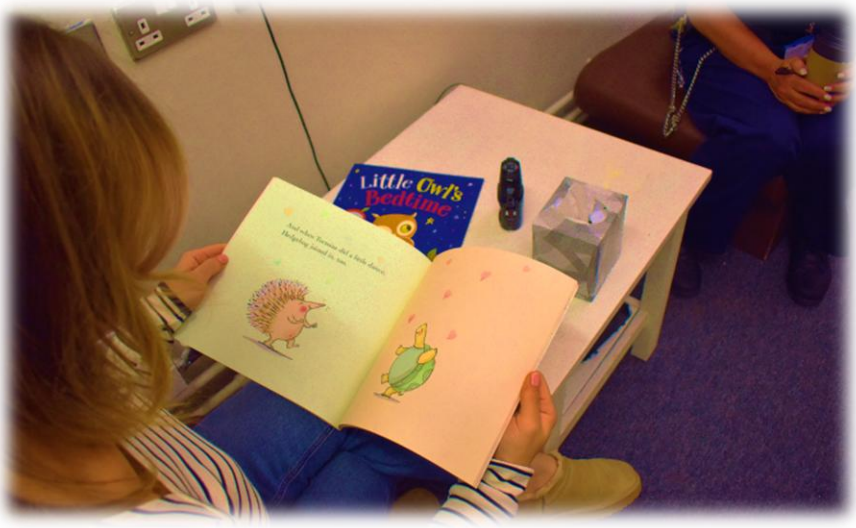
What did you find most useful when working with the Prison Based Social Worker:

Someone explaining to me What things mean. Also a go between with myself and my daughters Social Worker. Great Service and Lovley People. need more of these Workers with the Same Compasion and care. great Work.

Continue on overleaf if needed

Interventions & Support

Story Book Mums

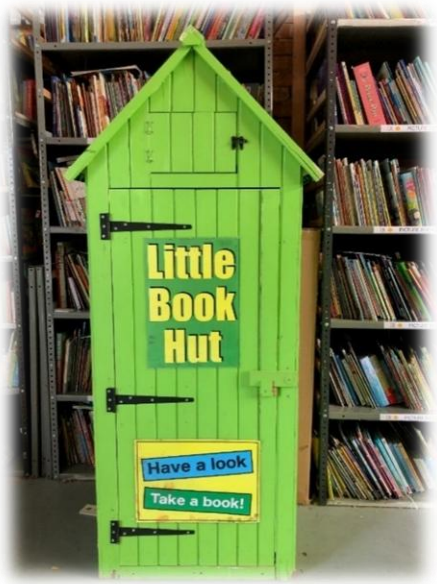


Women at Bronzefield who have children can create and send a story recording to their children. Parents can bring comfort to their children and share the joy of storytelling from behind bars. We can help support less confident readers and the editing process means that even less confident readers can take part. Participants are recorded reading a story with an audio recorder. We edit out any mistakes and add music and sound effects. The finished story is downloaded and shared with a family member / carer for the child to hear the story being read to them.

The initiative is based on a simple but powerful idea: while imprisonment separates families physically, it should not prevent mothers from maintaining important emotional bonds with their children. The impact of these recordings can be significant. Bedtime stories are often associated with routine, security, and care. Hearing a familiar voice can help children feel loved and remembered, supporting their emotional wellbeing and helping to maintain a positive relationship with their mother throughout her sentence.

Children's Book Project

In the Visits Hall is a little book hut, supplied to the prison through the Children's Book Project. The programme provides a year's supply of age-related, beautiful children's books. The books are a mix of brand new (donated by publishers) and high quality, pre-loved titles (donated by families) and are hand packed to ensure their age relevance and interest. All books are free of charge for families to take home and enjoy.



The prison arranges 'pop-up bookshops' on site, through Family Days or in our Education Department, giving options to those prisoners who don't get a visit from their children or want to connect between visits. The books can be sent to any child in the family: sons and daughters, brothers and sisters, grandchildren, nieces and nephews, making it possible to reach beyond immediate households. Some titles are specially bound in two copies, allowing one book to be kept in custody while the other is sent home. This means parents can read together over the phone or talk about the story afterwards, sharing a moment even when they're apart. Prisoners regularly tell us how powerful this simple gesture can be. The books help maintain family bonds between visits, particularly when distance or circumstances make face-to-face contact difficult. Children are excited to receive their own books and for older children especially, the books provide something new and positive to talk about, strengthening conversations and connections. Above all, these books send a clear message to children: you're loved, you're thought about, and you matter. This is a small act, but one that is making a real difference to families every day.

Please help yourself to the books located by the entry/exit point to the Visits Hall.

Children's Birthdays

We know missing a child's birthday can be a difficult time for women in prison. A member of visits staff can assist with the booking of the family room, decorations and ordering a birthday cake to celebrate a child's birthday. Our Family Support Worker can also assist with the selection of a small gift for the occasion.



Peer Workers

There are peer workers who provide emotional support to women with children and those who are expecting. Our Perinatal Peer Worker will support those who are pregnant, living on our mother and baby unit, or have been separated from a child within the past 12 months, including any cases that have experienced a pregnancy loss in that time. Our Motherhood Mentor is a great source of support to all mothers and grandmothers at Bronzefield, listening and gaining feedback on how we can better support them.

Breastmilk Storage

For any women who are breastfeeding a child in the community can continue to do so whilst in prison. A safe and secure location can be offered during a visit. The prison also has the facilities to offer out breast pumps, storage bags for expressed milk to be stored and frozen appropriately. The frozen milk can be handed out to carers during visits for children to consume whist at home.



Supporting mothers. Empowering families. Building healthier futures

Every Feed Matters. Every Family Counts.

Benefits of Breastfeeding

- ✅ Supports baby's growth and development
- ✅ Provides protection against infections
- ✅ Promotes bonding between mother and baby
- ✅ Supports maternal health and wellbeing

Please reach out to a member of MBU staff if you require support with breastfeeding

HOPE Boxes

Research led by Lancaster University as part of the Nuffield Family Justice Observatory Born into Care series, has demonstrated that there are an increasing number of newborns issued with care proceedings in England (Broadhurst et al 2018). The mothers are typically facing multiple adversities, have histories of trauma and many were care experienced themselves. Once appearing in care proceedings with one child women have a 1 in 4 chance of returning within a seven-year period, with the greatest likelihood within 2 years with a newborn baby (Broadhurst et al 2015, 2017, 2022 forthcoming). Women who experience separation from their babies at birth are at acute risk of a mental health crisis.



"HOPE (Hold On Pain Eases) Boxes" are designed to help mothers capture important memories of their time with their baby prior to separation and importantly to promote the ongoing connection between them and their baby post separation whilst court proceedings are considering the longer-term plans for the child. The boxes also contain a poem and letter written by the lived experience group with the aim of providing an ongoing connection to other mothers who have experienced similar forms of loss, thus mitigating feelings of stigma and shame. The design and content of the HOPE Boxes have been chosen by a group of women with lived experience of separation at birth.

HOPE Boxes have been designed to;

- Support professionals to help mothers prepare for the separation from their baby and undertake 'memory-making/capturing' activities.
- Provide a vehicle for keeping the connection between mother and baby following separation whilst awaiting decisions regarding the long-term plan for the baby
- Support loss grief and identity integration work with the mother and child if a long term separation is the final outcome.

The HOPE Boxes consist of two boxes, one to stay with the mother and one for the baby in their placement with kin or foster carers.



If the court outcome does lead to the baby being placed out of the mother's care, the HOPE Boxes are designed to support loss and grief work with the mother and longer term life story work with the child. The HOPE Boxes have been piloted in the community, and we are due to roll this out in prisons. The HOPE Boxes is an intervention designed to minimise the trauma experienced by the mother and baby by supporting them in different ways and at different points through their journey from the postnatal ward through care proceedings and beyond.

Family Days

Family days help to improve positive relationships between prisoners and their children or other significant others. Regular and good quality contact time between an offending parent and their children, may prevent them from reoffending, as the responsibility and impact of separation may be an incentive for them not to re-offend. Women at Bronzefield can apply for family days which bring together prisoners and their families outside their statutory visit entitlement in more informal settings.



A risk assessment is conducted for any prisoner applying which includes children and their carers'. A separate assessment is conducted for prisoners' subject to safeguarding child contact procedures.



Bronzefield is committed to offer at least 5 Family Days per year. These will be advertised in Visits and to the prisoners throughout the year. Please speak to a member of staff for further details.



Dates for your Diary

DATE	EVENT
13th September 2026	**National Grandparents Day**
5th – 11th October 2026	**National Kinship Care Week**
9th – 15th October 2026	**Baby Loss Awareness Week**
28th October 2026	**Family Day**
November 2026	**Care Leavers Month**
16th – 22nd November 2026	**Adult Safeguarding Week**
25th November 2026	**Child with a Parent in Prison Day**
23rd December 2026	**Christmas Family Day**
17th February 2027	**Family Day**
7th March 2027	**Mother Day**
16th – 20th March 2027	**Neurodiversity Awareness Week**
31st March 2027	**Family Day**
3rd – 9th May	**Maternal Mental Health Awareness Week**
2nd June 2027	**Family Day**
20th June 2027	**Father's Day**
1st – 7th August 2027	**World Breastfeeding Week**
25th August 2027	**Family Day**
August 2027	**HMPPS Family and Relationship Week – Date TBC**

OUR EARLY YEARS TEAM WILL PLAN REGULAR ACTIVITES DURING VISITS LINKED TO OTHER AWARENESS DAYS AND CELEBRATIONS.

Restorative Families

Restorative Families is an intervention that is a family centred approach developed by the prison to bring family members together to repair harm or conflict. Meetings are facilitated by trained members of staff and must be a voluntary consented process for all involved. Meetings between the prisoner and family members/s are carefully planned and structured to address the unique circumstances initially raised. It is a space for concerns to be put forward safely and an opportunity for thoughts to be expressed. The aim is to reach and achieve a positive outcome together. At the end of the meeting a plan is written up which is owned by the family and is supported by the prison. Any referrals for a Restorative Family intervention are to be discussed with a member of staff or a Prison Offender Manager.



Free School Holiday Meals

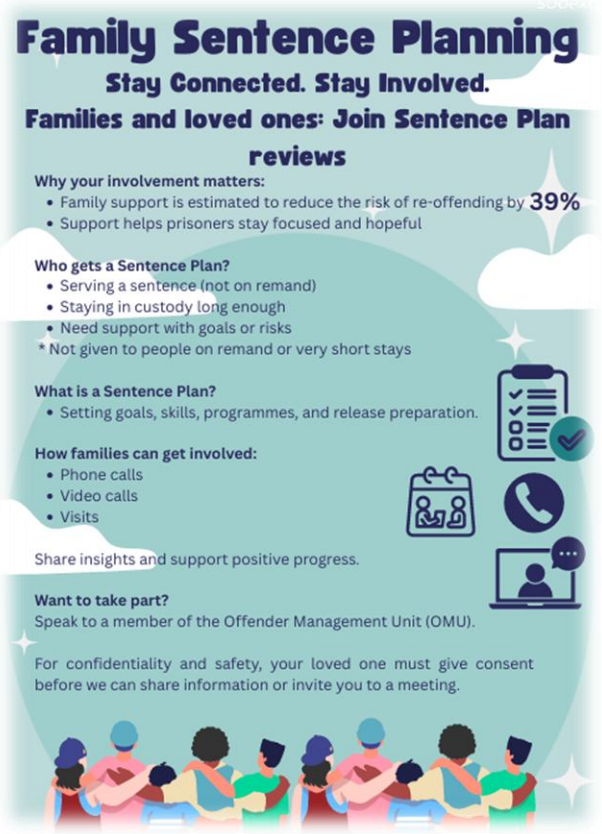
Children from low-income families are entitled to free school meals during term time. During school holidays this can be an added burden on families, especially with the cost of travelling to a prison visit and purchasing refreshments during a visit.

At Bronzefield we are committed to ease the burden on families to encourage as many visits and family contact as possible. Therefore, during school holidays please look out for signs on how to access a free lunch for every child visitor aged between 1 -16 years.

Family Learning

Bronzefield offers a wide variety of learning and education opportunities that contribute to family learning. These include;

- Storybook Mums
- Peer Support
- Ofsted registered Nursery for children living on MBU
- Family Stay and Play activities
- Ante Natal education
- Pregnancy Wellbeing
- Health Visitor access
- Circle of Security
- Distance Learning
- English E1-L1
- Maths E1-L2
- ESOL Entry Level 1-3
- BICS cleaning and Hazards cleaning
- Art
- Healthy Living – L1
- Nutrition – L2
- Fitness Instructing – L2
- Employability Skills
- Catering Qualifications
- Hair and Beauty Qualifications



Family members are invited to contribute and be involved in most aspects of a prisoner's journey in custody when there are positive and supportive relationships. Contributions are welcomed for sentencing planning, ACCT reviews, CSIP reviews, Keywork meetings and Induction conversations. **Please speak to a member of staff or a prisoners allocated Prison Offender Manager for further details.**



Care Experienced / Young Adults

It is estimated that a quarter of prisoners were formally in the care of a local authority. Yet the leaving care population nationally represents about 1% of young people.

Care Experienced prisoners are more likely to have experienced significant trauma and abuse and other disadvantage that can put them more at risk of violence, self-harm and suicide when in prison.

This can affect their ability to form relationships that will help them to desist from offending and settle back into the community after their sentence.

Those cared for in the local authority may have been denied visits or contact with their birth family members because of the risks associated with them reconnecting. However, reconnecting with their extended family and feeling someone cares about them might make a significant difference to their motivation to get through their sentence well and turn away from crime.

Care Experienced prisoners are identified by the Offender

Management Unit through an initial screening process. They are then sent a questionnaire to gather further information about their support needs. Once they have been identified they will continue to receive bespoke ongoing support dependent on their needs. We actively try to re-engage prisoners with their Social Worker/Personal Advisor in the community for continued support whilst in custody and beyond release. Bronzefield has built partnership with support organisation to support women with previous care experience.

All prisoners will have access to the BECOME Charity support line on the in-cell prison phone. We work closely with the BECOME charity and have set up virtual advice surgeries for prisoners aged 27 and under. Prisoners can also self-refer via email a prisoner if they'd prefer this method of communication.

If a prisoner has cared experience and is over 27, they can still access support thorough the Rees Foundation:

Rees Foundation | Useful links for care experienced people.

0330 094 5645 / contactus@reesfoundation.org

Use this link to find out about your local area's care offer:

Care Leaver Local Offer :: Home

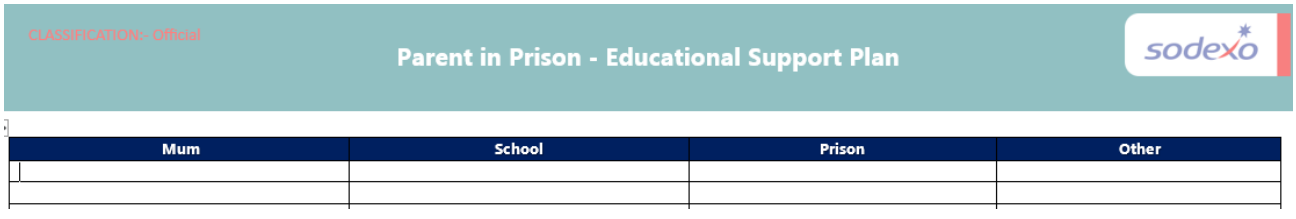
See our commitment to Care Experienced prisoners in our company Charter – Page 37

Working with Schools and Education Settings

We recognise by engaging parents with schooling can have a positive impact on their children and will help parents develop an understanding of education and its importance. Prison shouldn't be seen as a barrier to achieve this. The Families Team at Bronzefield support maintaining communication pathways between schools and the parent whilst they are in custody.

A parent does not relinquish their Parental Responsibility rights by virtue of being in prison. Our Family Support Worker can provide support following consent to contact their children's school to build a bespoke plan between the parent and the school offering the following;

- Virtual homework club via Purple Visits - Purple Visits • Secure video calling
- Sharing special events with schools such as Mother's Day, Christmas, Birthdays, Family Days etc.
- Virtual Parent Evening discussions
- Special Educational Needs updates
- Behaviour reports
- Celebrating achievements
- Child Development updates
- Seeking consent for school trips, lessons etc.
- Learning Looks
- EHCP reviews
- Sharing of annual School Reports
- Child Impact Assessments A Child Impact Assessment framework | Prison Reform Trust


CLASSIFICATION:- Official

Parent in Prison - Educational Support Plan

Mum	School	Prison	Other

Mum's Club

Mum's and grandmothers are invited to an informal group every other month. These sessions are themed and provide prisoners an opportunity to talk about being mothers and grandmothers whilst partaking in a themed activity, which may include crafting a decoration they can give to their children in a visit or send out via the post. Activities can include, preparing for Christmas, photo frame decorating, making Easter decorations. Prisoners can apply for this group on the pod system.

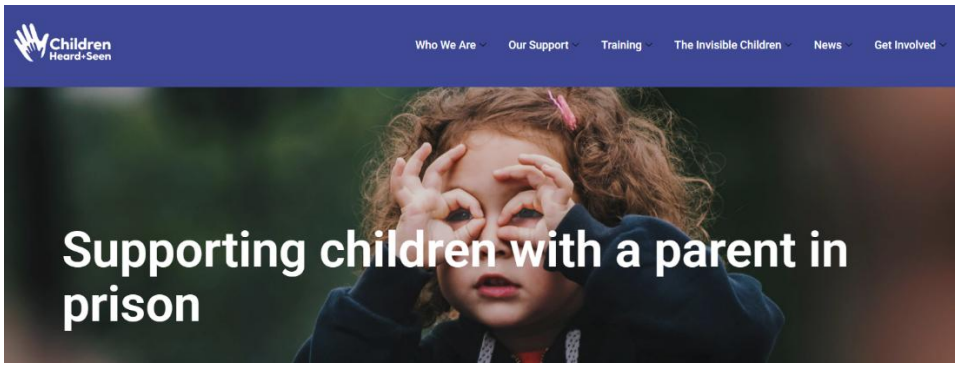
Pregnancy Focus Groups

Women who are pregnant in custody are invited to a focus group every other month. This is a listening group for women to meet with key perinatal staff and talk about their pregnancy journey. Information is shared in this group and ideas discussed on how to make being pregnant in prison as comfortable as possible. Previous groups topics have included;

- Work locations
- Gym sessions
- Pregnancy food packs
- Yoga group
- Craft making
- Food and nutritional advice in pregnancy
- Birth plans
- Additional water bottles
- Cultural considerations

See our commitment to Mothers in prison in our company Motherhood Charter – Page 35-36

Advice and Support



Children Heard and Seen is a charity is dedicated to helping children, young people, and families affected by parental imprisonment. They address their needs, listening to their concerns, and ensuring their voices are heard.

Tailored one-on-one support from trained practitioners is offered as well as peer support groups for both children and carers, engaging online activities, fun-filled activity days and residentials, as well as practical support such as legal advice and guidance on financial well-being. If you are caring for a child with a parent in prison and would like to access support for yourself or your child, please get in touch at info@children*heardandseen.co.uk*



How do I tell my child that their parent has gone to prison?

We know that telling a child that their parent might go to prison, or is in prison, is not easy. Here are a few things to consider that might help you:

Its ok to tell your child **in your own time.** There might be lots of people giving you advice or even pushing you to tell your child before you feel able, but it's important that you do this when you feel the time is right for you and your child.

A lot of parents and caregivers tell the children that their parent has gone away to work. This is very common. Many families go down this route, at least at first, so if this is you **don't feel guilty.** Its understandable you might want to come to terms with the news yourself before you feel ready to tell your child/ren.

Research does, however, indicate that **children tend to cope better with the truth**, and children that have attended TMUK support groups tell us that they much prefer it when adults are honest with them.

Children are **stronger and more resilient** than some adults might expect, and many adults tell us they were so surprised how well their child coped with the news, which was often better than they expected.

Children need to be able to trust the people who care for them the most; this helps them to grow up and feel that the world is a safe place. Knowing the truth often helps children feel less confused and more settled. Also, if your child asks you a question that you don't know the answer to yourself, **it's ok to say, "I don't know"**, but perhaps also say that when you understand more you will share what you can with them.

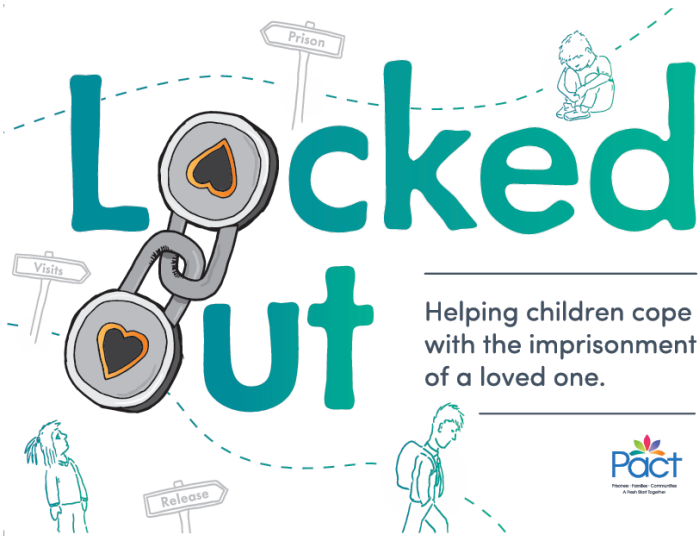
If you have started with the 'working away from home' story and want to now tell your child that their parent is in prison, **don't worry!!** You don't have to say you lied. Instead, you could tell your child, that you are ready to give them 'extra' information now they are older (even if they are a few weeks older). **You could praise them for being more mature lately and say you feel they are now ready to know more about the situation.** This helps to maintain the trust the child has with you. Also, many people do work inside prisons, so it is reasonable to say you are now telling them additional information. Or **you could explain you had to understand more yourself before you could help them.** You don't have to discuss the nature of the crime if you feel the child is too young to understand. If they are curious, you could say that is a conversation for when they are older.

If it feels right for your circumstances, you could explain to your child that **just because their parent has gone to prison it doesn't make them a bad person**; rather they have made a poor choice and that prison is a place where adults go to learn to make **healthier choices** for themselves and people around them.

Some families have found it helps their child to know there are opportunities in prisons for parents such as training courses, access to the gym, mental health support, and work opportunities. It can help children to know that their parent will get 3 meals a day, and that **prison is not what you see in cartoons or in lots of TV shows**. If it is right for your family, you may visit, have phone calls, or write letters.

Reassure your child that **its not their fault and they are not alone.** Explain there are lots of children with a parent in prison and there is support available to help them explore their feelings if they want it. **Its perfectly normal for them, and you, to feel a range of emotions** including sadness, anger, worry and even relief. Its ok to tell your child that sometimes you feel upset too; this might help them know that sharing difficult feelings in your family is allowed, but of course do this in a calm way. Reassure them that you as a family will get through this, even if its not always easy right now.

For more support, please go to: https://www.timemattersuk.com/get-support/



This **Locked Out booklet** aims to bring together information and assistance for adults who are in the difficult position of having to explain imprisonment to children, with some activities that can be shared with children. The full version can be viewed here: locked-out-digital.pdf

If you are the close relative or partner of a prisoner and you are in receipt of certain benefits or on a low income you may be eligible for help with your travel costs from the **Help with Prison Visits service** at: www.gov.uk/help-with-prison-visits

A close relative is defined as wife, husband, civil partner, natural or adoptive mother, father, sister, brother, son, daughter, grandparent, step/half brother/sister, stepchild, stepparent or someone who has acted in loco parentis for a significant part of the prisoner's childhood. A partner can be someone in a heterosexual or a same sex relationship with the prisoner. You can also apply for financial assistance if you meet all other criteria, and you are not a close relative of the prisoner, but you are the sole visitor to that prisoner. You may also be eligible for assistance if you are escorting a qualifying young person or adult to visit someone in prison.



HM Prison & Probation Service

Family Services

HELP WITH PRISON VISITS
CONFIRMATION OF A VISIT

Complete **Part A** below and take this form to the prison next time you visit. Hand it to a member of the visits staff who will complete **Part B**. The form will be returned to you. Please upload an image of this form to your online application.

Part A

Name .....

Address .....

.....

.....

Name of prisoner .....

Prisoner's number .....

FAILURE TO UPLOAD OR SEND THIS CONFIRMATION FORM MAY RESULT IN YOUR APPLICATION BEING DECLINED

Part B — **VISIT CONFIRMATION STAMP**

FOR OFFICIAL USE ONLY

Number of accompanying children (in words)

.....

This form should be handed back to the visitor

VA005

A child impact assessment is a structured process to understand a child's needs, experiences, and welfare, ensuring their views and best interests are central to decisions affecting them.

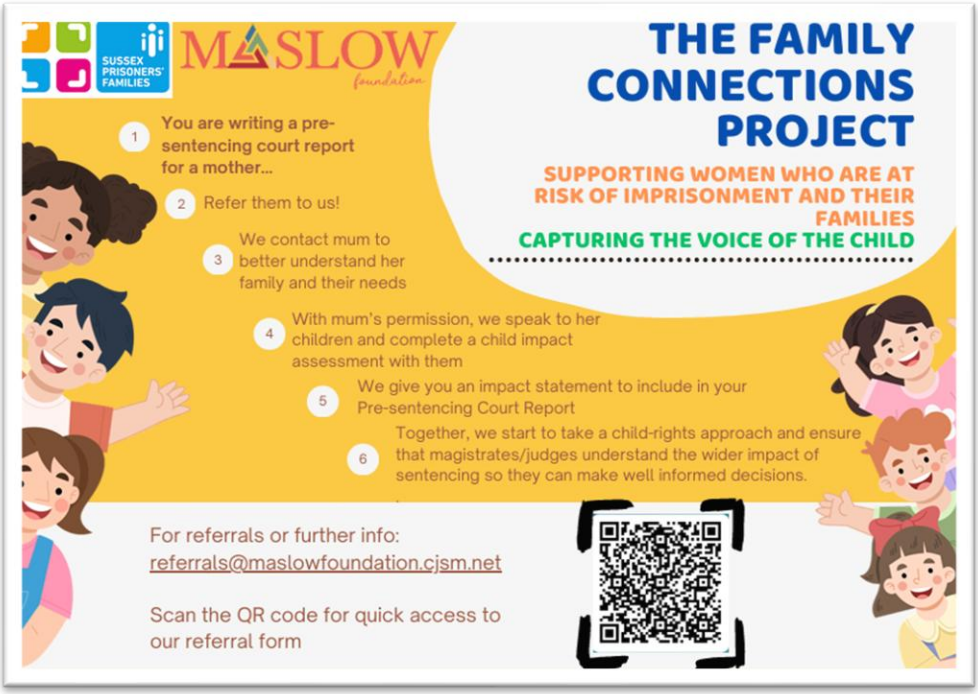
A child impact assessment focuses on the child rather than the parent or adult involved, aiming to understand the child's feelings, needs, and experiences in a given situation. It is used in various contexts, including family law proceedings, social work, and situations where a parent is involved in the justice system. The assessment is not about judging the child but about gathering evidence to support their welfare and best interests.



CHILD IMPACT ASSESSMENT

Support for children with a mum who's been arrested, has a court appearance, is serving a community sentence, is in prison, or is being released from prison

[Child Impact Assessment | Prison Reform Trust]



SUSSEX PRISONERS' FAMILIES

MASLOW foundation

THE FAMILY CONNECTIONS PROJECT

SUPPORTING WOMEN WHO ARE AT RISK OF IMPRISONMENT AND THEIR FAMILIES

CAPTURING THE VOICE OF THE CHILD

1. You are writing a pre-sentencing court report for a mother...
2. Refer them to us!
3. We contact mum to better understand her family and their needs
4. With mum's permission, we speak to her children and complete a child impact assessment with them
5. We give you an impact statement to include in your Pre-sentencing Court Report
6. Together, we start to take a child-rights approach and ensure that magistrates/judges understand the wider impact of sentencing so they can make well informed decisions.

For referrals or further info:
referrals@maslowfoundation.cjsm.net

Scan the QR code for quick access to our referral form

If you know someone who is due to be sentenced in a Kent or Sussex Court and has dependent children in the community please refer them to the Maslow Foundation to support with a Child Impact assessment.



Not Beyond Redemption is a UK charity providing free family law advice and representation to mothers in prison to help maintain and re-establish relationships with their children by providing free, expert legal assistance to safeguard parental rights and maintain family bonds, addressing a critical need in the UK legal system and contributing to positive outcomes for both mothers and their children.

The charity provides a wide range of services to incarcerated mothers, including:

- **Legal advice and representation** in family court matters, particularly regarding child custody and contact
- **Drafting legal correspondence** such as letters and court applications
- **Facilitating out-of-court agreements** for child contact
- **Signposting and referrals** to other agencies for holistic support
- **Post-release support** to continue assisting mothers in maintaining relationships with their children.

These services are delivered through pro bono legal clinics in all twelve women's prisons across England, supported by a network of volunteer lawyers and barristers.

Other useful links;

Furniture, clothes and financial support:

https://endfurniturepoverty.org/get-help-with-furniture
https://emmaus.org.uk/
https://www.salvationarmy.org.uk/budget-and-debt-advice/emergency-assistance
https://www.family-action.org.uk/what-we-do/grants/
https://grants-search.turn2us.org.uk/
Turn2us Grants Search: Michael and Shirley Hunt Charitable Trust *(This grant is specific to people with family members in prison)*
https://buttleuk.org/
https://www.familyfund.org.uk/
https://www.glasspool.org.uk/

Support for people with families in prison:

Parents in prison | Childline
Who can help? | Prison Reform Trust
Children with family members in prison – Safeguarding Network
Prisoners' Families Helpline (prisonersfamilies.org)
Children with a parent or relative in prison | Barnardo's (barnardos.org.uk)
Tools and Resources for Professionals Dealing with Families Affected by Imprisonment (familiesoutside.org.uk)
"This is Me": A Child Impact Assessment toolkit | Prison Reform Trust
For children | Prison Advice and Care Trust

Feedback

Meet the Director

There will be an opportunity for visitors to meet the Director every 6 months. This is to ask for feedback to improve people's experiences of visits. This is advertised on the Pod and through advertisements to visitors in Visits and the Community Café. These tend to take place in **May and November**.

Surveys

Surveys are distributed to all women who receive visits and to their visitors every 6 months to ask what improvements can be made, and for them to rate their experience. All feedback will be recorded and analysed through the prisons quarterly Families and Significant Others Committee meeting for continued developments to be made.

Prisoner Forums – Prison Council meetings

Our prison council meets **weekly** where prison council representatives can bring issues from the wider population. Visits staff and management will attend these meetings to communicate upcoming events or information relating to promoting family ties.

Family Days

Staff will ask for a short survey to be completed before the end of each family day to receive positive feedback for the team who work exceptionally hard pulling everything together for a fun and fulfilling afternoon. We are also keen to know what improvements or considerations can be made to make experiences EVEN BETTER for the next one.

Website

Details of visits to the Prison can be found on the HMP Bronzefield website
https://www.bronzefield.co.uk/home.html

This website provides details of visiting times and how to get to HMP Bronzefield, as well as contact details to be able to contact the prison regarding any visits queries.

This strategy will be reviewed annually and updated through the prisons Families and Significant Others Committee. A copy will be made available through our website and the NICCO website.

Contact Details

If you're worried about a friend or relative in prison at Bronzefield please call our;

Family Concern Line on 01784 425 794

This voicemail is checked, and calls are logged daily during weekdays. Concerns are followed up by our Safer Custody Team within 24 hours.

If your concern is urgent or during a weekend, please contact the switchboard on 01784425690 and ask to speak to the Duty Manager.



You said, We did…

- ✓ **Regularly update the information in the visits centre and visits hall. Reviewed signage to make information simpler**
- ✓ **Review and update the video and information on our website for Families and Visitors**
- ✓ **Ensure resources and facilities are available to enhance the visitor's experience, ensuring needs of children of all ages are met e.g. Parents Evenings**
- ✓ **Deliver planned and structured Family Days each year**
- ✓ **Enhance the physical environment of the outdoor visits and play area**
- ✓ **Promote an opportunity and embed a process for women to purchase items to celebrate dependants' birthdays through visits**
- ✓ **Ensure Key Workers understand the importance of family contact and how to access support**
- ✓ **Identify how bespoke care packages can be devised to support women who are:**
  - **Care Experienced / Young adults**
  - **Long / Life sentenced**
  - **Primary Carers**
  - **Foreign Nationals**
  - **Grandmothers**
  - **Women whose children have been removed from their care**
- ✓ **Ensure Safeguarding responsibilities are understood by all staff through induction, refresher and specialised department training**
- ✓ **Increase partnership working with community organisations**
- ✓ **Staff in visits hall to wear softer clothing, by way of polo shirts rather than officer uniform**
- ✓ **Re-opened the Soft Play in the Community Café**
- ✓ **Allow women to view the facilities in the Visits Hall prior to booking a visit to help them better prepare their children before visiting**
- ✓ **Implemented family led Purple Visit bookings**
- ✓ **Free food parcels for children during school holidays**
- ✓ **More reading books to be made available for children during visit times**
- ✓ **Provide activity packs for children to use on their journey home**

Positive Feedback received from Visitors:

- *Praise for front of house and visits staff who support during first visits.*
- *Staff are described as helpful, approachable, and professional.*
- *Clean visits hall.*
- *Family room is appreciated, especially for children with neurodiversity.*
- *Purple visits process provides alternative ways to keep in touch at a reduced cost.*
- *Presence of both male and female staff in visitor search is appreciated.*
- *Body-worn cameras and radios noted as effective tools for managing difficult situations.*
- *Free fruit available for children at every visit.*

Our Partners

- Surrey Local Authority - Surrey County Council
- Health Visiting Service - Health Visitors - HCRG Care Group Careers
- Ashford and St Peters Maternity - Home - ASPH Maternity and Midwifery Website
- Bright Horizons - Bright Horizons Foundation for Children
- Official Visitors Scheme- NAOPV
- New Bridge - newbridgefoundation.org.uk
- Children's Book Project - Children's Book Project
- Surrey Leaving Care Service - Surrey Leaving Care service - Search
- West Sussex Leaving Care Service - Leaving care local offer - West Sussex County Council
- Career Matters - Career Matters, opportunities for the Future World of Work
- Purple Visits - Free video calls with someone in prison | Purple Visits

See our Charters for further partner information relating to specific cohorts

OUR SPECIALISED COMMITMENT CHARTERS

- Motherhood Charter
- Care Experienced Charter
- Veterans Charter

Pregnant women in prison should:

- **Have access to the same standard of antenatal care as women in the community**
- **Be able to attend antenatal classes and prepare for their baby's birth**
- **Be housed, fed and moved in a way that ensures the well-being of mother and baby**
- **Be told whether they have a place on a Mother and Baby Unit as soon as possible after arriving in prison**
- **Have appropriate support if electing for termination of pregnancy**

On arrival all women will be:

Asked about their children and care arrangements, as well as their wellbeing around maternal separation

Able to access key telephone numbers from their mobile on arrival, or assisted to attain key numbers

Allowed unlimited phone calls on reception to ensure the welfare of all of their dependants regardless of time of arrival

Helped to understand what support is available in relation to being a mother and information about how to access it, including facility to contact their children

Supported to inform their children of their reception into custody

Provided a HMP specific Motherhood booklet and access to peer support via the Motherhood Mentors if requested

Offered and supported through the application and decision-making process to apply for a Mother and Baby Unit place if they have a child in the community under 18 months in their care

During childbirth, women should:

- have access to a birth supporter of their choice
- be accompanied by officers who have had appropriate training and clear guidance
- be provided with essential items for labour and the early postnatal period
- receive appropriate care during transfer between prison and hospital

All women wanting visits will:

Be helped to prepare themselves and their children for visits and to understand the prison environment
Be allowed to see all of their children in a visit, regardless of the number, providing this is in the best interests of the children
Be able to freely play and physically interact with their children which will only be reviewed if and when security/safety issues arise
Have access to bookable private space for sensitive issues (such as final contact visits) and celebrations such as children's birthdays
Have access to family friendly interactive resources to enhance the visit experience for children of all ages and needs
Have access to at least four family days per year which is not determined by their IEP status
Have their booked visits checked prior to a planned transfer and wherever possible, delayed to Facilitate rebooking or enable contact with family to provide details in advance
be supported following difficult visits and welfare checked

Support

Women with babies in prison should be:

- Encouraged and supported in their chosen method of infant feeding
- Supported to express, store and transport their breast milk safely, if they are separated from their baby
- Entitled to additional family visits
- Given the same opportunities and support to nurture and bond with their babies as women in the community
- Able to access counselling when needed

Women with children will:

- Be considered for transfer as close to their children as possible to ensure regular and meaningful contact
- Know their legal rights and have access to family law advice
- Be supported through an individualised support plan to help them maintain or regain contact with their children
- Be informed of their entitlements to ROTL to maintain family ties, including grandmothers
- Be supported to engage with services in the community regarding their children such as schools and social services
- Foreign nationals will be provided with additional phone credit, airmail letters and support with Purple Visits to maintain contact with children overseas

Resettlement

Women with babies in prison should:

Receive appropriate resettlement services after release from prison

Prior to release we will:

Work collaboratively with mothers/grandmothers and agencies to determine what support is required

Sodexo Justice - Care Experienced Charter

sodexo

We will:

- Help staff understand what care experience is like and what support is available
- Develop networks and relationships with local authorities
- Take time to develop relationships and build trust
- Explain why we are asking questions and ensure prisoners feel safe to talk about their experience, when they are ready
- Respect that not all who have experienced care will want to share this with us
- Assume everyone may have experienced care and provide information regarding support available
- Look for signs of care experienced, including no visits
- Ensure there is a dedicated SPOC and peer support who receive training and supervision
- Hold bi-monthly focus groups to enable those who have experienced care to come together
- Use the care experienced flag on NOMIS to add information including personal advisor details
- Contact the local authority/PA to inform them their young adult is in custody (with consent)
- Explain their financial, accommodation, education and health entitlements linked to their local offer via their POM
- Liaise with the local authority prior to a young person's 21st birthday to ensure they can stay with their current personal advisor rather than a duty worker each time
- Let eligible people up to 25 know they can request support and help them to request it

On arrival all prisoners will be:

- Asked about their family circumstances and whether they have had contact with their local authority
- Asked to consent to contact their personal advisor on their behalf
- Helped to understand what support is available and provided specific information about support relevant to them
- Encouraged and supported to add their personal advisor to their Pin phone and visitor list
- Shown positive examples of people with care and custodial experience who have overcome difficulties

Contact support. We will:

- Provide support to communicate with their personal advisor and/or other significant others
- Utilise and promote digital communication such as Purple Visits and Emailaprisoner
- Enable contact to meet with their personal advisor outside of legal visits (visits, Purple Visits and Emailaprisoner)
- With consent, invite their personal advisor to events and celebrations such as family days and sentence planning meetings
- Inform personal advisors of transfers to other prisons
- Assist with disputes about entitlements and statutory services
- Ensure personal advisors are aware of procedures for providing financial support and clothing

Resettlement. We will:

- Inform the personal advisor of key dates and significant events (with consent)
- Identify need and support access to activities such as basic life skills
- Support access to open bank accounts and obtain ID
- Work collaboratively with local authorities to contribute to pathway/care planning
- Liaise with other services such as health and pre-release team to determine what support is needed on release, such as safe and appropriate accommodation
- Consider the use of ROTL or virtual meetings so the young person can see where they might be living
- Ensure a handover meeting takes place with the POM/COM and young person prior to release
- Provide details of support in the discharge information
- Provide items on release such as clothing and toiletries

The Care Leavers' Association

coramVoice getting young voices heard

Rees

BECOME. THE CHARITY FOR CHILDREN IN CARE AND YOUNG CARE LEAVERS

Sodexo Justice - Veterans Charter

We will:

- Help staff understand the definition of a veteran and what support is available
- Take time to develop relationships and build trust with veterans, respecting that not all veterans will want to share information with us
- Ensure there is a dedicated SPOC, staff champions and peer support
- Develop networks and relationships with support services such as CFO (Creating Future Opportunities) Op Nova and SSAFA
- Maintain strong links with Prison Employment Leads (PELs), Prison Offender Managers (POMs), Strategic Housing Specialists (SHSs), Healthcare and Department for Work and Pensions (DWP)
- Promote inclusivity by providing tailored support to both the general population and vulnerable prisoners.
- Hold a purposeful 'Veteran hubs' at least monthly inviting relevant support services which is inclusive of foreign military veterans
- Organise and promote important events such as remembrance services
- Use the veteran flag on NOMIS to add information and maintain detailed information
- Provide veterans with items which identify them as veterans to develop a sense of pride and belonging
- Promote wellbeing and support available by our Chaplaincy team

On arrival all prisoners will be:

- Asked by a POM if they have served in UK Armed Forces, Reserves or Merchant Navy and record this on the Basic Custody Screening Tool (BCST)
- Referred to the SPOC who will complete an initial interview to complete the Veterans Personal Profile
- Provided with an induction pack and Informed about the 'Veterans hub'
- Informed that we will verify your service
- Helped to understand support available and asked to provide consent so referrals to support services can take place

Contact support - we will:

- Arrange dedicated family and significant other events in collaboration with the partners we work with
- Refer to relevant support services such as Healthcare, POM (Prison Offender Manager) and PEL (Prison Employment Lead)
- Promote the importance of maintaining contact with family and significant others via Purple Visits, telephone, emailaprisoner and face-to-face visits
- Inform support services of transfers to other prisons
- Ensure support services are enabled to provide continued support both in prison and community

Resettlement support – we will:

- Inform support services of key dates and significant events (with consent)
- Identify need and support access to activities such as basic life skills
- Recognise that some veterans may have lived in single living or married quarters where housing has always been provided and may require additional support
- Support access to employment opportunities
- Work collaboratively with support services to contribute to resettlement planning
- Liaise with other services such as health and pre-release team to determine what support is needed on release, such as safe and appropriate accommodation
- Ensure a handover meeting takes place with support services and veteran prior to release
- Provide details of support in the discharge information
- Provide items on release such as clothing and toiletries

Our Development Plan

The Environment
Operate a booking-in system from the community café to stagger the processing wait times.
Enhance the Family Room space with more sensory equipment and furnishings.
Relocate Purple visit terminals to residential locations
Our Communication
Invest in electronic notice board communication in the Community Café and in the Visits Hall.
Ensure Family and Significant Other information is available to all prisoners though in-cell technology
Offer regular Community Day Visits for those prisoners who don't receive visits
For Children
Offer a variety of age-appropriate activities for all ages from 0-16.
Create a child friendly "Social Story" for parents to use to prepare children visiting Bronzefield. Including a specific neurodivergent guidance leaflet to Bronzefield.
Offer neurodivergent visiting time slots

Staff with functional responsibility for the delivery of this Strategy:

Kayleigh Holden	Head of Reducing Re-Offending
Emma Charalambous	Families & Perinatal Manager
Katie Phillips	Early Years Manager
Caroline Dixon	Family Support Worker
Jo Wilkins	Visits and FaSO Senior Officer
Teresa Hardwick	Visits and FaSO Senior Officer
Cilla Clark	Visits and FaSO Senior Officer
Naomi West	Prison Based Social Worker



Equality Analysis

This Equality Analysis (EA) supports decision makers to consider our duties under:

- Equality Act (2010), in particular advancement of Equality, Section 149 the Public Sector Equality duty (PSED)

Name of product*:	**Family and Significant Other Strategy Document**
Aims / Objectives:	To promote Bronzefield's offer of support to families of prisoners at Bronzefield.
Outcomes:	To widen the reach of interventions and support to all prisoners at Bronzefield.
Lead for Equality Analysis:	**Emma Charalambous**
Senior Responsible Leads:	**Kayleigh Holden**

Product types	**Tick all that apply**
• A new or revised strategy/corporate plan/business plan	
• A new programme/project/workstream	
• Service review (including people in prison, probation, children in custody, staff) or budget decisions	
• A new or revised policy, process, procedure (service delivery)	
• Changes to our estate or a new building/establishment	
• Local implementation of a strategy, policy, procedure or process	✓
• Commission/procurement decision (including decisions regarding third party Partners)	
• Public event	
• Other – please describe	

- Is this product new? No
- Is this product revised? Yes
- Is there a current equality analysis? No

Who will your product affect? (For example: people in prison, people in probation, children in custody, staff, the public, visitors, victims and so on)

People in prison, Staff & Visitors

What information and/or equality data do you hold about them? Please name the sources of information you are **using** to help you identify any potential differential impact on different groups of people. Have you got enough data? Are there any gaps in this data?

No personal data is shared within this strategy document.
Staff names of those leading on the strategy are shared at the end of the document for information purposes.

As well as information gathered from reports, and so on, it is best practice to also inform any decisions relating to your product by gathering the views and experiences of your stakeholders.

Who have you consulted with?	When?	Have you made any cha as a result of these?
Partner agencies	Regularly	Yes
Prisoners	Quarterly	Yes
Visitors	Quarterly	Yes
Staff	Regularly	Yes

Age assessment

- negative
- **positive (advancing equality of opportunity/fostering good relations)**
- neither or limited

Disability assessment

- negative
- **positive (advancing equality of opportunity/fostering good relations)**
- neither or limited

Gender Reassignment assessment

- negative
- positive (advancing equality of opportunity/fostering good relations)
- **neither or limited**

Marriage and Civil Partnership assessment

- negative
- **positive (advancing equality of opportunity/fostering good relations)**
- neither or limited

Maternity and Pregnancy assessment

- negative
- **positive (advancing equality of opportunity/fostering good relations)**
- neither or limited

Race assessment

- negative
- positive (advancing equality of opportunity/fostering good relations)
- **neither or limited**

Religion and Belief assessment

- negative
- **positive (advancing equality of opportunity/fostering good relations)**
- neither or limited

Sex assessment

- negative
- positive (advancing equality of opportunity/fostering good relations)
- **neither or limited**

Sexual Orientation assessment

- negative
- positive (advancing equality of opportunity/fostering good relations)
- **neither or limited**

Welsh language assessment

- How have you taken into consideration the legal duties and corporate commitments set out in the HMPPS Welsh Language Scheme when considering Welsh language speakers?
- Are there any further opportunities to promote the Welsh language?

The strategy will be summarised and translated into alternative languages including Welsh.

British Sign Language assessment

The British Sign Language (BSL) Act 2022 requires recognition of BSL as a language and requires government departments to promote and facilitate its use.

- How will you meet the needs of people who use BSL as their first language?
- How can you promote and facilitate its use?

Unknown

Ongoing monitoring

An equality analysis is a live document and should be revised periodically.

You do not have to complete a new equality analysis – you can complete the 'ongoing review' box below and noting any new data/stakeholder feedback, and so on, and agreed actions.

When and how will you review your actions? **How often will you monitor this Equality Analysis?** **Please provide a summary.**
Annual Review

Agreed actions / changes and date
Summary document to be translated into top 5 languages.

Sign off

This equality analysis is part of your product development. To sign off the equality analysis, please use the same sign off process you are using for your product development.

Sign off by:	**Emma Charalambous**
Job role:	**Families and Perinatal Manager**
Date:	**26.08.2026**

VITA NOVA VISITS.

Hot Drinks:

	Small:	Regular:	Large:
• Americano	£2.40	£2.50	£2.60
• Latte	£2.60	£2.80	£3.00
• Cappuccino	£2.60	£2.80	£3.00
• Mocha	£2.80	£3.00	£3.20
• Hot Chocolate	£2.60	£2.80	£3.00
• Flat White	£2.60		
• Chai Latte	£2.60	£2.80	£3.00
• Tea	£1.60	£1.60	£1.60
• Decaf Tea	£1.60	£1.60	£1.60
• Twinings Tea (peppermint & camomile)	£1.60	£1.60	£1.60
• Earl Grey Tea	£1.60	£1.60	£1.60
• Espresso	£1.20		
• Double Espresso	£1.40		

Syrups (extra £0.50 per pump) - Caramel, Sugar Free Caramel, Vanilla, Sugar Free Vanilla, Hazelnut, Sugar Free Hazelnut

Cold Drinks:

• Iced Latte	£3.00
• Coca- Cola	£1.70
• Diet Coke	£1.70
• Coke Zero	£1.70
• Fanta Fruit Twist	£1.70
• Fanta Orange	£1.70
• Fanta Pineapple & Grapefruit	£1.70
• Fanta Lemon	£1.70
• Sprite	£1.70
• Sprite Zero	£1.70
• Dr. Pepper	£1.70
• Oasis Summer Fruits/ Citrus Punch	£1.70
• Ribena Blackcurrant	£1.70
• Ribena Pineapple & Passionfruit	£1.70
• Ribena Mango & Lime	£1.70
• Rubicon Mango	£1.19
• Rubicon Passionfruit	£1.19
• Liptons Mango Ice Tea	£1.90
• Liptons Peach Ice Tea	£1.90
• Liptons Lemon Ice Tea	£1.90
• Liptons Raspberry Ice Tea	£1.90
• Volvic Water	£1.00
• Volvic Touch of Strawberry	£1.00
• Volvic Touch of Lemon & Lime	£1.00
• Volvic Touch of Lemon	£1.00
• Volvic Touch of Passion Fruit	£1.00
• Highland Sparkling Water	£1.00
• Apple & Orange Juice Cartons	£0.90
• Yazoo- Strawberry / Banana / Chocolate	£1.50
• Juice Burst Orange Juice / Apple Juice	£2.00

Allergen Information: D- contains Dairy, E- contains Egg, F- contains Fish, G- contains Gluten, H- Halal, M- contains Mustard, N- contains Nuts, V- Vegan

VITA NOVA VISITS.

Savoury Menu:

Chicken & Cheese Panini (D,H,G- 474 Kcal)	£2.80
Ham & Cheese Panini (D,G- 477Kcal)	£2.70
Tuna Melt Panini (D,G,F,E- 455 Kcal)	£2.50
Cheese & Tomato Panini (D,G- 436 Kcal)	£2.50
Cheese Toastie (D,G- 421 Kcal)	£2.50
Pepperoni & Cheese Toastie (D,H,G)	£2.70

Salad Boxes: (Friday & weekend only) £3.80

Kids Bag: £5.00

Contains: Cheese (231 Kcal) OR Ham (297.39 Kcal) Sandwich, Yoghurt, Juice, Mini Cheddars, Freddo

Crisps & Snacks:

Walkers: Ready Salted, Salt & Vinegar, Prawn Cocktail, Cheese & Onion, Roast Chicken / Wotsits / Quavers / McCoys: Grilled Steak, Thai Sweet Chilli Chicken, Salt & Vinegar, Cheddar Cheese & Onion, Hot & Spicy / Hula Hoops: Ready Salted, Salt & Vinegar, BBQ, Cheese & Onion / Mini Cheddars: Smoky BBQ, Cheese	£1.00
Tyrells: Cheddar Cheese, Sea Salt & Vinegar	£1.20
NikNaks: Scampi & Lemon, Rib 'N' Sauce, Nice 'N' Spicy, Doritos: Tangy Cheese, Cool Original, Chilli Heatwave	£1.25
Butterkist Popcorn: Toffee, Sweet & Salty	£1.30

Sweet Treats:

Brownie (G,D,E) £2.00 / Blondie (G,D,E) £2.00 / Millionaire Shortbread (G,D) £1.80 / Cookie (G,D) £1.40

Pain Aux Chocolat (G,D) £1.40/Cinnamon Swirl(G,D) £1.20/Pecan Plait(G,D,N) £1.40/Vegan Raspberry Croissant (G) £1.40

Cake of the Day (G,D,E)	£2.50
Cupcakes-(G,D,E) £1.60 / Muffins (G,D,E) £2.20	
Yoghurt Pots (D)	£1.60
Fruit Pots	£2.50
Bircher Muesli Pot (D,G)	£2.00

Chocolates & Sweets:

Snickers, Mars, Twix, Kinder Bueno, Starbar, Bounty, Galaxy Ripple, Wispa Gold, Minstrels, Aero Milk Chocolate, Aero Mint, KitKat, Dairy Milk, Dairy Milk Fruit & Nut, Boost, Twirl, Polo, Starburst, Nerds, Chewits, Fruitella, Fruit Pastels, Magic Stars £1.00

Haribo £0.25, Skittles £0.70, Freddo £0.35, Malteasers £1.20

Allergen Information: D- contains Dairy, E- contains Egg, F- contains Fish, G- contains Gluten, H- Halal, M- contains Mustard, N- contains Nuts, V- Vegan