

# STOKE HEATH HMP/YOI FAMILY VISITS NEWSLETTER

# THE POST



**“ The magic in new beginnings is truly  
the most powerful of them all ”**

**- Josiyah Martin**

**"Spring will come and so will  
happiness. Hold on. Life will get  
warmer."**

**-Anita Krizzan**



## Useful contacts



### **Prisoners' Families Helpline**

Tel: 0808 808 2003

Freephone

### **Safer Custody Helpline**

Tel: 01630 638011

### **The Forward Trust**

(families affected by  
drug or alcohol abuse)

Tel: 0203 3752 5600

### **PACT Team - Visit Centre**

Tel: 01630 636289

## Family Days at Stoke Heath



Pact hosted the first Family Days of 2024 on Tuesday 13th and Wednesday 14th February. We marked and celebrated Pancake Day and Valentine's Day. Families were able to make



Valentine's Day cards together; design their perfect pancake; decorate scotch pancakes with delicious toppings and sauces; take part in a team quiz; compete in our pancake flipping competition; make wooden heart decorations and beaded love hearts. They also had access to games, word searches, colouring and the Wii console. The families enjoyed spending quality time together and engaging with a range of activities that were designed to strengthen their relationships and family ties.



Pact hosted Spring Family Days on Monday 25th and Tuesday 26th March. The activities included:

- Easter / Ramadan Cards
- Decorating foam eggs
- Spring Quiz
- Egg Hunt – solving the puzzles, riddles and anagrams
- Wooden decorations
- Decorating and eating biscuits
- Competition – guess the number of chocolates in the jar

Pact have invested in some new board games which kept our families entertained. The families also enjoyed word searches, crosswords, Easter Bunny hoops, Easter point scoring, colouring and the Wii console. The children were also given a delicious Easter Egg to take home provided by HMP Stoke Heath. A big thank you to everyone involved with the planning, organisation and delivery of Stoke Heath's Family Days.

## Safer Custody Portal for families, friends and carers

All prisons in the West Midlands have an online safer custody portal that provides information about keeping prisoners safe and enables family or friends to share concerns via an online contact form sent directly to the prison safety team.

If you are worried and want to share a concern visit:  
[www.prisonersfamilies.org/pages/category/need-urgent-help](http://www.prisonersfamilies.org/pages/category/need-urgent-help)



## Special Announcements

### Family Forum

Stoke Heath are hosting three Family Forums this year.

We have recruited family members to meet with Governors to discuss your feedback. Our Family Support Workers have been asking you to complete feedback forms. We then search for themes that arise and these will be discussed. The forum members are there to represent you and address your concerns.

### First Family Forum - Thursday 18th April

Our Family Forum spoke on behalf of our 58 completed feedback forms.

The themes discussed were:

1. Purchasing food in the visits hall      Tea and Coffee in the Visitors' Centre
2. Lack of consistency from prison staff regarding rules
3. Longer visit times
4. Punctuality to ensure visitors and prisoners are entering the hall at 2.15pm

Gov Robb has suggested many outcomes such as sourcing sandwiches to sell in the visit hall, revisiting policies and protocol with all staff to ensure consistency, possibility of moving visit times forward to be in line with prison movement etc.

Please see the full Family Forum minutes for more information.

We are very sad to see Frankie, our Family Engagement Worker, leave HMP Stoke Heath. I'm sure you will agree that she has been a fantastic support network for families and prisoners and has helped so many.

We wish her the best of luck in the future.

“As part of the Equalities team, Gov. Butler; Gov. Butcher and the Neurodiversity Support Manager are working with Governor Robb and the PACT Family team to listen to feedback from you and the prisoners on how we can improve visits. We are thinking about having a walk-through experience using William the Bear as a 'social story' to help you and your families understand and be prepared for a different environment, as well as what we have to do for security to keep everyone safe and well for their special Visit. This might be pictures on the walls as well as some materials to touch and feel for people that are worried about a new place, change to their daily routine, or are very sensitive to noises, bright lights or lots of people. Sometimes these changes take a bit of time to finish to make sure we look at everyone's ideas to check they would work in this prison for different people. Our hope is that in our plans we find a way to make it as easy as possible for anyone to come and see their family and to have a good time.”

**Governor Butler - Head of Safer Custody and Equalities**

**Governor Butcher - Head of Residence**

**Neurodiversity Support Manager**

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## Upcoming celebrations and events:

### April

[Autism Awareness Day \(2nd\)](#)

[Eid al-Fitr \(9th\)](#)

[Family Forum \(18th\)](#)

[Passover \(22nd\)](#)

### May

[Ascension Day \(9th\)](#)

[International Nurses Day \(12th\)](#)

[International Day of Families \(15th\)](#)

[Pentecost \(19th\)](#)

[Trinity Sunday \(26th\)](#)

[Family Day \(28th\)](#)

[Family Day \(29th\)](#)

### June

[Shavuot \(11th\)](#)

[Father's Day \(16th\)](#)

[Eid al-Adha \(16th\)](#)

[Summer Solstice \(20th\)](#)

[National PTSD Awareness Day \(27th\)](#)



## WILLIAM'S ACTIVITY PAGE

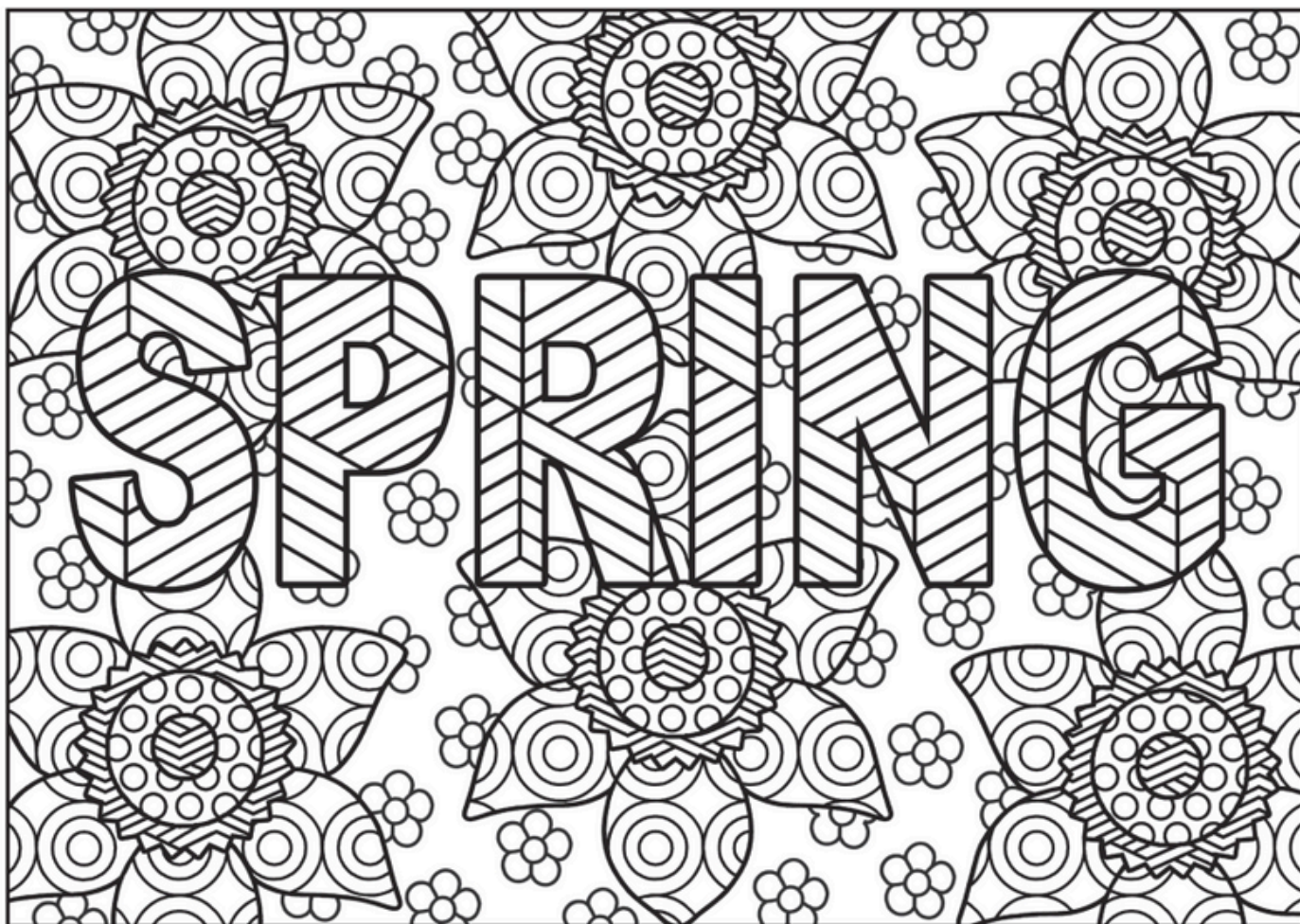
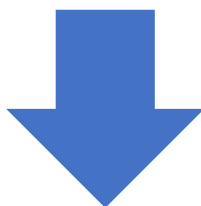


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*William says, "Let's do some colouring and complete the spring sheet"*

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**Colour me**



# SPRING!

Spring makes me feel...

Draw what you like to  
do in spring...

In spring I see...

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What's your favorite spring  
activity?

Name: \_\_\_\_\_