

**FAMILY AND SIGNIFICANT OTHERS**

**STRATEGY**

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**Introduction**

Here at HMP Cardiff we all have a responsibility to help, promote and maintain positive relationships.

Supporting a person in our care to develop meaningful and constructive relationships with their family or significant others is vitally important, especially considering the commitment some families make to visit their loved ones.

Here at HMP Cardiff we want to make visits less daunting, more child friendly and stimulating for all that attend whilst adhering to all security procedures.

HMP Cardiff is committed to developing new ideas and supporting those who do not have visits to help build or repair relationships or to gain support during and after release.

For the purpose of this document, ‘Family’ is defined as either a relative or significant people that a person in our care identifies as providing a constructive and supportive relationship.

**Getting to HMP Cardiff**

**Getting to Cardiff Prison**

Cardiff Prison is about a mile from Cardiff Central station and next to Cardiff Queen Street station.

There is no visitor parking but there is an NCP multi-story car park directly opposite the prison. The road outside the prison also allows Blue Badge holders to make short stops.

**Contact Us**

EMERGENCY CONTACT

**Address:**

If you are worried that there is **a welfare concern to a person in our care** and you wish to speak to a member of staff to raise this concern, then you can call the switchboard: **02920923100**

Mon – Fri: 0800-1630hrs – requesting to speak with the Safer Custody Team.

Weekends and outside of office hours – requesting to speak with the control room operator.

To raise a Welfare Concern within the visits centre or the visits hall speak to a member of the Invisible Walls Family Services team or the Supervising officer in the visits hall.

HMP Cardiff.  
1 Knox Road.

Cardiff.

CF24 0UG

**Visits Booking**

You can book your visit online. or by telephone.

Family Services booking line will operate Monday to Friday 9am to 5pm.

Booking line: 0300 303 2301

Or email: [hmppsvisitbooking@justice.gov.uk](mailto:hmppsvisitbooking@justice.gov.uk)

**Sending Money to a Prisoner**

You can no longer send money by bank transfer, cheque, postal order or send cash by post to any prison. You’ll need to send money through the Money to Prisoners Portal using a debit card instead.

The Money to Prisoners Portal service is free, secure, and available in all prisons in England and Wales.

To get started on the Portal you will need the prisoner's date of birth and prisoner number.

If you cannot use the online service, you may be able to apply for an exemption - for example if you:

are unable to use a computer, a smart phone, or the internet

do not have a debit card

**You cannot give money to the prisoner during a visit.**

**Clothing Parcels**

Prisoners are authorised to receive an exchange of clothing parcel during visits on a Saturday morning or Sunday afternoon. They can also purchase items from approved prison catalogues.

**Your Visit**





All prisoners can receive a visit upon arrival at the establishment, prisoners need to add visitors to their ‘approved’ list through an application from wing peers or staff. They will require the full name, address, and date of birth of each visitor. Once this has been done, families or friends are able to book their visits. Please do not turn up without having booked a visit you will be turned away.

**To visit someone in HMP Cardiff:**

You will need to bring one of the following forms of identification with you:

-Passport

-Driving Licence

-EC Identity Card

-Employers/Student ID Card

-Bus Pass with photograph

-Red Maternity Book (ID option for children).

If you are unable to produce one of the above,

staff may accept combinations of

three or more of the following:

-Birth/Marriage Certificate

-Bus/Rail Pass with Photograph

-Bank Credit/Debit Card

-Young Persons proof of age card

-NUS Card

-Rent book/utility bill

-Library Card.

**Help with the cost of your visit**

Financial Assistance with Visiting: If you qualify to receive help with your finances such as benefits, you may be able to recoup all or part of the cost of your travel expenses through the ‘Assisted Prison Visits Scheme’. As part of your application, you will need to get a secondary form stamped by prison staff to prove your visit took place. You can request a copy of this form at the Visitors Centre.

**Visiting Hours**

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HMP Cardiff provides visits at the following times:

Visiting times:

* Monday: 2pm to 4pm
* Tuesday: 2pm to 4pm
* Wednesday: 2pm to 4pm
* Thursday: 2pm to 4pm
* Friday: 2pm to 4pm
* Saturday: 9:30am to 11:30am and 2pm to 4pm
* Sunday: 2pm to 4pm

The Visitor’s Centre is open prior to each session, this is where family or friends can receive support or advice from the Invisible Wall team who run family services here at HMP Cardiff.

**Entering the Prison**

You may only take money up to the value of £20 in coins into the establishment for the purpose of purchasing drinks, food, and snacks. This sum of money is between all visitors on the visit, not per person. ID and car keys cannot be taken to the establishment. Both items can be taken up to the gate where they will be stored in a small locker. On arriving at the gate, you will be required to show your identification. If a visitor does not bring appropriate identification, they will not be allowed to enter the establishment. On your first visit, your details will be entered onto the establishment system (you will be required to have your photograph and fingerprint taken). This makes the process easier and quicker for future visits. All visitors are searched, which will involve passing through a metal detector and a pat-down search. All searches will be carried out sensitively, with respect and courtesy to all individuals. Children are patted down by female staff in front of their parents. All visitors' religious beliefs are respected. There is a private room available should religious headwear need to be removed as part of the search.

**Drugs**

The smuggling of drugs is a serious offence and therefore will be treated as such. This includes illegal and prescription drugs. If anyone is suspected of smuggling drugs, they will either:

-Be placed on a closed, supervised visit.

any visitor is found to be in possession of an illegal substances, the police will be contacted, and the visitor could be arrested.

If you are worried about drugs or are being placed under pressure to smuggle drugs, please speak to an appropriate member of staff, or contact the establishment by telephone.

Before entering the establishment, you may encounter a dog which is trained to pick up the scent of drugs. If a person is identified as being in possession of drugs or any other prohibited item, they may be subject to closed visits, visiting ban and the police will be informed.

**In the Visits Hall**

You will be allocated a seat and your family member will join you at the table. Physical contact between the prisoner and visitors is usually allowed briefly at the beginning and end of the visit. The person you are visiting will need to remain seated throughout the visit.

Drinks and snacks are available from the tea bar by completing an order form which is on the table where you are seated. An orderly will collect your order and bring your drink/food. You are permitted to use the toilet. The toilet is situated outside of the visit’s hall; therefore, you will be required to be searched again before re-entering the room.

A visit may be held under ‘closed’ conditions if there are concerns that the visit may be a risk to establishment security, or if there is a risk of unacceptable or illegal activity taking place during the visit. During a closed visit, the prisoner and visitors will talk to each other whilst seated either side of a glass panel.

**Children**

All visitors under the age of 18 years are regarded as children and must be accompanied on a visit by an adult. This is a requirement of the establishment’s child protection policy. Children must not be left alone anywhere, at any time on the establishment premises, including in the Visitor Centre. Prams and pushchairs are not allowed to be taken into the prison. A feeding bottle and spare nappies and wipes can also be taken on visits but no changing bag. Access to baby change is available.

**HMP CARDIFF PRISONER, FAMILIES AND SIGNIFICANT OTHER SERVICE**

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**Invisible Walls Family Support**

Our Family Support Staff are all skilled family workers who provide support and advice to prisoners and their families. Invisible Walls will deliver safe and welcoming visitor services to support prisoners, their family and significant others, thereby supporting positive family ties and relationships external to HMP Cardiff.

**IW Family Support offers -**

* Social service supervised visits: Provides an opportunity for fathers with children in local authority care to have visits.
* Baby’s first visits: Allows fathers to meet their baby for the first time in a more private area. This is an opportunity for the family to have their first photo with their newborn.
* Free Family law solicitor: offering legal advice on family court as well as support through family court and legal visits surrounding family issues E.G CAFCASS, Child Protection meetings etc.Close-up of people shaking hands

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**Further Support -**

**Family Forums**

Invisible Walls Family Forums are a great way to get your views heard and speak to other families. The forums are a platform for visitors to voice suggestions that can lead to improvements being made around the visit experience.

**A picture containing person, crowd

Description automatically generatedFamily Days**

Invisible Walls deliver 10 Family Afternoons throughout the year. These will be themed to meet with our diverse community. Family Days are a great opportunity for prisoners and their families to engage in activities and spend quality time as a family unit. Prisoners can apply for a place by putting in an application.

**Baby Group:**

9:30-11am every other Wednesday.

Children between 0-4 years old.

Baby group is a perfect opportunity for your family to spend quality time together. We provide toys and crafts for all the ages so that all the family can get involved. To ensure fairness the allocations for who is on baby group will be revisited every 6 sessions. If you think you and your family would like to be on baby group, speak to one of the team, put a general app into IW Family Services or complete an IW referral app with one of the peers and we will get back to you with all the information.

All applications for both Family day and Baby group must be passed by the Security Department.

**Prisoners’ Families Helpline**

You can also contact the Prisoners’ Families Helpline for advice and support on all aspects of the criminal justice system:

Call 0808 808 2003 (9am – 8pm Monday to Friday and 10am – 3pm Saturday and Sunday)

Email the team on info@prisonersfamilies.org

Fill in a contact form and request a call back at prisonersfamilies.org

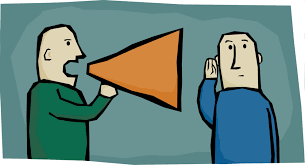
**Care Leavers and Care Experienced.**

A monthly calendar meeting with a fixed agenda to address the needs of both groups. Identification is approached via the Do It Profiler, Delius and first night Induction procedures.

***Care Leaver Definition:*** *A care leaver is someone who has spent time in the care of the local authority for 13 weeks or more which includes their 16th birthday (you may be entitled to some communal support)*

***Care Experienced Definition:*** *Anyone who has experience in care*

**Staying In Touch**



[](http://emailaprisoner.com/)

**Email a prisoner**

This prison uses EmailaPrisoner.com. Through this service, family and friends can send a message which is printed out and delivered by prison staff by hand. Once you have signed up, you will receive an activation link via email which you must click on in order to activate your account and send a message. You must buy a minimum of £5 credit in order to use the service, which runs at a cost of 40p per email and at no charge to the recipient.

[logo small](http://www.prisonvoicemail.com/)**Prison Voicemail**

Family members and friends can sign up to PrisonVoicemail.com, a service which allows social contacts to exchange voicemails with prisoners.

On signing up, you will be given a unique local landline number you can call at any time to leave a message; this message will be instantly available for your loved one to listen to. Prisoners can check their messages by dialling the same unique number from any phone in the prison and may leave a reply. When the message has been heard, the family member receives an instant text notification, signalling they may leave another message.

In order to access messages, the prisoner pays the cost of a landline call, but the cost of the service itself is paid by the family or friend.

Plans start from £5 per month.

**By Letter**

Letters to prisoners should be addressed to:

HMP Cardiff, 1 Knox Road, Cardiff. CF24 0UG.

(Prisoner’s name and prison number)

You must write your own name and address on the back of the envelope or it will not be delivered to the prisoner.

If you do not know the prisoners’ prison number, please address the envelope as above with the prisoner’s date of birth next to his name.

**Secure Video Calls**

This prison offers Video Visits which is secure video calls that helps you stay in touch with people in prison.

A user guide and other information is available on the Prisoners’ Families Helpline website.

Only people aged 18 or over can register for an account with Prison Video.

You will need to provide your name, address, and date of birth, and upload photos of your ID and face. You will also need to add details of any other people who wish to take part in the video calls with you, such as children, and upload a clear photo of each participant’s face.

You will need to upload ID for people over the age of 18 only, unless the prison specifically asks for anything else.

During the call, the system will continually check the identities of the people present to make sure that only people who have been approved by the prison are on the call. It will also check for signs of inappropriate clothing or nudity. If the system detects any of these things, the call will be paused automatically.

In most cases the secure video call will then resume automatically.

You will need to download and install the free Prison Video app from the Apple App Store or Google Play Store (or equivalent app stores outside the UK) on your phone or tablet device and then create an account. Only people aged 18 or over can register for an account with Prison Video.

You will need to provide your name, address, and date of birth, and upload photos of your ID and face. You will also need to add details of any other people who wish to take part in the video calls with you, such as children, and upload a clear photo of each participant’s face.

You will need to upload ID for people over the age of 18 only, unless the prison specifically asks for anything else.

Children can join a call if they are registered and approved as extra participants in your Prison Video account. This means you will need to add details of the children who wish to take part in the video calls, and a clear photo of each child’s face. No other ID is required for children unless requested by the prison.

Only people who have been added and approved as participants will be allowed on the call.

• Just like phone calls, all video calls are recorded for security purposes, and staff may watch or listen to them

• No screenshots, photographs or screen recording is allowed

• Wear appropriate clothing

• Only approved contacts can be on the call

• The account holder must always be present during the call

You’ll need to follow the usual prison rules around what to wear and how to behave. The call can be paused or ended if prison rules are not followed.

**Official Prison Visitors (OPV)**

People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor called an ‘Official Prison Visitor (OPV) who will visit and provide support. This service is offered through the Chaplaincy department.

**Our Future Plan**

**Our commitment to visitors and people in our care in 2022 and beyond**

* In 2022 all accommodation units have in-cell phones.
* We plan to add a functional email account where families / significant others can email with any ideas / suggestions to improve the experience of visiting HMP Cardiff.
* We are aiming to put together a friends/family council, where we will regularly meet with friends and family to discuss up-to-date improvements and any areas of concern/improvement. Any feedback from the meetings will be discussed internally within our family/significant other staffing structure.
* We have soft play areas in the Visits Hall.
* We are looking at ways to continue to improve our facilities for children, subject to funding and security clearance. Any ideas would be welcome.
* We will be conducting a prison survey where we will be able to identify the need the people in our care and what we can do to improve their time at HMP Cardiff and how to involve their significant others in their journey.
* We are looking at holding a number of days where we celebrate the success of the people in our care. We will be inviting families / significant others to the ceremonies after significant course / qualifications have been achieved to be able to celebrate success together.

**Measuring Success**

-By the number of spaces/attendees available for each visit.

-By listening to prisoners and families through regular forums, recording and sharing comments and feedback.

-By reviewing the feedback in the family comment book and functional mailbox.

-By the variety of family, friends and significant others visits offered.

-By collating important data from the people in our care and acting on the information gained.