



HM Prison &
Probation Service

HMP Bristol

Families & Significant Others 2024

"Strengthening Bristol's Family Ties"





Contents

Governor's Foreword

Our Aim, Vision and Values

Staffing Structure

How to Contact Us

How to Visit

When to Visit

How to Find Us

Visiting Facilities

About Your Visit

Family Visits

Family Learning and Development

Staying in Touch

No Visits

Staff Family Visits

Our Future Plans

Governors Foreword

Families play a vital role in the rehabilitation of Offenders. As the Governor of HMP Bristol, I am proud to implement our 2024 Families and Significant Others (FASO) strategy document, which affirms FASO as one of our establishment priorities. During my time here at HMP Bristol I have witnessed on numerous occasions the significant positive impact that strong family and significant other relationships can have on a prisoner's opportunities for rehabilitation, and I have a deep respect for the role families can play, as allies to supporting rehabilitation.

Bristol has its share of challenges but I very much view investment in our FASO strategy as a great enabler of our other priorities. With regards to safety, we continue to support high numbers of men with a history of self-harm, and I see family support as pivotal to improving our safety outcomes.

My vision for safety has family engagement with ACCT case management at its core and I look forward to discussing this in more detail in the series of in person meetings I have committed to within this strategy document. Elsewhere, our FASO strategy has some reaching ambitions which aim to invite families further into the prison. New programmes such as our 'making it up' workshop are making a difference for those who choose to participate, and we continue to plan activities which will bring me and my team closer to families and enable us to reflect on our shared mission, to improve outcomes of the men here to create hope for the future.

Vanessa Prendergast

"I do want to hammer home a very simple principle of reform that needs to be a golden thread running through the prison system and the agencies that surround it. That principle is that relationships are fundamentally important if people are to change"

Lord Farmer

Our Aim, Vision & Values

Our aims, vision and values contribute to our commitment to meeting the expectations of HMIP;

- Prisoners are encouraged and supported to establish and maintain relationships with their children and families
- The prison supports the rights of children visiting their parent in prison
- Prisoners have regular and easy access to mail, telephones and other communications
- Prisoners can maintain access to the outside world through regular and easy access to visits
- Prisoners and their visitors are able to attend visits in a clean, safe and respectful environment which meets their needs.



We believe HMP Bristol has a responsibility to help maintain all positive relationships. For the purpose of this guidance document, **Family** is defined as either relatives or significant people that a prisoner identifies as providing a constructive and supportive relationship.

At HMP Bristol we want to make visits less oppressive, more child friendly and stimulating for all that attend whilst adhering to security protocols.

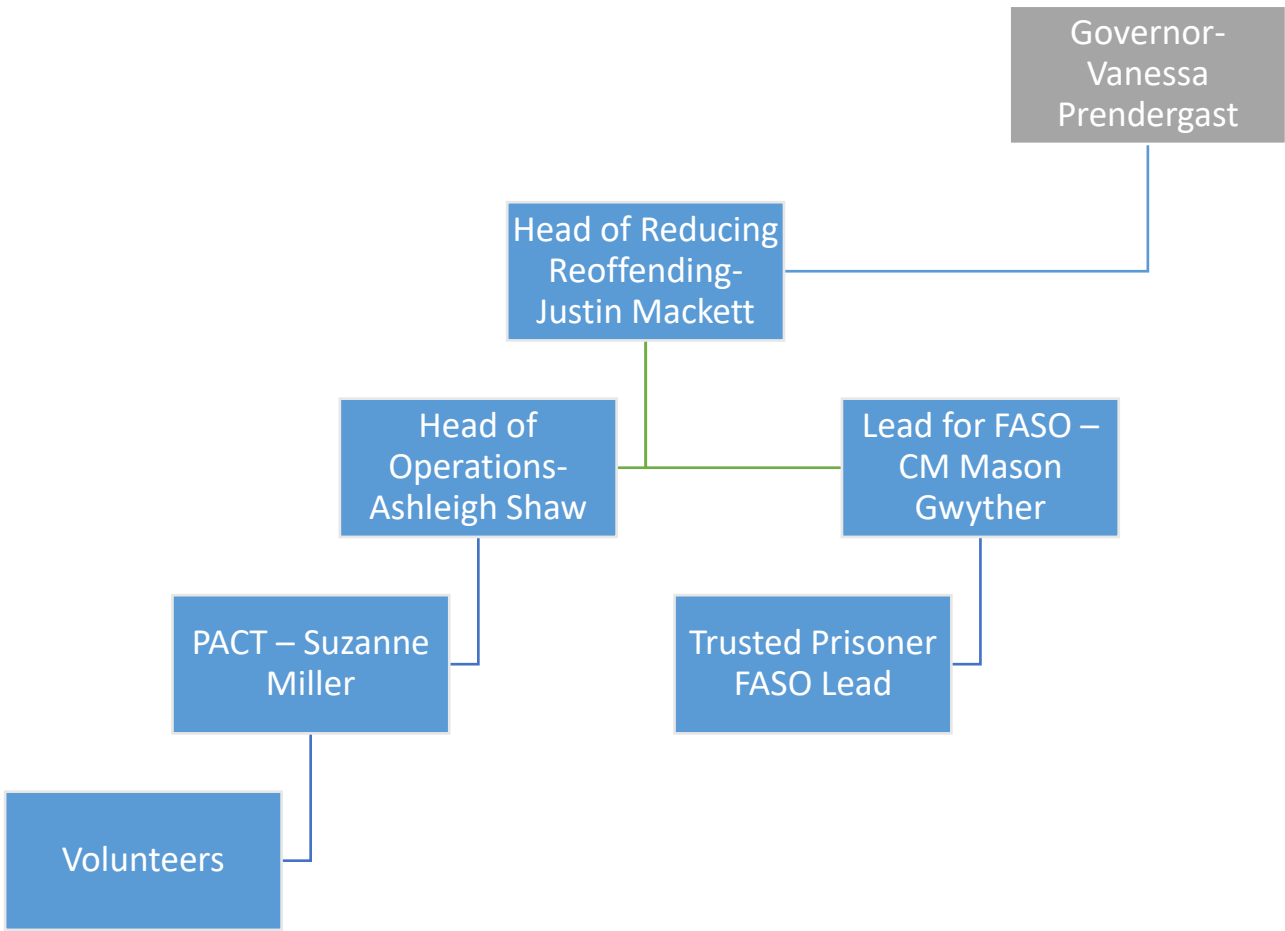
HMP Bristol is committed to developing new initiatives and support for those who do not have family or visits to help build or repair relationships or create new networks to get support during and after release. Our relationship with PACT is key to this success.



Staffing Structure

Families & Significant Others (FASO) is supported through the Reducing Reoffending Pathways and the Operations Function at HMP Bristol in partnership with PACT.

It is governed through a monthly meeting attended by all stakeholders including an identified trusted prisoner lead.



How to Contact Us

Address:

HMP Bristol, 19 Cambridge
Road, Bristol, BS7 8PS

General Phone Number:

0117 372 3100

Visits Booking Line:

0300 060 6510, between
9 am – 6 pm

PACT regularly host a 'Coffee and Chat' session just before visits where you can ask questions and get support.

Members of prison staff will also be on hand to answer any specific prison questions you may have.

Please contact PACT or check the Visitors Centre for details of the next date.

**If you have a concern that there is an imminent risk of danger to a prisoner and you wish to speak to a staff member to raise this concern, then you can call the switchboard:
0117 372 3100**

The staff member answering the phone will not be able to discuss the prisoner with you, but they will immediately pass your concern onto a senior member of staff for action. We aim to address any issues raised in this way immediately and will let you know what the outcome is.

If you are concerned about the safety or wellbeing of any prisoner at Bristol you can ring:

0117 372 3382

and leave a message/speak to a member of the team. All relevant staff are trained in safeguarding processes and procedures.



How to Visit

Bristol is served by 2 train stations one in the north of the City, Bristol Parkway, Stoke Gifford Bristol BS34 8PU, in the south of the city you will find Bristol Temple Meads, Station Approach, Off Bath Road BS1 6QF. There is also a Bus and Coach Station approximately a mile away from the prison: Bristol Bus and Coach Station, Marlborough Street, Bristol BS1 3NU.

To book:

You can book your visit by contacting the telephone booking line on;

0300 060 6510

The line is open Monday- Friday, 9:00am- 6:00pm

To visit someone you must;

- be on that persons visitor list
- book your visit at least 2 working days in advance
- have the required ID with you on the day of your visit

At least one visitor **must** be 18 years or older at every visit.

There may be a limit to the number of visits a person can have. You can check this when booking your visit.

Help with the cost of visits:

If you get certain benefits or have an NHS health certificate, you may be able to get help with the cost of your visit, including;

- travel to Bristol
- somewhere to stay overnight
- meals

There is no parking facilities at the prison and visitors will need to park in the surrounding roads. This is currently free of charge.

When to Visit

Visits run on a 2 weekly rota outlined below. There are slots available for both our main population and vulnerable population visitors.

Most visit slots run for 2 hours between 14:00 and 16:00 except Fridays when we run 2 1 hour slots from 15:30 – 16:30.

We also run a schedule of enhanced family days for children and for adults only to enjoy additional activities.

| Week One | | | Week Two | | |
|------------------------|-----------------|------------------|-----------|-----------------|------------------|
| Day | Wings | Tables available | Day | Wings | Tables available |
| Sunday | Main Population | 25 | Sunday | Main Population | 25 |
| Monday | No Visits | | Monday | No Visits | |
| Tuesday | Main Population | 25 | Tuesday | G Wing (VPs) | 25 |
| Wednesday | G Wing (VPs) | 25 | Wednesday | Main Population | 25 |
| Thursday | No Visits | | Thursday | No Visits | |
| Friday | Main Population | 25 | Friday | Main Population | 25 |
| | Main Population | 25 | | G Wing (VPs) | 25 |
| Saturday | G Wing (VPs) | 25 | Saturday | Main Population | 25 |
| Total Spaces Available | | 150 | | | 150 |

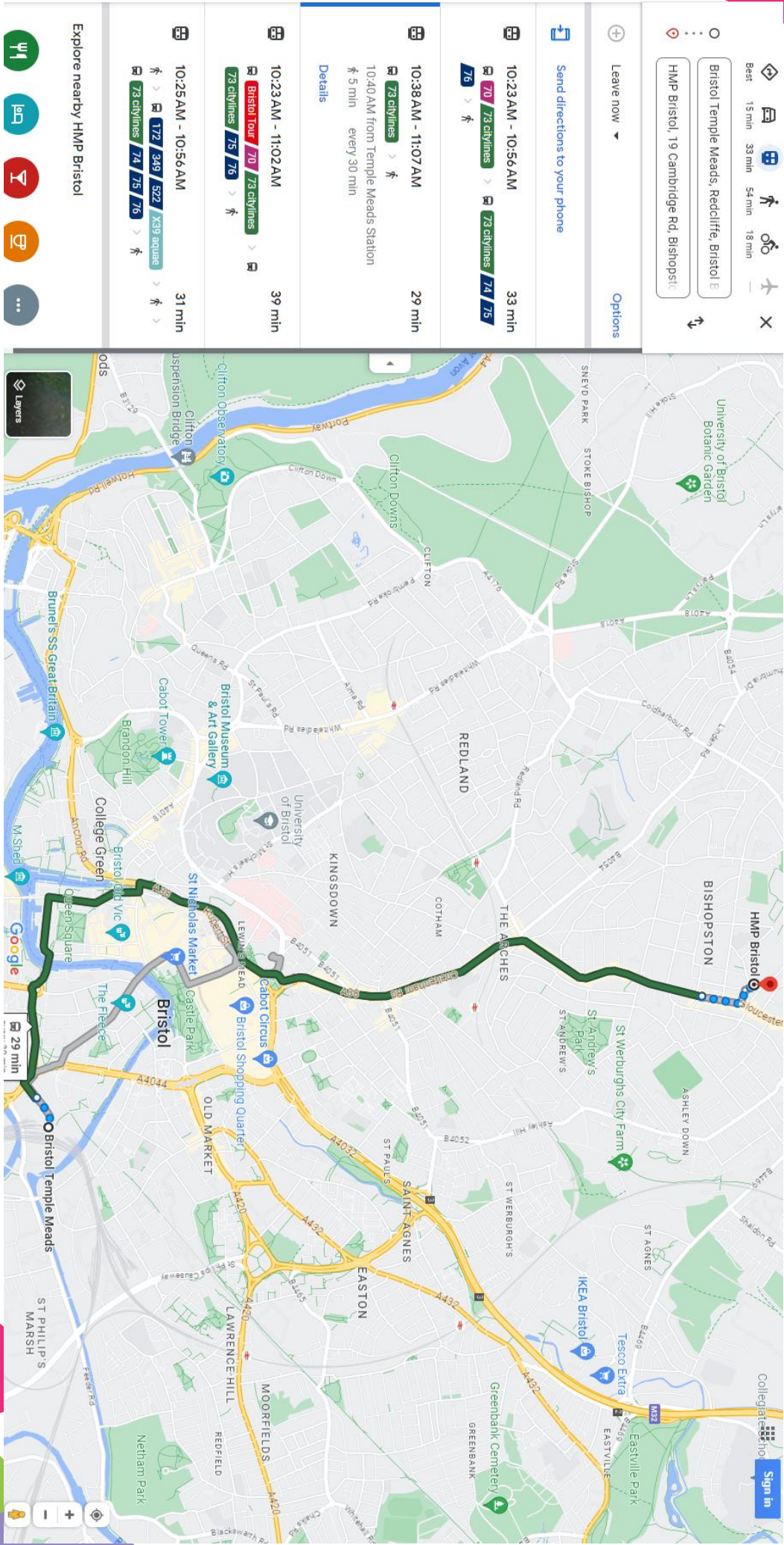
**Family Days with Children
2024**

12th February
4th April
30th May
25th July
22nd August
31st October
16th December
23rd December

**Adult Only Family Days
2024**

18th April
10th June
8th August
9th December

How to Find Us



Visiting Facilities

There is a visitors' centre at Bristol which has a small play area, toilets, and secure lockers available. It opens at 12:30pm on visiting days. This facility looks like a residential house on the car park and is clearly signposted. The visitor's centre is run by PACT and there is a member of the team on hand during every visit's session. There is a baby change facility just as you enter the prison itself, which is clearly signposted.

The Visitors Centre offers the following services:

- We provide an information, guidance and a sign-posting service for issues such as alcohol and substance misuse, domestic violence etc.
- We provide advice and support about prison procedures.
- We provide someone to talk to in confidence if support is needed.
- We provide facilities to assist visitors e.g. having an on-site stair lift available for disabled visitors.
- We offer all visitors the chance to give feedback to help improve the visiting experience.
- When you arrive at the Visitors Centre, the staff will guide visitors through the booking-in procedure.
- We provide Family Support Workers available both in the Centre and inside HMP Bristol, for prisoners, families, friends and significant others.

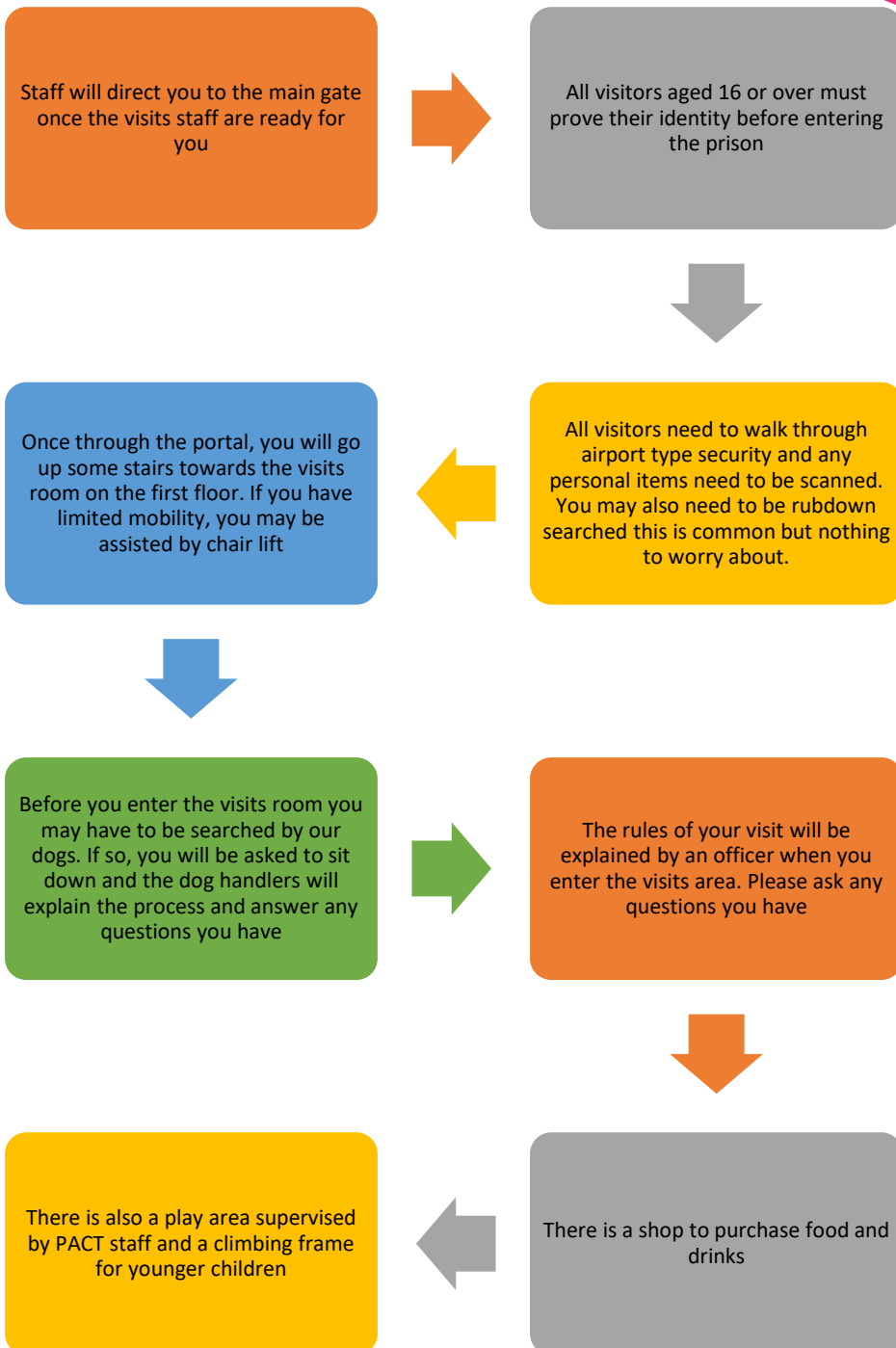
Bristol offers one visits hall, which has been recently refurbished. It is a good-sized room with soft furnished tables and chairs. Visitors have access to breast feeding and baby changing facilities. Special family events are also held. Everyone can apply for the differing family events. Visitors also have access to highchairs and a toy area. The family engagement workers and volunteers wear informal clothing to help with welcoming visitors, especially children.

Our visits hall is equipped with a 2 story children's soft play!

There are opportunities for the children to do craft activities and make items for their loved ones during the visit (Cards, pictures, etc.)



About Your Visit



A Family Engagement worker attends weekday visits and family day visits. They also work with others such as social services, probation and schools to ensure appropriate support is provided for all. PACT is also continuing to create a full team of dedicated volunteers and play workers.

If you have any concerns after your visit, a member of the PACT team will be on hand in the visitor's centre and will be happy to speak to you.

You can report concerns to unified staff at any time during your visit. There is usually a Senior Officer supervising the visits session and they are the best staff to speak to if you have any concerns. All relevant staff are fully trained in safeguarding processes and will do what they can to support.

Family Visits

HMP Bristol hosts numerous family visits throughout the year, including monthly children's and family day's as well as additional days during the school holidays.

Family Visits with Children:

These are held all day (between 10.30 and 3) on a monthly basis and are as long as possible; we also offer days during the school holidays throughout the year so that school attendance is not affected. These days include eating lunch together, games, and quizzes and provide themed sessions, for example Easter, Halloween, Christmas and the Creepy Crawlies event.

These days are open to men who have been cleared through Public Protection and Security; we offer other events, such as the Celebration of Success where nominated prisoners are encouraged to invite family members to attend. These have just begun in our education department, where the Learner of the Month invites his family to celebrate his success. These visits are additional to the standard visiting orders.

All prisoners must pass security checks before they are allowed to attend a Children's Event. Anyone who is a risk to children may not attend and neither can those who are on closed visits. When it is a family event, we are happy to consider applications from Basic, Standard and Enhanced prisoners and each will be risk assessed robustly. However, we do believe that any prisoner who is a 'family person' should be aiming to get enhanced status and set a good example to their children.



Family Days for Children

Monday 12th February

Thursday 4th April

Monday 25th July

Thursday 22nd August

Thursday 31st October

Monday 16th December

Monday 23rd December

Family Learning & Development

We are introducing a Monday session in the visit centre which will target parents of young children and allow a more relaxed quieter environment for them to bond and interact with their children without a full and busy visit hall. We are also going to offer these visits to those prisoners who may have children with additional needs who will struggle to adapt or cope in a full visit's hall.

We also have a published family learning curriculum which you can find out more about through our Education department including parenting skills courses which will help our prisoners to develop understanding and skills to support their families while in custody and on release.

Storybook Dads: Prisoners can create a recording of their voice for children, and this will be made into a visual storybook DVD for children to keep and watch as a bedtime story, or through the day. This scheme is run by the library.

Coming Home

Coming Home is a one day workshop for you if you are for approaching release and returning to your family. This course helps raise awareness of some of the issues you might face and also to consider this from your family's point of view.

Within My Reach

Within My Reach runs for 4 sessions helping you learn how to maintain healthy, safe and stable relationships by tackling issues including handling conflict, trust and forgiveness, and dangerous patterns in a relationship.

Communications Workshop

Communications workshop is a 1/2 day session which looks at how you communicate with the people around you, how you show anger and how you can show love through effective communication

Time to Connect

Time to Connect a 2 1/2 day course with a 1/2 day child centred visit which aims to build confidence, improves parenting skills, and the quality of relationships between parents and their children. The course focuses on the role of 'play' in children's early development and the importance of positive parenting.



Staying in Touch

Secure Video Calling: HMP Bristol are pleased to offer Purple Visits, secure video calls; they were introduced in prisons during the COVID 19 pandemic. They are a great way of keeping in touch without the need to leave your home. These can be requested via the 'Purple visits' app, which visitors can download and follow the instructions on, in order to register.

Phone calls: Prisoners have access to in-cell telephony 24hrs a day.

Letters: Prisoners are entitled to 1 x second class letter per week at the prison's expense. Additional letters may be sent out at prisoner's expense.


Emailprisoner.com: Visitors can email direct at the cost of only a 2nd class stamp. Once the email is received at Bristol a member of staff will print it off and hand it to the prisoner. Visitors can also pay the cost for prisoners to send a letter back via an email.

Prison voicemail: Visitors can download an app on their phones that is linked to the prison telephone system whereby they can record and leave messages that prisoners can pick up in their cells. Prisoners are also able to leave a message in return.


Assisted Prison Visiting Unit (APVU): Visitors can claim back up to two visits a month travel costs through APVU. Terms and conditions apply, and booklets and information are available in the Visitors Centre, on the website or via telephone.

Letters for Children: PACT provide letter writing packs for the visits centre to encourage children to write letters into their relatives; these are provided at no costs to the families. In the visits room you will see lots of books, this is to encourage fathers and their children to read together

VOs to phone credit or letters: Prisoners who do not use all the Standard Visiting Orders can choose to convert them into extra phone credit or letters. This is subject to IEP status and can be done through the visits department.



**Secure Video Calls
Online Support Sessions**




Find out how to set up
and schedule calls, and
learn helpful tips to enjoy a
successful video call

3rd Wednesday of the month
7pm - 8pm
via Zoom

To book, contact Meagan Ouwroutles at
videocallsupport@prisonadvice.org.uk or
text 07849 092 980 to request a call back

www.prisonadvice.org.uk



Charity registration number 214076, Company registration number 334443. Pact, 29 Piccadilly Road, London, W1A 3BA.

No Visits

Official Prison Visitors:

Prisoners who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support through phone calls or as a pen pal. This service is offered by the Chaplaincy Department.

Foreign national phone credit and letters:

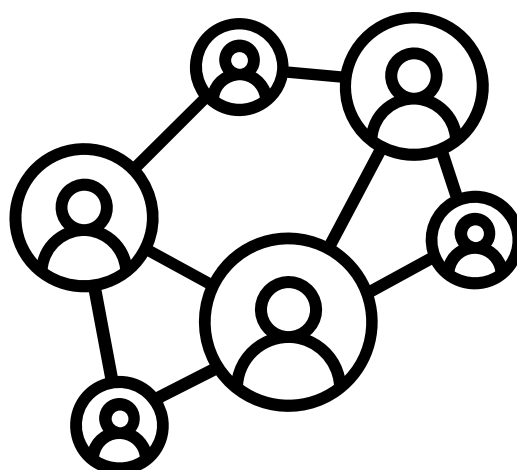
Foreign national prisoners are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters.

Peer Visits:

We now offer sessions in the visits hall where those who do not receive visits can take part in the visitors experience and get peer support from those in a similar position as well as Insiders, Peer Mentors and Listeners.

Care Experienced:

Anyone who is care experienced can continue to be supported by personal advisors and the local authority care leaver teams while in custody, this is facilitated through Key Workers and the OMU department.



Staff Family Visits

At HMP Bristol we deliver staff Family visits which take place quarterly within the establishment. Staff are invited to bring their families into the establishment to see their place of work and meet our staffing group.

We have found that in the past these visits have been well received by staff and their families therefore we have introduced them to take place regularly. Staff interest remains high, and engagement continues to be positive. Families have enjoyed the visits and feedback that they have appreciated the opportunity to learn more about the work their loved ones complete on a daily basis.

During their visit we offer staff and their families a tour of the establishment which allows them to see certain wings, education building, gym facilities and much more. During the visit, we have demonstrations and talks from different departments taking place for families to engage in.

The visits are guided tours around the establishment by an experienced member of staff who can answer any questions family may have. Where possible we also have governors in attendance on the tours which gives families an opportunity to meet members of the Senior Management Team.



Our Future Plans

We will;



Develop an effective whole prison approach to FaSO through the establishment priority of 'building hope'



Continue to monitor quality of the family services contract with PACT through regular meetings



Improve the vibrancy of family visits and tailor activities in response to feedback



Increase our range of available family engagement services through partnership work with third sector and other local organisations and the Dynamic Purchasing System (DPS)



Improve catering options on visits



Develop a range of appropriate services and activities for those who do not receive visits