

**HMP SWANSEA**

**FAMILY & SIGNIFICANT OTHERS STRATEGY**

**2025-2026**

A road with a building and a sign

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**HMP SWANSEA**

HM Prison Swansea first opened in 1861 and is a category B men's [prison](https://en.wikipedia.org/wiki/Prison), located in [Swansea](https://en.wikipedia.org/wiki/Swansea), [Wales](https://en.wikipedia.org/wiki/Wales). The prison is operated by [His Majesty's Prison Service](https://en.wikipedia.org/wiki/His_Majesty%27s_Prison_Service), and is also known as 'Cox's farm', after a former governor. HMP Swansea has a capacity of around 500 prisoners.

Prisoners are employed in the prison’s workshops, kitchen and recycling units. Full and part-time education is also provided.

When a prisoner first arrives at Swansea Prison, they will be able to contact a family member by phone. This could be quite late in the evening, depending on the time they arrive.

They will get to speak to someone who will check how they’re feeling and ask about any immediate health and wellbeing needs. Each prisoner that arrives at Swansea Prison gets an induction that lasts about a week. They will meet professionals who will help them with health and wellbeing, any substance misuse issues, personal development in custody and on release, including skills, education and training.

**FAMILY & SIGNIFICANT OTHERS STRATEGY**

In 2016 the Government asked Lord Farmer, a peer in the House of Lords, to investigate how connecting prisoners with people important to them can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.

Lord Farmer’s report was published in 2017 and says that contact with significant others should be a ‘Golden Thread’ running through all parts of a prison.

The Lord Farmer report refers to a ‘local family offer’ recommending that all establishments deliver and develop provision in the following five areas and that these are reflected in their local strategies.

Lord Farmer Review: “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”.*

Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. We will accommodate all ‘family’ arrangements where they provide a constructive and supportive relationship for the resident and their family.

**AIMS**

We recognise that not all family relationships are positive. Here at HMP Swansea we aim to strengthen and maintain relationships between men in custody and their families and significant others.

Family ties are a vital part of rehabilitation. Long-term separation can have a huge impact on prisoners and their families; therefore, we aim to bridge the gap which we believe in turn will strengthen relationships and improve public safety by reducing reoffending.

We aim to highlight agencies to enhance family contact and promote a family focus in HMP Swansea through our visits Centre.

**VAULES**

We recognise the importance of providing a safe, secure and comfortable environment where adults and children can feel safe and welcome to spend quality time with their loved ones.

**VISION**

For many of our residents rebuilding family connections with adult members of their families or significant others could be essential to their protective factors and prevent isolation. Developing these relationships with the support of partnership agencies will ensure sustainability upon release.

**CONTACTING US AT HMP SWANSEA** 

**IN AN EMERGENCY**

* If you believe there is an *imminent risk of danger* - call the switchboard on *01792 48 5300* and ask to speak to the Orderly officer or duty Governor.
* If you are worried about a family member or relative in custody but *there is no immediate threat or danger* - call *01792485364* for the Safer custody concern line. You can leave a voicemail which is checked numerous times throughout the day. This number is displayed in the visits waiting area.



HMP Swansea

200 Oystermouth road,

SA1 3SR

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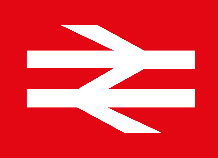
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You can also submit a safer custody contact form which can be found at:

[HMP Swansea Safer Custody Contact Form | Prisoners' Families Helpline (prisonersfamilies.org)](https://www.prisonersfamilies.org/forms/hmp-swansea-safer-custody-contact-form)

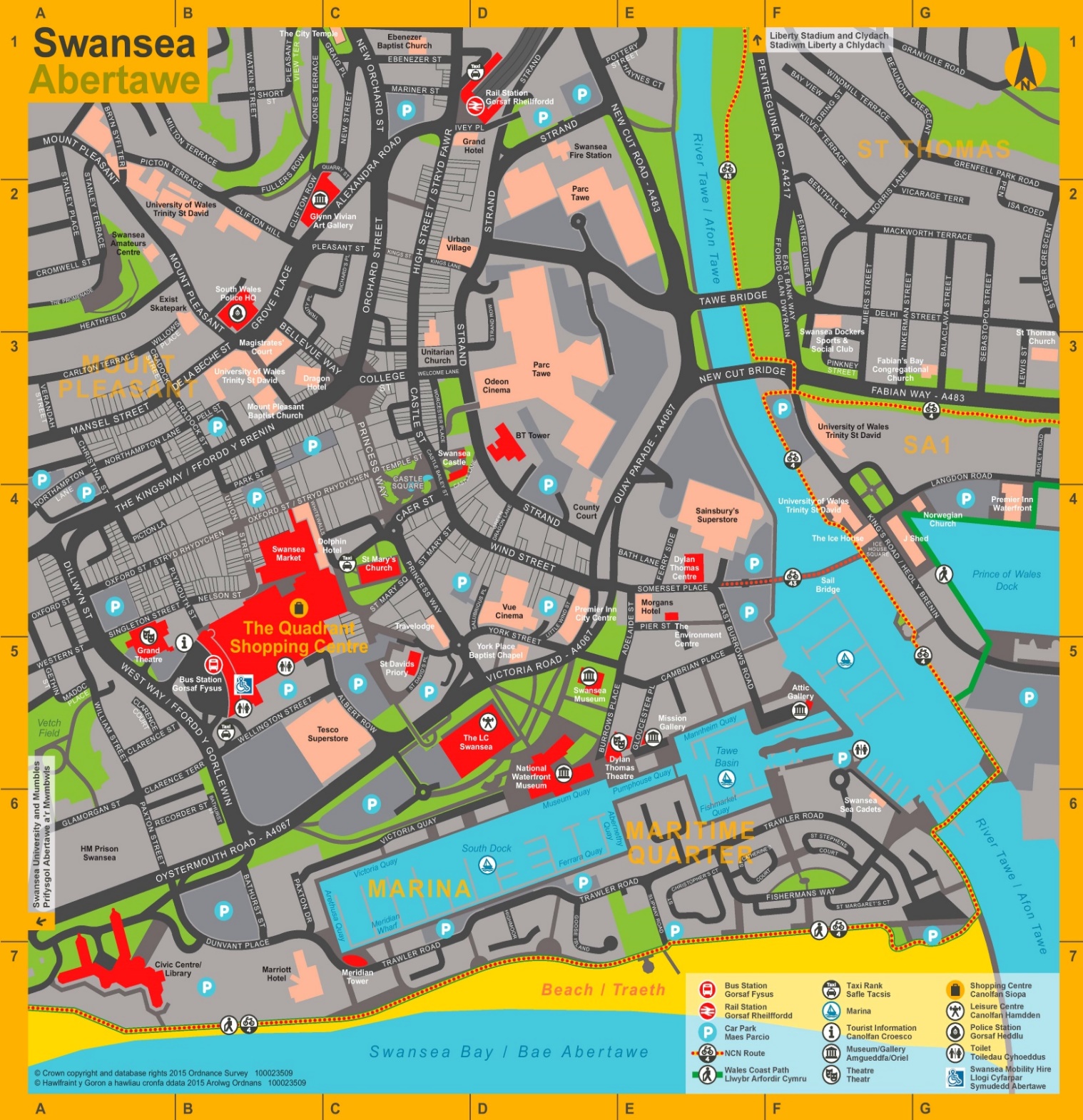
This will be seen within 72 hours of submission.

**HMP SWANSEA**



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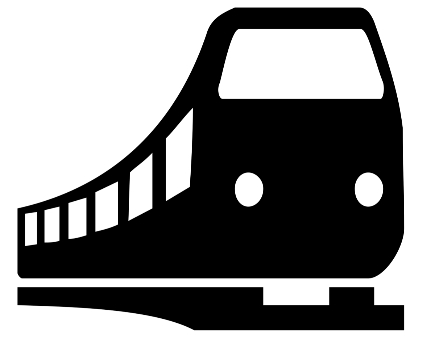
**STATION**



**BUS STATION**

**WE ARE HERE**

**GETTING TO HMP SWANSEA**

* **BY TRAIN**

[Swansea Railway Station](https://www.bing.com/ck/a?!&&p=7789d54d7ef511d6JmltdHM9MTY5ODc5NjgwMCZpZ3VpZD0yMTU0NTQ0Mi05MjBlLTY5NDAtMTg1Ni00N2Y4OTNiNTY4NTkmaW5zaWQ9NTUyNw&ptn=3&hsh=3&fclid=21545442-920e-6940-1856-47f893b56859&u=a1aHR0cHM6Ly93d3cuYmluZy5jb20vYWxpbmsvbGluaz91cmw9aHR0cHMlM2ElMmYlMmZ0Zncud2FsZXMlMmZwbGFjZXMlMmZzdGF0aW9ucyUyZnN3YW5zZWEmc291cmNlPXNlcnAtbG9jYWwmaD1uZiUyYmVWN3JmZ1FlMnRpUVQ3R0NJZHN0dUNscXVkUXJ4QUlRdjludyUyZm51USUzZCZwPWx3X2didCZpZz1CQzg4MEE4M0ZGN0M0M0QwODk5QzE5QkNEMUYwRTIzOSZ5cGlkPVlOMTAyOXgxMDE2OTY5MDEyMjk0ODI3Njc0OA&ntb=1)

[High Street, Swansea SA1 1NU](https://www.bing.com/ck/a?!&&p=aeb5d16982213095JmltdHM9MTY5ODc5NjgwMCZpZ3VpZD0yMTU0NTQ0Mi05MjBlLTY5NDAtMTg1Ni00N2Y4OTNiNTY4NTkmaW5zaWQ9NTUyOA&ptn=3&hsh=3&fclid=21545442-920e-6940-1856-47f893b56859&u=a1L21hcHM_Jm1lcGk9MTA5fn5Ub3BPZlBhZ2V-QWRkcmVzc19MaW5rJnR5PTE4JnE9U3dhbnNlYSUyMFJhaWx3YXklMjBTdGF0aW9uJnNzPXlwaWQuWU4xMDI5eDEwMTY5NjkwMTIyOTQ4Mjc2NzQ4JnBwb2lzPTUxLjYyNTI1OTM5OTQxNDA2Xy0zLjk0MDk3MjA4OTc2NzQ1Nl9Td2Fuc2VhJTIwUmFpbHdheSUyMFN0YXRpb25fWU4xMDI5eDEwMTY5NjkwMTIyOTQ4Mjc2NzQ4fiZjcD01MS42MjUyNTl-LTMuOTQwOTcyJnY9MiZzVj0xJkZPUk09TVBTUlBM&ntb=1)

[0333 321 1202](tel:03333211202)

The train station is a 21-minute walk to HMP Swansea or 7 minutes in a car.

* **BY BUS**

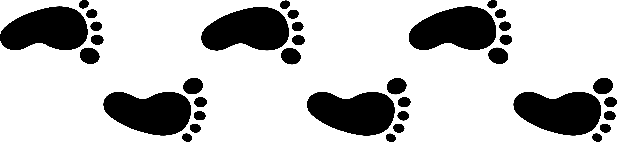
[Swansea City Bus Station, Plymouth St, Swansea SA1 3AR, United Kingdom, Swansea SA5 7BN](https://www.bing.com/ck/a?!&&p=4b00e586af3a778bJmltdHM9MTY5ODc5NjgwMCZpZ3VpZD0yMTU0NTQ0Mi05MjBlLTY5NDAtMTg1Ni00N2Y4OTNiNTY4NTkmaW5zaWQ9NTUyNw&ptn=3&hsh=3&fclid=21545442-920e-6940-1856-47f893b56859&u=a1L21hcHM_Jm1lcGk9MTA5fn5Ub3BPZlBhZ2V-QWRkcmVzc19MaW5rJnR5PTE4JnE9Rmlyc3QlMjBDeW1ydSUyMEJ1c2VzJTIwTHRkLiZzcz15cGlkLllOMTAyOXgxMDAyMDAzMzEmcHBvaXM9NTEuNjE3NzYzNTE5Mjg3MTFfLTMuOTQ2MDc5MDE1NzMxODExNV9GaXJzdCUyMEN5bXJ1JTIwQnVzZXMlMjBMdGQuX1lOMTAyOXgxMDAyMDAzMzF-JmNwPTUxLjYxNzc2NH4tMy45NDYwNzkmdj0yJnNWPTEmRk9STT1NUFNSUEw&ntb=1)

[01792 572255](tel:01792572255)

Swansea bus station is a 7-minute walk to HMP Swansea.

* **PARKING**

There is no allocated parking for

visitors, however, there is a pay and display car park across the road.

[Paxton street Car Park](https://www.bing.com/ck/a?!&&p=24d3f48e60b01706JmltdHM9MTY5ODc5NjgwMCZpZ3VpZD0yMTU0NTQ0Mi05MjBlLTY5NDAtMTg1Ni00N2Y4OTNiNTY4NTkmaW5zaWQ9NTUwMQ&ptn=3&hsh=3&fclid=21545442-920e-6940-1856-47f893b56859&u=a1aHR0cHM6Ly93d3cuYmluZy5jb20vYWxpbmsvbGluaz91cmw9aHR0cHMlM2ElMmYlMmZ3d3cuc3dhbnNlYS5nb3YudWslMmZjYXJwYXJrcyZzb3VyY2U9c2VycC1sb2NhbCZoPSUyZjJtYXp0MWtaOURtWTEwbVA4U3A1ZE1DWmtCSUdyZWF0NDYlMmI0N0czYk5RJTNkJnA9bHdfZ2J0JmlnPTE5QkFBRDRBMUQ1QzQ5MjY4RjM1QjE1NEIwNTc1MjQwJnlwaWQ9WU4xMDI5eDExODUxMzA0Nzk3NTE2NTk0Mzcx&ntb=1), [Paxton Street, Swansea SA1 3SB](https://www.bing.com/ck/a?!&&p=29a199f0eca4fd95JmltdHM9MTY5ODc5NjgwMCZpZ3VpZD0yMTU0NTQ0Mi05MjBlLTY5NDAtMTg1Ni00N2Y4OTNiNTY4NTkmaW5zaWQ9NTUwMg&ptn=3&hsh=3&fclid=21545442-920e-6940-1856-47f893b56859&u=a1L21hcHM_Jm1lcGk9MTA5fn5Ub3BPZlBhZ2V-QWRkcmVzc19MaW5rJnR5PTE4JnE9UGF4dG9uJTIwc3RyZWV0JTIwQ2FyJTIwUGFyayZzcz15cGlkLllOMTAyOXgxMTg1MTMwNDc5NzUxNjU5NDM3MSZwcG9pcz01MS42MTQ3NTc1Mzc4NDE4Xy0zLjk0NTYyNDExMzA4Mjg4NTdfUGF4dG9uJTIwc3RyZWV0JTIwQ2FyJTIwUGFya19ZTjEwMjl4MTE4NTEzMDQ3OTc1MTY1OTQzNzF-JmNwPTUxLjYxNDc1OH4tMy45NDU2MjQmdj0yJnNWPTEmRk9STT1NUFNSUEw&ntb=1)

**VISITS GUIDELINES**

You will need one of the following in order to attend your booked visit:

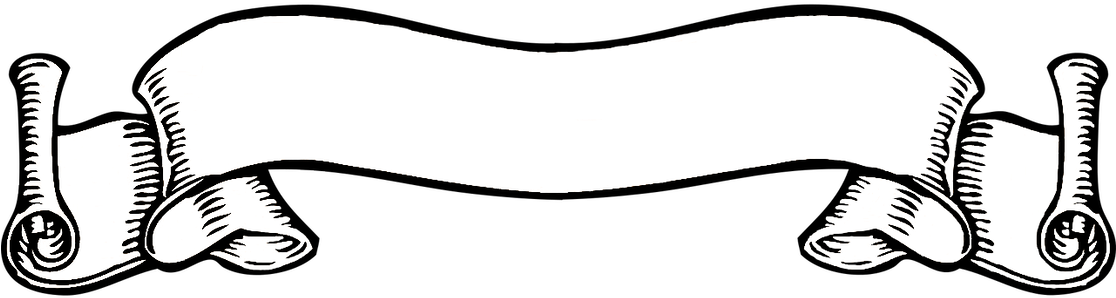


* Passport
* Driving licence
* EC Identity card
* Employers/ student card
* Bus pass with photograph
* Red maternity book (ID option for children)

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 person’s proof or age card
* NUS card
* Rent book/ utility bill.
* Library card
* Hot food, snacks and refreshments are available to purchase in the visits centre which is ***CASH*** only.
* There is financial support available for visitors to claim back travel costs. Information is available from staff in our FFOPS cabin, PACT staff, information is available in the visits centre or on the visit’s website <https://www.gov.uk/help-with-prison-visits>
* Further guidance on what can be expected from HMP Swansea available through this link [www.gov.uk](http://www.gov.uk)
* Information on clothing restrictions can be provided over the phone when booking a visit, it can also be emailed to you if requested or it can be found on the Gov website.

Clothing exchange can be done on visits, but it is only accessible for men on remand and with an approved application form.

**HOW TO BOOK A VISIT**

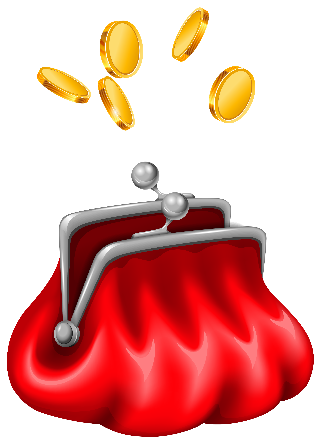
* Call: 01792 48 5422
* Email: [socvisswansea@justice.gov.uk](mailto:socvisswansea@justice.gov.uk),
* Request through gov.uk website:
* [Visit someone in prison - GOV.UK (www.gov.uk)](https://www.gov.uk/prison-visits)

**VISIT TIMES**

* Monday: 2pm to 3pm and 3:30pm to 4:30pm
* Tuesday: 2pm to 3pm and 3:30pm to 4:30pm
* Wednesday: 2pm to 3pm and 3:30pm to 4:30pm
* Thursday: 2pm to 3pm and 3:30pm to 4:30pm
* Saturday: 2pm to 3pm and 3:30pm to 4:30pm
* Sunday: 2pm to 3pm and 3:30pm to 4:30pm

**HELP WITH THE COST OF VISITS**

**Assisted Prison Visits Scheme**

The Assisted Prison Visits Unit (APVU) provides financial support with the cost of travel to visit a relative, partner or escort a child to visit a loved one in prison. Some costs can also be claimed if overnight accommodation is required to attend a visit.

You can find more information at:

Get help with the cost of prison visits - GOV.UK (www.gov.uk)

**VISITS CENTRE**

Our visit hall is a warm and welcoming place. It is designed to be very child friendly and to be a place that they instantly feel safe in. The visit hall has been decorated by HMP Swansea’s very own artist. Our artist has been busy decorating the walls with recognisable Disney characters that provide a friendly and comfortable area for all family members.

Our visits café is run by PACT and has created employment opportunities for prisoners providing them with transferable and practical skills. These skills will benefit them for future jobs as they will gain experience in catering/ barista, hospitality and customer service.

A room with couches and tables

Description automatically generated

|  |  |
| --- | --- |
| **You said…** | **We did…** |
| The chairs in the visit’s hall were bulky and uncomfortable. | All chairs have now been replaced and are much more comfortable. |
| When queueing for the shop- it takes away from your visit time. | People come and take your order at the table and bring it to you which saves time on waiting in the queue. |
| Children with additional learning needs struggled in visits as it is overwhelming and can often be too lout for them. | ‘Quiet visits’ and ALN specific sessions are now offered, which provides an Inclusive, sensory focused and supported visit tailored to individual’s needs. |
| “There just seems to be toys for 4 years and under but not for older children of 8 years plus”. | PACT staff are looking to buy new toys for older age range – new budget will allow for a better, more inclusive range of toys. |



**PACT**

Pact is a pioneering national charity that supports prisoners, people with convictions, and their children and families. They provide caring and life changing services at every stage of the criminal justice process: in court, in prison, on release, and in the community. Applications can be made via PACT/FFOPS/Families CM.



**ADDITIONAL DAYS**

**Family days**

Family days provide residents and their loved ones with the opportunity to spend time in a more relaxed setting. This could either be an all-adults family day or children's family day. A variety of family days catering to all needs where you have opportunity to have photos taken as a family, which we will then print out and give to your loved ones. Bibs are not worn by the residents during family visits and family members are not restricted to their tables. We offer different themes and activities for each family day. 2024 saw us introduce ALN family day for our ALN community. Another huge success which we will continue to support in 2025/26. We are committed to supporting a minimum of 10 themed Family Days per year.

Having a more relaxed environment for dads to play with their children supports family bonds and familiarises men with their role as fathers. Age-appropriate toys will be provided by the PACT team.

Quiet visits

This is a single visit, supervised by our Families CM or Neurodiversity champion. It is intended for anyone with Additional needs/disability/elderly where the opportunity for a quiet more private visit may be beneficial to individual needs and circumstances. We can provide sensory toys, ear defenders etc. Applications can be made via PACT/FFOPS/Families CM.

Key worker

In HMP Swansea the key worker scheme has been running for a few years. Officers are provided with training which enables them to carry out structured mentoring and support sessions for prisoners requiring help or assistance during their sentence. Each key worker will meet their allocated prisoners on a weekly basis to support their rehabilitation which involves engaging and encouraging participation in education, substance recovery programs and maintaining links with family members.

Our services

* **Wrap around support from court to custody and after release**
* **10+ Family days**
* **Teen days & Adult only days**
* **Baby & Toddler groups**
* **Storybookdads**
* **Quiet visits for children with additional needs**
* **ALN sessions**
* **Wellbeing workshops for prisoners who do not receive visits**
* **Coffee & chat with a governor of choice**
* **Teacher networking conference**
* **Key workers**

A room with a table and chairs

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**FFOPS**

**Families/ Friends of Prisoners**

*‘Supporting those serving a silent sentence’.*

What we do:

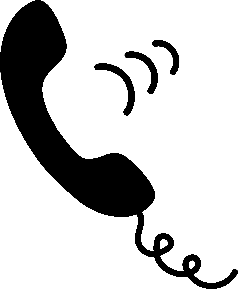
* Provide information on Prisons in Wales
* Help to locate a loved one or friend.
* Provide advice on Court Procedure
* Provide practical support and advice.
* Signpost you to other statutory bodies
* Be there when you need it.

FFOPS is the only charity in Wales to provide practical and emotional help to those families within the region who have a loved one enter the criminal justice system.

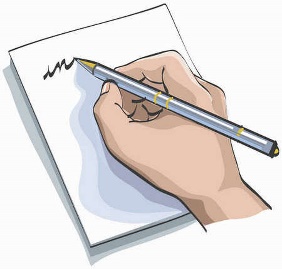
A screenshot of a computer

Description automatically generatedFFOPS is the first point of contact for visitors, and you will be seen in the cabin by our wonderful FFOPS team. The FFOPS cabin provides a safe haven for people before their visits. There is WC and baby changing facilities, toys, games and plenty of support and information to equip you for your visit.

**OTHER WAYS TO STAY IN TOUCH**

**PHONECALLS**

Men in custody now have access to their in-cell phones 24 hours a day. Having phones in cell provides a lot more privacy as opposed to using phones on the landing.



**LETTERS**

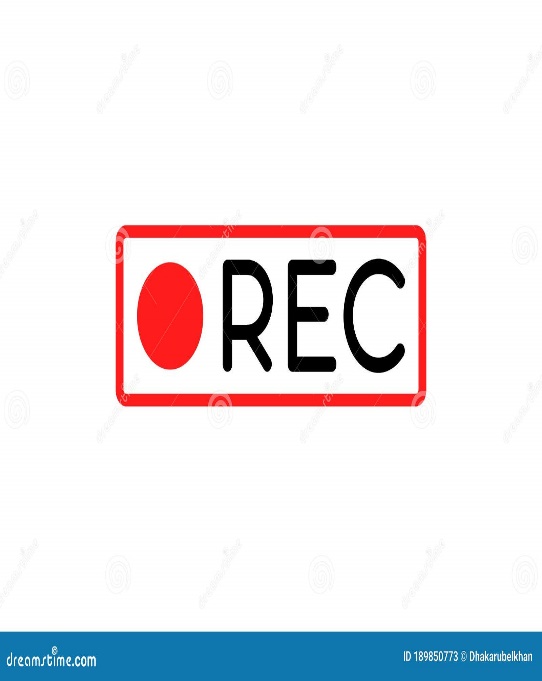
To write a letter to an inmate all you need is their full name, prison number and address. This is a failsafe way to contact a family or friend in prison.

**EMAIL A PRISONER**

You can use ‘Email a prisoner’ by going on [www.emailaprisoner.com](http://www.emailaprisoner.com). This allows messages to be delivered within seconds so it can be delivered to the resident be prison staff over the next few days. Email a prisoner helps family and friends communicate easily and frequently with each other, providing a faster alternative method to letters.

**PRISON VIDEO**

Prison video offers video visits over a secure network. This can often be more beneficial for people who have difficulty in travelling and the later times may work better around family life, work, and school times. Times are 18:15-18:45 or 19:00-19:30. Weekly forums were held with residence to inform them of changes and develop strategies to any concerns.

**STORY BOOK DADS**

Residents can create a recording of their voice for children which will be made into a visual storybook DVD for children to keep and watch as a bedtime story. We support dads, stepdads, and granddads in this scheme.

**PENPAL SCHEME**

Prisoners’ Penfriends is approved and encouraged by Her Majesty’s Prisons and Probation Service. The scheme provides a confidential forwarding service, with guidelines, training, and advice for our carefully selected volunteers. Penfriends started work in 2003 and have now sent over 35,000 letters.

To join our scheme, a prisoner can write to our PO Box which is advertised on the wings. An application form will be sent out which they state their interests and have the opportunity to tell us about themselves. As soon as the forms are received, the prisoner is matched with a volunteer.

**PEOPLE WITHOUT FAMILY OR SIGNIFICANT OTHER TIES**

We hold regular forums to provide a voice for prisoners who do not have family ties. These forums are held bi monthly and gives men a chance to have their opinions heard and discuss how to make custody a less isolating place. Additionally, we offer bi monthly wellbeing sessions for prisoners that don’t receive visits, allowing them 2 hours to engage with support services, participate in peer to peer activities, have health checks/acupuncture, arts and crafts, and much more. This session is informed by the forums and we are always open to new ideas and suggestions.

**NEWBRIDGE/ PRISON FELLOWSHIP**

We recognise the importance of identifying residents who do not have details of family or significant others or who do not receive visits.

Information on Newbridge being displayed on prison T.V. in cells – prisoners get the chance for things to be more private and confidential due to no one being aware they are applying – apply on a general app and they can have volunteers coming to visit and writing letters to them.

**CARE LEAVERS**

Care Leavers are more likely to have experienced trauma in their lives, either through the experiences that brought them into the care system or sometimes as a result of a difficult care experience. We recognise the importance of consistent support for care leavers. Whether a prisoner has experienced care will be asked during the first night interview when arriving at custody; this is then flagged up on the system for staff to be aware of.

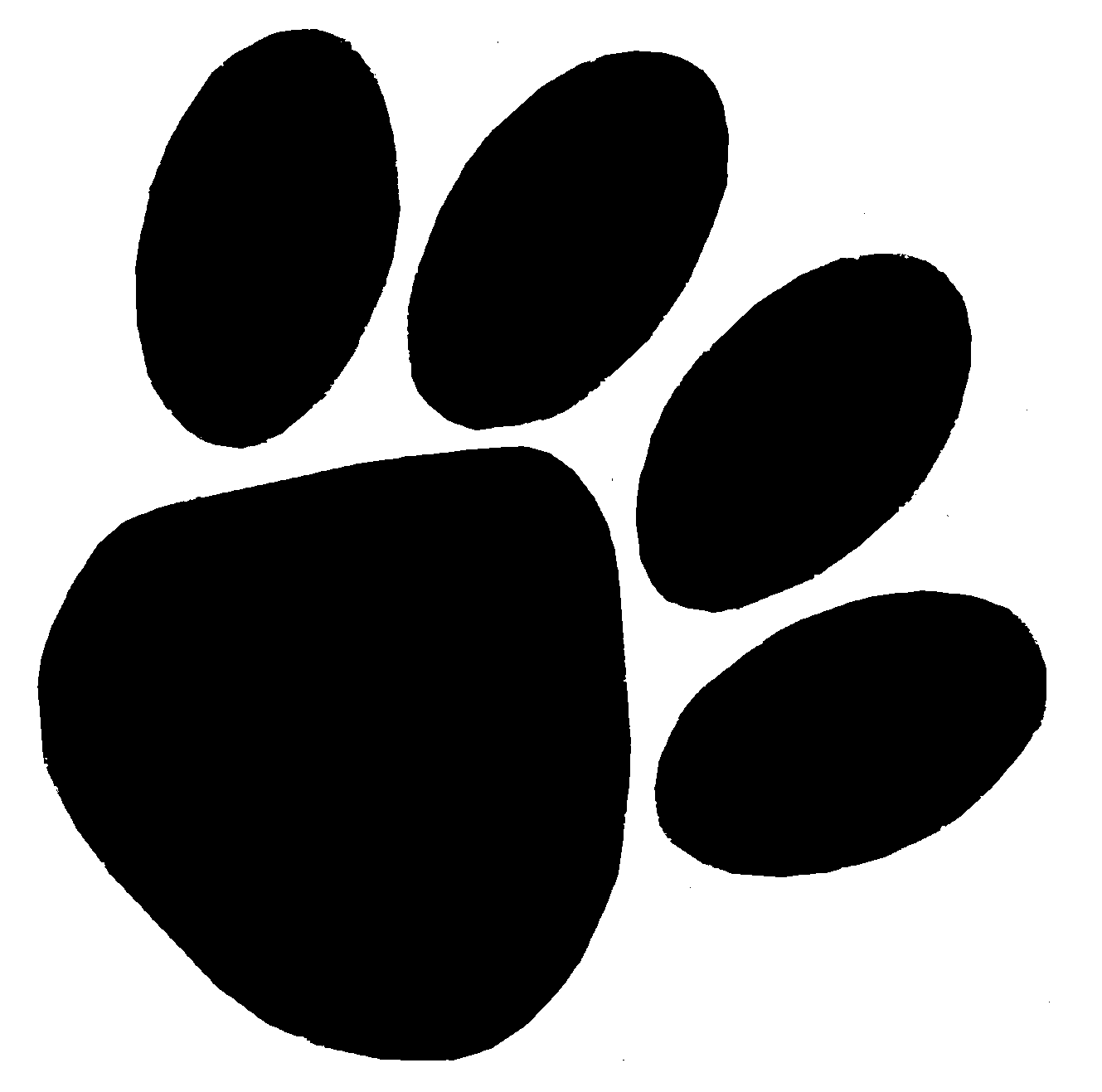
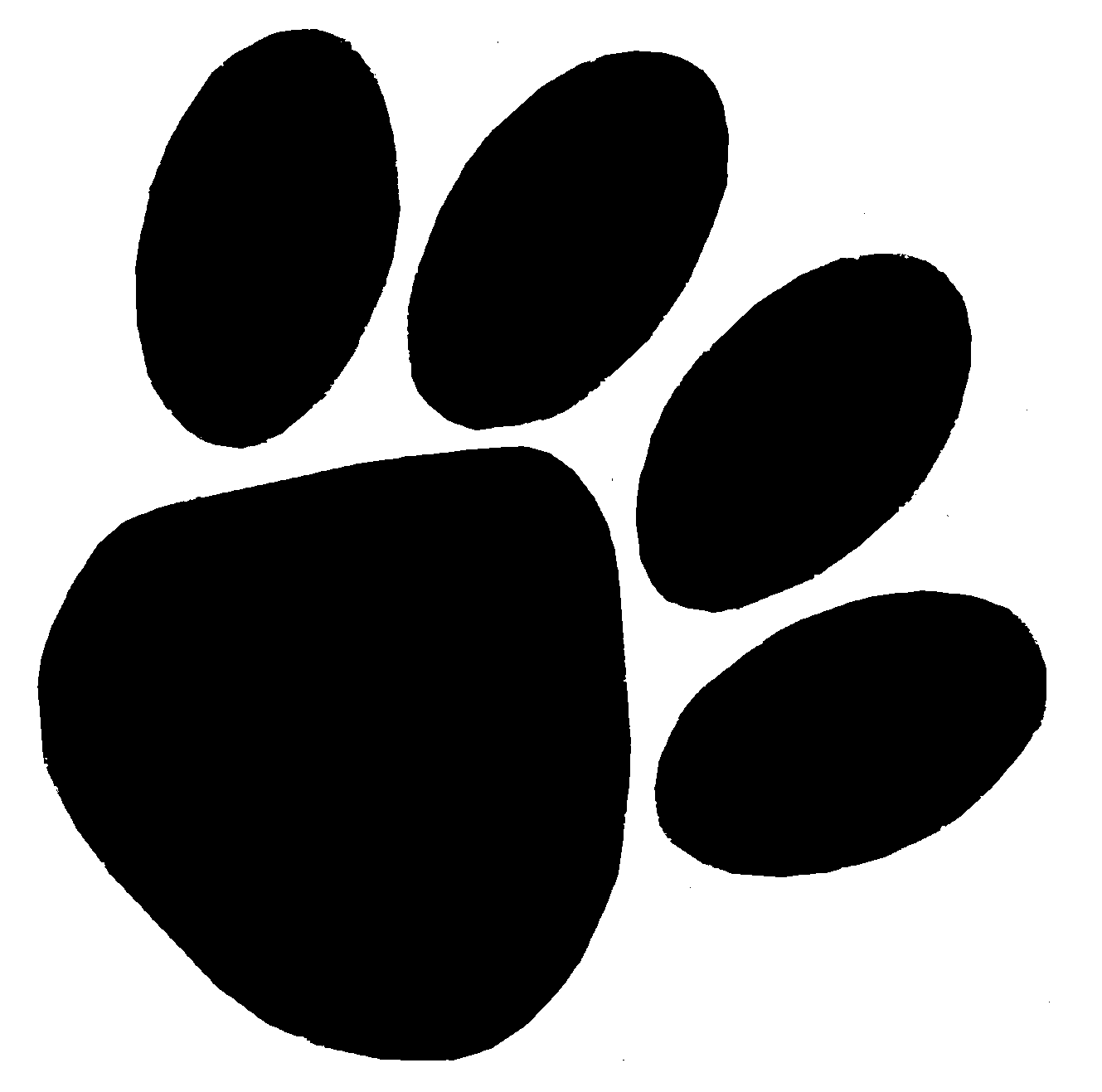
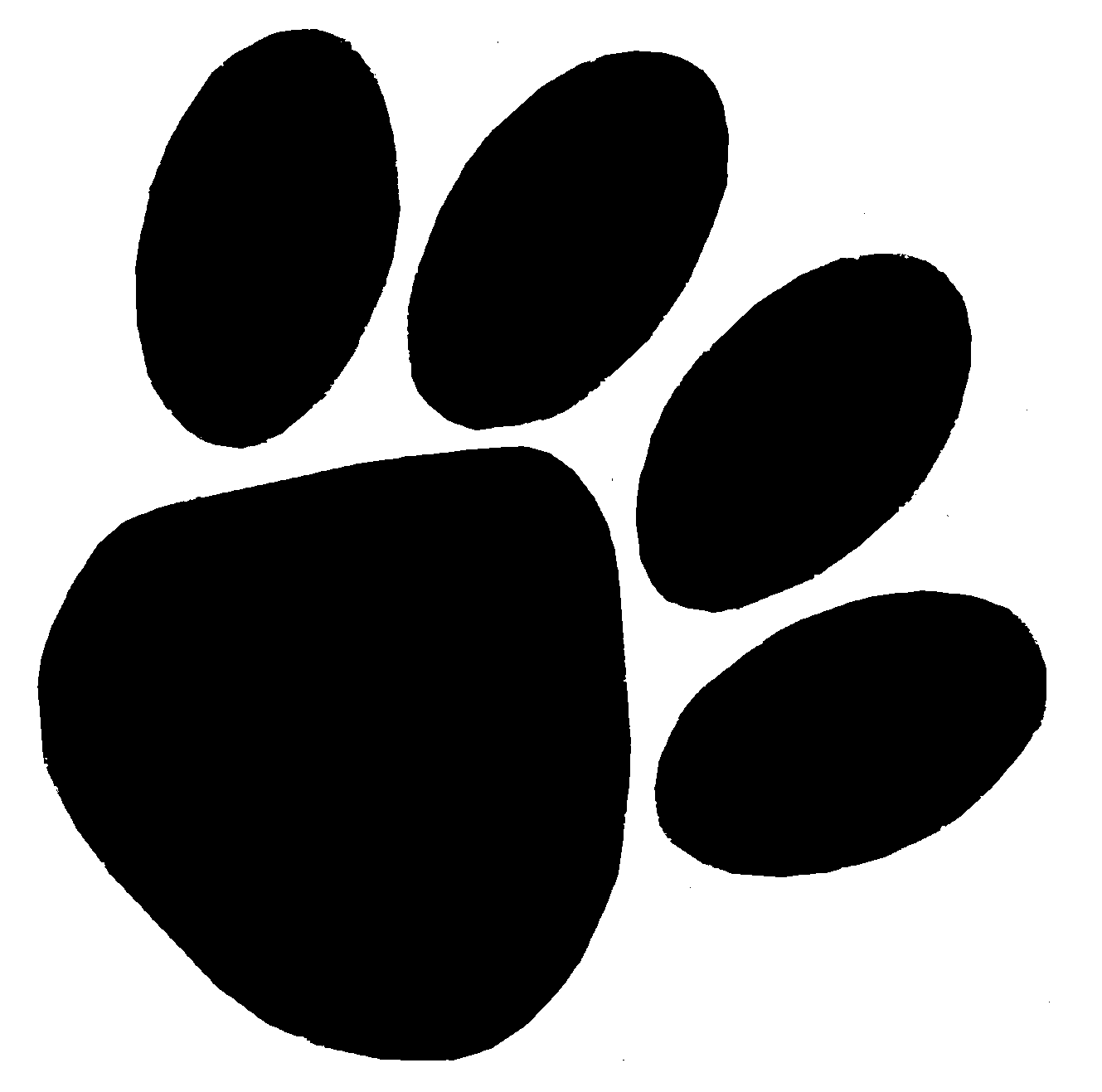
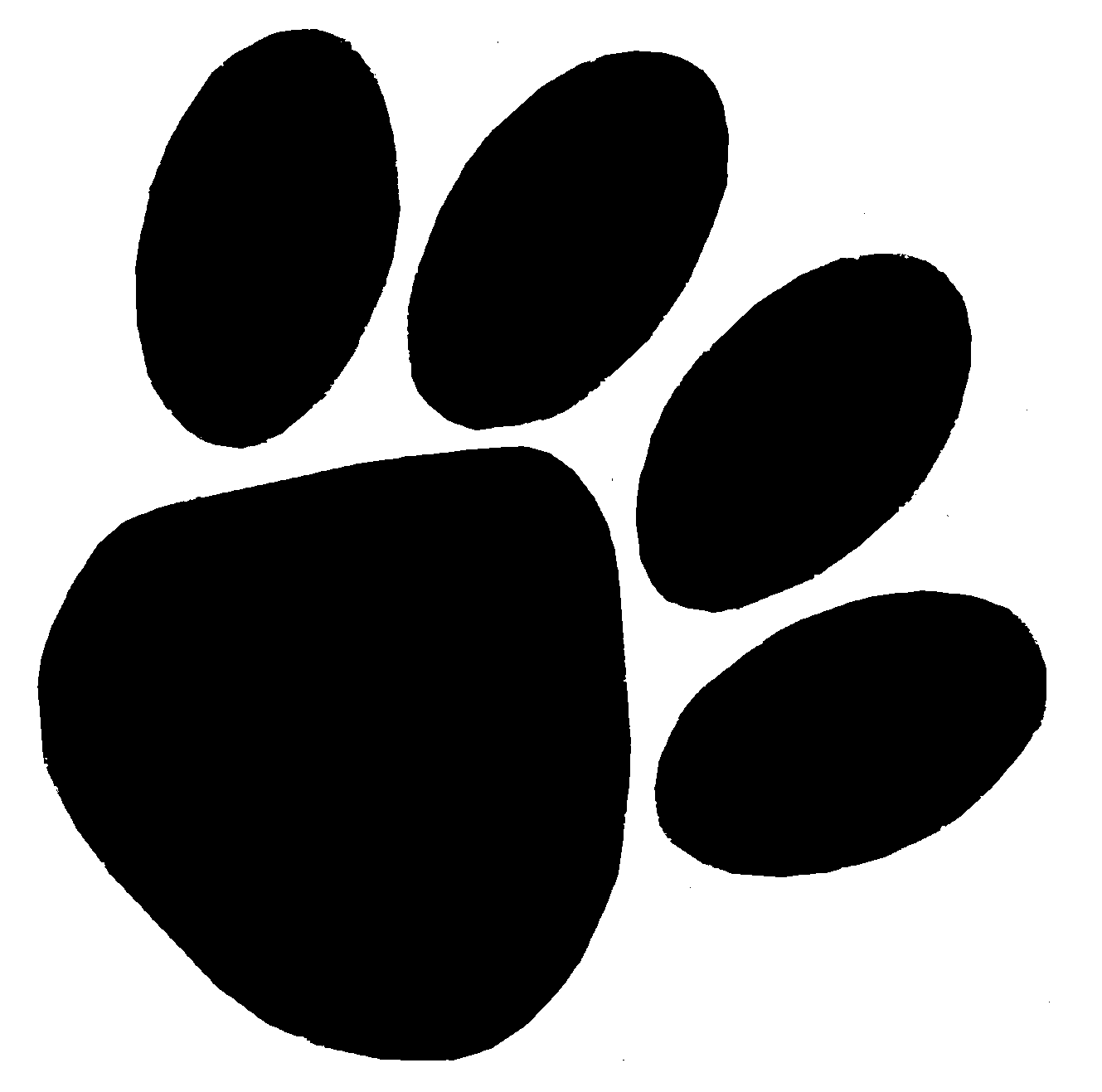
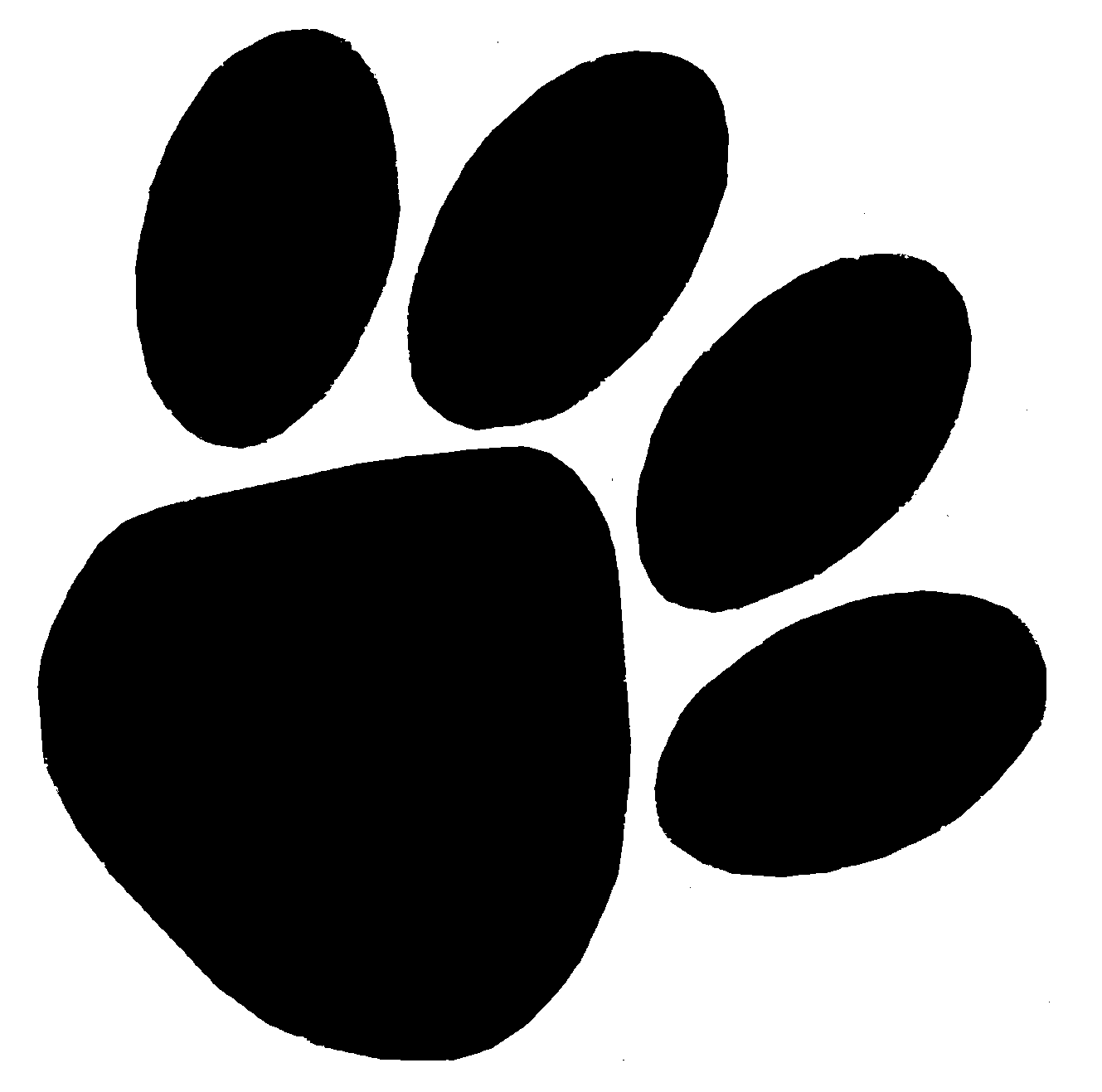
There are multiple avenues of support available; key workers being one of them. Key workers play an important role with every man in custody, but especially care leavers. Weekly visits take place which provides the men with consistency and support from a familiar face. Prison Offender Managers (POMs) will coordinate plans and work with the leavers who are between 18-25.

**WILLIAM’S JOURNEY**

A computer screen shot of a computer screen

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A booklet has been produced by our Child and Young Person Practitioner Shantelle Shields which explains the process of coming into HMP Swansea for a visit with the help of William the bear. ‘A Children's Guide to Visiting HMP Swansea’ booklet will be offered to children in the FFOPS cabin before entering the establishment explained by a ‘walk through story’ about what they can expect. In this booklet children will see how the searching will happen, and it encourages happy memories for children visiting instead of it being a scary experience.

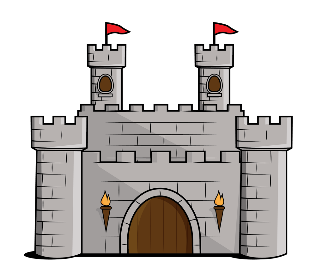
**WILLIAM THE BEAR’S VISIT**

***Hi, I’m William the Bear.***

***I know what it’s like when someone you love goes to prison.***

***My job is to answer any questions you may have about prisons.***

A computer screen shot of a computer screen

Description automatically generated

**William the bear thinks the building looks like a castle.**

**William must stand with his arms like an airplane to go inside.**

**It can be scary, but the officers must check William the bear hasn’t left any sweets in his pockets.**

**Sometimes there might be a dog who wants to sniff you.**

**William the bear – but they are friendly and won’t bite.**

**All the adults must stay sitting at the tables but William the bear can play if he wants to.**



A screenshot of a computer

Description automatically generated

**OUR STAFF**

**PLANS FOR THE FUTURE**

We are always exploring new and innovative ideas to improve family services at HMP Swansea, adopting a model of continuous improvement ensuring the best experience and outcomes for both prisoners and visitors.

In the near future we are working with a local charity ‘Inclusability’ to roll out training and support to our ALN community. We are looking at offering courses in relationships and parenting.

As always, we welcome and encourage your suggestions and feedback.

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