



HM Prison &  
Probation Service

# HMP Bristol

## *Family & Relationships*

2026

*"Strengthening Bristol's Family Ties"*





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# Governors Foreword



*Amanda Corrigan*

Supporting family ties is a key priority for HMP Bristol. It is the right thing to do for many reasons including:

**Reintegration:** Maintaining family ties helps prisoners reintegrate into society more effectively after release, reducing the risk of reoffending.

**Emotional Wellbeing:** Strong family connections can significantly improve the emotional well-being of both prisoners and their families, providing support during challenging times.

**Preventing Reoffending:** Research indicates that prisoners who maintain regular contact with family are 39% less likely to reoffend, highlighting the critical role of family support in rehabilitation.

**Community Safety:** Supporting family relationships can also enhance community safety by reducing intergenerational crime and improving the overall safety of the custodial environment.

**Holistic Support:** Family support services aim to address the unique needs of families affected by imprisonment, offering both emotional and practical assistance.

Overall, family support is essential for the well-being of prisoners and plays a crucial role in their rehabilitation and reintegration into the community. It is indeed the golden thread that runs through the prison system.

*"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 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.

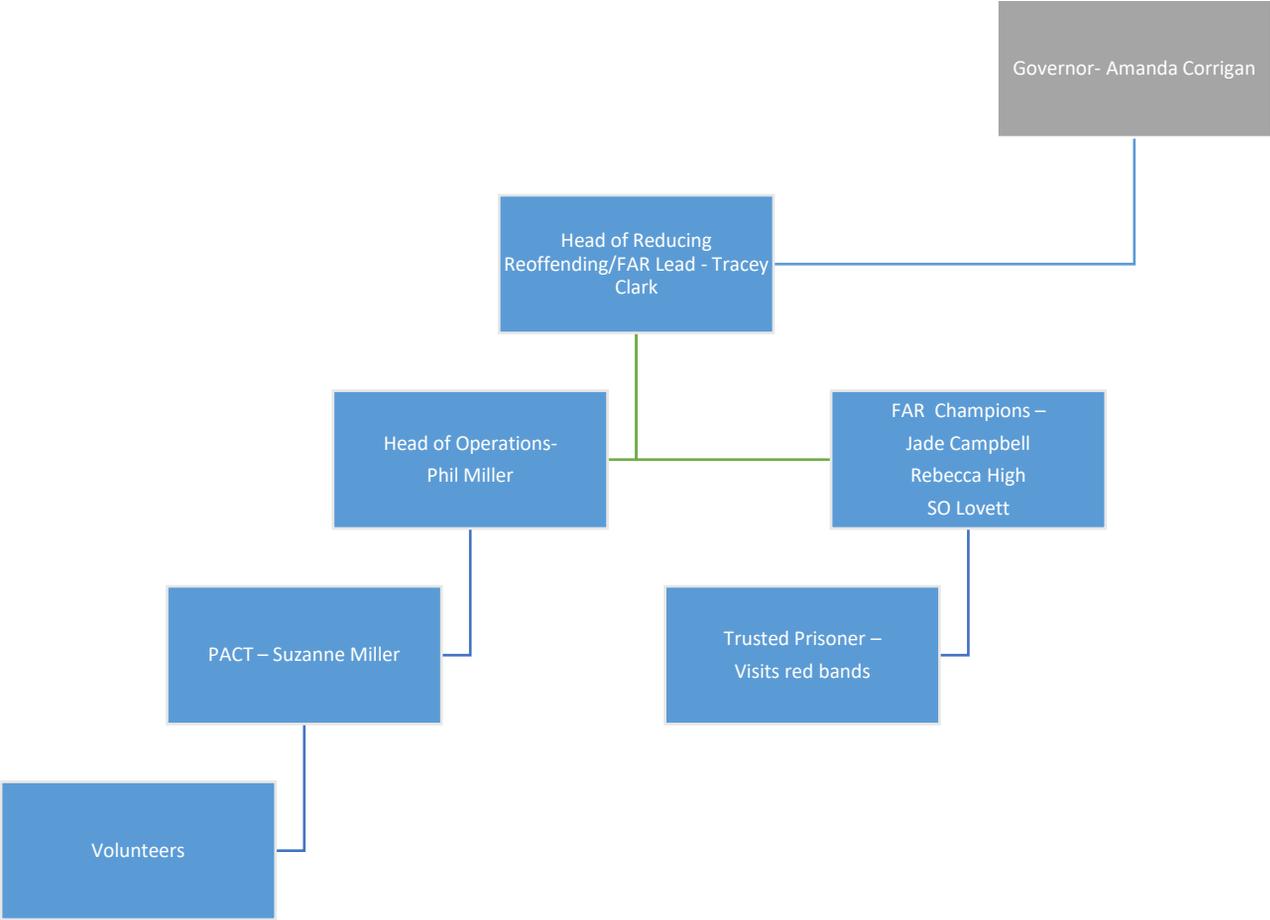
HMP Bristol is committed to developing new initiatives and support for those who do not have family or visits to help build or repair relationships or create new networks to get support during and after release. Our relationship with PACT is key to this success.



# Staffing Structure

Family & Relationships (FAR) 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 including your contact details/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 person's 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.

Visit slots run for 2 hours between 14:00 and 16:00.

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
<b>Total Spaces Available</b>		150			150

## Family Days with Children 2026

16<sup>th</sup> February  
 9<sup>th</sup> April  
 28<sup>th</sup> May  
 27<sup>th</sup> July  
 24<sup>th</sup> August  
 29<sup>th</sup> October  
 21<sup>st</sup> December

## Adult Only Family Days 2026

16<sup>th</sup> January  
 16<sup>th</sup> March  
 22<sup>nd</sup> June  
 5<sup>th</sup> October  
 14<sup>th</sup> December

# How to Find Us

Best 15 min 33 min 54 min 18 min

Bristol Temple Meads, Redcliffe, Bristol

HMP Bristol, 19 Cambridge Rd, Bishopst

Options

Leave now

Send directions to your phone

- 10:23 AM - 10:56 AM 33 min
  - 70 / 73 citylines
  - 73 citylines / 74 / 75 / 76
- 10:38 AM - 11:07 AM 29 min
  - 73 citylines
  - 10:40 AM from Temple Meads Station
  - 5 min every 30 min
  - Details
- 10:23 AM - 11:02 AM 39 min
  - Bristol Tour / 70 / 73 citylines
  - 73 citylines / 75 / 76
- 10:25 AM - 10:56 AM 31 min
  - 172 / 349 / 522 / X39 square
  - 73 citylines / 74 / 75 / 76

Explore nearby HMP Bristol

Layers

Google

29 min

Sign in

Best 16 min 27 min 1 hr 9 20 min

Bristol Parkway Railway Station, Parkway  
HMP Bristol, 19 Cambridge Rd, Bishopst

Options

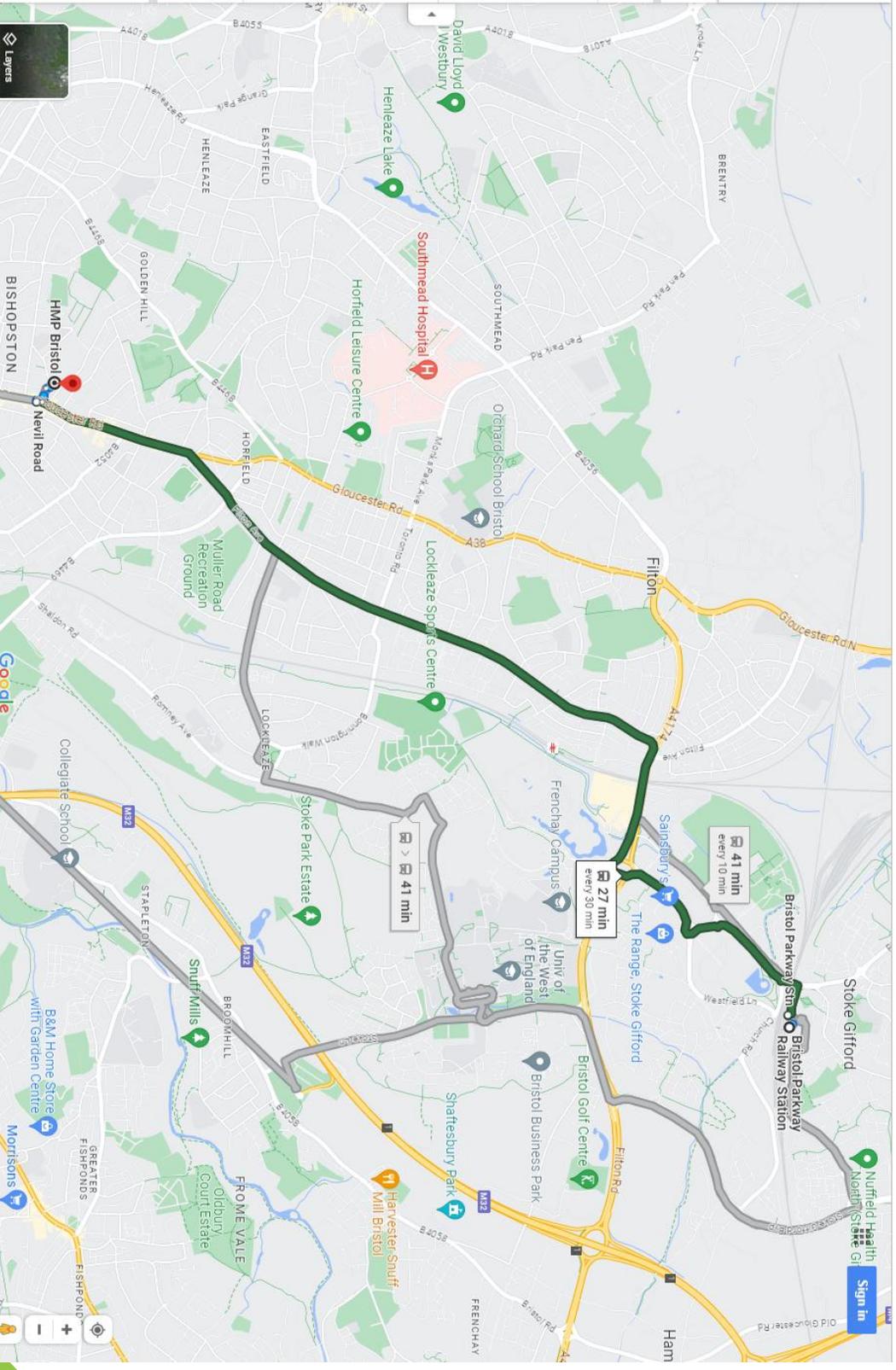
Leave now

Send directions to your phone

10:48 AM - 11:15 AM	27 min
10:49 AM from Bristol Parkway Stn	
£ 2 min every 30 min	
Details	
10:33 AM - 11:24 AM	51 min
m4 metrolinks > 73 citylines > 74	
75 76 Y6 South Glos Lynx >	
10:53 AM - 11:34 AM	41 min
m4 metrolinks > 72	
10:41 AM - 11:22 AM	41 min
70 73 citylines >	

Explore nearby HMP Bristol

Restaurants Hotels Bars Coffee More



# 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 in 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 good-sized visit hall with soft furnished tables and chairs and a café to purchase refreshments. Visitors have access to breast feeding and baby changing facilities. Special family events are also held here. 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 monthly 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 may 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 are held either in our education department or the visits hall, where the Learner 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

16<sup>th</sup> February

9<sup>th</sup> April

28<sup>th</sup> May

27<sup>th</sup> July

24<sup>th</sup> August

29<sup>th</sup> October

21<sup>st</sup> December

# Family Learning & Development

We introduced a Monday session in the visit centre which 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 also 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 offer a 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.

We will be acknowledging **Children with a Parent in Prison Day** on the 25<sup>th</sup> November. This day is dedicated to recognising and uplifting the voices of children impacted by parental imprisonment. Children with a parent in prison face profound emotional and practical challenges, such as disrupted education, mental health struggles, and social stigma. We will work with our Education provider to include this topic into every lesson held that day to start conversations and highlight the experiences of children to both staff and prisoners. We will run an enhanced family visit on this day too.



# Staying in Touch

**Secure Video Calling:** HMP Bristol is pleased to offer secure video calls as they are a great way of keeping in touch without the need to leave your home. These can be requested via the 'prison video' app, which visitors can download and follow the instructions on, in order to register. PACT can support you to register and you can find out more about the process at [Secure video calls with prisoners - GOV.UK](#).

**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 2<sup>nd</sup> 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 Ouwroules at [videocallsupport@prisonadvice.org.uk](mailto:videocallsupport@prisonadvice.org.uk) or text 07849 092 980 to request a call back

[www.prisonadvice.org.uk](http://www.prisonadvice.org.uk)



Charity registration number 214076, Company registration number 336443 PACT 20 Prisoners Road, London, SE3 8UA

# 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:**

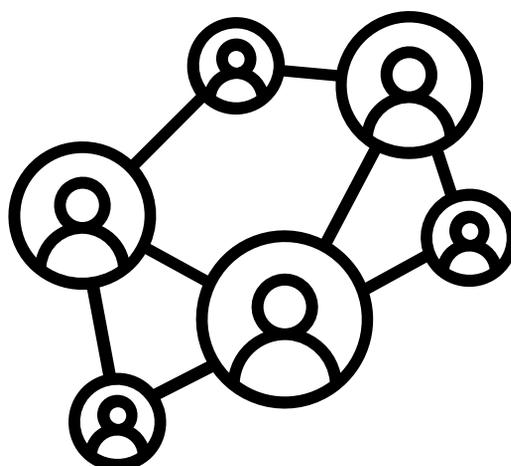
Foreign national prisoners are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters.

## **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.



# 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