



Information for visitors

Everything you need to know about visiting someone at HMP/YOI Winchester


Contact us

Contact HMP/YOI Winchester

 HMP/YOI Winchester
Romsey Road
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Hampshire
SO22 5DF

 Tel: 01962 723000
Fax: 01962 723001

Contact Invisible Walls

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 www.spurgeons.org

Who we are

Spurgeons Children's Charity provides support to vulnerable and disadvantaged children and families across England. We give vulnerable children and families the chance they need for a better present and more hope-filled future. We do this through the delivery of support and intervention services and by speaking up on behalf of those who need us most.

Registered charity no. 1081182



Advice and support before your visit

Winchester Visitors' Centre is supported by Spurgeons Children's Charity. Spurgeons staff and volunteers are here to support you and help to make your visit a positive experience.

This leaflet is designed to answer some of the questions you might have about visiting someone in HMP/YOI Winchester for the first time.

If you have any queries that are not answered by this leaflet, please contact the Visitors Centre where a member of staff will be happy to help.

Prisoners' Families Helpline

If you are visiting a prison for the first time, are unsure about what to expect and would like to talk to someone, you can get advice and support from the **Prisoners' Families Helpline** on: **0808 808 2003**.

What to do if you are worried about a relative or friend in prison

If you have concerns about a prisoner's safety or well-being, ask to speak to the Safer Custody Representative, or enquire at the Visitors' Centre.

You will then be passed on to the right person who will deal with your concern as soon as possible.

If you are unable to contact anyone at the prison, you can contact the **Prisoners' Families Helpline** on **0808 808 2003**.

The direct telephone number for **Safer Custody at HMP/YOI Winchester** is **01962 723320**. You can also email: **safercustodywinchester@hmpps.gsi.gov.uk** Alternatively, call the **main prison** number: **01962 723000**.

Help with travel expenses - Assisted Prison Visits Scheme

If you are a close relative, partner or the only person visiting a prisoner, you may be able to get help with your travel expenses. Qualifying rules and conditions apply.

Easy online applications are available from: www.gov.uk/helpwithprisonvisits. Alternatively, ask at the **prison** or **Visitors' Centre** for an application pack or phone the **Assisted Prison Visits Unit** on **0300 063 2100** from 9am - 5pm Monday to Friday.

Remember to keep all tickets and receipts for your claim. You will also need to get a form - from the application pack - stamped during your visit. This can be done in the booking in room.

See page 6 for details on how to get to the prison.

Booking a visit

Visiting times

Visits are **every day 2pm to 4.15pm (excluding Christmas Day, Boxing Day and Good Friday)**.

For remand visits, there are two visiting sessions each afternoon (at 2pm and 3:15pm), each lasting 45-60 minutes.

For convicted visits, there is one session each afternoon (at 2:30pm) which lasts 1 hour 30 minutes.

If you are going to be late or you cannot attend an arranged visit, please ring the **prison** on **01962 723000** ideally at least 24 hours in advance so that the person you are visiting can be told.

Entitlements

Convicted prisoners are entitled to at least two, one hour social visits in every four week period. Prisoners (remand) are entitled to three one hour visits per week with at least one visit at the weekend.

Booking a visit

There is an online booking system at HMP/YOI Winchester for all visits.

You do not need a Visiting Order to visit a convicted prisoner. However you must be on the prisoner approved visitors list. This list is compiled on arrival to the prison by the prisoner.

How the system works: A visitor will make a request via **<http://www.gov.uk/prison-visits>** They will enter the details of the prisoner they wish to visit and the details of those who will be attending the visit. They will then select three possible dates for one single visit. If the first choice is not available, visit booking staff will consider second then third choice but only one visit date will be offered. Visits may be booked up to 28 days in advance.

Once booking staff have checked that the visitors are on the prisoner's approved visitor list and that they are not banned from the prison, they will then check availability using Prison National Offender Management Information System. If one of the requested slots is available, then the visit booking team will enter it into Prison National Offender Management Information System.

The visitor will then be sent confirmation of their visit by e-mail. Should there be no availability for any of the three dates submitted by the visitor, they will be sent an e-mail asking them to select alternative dates. Should there be any other reason for not accepting the request, the visitor will be sent an email with an appropriate explanation.

Telephone bookings on **0845 223 5514** are accepted, however, the phone lines will only be open Monday to Friday

What happens on a visit?

from 10:00 hours to 12:00 hours in order to allow maximum time for dealing with email requests. Opening times will be kept under review and reduced over time as e-mail bookings increase and become the preferred method for booking a visit. Visitors are encouraged to use the online booking system if possible.

Other things to tell the booking staff:

- If you need to take medication into the prison
- If you have a disability, e.g. if you need wheelchair access or have a hearing difficulty

The Visitors' Centre

Before and after visits, all visitors are welcome to use the Spurgeons Visitors' Centre which provides refreshments, a waiting area, a children's play room and activities for all ages as well as toilet and baby changing facilities.

The Centre is run by staff and volunteers from Spurgeons who are happy to talk and answer any questions you may have.

The Centre is open **seven days a week from 12:30pm to 5pm**, subject to staffing.

Booking in for visits and ID

The booking-in desk at the main prison gate opens between 1:30pm and 2pm. Try to arrive at the booking-in desk at least 10 minutes before your visit is due to start.

All adults will be asked for proof of identity on arrival, as well as the booking reference number. If visitors do not bring ID they will not be allowed into the prison.

Biometrics are in use at the prison. You will have your thumb print and photo taken. This information will be removed from the prison system when the person you are visiting has been released or transferred to another prison.

Visitors need one form of photo ID. The following documents are acceptable forms of ID:

- Medical card
- Passport
- Driving licence
- Citizen Card
- Benefit book
- Senior citizen's public transport pass issued by a local authority

If you do not have photo ID, you will need to bring **three** other forms of ID that all include your name and address. You also need to bring ID for any children you bring with you – all visitors under the age of 18 must be accompanied by an adult. The following are acceptable:

- Birth certificate
- Proof of age pass
- Passport
- Student card
- For babies under 1 year, their Health book.

Security

All visitors entering HMP/YOI Winchester will be subject to a search. Searches will be carried out with respect and courtesy.

Searching usually involves a Level B 'rub down' search, similar to those undertaken at airports.

You will also be asked to open your mouth. Passive dogs may also be used specifically to pick up the scent of controlled drugs.

If a visitor is caught in possession of drugs or other prohibited items, the police will be called and the visitor will be prosecuted.

Children and babies will also be searched, but this will be done sensitively and in the presence of their parent or the adult with them.

Dress code

The Visits facility at HMP/YOI Winchester is a family focussed area and as such visitors are expected to dress and act accordingly with respect to others. Please see below for some guidance:

Large coats – cardigans, jumpers and lightweight jackets are permitted but outer garments may not be worn in the Visits Hall and should be placed in lockers provided.

Hats – may not be worn in the Visits Hall with the exception of religious head wear. These will be subject to searching as per HMP/YOI Winchester's searching policy.

Fascinators and headbands – may not be worn and should be left in the lockers provided within the Visitors Centre.

Gloves/scarves – may not be worn. These should be left in the lockers provided at the gate.

Hooded tops – can be worn but not with the hood up.

Skirts – must at least reach the knee in the standing position.

Shorts – high cut shorts are not permitted.

Dresses – must at least reach the knee in the standing position.

Tops – must be sufficient to cover both breasts and the midriff area and must not be transparent. Cleavage must be appropriately covered so as not to cause offence. Athletic singlets (vests) are not permitted.

Trousers – torn jeans or jeans with holes may be worn provided there is no decency issues.

Footwear – must be enclosed. Sandals are appropriate but flip flops are not permitted.

Logos – clothing with any logos connected to a sporting team may not be worn by visitors who are 13 and over. Clothing displaying offensive patterns or logos will not be permitted (such as cannabis leaves, racist logos or offensive language).

Watches – the wearing of watches is not permitted within the visits hall. Please secure in a locker.

What can I take with me into the prison?

You are only allowed to take **up to £10 in coins (per group)** into the prison. All other possessions, including mobile phones, must be left in a locker in the booking-in area.

During a visit

The prisoner and his visitor(s) will sit across a table in an open room, with other prisoners and visitors present. Physical contact between the prisoner and his visitor(s) is allowed at the beginning and end of the visit. The

person being visited will have to stay seated throughout the visit.

What happens on a visit?

Prison staff will be present in the visiting area to make sure that the session runs smoothly, and that the visiting area is safe and comfortable for visitors and prisoners.

There is a tea bar where you can buy tea, coffee and cold drinks for you and the person you are visiting (subject to staffing). Subject to staffing, a play area is available in the Visits Hall. This is for children aged over 2 years only. There are toys, games and volunteers to help supervise children.

Bringing in property for a prisoner

No property can be handed in during visits. All property will need to be posted in. Property should be labelled with the prisoners name and number and addressed to the main prison address (detailed on the back of this leaflet). You must also include a return to sender address on the back. The prisoner will need to complete an application form to access any property sent in.

No toiletries, tobacco or food can be handed or sent in. These must be bought by the prisoner from the prison canteen.

The only non clothing/footwear items you are able to send in are 12 stamps or 12 stamped envelopes.

If you have children and they want to send in pictures, the prison will only be able to accept drawings or pages that have nothing glued on to them. This includes glitter.

(Please note that this is subject to public protection measures.)

Getting to the prison (map overleaf)

Trains

The nearest station is **Winchester**, with regular rail links to London and Southampton. From the station, take the number 4, 5 or 66 bus (see below) or it's a 15 to 20 minutes walk (including a steep hill).

Facilities at Winchester station include: waiting room, refreshments, toilets, baby changing facilities, pay phone and cash machine.

Buses

The number **4, 5** and **66** buses go from the centre of town, past the train station and past the prison main gate. The nearest stop is outside the Royal Hampshire County Hospital. The services run every 10 minutes Monday to Saturday. The cost will be relative to a short bus journey (around 10 minutes from the train station or city centre).

Taxis

There is a taxi rank at Winchester station, or taxis can be booked with the following firms:

- Springfield Car Hire
01962 880022
- City Taxis
01962 841212
- Barry's of Winchester
01962 855565

The cost can vary – please ask the taxi driver before starting the journey.

Car

Parking on site is only available for Blue Badge holders (those with severe mobility issues). All other visitors travelling to the prison by car are advised to use Winchester City Park and Ride facilities.

Park and Ride – Travelling from the North, leave the M3 at Junction 10 for Park and Ride East, or continue to Junction 11 for Park and Ride South.

From the South, leave the M3 at Junction 11.

Park and Ride buses run every 15 minutes and parking is £3 all day – this includes bus travel for all passengers and the bus stops outside the prison.