



VISITOR INFORMATION
HMP BUCKLEY HALL

POPS: Who are we?

Supporting a loved one during a prison sentence or a period of remand can be a very difficult time for family and friends. Practically and emotionally there are many challenges to overcome. This booklet (put together by POPS) aims to help families access the information and support they need as they navigate the prison system.

POPS (Partners of Prisoners and Families Support Group) strive to provide advice and support for all visitors on a range of issues. We also offer one to one support at times to suit families. Family Forums are also available for families to get involved in, allowing families the opportunity to express any concerns that they may have.

POPS was founded in 1988 by Farida Anderson MBE for families of prisoners. **POPS** provide support services to families of offenders, at the following establishments:

HMP Buckley Hall
HMP Garth
HMP Full Sutton
HMP/YOI Hindley
HMP Kirkham
HMP Lancaster Farms
HMP Liverpool
HMP Manchester
HMP Preston
HMP Thorn Cross
HMP Wakefield



First Things First...

Important Numbers

Booking Line: 01706 514 350

Prison Switchboard: 01706 514 300

Visitor Centre: 01706 514 357

Prison Address: HMP Buckley Hall, Buckley Farm Lane, OL12 9DP

Visit Times

Monday		14:00 – 16:00
Tuesday		14:00 – 16:00
Wednesday		14:00 – 16:00
Thursday		14:00 – 16:00
Friday		14:00 – 16:00
Saturday	09:30 – 11:30	14:00 – 16:00
Sunday	09:30 – 11:30 (Parental Contact Visits Only)	14:00 – 16:00

How to book a visit

All prisoners receive a visit upon arrival at the establishment. This is called a reception visit and must be taken within the first week of arrival at the establishment.

Prisoners need to add visitors to their 'approved' list through the kiosk or through an application. They will require the full name, address and date of birth of each visitor. Once this has been done visitors can ring up or book online. When you book your visit you'll be given a booking reference number which you should make a note of.

You need to book your visit with the establishment at least 24 hours before the desired visit date. If you turn up without having booked a visit you will be turned away.

To book a visit call the booking line on **01706 514 350** which is open:

Monday – Friday	9.30 – 11.30am
Monday & Wednesday	1.00 – 4.00pm
Friday	1.00 – 3.30pm

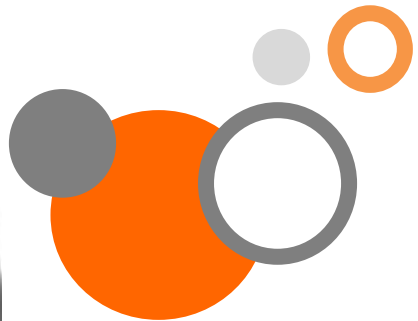
Alternatively you can book online at www.gov.uk/prison-visits.

When booking a visit you will be asked for the following:

- Name and prison number of the prisoner you wish to visit;
- Your own name, address and date of birth;
- The date you wish to visit;
- The number of people visiting – their names, addresses and dates of birth;
- The relation to the prisoner of anyone under the age of 18 years.

The prisoner is allowed up to 5 visitors per visit (this can include a maximum of 3 adults). Please be aware that you need to be over the age of 18 to visit a prisoner. If a child is visiting then they need to be accompanied by an adult.

We ask that all visitors come on their visit clothed modestly i.e. not too revealing/no offensive or inappropriate slogans or logos.



MEET POPPSICLE, THE POPS' PENGUIN.
HE'LL HELP GUIDE YOU THROUGH YOUR VISIT

What to bring with you

Identification

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.

Money

Money can be sent in by postal order, made payable to 'HM Prison Service'. On the back of the postal order write the sender's name and address and the prisoner's name and prison number. Post to:

HMP Buckley Hall, Buckley Road, Rochdale, Lancs, OL12 9DP

You can also send money using your debit card or by bank transfer:

1. Make sure you have their prisoner number & date of birth
2. Go to this web page: www.gov.uk/send-prisoner-money and complete the online form.
3. Money should reach the prisoner in 1-3 working days.

Property

Prisoners are authorised to receive a clothing parcel which must be sent in within the first 28 days of their sentence (please note, this may not be at HMP Buckley Hall). Prisoners can subsequently have a parcel sent in yearly, during the month of their birthday. They can also purchase items from approved prison catalogues.

Books may be brought into the establishment by visitors. Visitors should hand the books to a member of POPS' staff to be recorded and sealed before taking them to the prison gate.

How to get there

Bus: From Rochdale Bus Station take any bus from bus stand B. Look out for the Fire station on Halifax Road and get off at Hamer Post Office. Walk along Red Lane. Follow signs for the prison, approx. 10 min. walk from bus stop. Any of the buses above, travelling to Rochdale from Littleborough, will stop on Halifax Road. Get off opposite Red Lane and follow the directions above.

Train: The nearest train stations are Rochdale and Littleborough. You can catch a train to Rochdale from Manchester Victoria station.

Car: Exit the M62 Junction 21 signed 'Milnrow and Shaw'. Take a left at the Roundabout onto the A640 Elizabethan Way, signed Rochdale.

At the first major junction turn right A664 Albert Royd Street, signed Littleborough. Take a left at the next roundabout onto Halifax Road, signed Rochdale Town Centre. Take the second right onto Red Lane, then the first right onto Buckley Road. At the roundabout take the second exit. The car park is the first left.

Local taxis: A taxi from Rochdale Train station costs approx. £5-7. There are taxis at the station, however it is advisable to call a local company, who are often cheaper:

Globe 01706533335

Cosy cars 01706 664422



Accessibility

If you have a disability please inform the booking officer when you book your visit, so that any special arrangements can be made. Wheelchairs, their users, adults accompanying them and assistance dogs may need to be searched. Staff who carry out the searches will do so with sensitivity. Visitors who need physical assistance during their visit must be accompanied by another adult. Establishment staff cannot offer personal assistance.

There is disabled parking at the gate and no steps from the allocated parking up to the main gate. The Visits Hall is on the ground floor and disabled toilets are available.

If you have difficulty visiting the establishment because of a disability you can discuss this in confidence with POPS' staff on 01706 514 357.

When you arrive at the prison

When you arrive for your visit you will 'book in' at the Visitor Centre which is situated in the car park. Here you need to give the name of the prisoner you are visiting and the booking reference number. Names of all visitors will be checked along with ages of visitors under the age of 18 years old. The Visitor Centre opens 45 minutes prior to visits commencing. At the visitors centre you can buy tea, coffee or snacks, access information and advice and discuss any worries or concerns you may have in confidence.

There are baby changing facilities and a play area (children must be supervised by a parent or guardian). A disabled toilet is also available. Lockers are also available which require a £1 deposit. You will be informed by visitors centre staff when it is time to go the main establishment for your visit.

If you are going to be late for a visit please contact the Visitors Centre on 01706 514357, as soon as you can. The last entry into the establishment is 30 minutes after the visit start time.

Entering the Prison

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 finger print 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.

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 visiting ban and the police will be informed. You may only take money up to the value of £40 into the establishment for the purpose of purchasing drinks, food and snacks (no £20 notes permitted). 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.

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 or in the car park. Prams and pushchairs can be taken into the prison. A feeding bottle and spare nappies and wipes can also be taken on visits but no changing bag, you can ask for a clear plastic bag from a member of POPS' staff if needed. Access to baby change is available.



In the Visits Hall

The prisoner will be waiting in the visits hall when you arrive. Normally the prisoner and his visitors sit at a table in an open room, with the other prisoners and their visitors.

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.

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.

Visitors are able to get up from the seating area to obtain drinks and snacks from the tea bar or to use the toilet. The toilet is situated outside of the visits hall, therefore you may be required to be searched again before re-entering the room. There is a play area for visitors' children to enjoy whilst on a visit. There is a POPs staff member in the play area to provide play and craft activities for the children, however the parent or adult who brought the child(ren) remains responsible for all children for the duration of the visit. A parent or guardian must sign the child(ren) into the play area at the beginning of the session and sign them out again at the end. The play area is open for children ages 2-12, although children under 2 years may use the play area providing an adult stays with them.

Staying in Touch

Email a prisoner

If you have access to email, it is possible to keep in contact using www.emailaprisoner.com. Each email costs 40p so this can be cheaper than sending letters through the post.

By Letter

To send a prisoner a letter, please write his name and number on the front of the envelope and a return name and address on the back in case there are any issues and/or it needs to be returned.

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 subject to a more thorough rub down search
- Be placed on a closed, supervised visit
- Be subject to a full search (formerly – strip search) if agreed to.


A full search would take place without the visitors consent if they were suspected of smuggling class A, B or C drugs. If any visitor is found to be in possession of an illegal substance, they may face additional security measures.

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.

More Support

POPS' Family Forums: POPS' Family Forums are a great way to get your views heard and speak to other families. Our forums are a platform for visitors to voice suggestions that can lead to improvements being made around the visit experience. Please join us here in the visits centre for a chance to share your valuable feedback.

As a way of thanking you for attending the forum we will provide a 'free' visit on the day of the forum (one that doesn't require use of a VO). If you do not wish to attend our family forum but have some feedback for us, please feel free to write it down and place in the box provided. Speak to a member of POPS' staff to find out when and where the next forum is taking place.



Parental Contact Visits (PCV): These visits take place every Sunday, 9.30am-11.30am. The aim of these visits are to enable fathers to enhance parenting skills and spend quality time with their children. To apply prisoners must:

- Be on either standard or enhanced regime
- Have been adjudication free for the last 6 months
- Have not provided A positive MDT within the last 6 months

All applications will also have to be passed by the Security Department. Once approved the PCV visits will take place every 4 weeks and will run for a 4 week period. All visitors/prisoners who attend a PCV will be expected to produce a plan of activities which they will carry out with their children over the 4 visits and must complete an evaluation at the end of each visit. During these visits movement of prisoners is not restricted, although normal security procedures will apply.

Family Days: POPS deliver 7 family days per year. 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 but must meet certain criteria.

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 in order to prove your visit took place. You can request a copy of this form at the visitor centre. If you need assistance accessing this service, POPS' staff will be happy to help.

Prison Chat UK: An online support community www.prisonchatuk.com.

Offenders' Families Helpline: Information and emotional support (Mon-Fri: 9am-8pm, Sat-Sun: 10am-3pm). **Freephone:** 0808 808 2003
Email: info@offendersfamilieshelpline.org

Safer Custody concern line: If you have a concern regarding the resident or their safety please contact Safer Custody on 01706 514 304 and leave them a message. They will contact you back.

