

**VISITOR INFORMATION**  
**HMP/YOI HINDLEY**

**NEED SUPPORT?**  
Contact POPS on **0161 702 1000**

# 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:** 01942 663492/ 663234

**Prison Switchboard:** 01942 663100

**Visitor Centre:** 01942 663187

**Prison Address:** Barracks Rd, Bickershaw, Wigan, WN2 5TH

## Visit Times

Monday			14:15 – 15:45	
Tuesday			14:15 – 15:45	
Wednesday			14:15 – 15:45	
Thursday			14:15 – 15:45	
Friday			14:15 – 15:45	
Saturday			14:15 – 15:45	
Sunday			14:15 – 15:45	

## How to book a visit

As a family member you can book your first visit by ringing the booking line at HMP/YOI Hindley on 01942 663 492 / 01942 663 234 (Monday to Friday, 9:30 – 12:00 and 13:30 – 15:00). The prisoner is allowed up to 3 visitors over the age of ten and 3 under ten years old. Sentenced prisoners receive a minimum of 2 visits per 28 day period (up to 5 based on status).

Families also can book a visit by going online at:

**[www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)**

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## To book a visit online you will need:

- the prisoner's number
- the prisoner's date of birth
- the dates of birth for all visitors coming with you
- to make sure the person you're visiting has added you to their visitor list

Your visit will be confirmed by email within 3 working days of making your request. If you've made an online visit booking request and haven't received a confirmation email within 1-3 working days, email [socialvisits.hindley@hmps.gsi.gov.uk](mailto:socialvisits.hindley@hmps.gsi.gov.uk).

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. In exceptional cases prison governors do have the discretion to allow children aged 16-18 years to visit without an accompanying adult but only with parental consent.



MEET POPSICLE, 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 (including foreign passport) and time expired passports where the photograph is still recognisable.
- Foreign national identity card.
- EC ID cards.
- Photographic Driving license.
- Senior citizen's public transport pass issued by the local authority.
- Employer's or student ID card – must clearly show the name of the visitor and the employer or educational establishment, and has photograph or signature which can be compared with the visitor's appearance/signature.
- Photographic disabled parking badges.
- Red Maternity Book (ID option for children).
- Birth certificate for children under 16.

## 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/YOI Hindley, Barracks Rd, Bickershaw, Wigan, WN2 5TH**

Alternatively 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](http://www.gov.uk/send-prisoner-money) and complete the online form.
3. Money should reach the prisoner in 1-3 working days.

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# Property

Property can only be handed in at the prison on a visit.

The prisoner must have submitted an application for property and had it authorised by a governor. If you are handing in property for a convicted prisoner please note that family/friends have **only one opportunity to hand in property**. This must take place within a defined time window for whichever wing he is situated at (please ask at the Visitor Centre for more information).

## Other Items

Within this time frame friends and families can also order up to 6 books for delivery directly to the prison. Visitors cannot hand the book in themselves, it has to be delivered from the approved supplier.

**Orders are only accepted from Amazon.**

Prisoners are allowed to have items such as radios and CD players but these must be purchased through the approved catalogue.

Prisoners are **NOT** allowed the following items:

- Any hooded items
- Hats or baseball caps
- Black clothing (trousers/jeans/tracksuit bottoms)
- Clothing with offensive slogans
- Clothing associated with football teams or countries
- Clothing which is quilted or padded
- Items with large buckles (belts/coats/ jeans etc)
- Items packaged as bought from the shop

In addition prisoners **MUST NOT** exceed the volumetric control allowance (more information available from the prison).

# How to get there

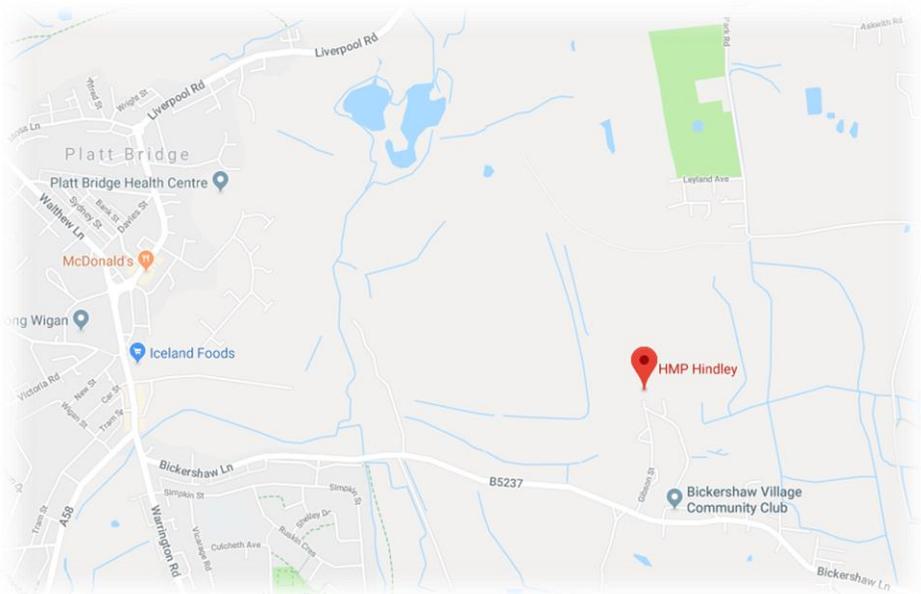
**Bus:** From Wigan town centre get the 658 bus that goes to Leigh Town centre but stops at the top of Gibson Street.

**Train:** The nearest station is Wigan Wallgate or Wigan North Western which is 15 mins bus ride from the prison.

**Car:** FROM THE SOUTH: M602, via A580, Leigh turn off right onto A579. At large roundabout take left onto A578. At mini roundabout take 3<sup>rd</sup> exit onto Wigan Road. At traffic lights turn left onto Bickershaw Lane, continue 1 ½ miles the prison is signposted on the right.

FROM THE NORTH : M6 VIA M61, Leave M61 at Westhoughton junction onto A58. Turn left off the A58 onto lower Leigh Road. At lights turn right onto Atherton Road. At the next lights turn left onto Leigh Road. At the next lights turn right onto Bickershaw lane continue 1 ½ miles. The prison is signposted on the right.

**Local taxis:** **Hindley** 01942 253 535 **Bluestar** 01942 242 424



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## When you arrive

Please arrive 30 mins before your visit time. Car parking is adjacent to the Visitor Centre Building. All visitors should go to the Visitor Centre to book in. In the Visitor Centre visitors can purchase drinks and refreshments and access toilets/baby changing facilities. Lockers are also available for a refundable £1 deposit.

There are currently no disabled toilets within the Visitor Centre and there is no access ramp. The entrance to the Visitor Centre has a small lip to navigate. Prison-issue wheelchairs are available at the Visitor Centre.

## Entering the Prison

All visitors are required to have valid identification to enter the prison and have this on their person at all times. Visitors will be searched upon entering the prison. If searched, children will be patted down by a female member of staff in front of their parent/carer. All visitors' religious beliefs are respected so if a search is required those wearing religious headgear will be taken aside to ensure privacy. Visitors may only take with them their ID, their locker key and up to £20 per visitor (please ensure this is in coins as notes are not accepted in the Visits Hall. An additional £3 per prisoner can be taken in to purchase a goody bag for your loved one to take back with them after your visit). There may also be passive drug dogs present during the search procedure. All visitors should dress appropriately and be aware of the prison's dress code which includes tight or revealing clothing and no clothing bearing slogans.

### Children

Prams are not allowed into the prison but may be left at the Visitor Centre. A transparent feeding bottle containing milk, a spare nappy and a handful of wipes can be taken into the visits hall. Wipes must be removed from the wipe's packet. All items must be placed in clear bags provided by the prison. Access to baby change is available.

## In the Visits Hall

Visitors can purchase hot and cold drinks, sandwiches, snacks and sweets from the tea bar during their visit. A play area is available for children aged 3-8 years old. This area is supervised by POPS' staff but parent/carers are responsible for their children at all times.

There is a small play area for children. Toilets are accessible but it is advised wherever possible that visitors use the toilets prior to their visit. Visitors leaving the visits hall to access the toilets will be searched again prior to returning to the visits hall.

### Accessibility

There are disabled parking spaces immediately in front of the Visitor Centre. A ramp leads up to the main prison gate. The Visits Hall is accessible by lift. Disabled toilets are accessible within the prison by lift. Wheelchairs and walking aids are allowed into the prison but may be subject to security.

## Staying in Touch

### Email a prisoner

If you have access to email, it is possible to keep in contact with the person you are visiting using:

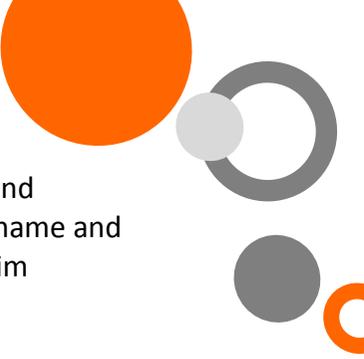


### [www.emailprisoner.com](http://www.emailprisoner.com)

Each email costs 40p so this can be cheaper than sending letters through the post. Visit [www.emailprisoner.com](http://www.emailprisoner.com) and click 'signup'.

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## 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 issues with him receiving the letter and/or it needs to be returned.

## More Support...

**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 have any problems with accessing this service, the visitor centre staff will be happy to assist you.

**Prison Chat UK:** An online support community [www.prisonchatuk.com](http://www.prisonchatuk.com).

**Offenders' Families Helpline:** Open 7 days a week providing information and emotional support (Monday-Friday: 9am-8pm, Saturday-Sunday: 10am-3pm).

**Freephone:** 0808 808 2003

**Email:** [info@offendersfamilieshelpline.org](mailto:info@offendersfamilieshelpline.org)

**Family Days:** 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.

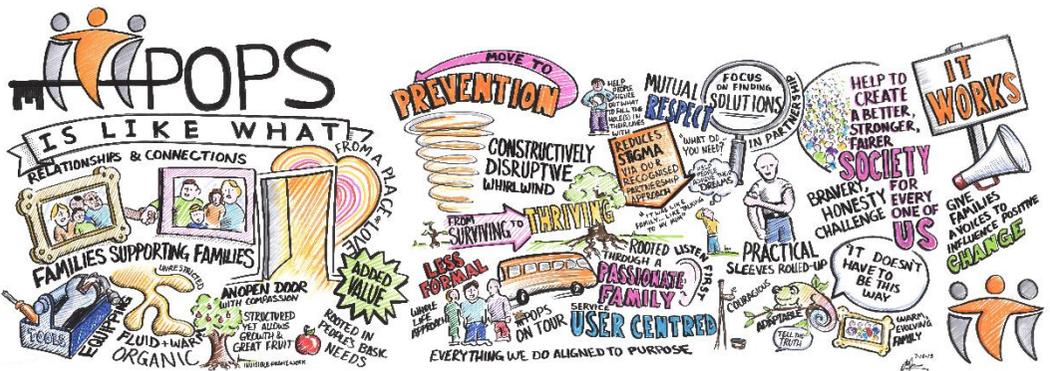
**Safer Custody concern line:** If you have concerns about someone in prison please call **01942 663 294**. This is a confidential 24 hour hotline. If no-one is available to take your call please leave a message and someone will return your call at the earliest opportunity.

If you require any additional support or information please contact POPS' Head Office on:

# 0161 702 1000

Alternatively you can email us at [mail@partnersofprisoners.co.uk](mailto:mail@partnersofprisoners.co.uk)

Or visit our website [www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk)



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