

**VISITOR INFORMATION**  
**HMP LANCASTER FARMS**

# 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 Hindley  
HMP Kirkham  
HMP Lancaster Farms  
HMP Liverpool  
HMP Manchester  
HMP Preston  
HMP Thorn Cross  
HMP Wakefield



# First Things First...

## Important Numbers

**Booking Line:** 01524 563 636

**Prison Switchboard:** 01524 563 450

**Visitor Centre:** 01524 563 556

**Prison Address:** Stone Row Head, Lancaster, LA1 3QZ

## Visit Times

<b>Monday</b>				
<b>Tuesday</b>			14:00 – 15:00	15:30 – 16:30
<b>Wednesday</b>			14:00 – 15:00	15:30 – 16:30
<b>Thursday</b>				
<b>Friday</b>				
<b>Saturday</b>			14:00 – 15:30	
<b>Sunday</b>			14:00 – 15:30	

## How to book a visit

Visits are booked by family members prior to your visit. The prisoner is allowed 3 adult visitors. There is no restriction on the number of children under the age of 18, however prior notice should be given for parties of more than 5 children. Sentenced prisoners receive a minimum of three 1 hour visits per calendar month. Enhanced prisoners are entitled to two extra privilege Visiting Orders.

Families can book a visit by going online at [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)

## 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 haven't received a confirmation email within 1-3 working days, email

[lancasterfarmsdomesticvisitsbooking@hmps.gsi.gov.uk](mailto:lancasterfarmsdomesticvisitsbooking@hmps.gsi.gov.uk).

Alternatively you can book a visit by ringing the booking line at HMP Lancaster Farms on 01524 563 636. This line is open Monday to Sunday 09:00 – 12:00.

Please be aware that you need to be over the age of 18 to visit a prisoner. If a child is visiting they need to be accompanied by an adult.



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

# Identification

**You will need to bring one of the following forms of identification with you:**

- Passport, including foreign passports, where the photograph is recognisable;
- HM Forces identity card;
- Photographic driving licence;
- Benefits book;
- Senior citizen's public transport photo pass issued by local authority;
- Employer's or student ID card but only if this clearly shows the name of the visitor and the employer or educational establishment, and has a photograph or signature which can be compared with the visitor's appearance or signature, and if the Foreign Nationals identity card.

**If you are unable to produce one of the above, staff may accept combinations of two or more of the following:**

- Birth/marriage certificate;
- Cheque book or credit/debit card (counts as one: do not accept as two);
- Employer's pass or ID or student ID card not acceptable under
- Young person's 'proof of age' card;
- Trade union or National Students' Union membership card;
- Rent book;
- Foreign identity or residents' card (other than EC ID cards acceptable in their own right);
- Expired documents from the list above (satisfactory in other ways);
- ID card from a recognised prison visitors' organisation (e.g. New Bridge); the name on the card may differ from that on the VO, but provided the visitor has other identification to back up the ID card, and provided staff have no reason to doubt their bona fides, then this will form acceptable identification,
- Citizen Card.

Staff retain discretion to accept any other forms of identification, singly or in combination, that clearly identify the visitor in a satisfactory way.

# Money

Money can be sent in by postal order, made payable to 'Governor, HMP Lancaster Farms'. 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 Lancaster Farms, Stone Row Head, Lancaster, LA1 3QZ**

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

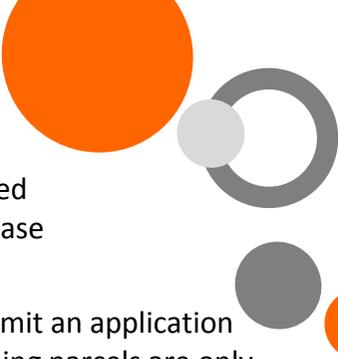
1. Make sure you have their prisoner number & date of birth
2. Go to this web page: [www.gov.uk/send-prisoner-money](http://www.gov.uk/send-prisoner-money) and complete the online form.
3. Money should reach the prisoner in 1-3 working days.

# Property

Families can send in the following items/quantities:

Item	Enhanced	Standard
Footwear Shoes/Trainers	2	1
Sliders/Flip Flops	1	
Slippers	1	
Tops - T-Shirt, Polo, Vest, Shirts, Sweatshirt, Jumper/Cardigan (No hoods)	8	6
Jeans, Trousers, Joggers, Shorts	6	4
Jacket/Coat (No plain black/navy, no hoods, no padded jackets, no fleeces)	1	1
Dressing Gown	1	
Knitted Rib Gloves	1	
Underwear	14	14
Socks	14	14

Property can only be sent in via post.



Parcels are not accepted through visits.

Prisoners must have been on 'Standard' for a defined period of time before they can receive a parcel (please contact the Visitor Centre for more information).

In order to receive a parcel the prisoner should submit an application which must then be authorised by the prison. Clothing parcels are only accepted from the visitor named on the application.

Prisoners can have unlimited books sent in by family members but these must be ordered via Amazon or Argos.

*For further information on permitted items please contact the Visitor Centre.*

## How to get there

**Bus:** Service no 18 operates between Lancaster Bus Station and the prison Monday to Friday, commencing at 07:50 and finishing at 17:30.

**Train:** The nearest station is Lancaster Railway Station. From the railway station a taxi to HMP Lancaster Farms will cost approximately £5.00.

There is a taxi rank right outside the station on the north-bound platform.

The bus station is less than five minutes walk from the railway station.

**Car:** *Via the M6 Motorway:* Depart the M6 motorway at Junction 34 and follow the Lancaster City Centre signs. Make your way round the one-way system to Dalton Square. At the traffic lights turn left along Nelson Street (sign-posted 'Lancaster Farms') and proceed along Nelson Street, East Road and Quernmore Road taking the fourth left turn marked Stone Row Head. The prison is situated two hundred yards down this road.

*Via the A6 and other routes into the city:* As with the motorway directions, make your way round the one way system to Dalton Square and turn left up Nelson Street and follow the above directions.

**Parking:** Staff and visitor car parking is available free of charge.

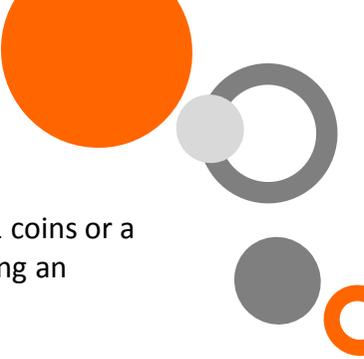
**Local taxis:** 01524 320 90 / 01524 848 848



## When you arrive at the prison

The Visitor Centre opens at 12:00. The booking desk opens at 13:00. Car parking is available opposite the Visitor Centre close to the main prison entrance. Disabled car parking is also available.

On arrival visitors should make their way to the Visitor Centre to book in. You will require your identification documents for all members of the party. Once booked in by the visits staff visitors should wait in the Visitor Centre until they are called across to the prison.



A café area is available in the Visitor Centre where you can purchase drinks and refreshments.

Lockers are available, accepting old or new style £1 coins or a trolley coin. There are also toilets available, including an accessible toilet and baby change facilities.

## Entering the Prison

Visitors may only take with them their locker key and loose change up to £10 per visitor and £10 for the prisoner. No notes are allowed so please ensure you bring change.

Visitors may be searched upon entering the prison. Children under the age of 16 will be searched with the consent of the accompanying adult. All visitors' religious beliefs are respected so if a search is required those wearing religious headgear will be taken aside to ensure privacy.

There may also be passive drug dogs present during the search procedure. Visitors will be asked to stand along a wall and keep your hands by your sides as the dog passes by. All visitors should dress appropriately and be aware that no outdoor wear may be worn on a visit including scarves and hats.

### Children

For visitors with young children, a clear bottle containing pre-mixed milk, a nappy and some wipes may be taken into the prison. The nappy and wipes should be left in the search area. Visitors will then be required to come back through the search area to visit the baby change facility and the toilets. Visitors will then be searched again prior to returning to their visit. No prams or car seats can be taken into the prison. High chairs are provided in the Visits Hall.

# In the Visits Hall

Within the Visits Hall there is a tea bar offering a range of hot and cold drinks, sandwiches and snacks. The tea bar is open throughout the visit.

There is a play area with a designated Early Years Worker which is open throughout the session for children over 2 years old. Parent/carers remain responsible for their children at all times.

Any visitors, who wish to use the toilet facilities after the start of their visit, will be escorted back through the search area to the toilet facilities and will be required to be searched again after the toilet break prior to returning to their visit. Any child must be escorted by their guardian when using the toilet.

## Accessibility

The visits room is accessible by lift. Please be aware that disabled toilets are available in the Visitor Centre but not in the main prison (a 10 minute walk). Wheelchairs and walking aids are allowed to be taken into the visit but may be subject to security.

# Staying in Touch

## 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.

## Email a prisoner

If you have access to email, it is possible to use [www.emailprisoner.com](http://www.emailprisoner.com) to keep in contact with the person you are visiting. 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'.

# 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. Speak to a member of POPS' staff to find out when and where the next forum is taking place.

**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 Events:** Family Days are a great opportunity for prisoners and their families to engage in activities and spend quality time as a family unit. The purpose of these visits is to allow enhanced family contact. Prisoners can apply for a place by putting in an application into the chapel. A maximum of 3 adults can attend. The number of children is normally limited to 3 but exceptions can be made for larger groups.

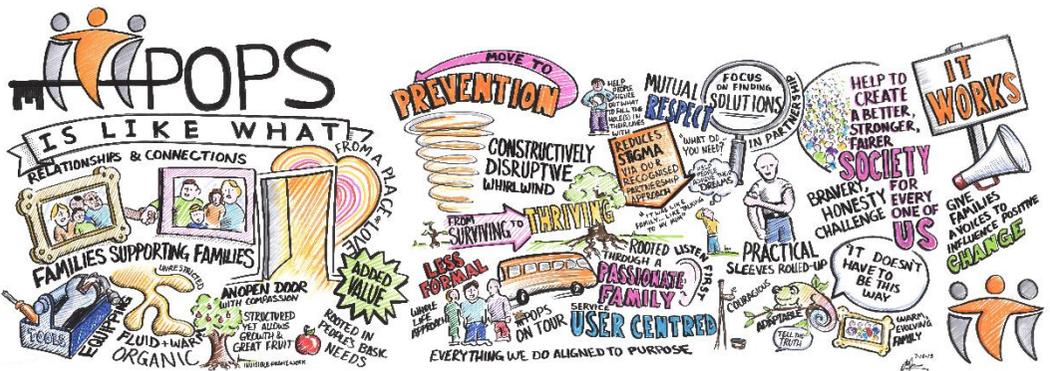
**Safer Custody concern line:** If you have concerns about someone in prison please call **01524 563 518** between the hours of 08:00 – 17:00. If your call is out-of-hours call the main switch board and ask for the 'orderly officer'.

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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