

VISITOR INFORMATION
HMP MANCHESTER

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) strives 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** provides support services to families of offenders, at the following establishments:

HMP Buckley Hall

HMP Kirkham

HMP Full Sutton

HMP Lancaster Farms

HMP Preston

HMP Garth

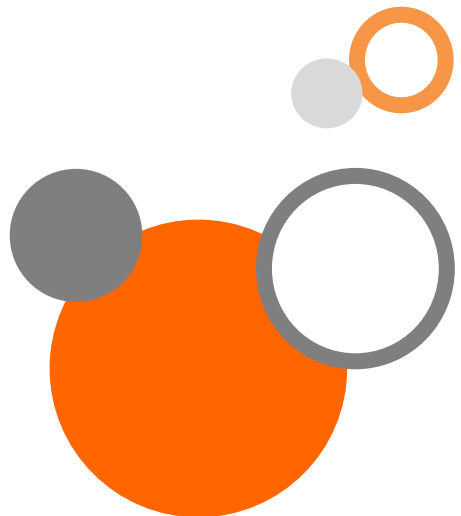
HMP Liverpool

HMP Thorn Cross

HMP/YOI Hindley

HMP Manchester

HMP Wakefield



First Things First...

Important Numbers

Booking Line: 0161 817 5655

Prison Switchboard: 0161 817 5600

Visitor Centre: 0161 817 5630

Prison Address: HMP Manchester, 1 Southall Street,
Manchester, M60 9AH

Visit Times

Monday				14:00 – 15:00	15.30 – 16:30
Tuesday				14:00 – 15:00	15.30 – 16:30
Wednesday				14:00 – 15:00	15.30 – 16:30
Thursday				14:00 – 15:00	15.30 – 16:30
Friday					15.30 – 16:30
Saturday	09:00 -10:00	09:30 – 10:30	10:45 – 11:45	14:00 – 15:00	15.30 – 16:30
Sunday				14:00 – 15:00	15.30 – 16:30

How to book a visit

With the exception of your first visit to the prison, called a 'Reception Visit', your visits will be booked by the prisoner. As a family member you can book the first visit by ringing the booking line at HMP Manchester on 0161 817 5655 (Monday to Friday, 08:00 - 12.30 and 13:00 – 16:00). The prisoner is allowed up to 3 adult visitors and 3 children under 18 on each visit. Sentenced prisoners receive a minimum of 2 visits per 28 day period (up to 4 based on status). Prisoners on remand can receive up to 4 visits a week. 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.

NEED SUPPORT?

Contact POPS on **0161 702 1000**

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).

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).
- Employer's pass or ID or student ID card.
- 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).
- Benefits Book.

Children over the age of one year old will be issued a wristband or have their hand stamped.



Property

Property can only be handed in at the Visitors Centre Monday to Friday between 09:00 and 10:30; you do not need to have a visit. Property cannot be handed in at weekends or on a bank holiday.

If you are handing in property for a convicted prisoner please note that family/friends have **only one opportunity to hand in property** (*there are some exceptions, please see below*). This must take place within two months of the prisoner's reception date. For prisoners on remand families/friends can hand in property as many times as is necessary during this 2 month period. Whenever you hand in property you must provide photographic ID.

Other Items

Within this time frame friends and families can also order for delivery up to 6 books from the following booksellers:

- Blackwells www.bookshop.blackwell.co.uk
- Foyles www.foyles.co.uk
- Waterstones www.waterstones.com
- WH Smith www.whsmith.co.uk

Visitors cannot hand the book in themselves, it has to be delivered by the approved suppliers.

Please note contact lens fluid must be posted into pharmacy for checking prior to issue. Tinted lenses in glasses are allowed only where there is a medical need.

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

Cultural clothing is permitted at HMP Manchester and is included in the facilities list. For more information please ask property staff or a member of POPS' team.

Prisoners are allowed the following items/quantities:

NEED SUPPORT?

Contact POPS on 0161 702 1000

Item	Allowed
Footwear, Shoes, Trainers (max. 2 pairs trainers/no slippers/no sandals/no boots above ankles/no reinforced steel toe caps)	3
Flip Flops (for use in shower area)	1
T-Shirt, Vest, Shirts, Sweatshirt, Jumper (no white <i>shirts</i> but can have white t-shirts/no black/no hoods/no studs or epaulettes/no sports teams/no more than 2 pockets)	11
Trousers/Jeans/Tracksuit Bottoms* (no black/no combats/no more than 4 pockets/no zips/buckles)	5
Socks	10
Underwear (no offensive material)	10
Sport Shorts (football shorts/no combats/no sports team/no pockets on legs)	2
Jacket/Coat (no black/no hoods/no more than 4 pockets/no padded jackets)	1
Pyjamas	1
Belt (buckle size 2 ½ x 1 ½ inch, no metal tips/loops/rings)	1

New socks and underpants can be handed in by a family member every three months. The prisoner must first complete an application on the unilink system indicating which day their family will drop off the items. This should be completed at least 48 hours before the intended date of delivery to allow for the application to be processed and passed to the visits staff.



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

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 Manchester, 1 Southall Street, Manchester, M60 9AH

You can also send money using your debit card or by bank transfer. Please ensure you have the correct information to avoid delays.

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.

How to get there

Bus: X41/x43 from Blackburn/Burnley stop close to the prison on Bury New Road. The 59 from Rushcroft/Oldham also stops close by.

Train: The nearest station is Manchester Victoria, approximately 10 mins walk away. Manchester Piccadilly is also within a 10 min taxi ride.

Car: FROM THE SOUTH: leave the M6 at junction 19 taking the A556 exit towards Manchester/M56; at the roundabout take the 3rd exit onto the A556; keep right merge onto M56; keep right and follow signs for Princess Parkway/A5103; follow A5103 until you reach roundabout; take 1st exit onto ring road/A57; merge onto A57; follow ring road until you reach Great Ducie Street; turn left onto Great Ducie Street and then right onto Southall Street. The prison will be on your left-hand side. FROM THE NORTH: exit the M62 at junction 18 onto the M60 (E&S); at junction 19 use the left 2 lanes to take the A576 exit to M'cr city centre; follow the A576; at the end of the A576 turn right onto Great Cheetham Street East and then left onto Bury New Road; turn left onto Southall Street.

Local taxis: Cresta 0161 817 6800

NEED SUPPORT?

Contact POPS on 0161 702 1000



When you arrive at the prison

Please arrive 45 minutes before your visit time. Car parking is available on the streets around the prison in marked bays for up to two hours Monday-Friday or on single yellow lines on a Saturday/Sunday. Alternatively there are all day car parks on Charter Street.

All visitors should go to the Visitor Centre to book in. First-time visitors to a category A prisoner must go the main gate first to present your ID before proceeding to the Visitor Centre. In the Visitor Centre visitors can purchase drinks and refreshments and access toilets/baby changing facilities. Lockers are also available accepting old style £1 coins or a trolley coin.

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 £20 per visitor. 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 no ripped jeans, tight or revealing clothing, no clothing bearing slogans and no watches.

Children

Prams or car seats are not allowed into the prison but may be left at the Visitor Centre. A transparent feeding bottle containing milk, a spare nappy and one packet of wipes can be taken up to the visits hall. Access to baby change is available.

In the Visits Hall: General Population

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 1-8 years old. This area is supervised by POPS' staff but parent/carers are responsible for their children at all times.

Accessibility

No dedicated disabled parking available but on-street parking immediately next to the prison. A ramp leads up to the main prison gate. The Visits Hall is accessible by lift. Disabled toilets are available in the Visitor Centre and accessible by lift from the Visits Hall. Wheelchairs and walking aids are allowed into the prison but maybe subject to security.

NEED SUPPORT?

Contact POPS on 0161 702 1000

In the Visits Hall: Category A

Visitors to Category A prisoners who wish to access food, snacks and cold drinks must do so by placing their order in advance. Visitors on a Monday, Wednesday or Thursday must ensure their order is placed by 1pm. For weekend visits the order must be placed by 4pm on a Friday. Visitors then pay for their food order on arrival at their visit.

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.

Staying in Touch

Email a prisoner

If you have access to email, it is possible to use www.emailaprisoner.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.emailaprisoner.com and click 'signup'.

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...

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.

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

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 **0161 817 5600**.

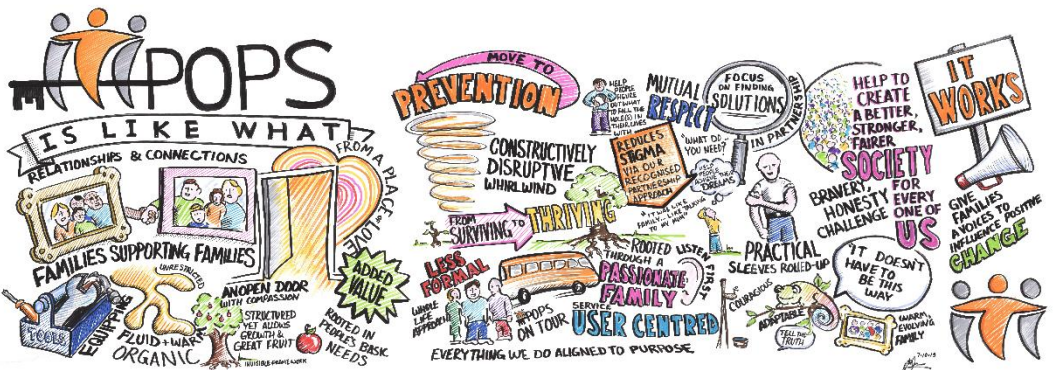
NEED SUPPORT?
Contact POPS on **0161 702 1000**

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

Or visit our website www.partnersofprisoners.co.uk



© 2019 POPS

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, including photocopying, recording, or other electronic or mechanical methods, without the prior written permission of POPS.

Registered Charity Number: 1048152 • Registered Company Number: 3067385 • Registered VAT Number: 883 303 130