

**VISITOR INFORMATION**

**HMP THORN CROSS**

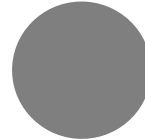
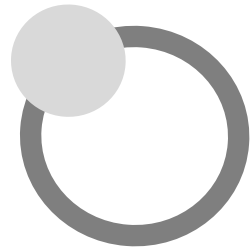
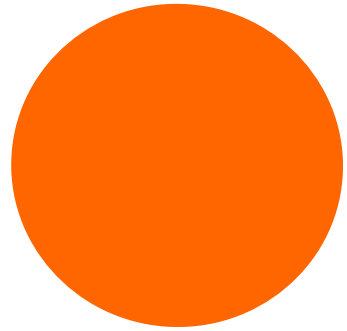
# POPS: Who are we?

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 aims to help families access the information and support they need as they navigate the prison system.

**POPS** 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** provide support services to families at the following establishments:

HMP Buckley Hall  
HMP Garth  
HMP Fosse Way  
HMP Haverigg  
HMP/YOI Hindley  
HMP Kirkham  
HMP Lancaster Farms  
HMP Liverpool  
HMP Manchester  
HMP Preston  
HMP Risley  
HMP Thorn Cross  
HMP Wakefield  
HMP Wymott



# First Things First...

## Important Numbers

**Booking Line:** 01925 805 018

**Prison Switchboard:** 01925 805 100

**Family Support:** 07471 037 211

**Prison Address:** Arley Road, Appleton Thorn, Warrington,  
WA4 4RL

## Visit Times

Monday				
Tuesday				
Wednesday				
Thursday				
Friday			13:45 – 15:45	
Saturday			13:45 – 15:45	
Sunday	09:45 – 11:45		13:45 – 15:45	

## How to book a visit

Visits are booked by family members prior to your visit. The prisoner is allowed 3 adult visitors and 3 children under 16 on each visit. Children over the age of 16 will then take one of the adult places. Sentenced prisoners receive a minimum of two 1 hour visits per 28 day period. Enhanced prisoners can receive a total of four visits.

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've made an online visit booking request and haven't received a confirmation email within 1-3 working days, email [thorncross@hmps.gsi.gov.uk](mailto:thorncross@hmps.gsi.gov.uk).

Alternatively, you can book a visit by ringing the booking line at HMP Thorn Cross on 01925 805 018. This line is open Monday to Friday 08:30 – 12:00.

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.
- EC identity card.
- Driving license or Citizens ID Card.
- Benefits book.
- Senior citizen's public transport photo 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.

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

- Birth/marriage certificate.
- Rail or bus pass with photo.
- Cheque book or credit/debit card (counts as one).
- Employer's pass or ID or student ID card (under 4 years old).
- Young person's 'proof of age' card.
- Trade union or National Students' Union membership card.
- Library card, if it has a signature that can be compared with the visitor's signature.
- Rent Book
- Foreign identity or residents' card (other than EC ID cards acceptable in their own right).
- Expired documents from list above that appear satisfactory in other ways.
- New born babies 'Red Maternity Book'.

Children under 16 do not require ID although it would be preferred if this could still be brought in. All male visitors over the age of 16 will be required to wear a coloured wristband throughout the visits session. This will be issued from the gate on arrival and must not be removed until you leave the visits area at the end of your visit.

**NEED SUPPORT?**

**Contact POPS on 07471 037 211**

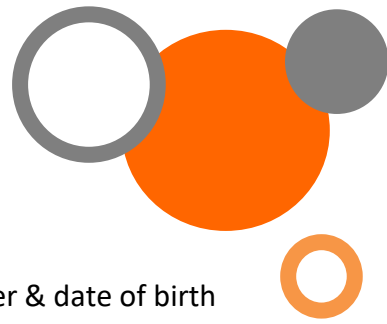
# Property

Property cannot be brought in on visits. Property may be sent into the prison by post within the first 28 days of a prisoner arriving at HMP Thorn Cross. After this period only property ordered from Argos, Amazon and MM Direct and delivered directly from the supplier to the prison will be accepted. Prisoners are only permitted one parcel a month from a catalogue order purchased by family members. Please ensure the prisoner's full name is on the order. Bedding must be fire retardant to BS7175 standard. No rechargeable items, hard drives or USB sticks are allowed to be sent in. Prisoners are allowed the following items/quantities:

Item	Allowed
Footwear Shoes/Trainers	3
Slippers/Flip Flops	1
Tops - T-Shirt, Polo, Vest, Shirts, Sweatshirt, Jumper/Cardigan (No hoods)	15
Jeans/Tracksuit Bottoms	9
Socks	7
Underwear	7
Shorts	3
Jacket/Coat (No plain black/no hoods)	1
Religious Clothing e.g. Prayer Suit	1
Pyjamas	1
Bath Robe	1
Towel	3
Bedding Set	1

Magazines and newspaper can be ordered by family members for prisoners through Stretton's newsagent. The prisoner's prison number, unit number and a family contact number are required. Contact Stretton's on **01925 730388** for more information.

# Money



You can 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.

Money can also be sent in by postal order, but only in pre-approved circumstances. Please speak to a member of POPS' staff if you are unable to access the online service.

## How to get there

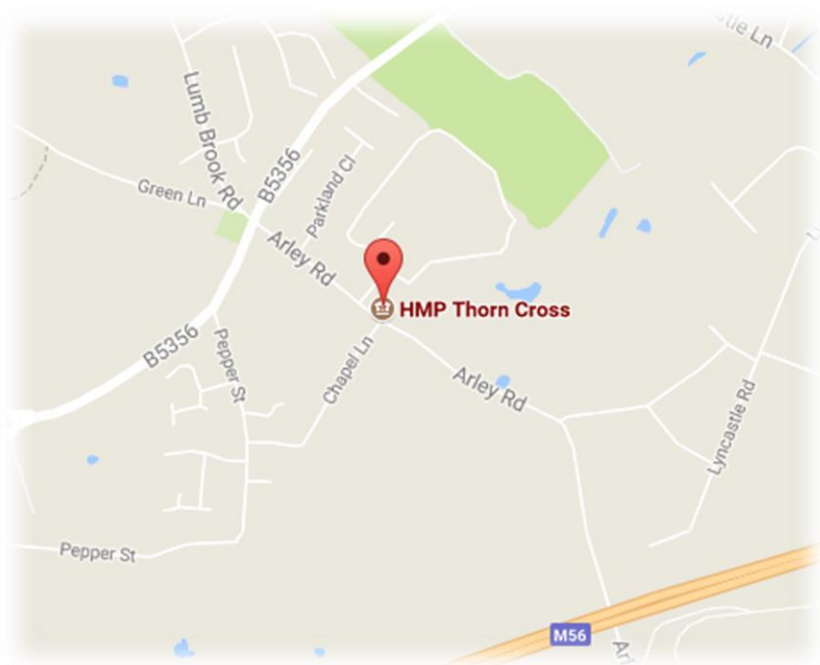
**Bus:** The number 7, 8 and 8<sup>E</sup> buses run from Warrington to Appleton Thorn. Alight at Appleton Hall. The prison is a 3 minute walk away. Head along Stretton Road and turn right onto Arley Road.

**Train:** The nearest station is Warrington.

**Car:** If driving leave the M6 at junction 20; head towards Warrington, turn left at 1st roundabout; travel along round for approx. 1 mile until come to roundabout; turn left and pass industrial estate on left; keep on for approx. 300 yards and turn right; keep on this road for approx. ½ mile; you'll come to cross roads (Appleton Thorn Pub on right), and turn left. Prison is approx. 200 yards on left. There is a car park opposite the prison.

**Local taxis:** Abba/Harry's 01925 444444

**NEED SUPPORT?**  
Contact POPS on **07471 037 211**



## When you arrive at the prison

Please arrive 30 minutes before your visit time. Car parking is available directly opposite the main prison entrance. Disabled car parking is available but there are limited spaces.

There is no visitor centre at HMP Thorn Cross, visitors should report directly to the main gate. Once booked in at the gate visitors are then able to go to the café area where you can purchase drinks and refreshments and wait until you are called through to the visits hall. Lockers are available within the main gate, accepting both old, and new style £1 coins, or a trolley coin. There are also toilets available, including baby change.





# 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 may 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 £40 per table. £20 notes are not allowed so please ensure you have change. There may also be passive drug dogs present during the search procedure. All visitors should dress appropriately and be aware that no hooded clothing is allowed in the prison.

## Medication

There may be times when visitors require personal prescribed medication to be held on their person during a visit. If this is the case then you are required to inform the main gate upon booking in and the officer on duty in the visits room.

## Children

Prams or car seats are not allowed into the prison but may be taken through to the café area. A transparent feeding bottle, a spare nappy and one packet of wipes can be taken through to the visits area and access to baby change is available throughout.

# In the Visits Hall

Visitors can purchase hot and cold drinks, hot food, sandwiches, snacks and sweets from the tea bar during their visit. Prisoners are allowed to take items back into the prison which are bought for them by their visitors.

**NEED SUPPORT?**

**Contact POPS on 07471 037 211**

These items are 2 x bars of chocolate, 1 x can / bottle of a soft drink and 5 x pieces of cake. Visitors are not permitted to bring into the prison their own food except for baby food. The tea bar will assist visitors with any reasonable requests to prepare baby foods. A play area is available for children aged 2 and above. This area is supervised by POPS staff but parent/carers are responsible for their children at all times.

## **Accessibility**

Fully accessible with disabled parking spaces and toilets. Short walk between the main gate and the visits area. All wheelchairs and walking aids are allowed to be taken into the visit but maybe 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.emailaprisoner.com](http://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](http://www.emailaprisoner.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).

**Prisoners' 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@prisonersfamilies.org](mailto:info@prisonersfamilies.org)

**POPS' 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 to the Governor of Reducing Reoffending along with a sheet that lists all the contact details of those he would like to attend.

**Safer Custody concern line:** If you have concerns about someone in prison please call **01925 805 100** and ask to speak to the 'orderly officer'. During 'out of hours' you may also ring 01925 805 242.

**NEED SUPPORT?**

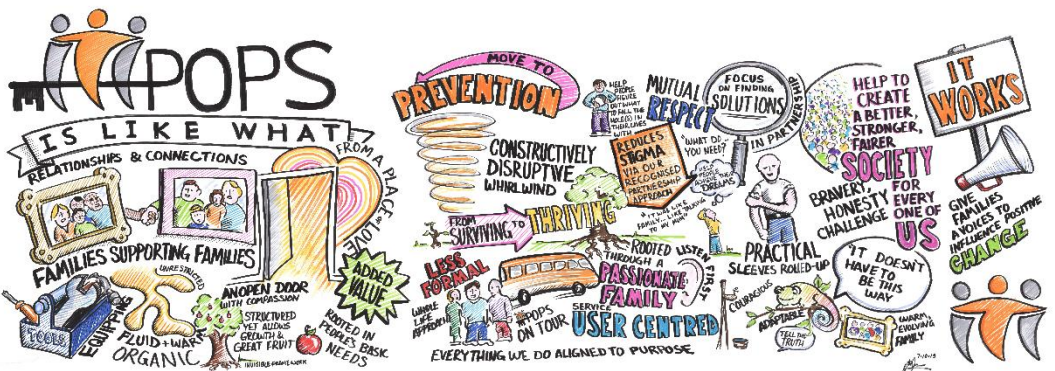
Contact POPS on **07471 037 211**

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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