

VISITOR INFORMATION

HMP WAKEFIELD



FAMILY SUPPORT SERVICE

POPS Family Engagement Lead: Laura Wood

Phone: 01924 612 165

Email: lauraw@partnersofprisoners.co.uk

Available Monday – Friday 8.30am – 4pm

POPS' Family Support Lead can assist you with:

- Practical and emotional support.
- Advice and advocacy.
- Understanding the prison regime.
- Visits information e.g., booking system, property regulations, ID requirements.
- Advice and access to financial assistance through the Assisted Prison Visit Scheme (APVU).
- 1-2-1 family support.

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 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 provide support to families at the following establishments:

- HMP Buckley Hall
- HMP Fosse Way
- HMP Garth
- HMP Haverigg
- HMP 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: 01924 612 274

Prison Switchboard: 01924 612 000

Visitor Centre: 01924 612 165

Prison Address: HMP Wakefield Address, 5 Love Lane, WF2 9AG

Visit Times

Friday			14:00 – 16:00	
Saturday			14:00 – 16:00	
Sunday			14:00 – 16:00	

How to book a visit

As a family member you can book a social visit by ringing the booking line at HMP Wakefield on **01924 612 274**. Lines open:

Monday – Friday **9am – 12pm**

Tuesday, Wednesday, Thursday **2pm – 4pm**

Alternatively, you can book:

BY EMAIL: socialvisits.wakefield@justice.gov.uk

ONLINE: www.gov.uk/prison-visits

Video calls must be booked by ringing **01924 612 085**.

The prisoner is allowed up to 3 adult visitors with their 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 (as long as there is available capacity). 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.



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 up to 6 weeks old).

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.



Property

Prisoners can purchase clothing through an internal catalogue system. If a prisoner needs something specific sent in that cannot be purchased through the catalogue system, then they must complete an application with specific reasons and send this to the governor for their approval. If approval is granted, then this may be sent in via Royal Mail.

Cultural clothing is permitted at HMP Wakefield and is available through the catalogue system or through the chaplaincy. For more information please ask property staff or a member of POPS' team.

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 Wakefield Address, 5 Love Lane, Wakefield, WF2 9AG

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.

Accessibility

The Visitor Centre and Visit Hall are both on the ground floor with good accessibility. Disabled toilets are available in the Visitor Centre and Visits Hall.

Wheelchairs and walking aids are allowed into the prison but maybe subject to security.

When you arrive at the prison

On arrival please report to the Visitors Centre. As you are facing the prison the visitor centre is down the road to your left on the corner. Please arrive 30 minutes before the time of your visit. The Visitor Centre opens at 12:45 where 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.

Please be aware that the entitlement for visits is 1 hour but a total of 2 hours is provided to allow staff time to process all visitors.

How to get there

By Coach: National Express run services to Wakefield Bus Station.

By Train: The nearest mainline station is Wakefield Westgate approx. 5 minutes walk away.

By Car *From M1 South:* Proceed North along M1 to junction 40. After approx. 2 miles turn left into Parliament Street, just before the railway bridge. *From M62:* Proceed along M62 East or West to junction with M1. Take M1 South to junction 40. Leave at junction 40 along A638 towards Wakefield. After approx. 2 miles turn left into Parliament Street. *From A1 North:* Proceed along A1 South to M62. Proceed along M62 Westbound to M1. Proceed along M1 Southbound to junction 40. Leave at junction 40 along A638 towards Wakefield. After approx. 2 miles turn into Parliament Street. *From A1 South:* Proceed along A1 and A1M. Leave A1M to join A638 towards Wakefield. Follow signs Dewsbury A6328. After crossing roundabout at Comet, get into the right hand lane and turn right at the end, across the dual carriageway (Westgate). After approx. 100 yards turn left into Parliament Street.

Car Parking: Please note that there is no parking available at the prison. Public car parks can be found nearby. There is limited disabled parking available on Love Lane.



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 which may include a pat down, metal detectors and passive drug dogs. 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 personal ID, the prison-issued ID and £25 per person to purchase refreshments (please bring change). Visitors are also permitted to bring £5 extra per child. It is illegal to bring mobile phones or electrical items into the establishment. You cannot take watches into the prison. All visitors should dress appropriately and be aware of the prison's dress code which includes restrictions on jewellery worn. Jewellery is limited to wedding/engagement rings, a small pair of earrings and a small necklace/chain. Visitors are not allowed to wear coats/jackets in the visits hall. Coats/jackets may be worn from the visitors centre up to the search at which point they must be removed to be x-rayed and carried through to the visit, where they must be placed on the back of the chair. Hoodies can be worn in winter months but will be searched.

In the Visits Hall

Visitors can purchase hot/cold drinks, sandwiches, snacks and sweets from the tea bar during their visit. A play area is available for children. Please note parent/carers are responsible for their children at all times.

Children

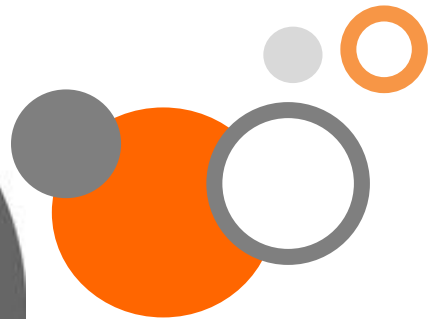
Car seats and prams are not allowed but may be left at the Visitor Centre. Prison-issued prams are available for use if required. If you require baby food or milk during your visit take it to the visits entrance and give it to the search staff who will put it in a locker in the search area until you require it. Access to baby change is available.

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.

Coffee Mornings

Once a month on a Friday at 11.30am POPS host a family forum. Family forums are an opportunity to meet other families, ask questions, give feedback and share ideas. Dates will be displayed on the noticeboard at the Visitor Centre.



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

Staying in Touch

Email a prisoner

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 delivery and/or it needs to be returned.

More Support

POPS' Coffee Mornings: POPS' coffee mornings are a great way for visitors to get their views heard and to voice suggestions that can lead to improvements being made around the visit experience. Speak to a member of POPS' staff to find out details about the next forum.

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, POPS' staff can assist.

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

Offenders' Families Helpline: Open 7 days a week providing information and emotional support (Mon-Fri: 9am-8pm, Sat-Sun: 10am-3pm).

Freephone: 0808 808 2003 **Email:** info@offendersfamilieshelpline.org

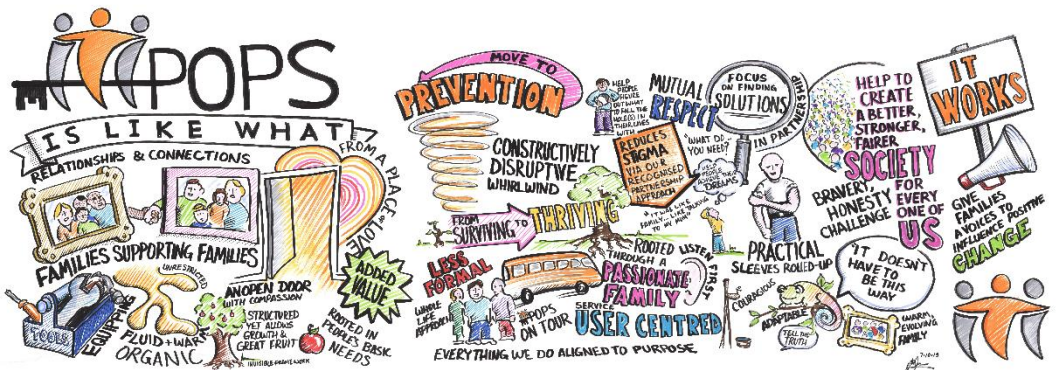
Safer Custody concern line: If you have concerns about someone in prison please call **0800 389 1108** and leave a message including your name and contact details.

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



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