

Providing Support to Families of Offenders

VISITOR INFORMATION

HMP LIVERPOOL

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 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, 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: 0151 530 4050

Visitor Centre: 0151 530 4158

Prison Switchboard: 0151 530 4000

Prison Address: HMP Liverpool, 68 Hornby Road, L9 3DF

Visit Times

Monday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Tuesday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Wednesday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Thursday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Friday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Saturday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30
Sunday	13:30 – 14:30	13:45 – 14:45	15:15 – 16.15	15:30 – 16:30

Closed Visits Times

On occasion, the family member, or friend, you are visiting may not be allowed to take part in visits in the main visits room. This can be for a range of reasons. In this case, you may be offered a 'closed visit' where you are separated from your relative by a screen. At HMP Liverpool these take place at the following times:

Tuesday 09:15 - 10:15 & 10.45 - 11.45
Friday 09:15 - 10:15 & 10.45 - 11.45
Saturday 09:15 - 10:15 & 10:30 - 11:30
Sunday 09:15 - 10:15 & 10:30 - 11:30

NEED SUPPORT?

Contact POPS on **0161 702 1000**

How to book a visit

Visits are booked prior to your visit. *Remand* prisoners are allowed 3 visits per week; two Monday – Friday and one over the weekend. The prisoner is allowed 3 adult visitors and 3 children under 12 on each visit. Children over the age of 12 will then take one of the adult places. Sentenced prisoners can receive two visits per month.

Families can book a visit by going online at 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

Alternatively you can book a visit by ringing the booking line at HMP Liverpool on **0151 530 4050**. You will need the information outlined above.

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.



What to bring with you



Identification

Each visitor will need to bring one of the following forms of photographic identification with them:

- Passport (including foreign passport) and time expired passports where the photograph is still recognisable.
- Citizen identity card.
- Photographic driving license.
- 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 a photograph which can be compared with the visitor's appearance.
- Armed Forces identity card.
- Foreign Nationals identity card.

All male visitors will have their hand stamped using ultra-violet ink prior to the visit and then this is checked as you leave your visit.

How to get there



Bus: From Liverpool city centre take the 68 bus which drops you directly outside the prison. This is the only bus that travels along Hornby Road.

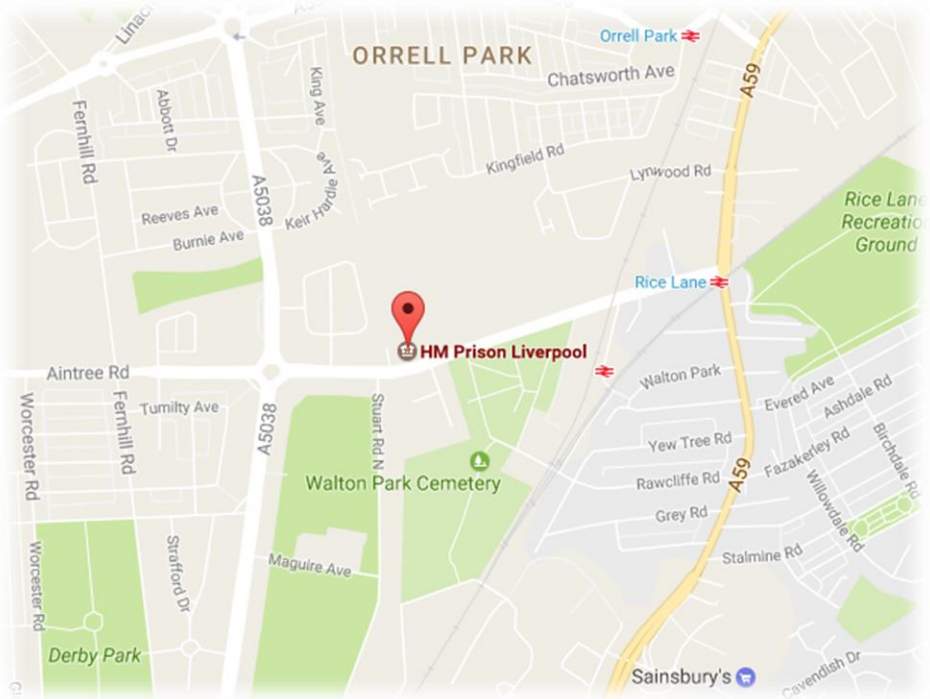
Train: From Liverpool Central station you can travel to either Walton or Rice Lane train stations, these are both located on Hornby Road.

Car: M62 junction 6 onto the M57. Leave at junction 6. At the roundabout take the 1st exit onto A506. Turn left onto A59, at traffic signals turn right A5098 arrive at Hornby Road. Car parking is available on the road facing the prison

Local taxis: Delta 0151 924 7373

NEED SUPPORT?

Contact POPS on **0161 702 1000**



When you arrive at the prison

Please arrive 30 minutes before your visit time. Car parking is available on the road opposite the prison for 2 hours only. Disabled parking is directly facing the main entrance.

Visitor Centre

The visitor centre is open every day from 8.30am – 5.00pm. Refreshments are available from the tea bar. Lockers are available in the centre and require a £1 coin. Toilets, including baby change, are available on site.

Entering the Prison

All visitors are required to have valid identification to enter the prison and have this on their person at all times. All visitors will be searched upon entering the prison which will include passing through a metal detector and a rub down search. Children will be searched by a female member of staff in front of their parent/carer. All visitors' religious beliefs are respected. There is a private room available should religious headwear need to be removed as part of the search. Visitors may only take with them their ID and £25 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. No hooded clothing is allowed in the prison.

Children

Prams or car seats are not allowed into the prison and need to be left in the visitor centre during your visit. A feeding bottle, spare nappy and some loose wipes can be taken through to your visit and access to baby change is available throughout. The baby changing room is available for breastfeeding at all times. Breastfeeding is not allowed in the visit hall.

In the Visits Hall

Visitors can purchase hot and cold drinks, sandwiches, snack and sweets from the tea bar during their visit. 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 3 disabled parking spaces and toilets. The visits hall is in a separate complex which requires a short walk and a lift is available. All wheelchairs and walking aids are allowed to be taken into the visit but maybe subject to security.

NEED SUPPORT?

Contact POPS on 0161 702 1000

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 to keep in contact with the person you are visiting. Each email costs 40p so this can be cheaper than sending letters through post.

Visit www.emailaprisoner.com and click 'signup'.



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 and complete the online form.
3. Money should reach the prisoner in 1-3 working days.

Money may be sent in by other means but only by special exemption. Please contact the prison for more information.

Property

Property can be submitted during the first 28 days: no applications are needed. Prisoners are allowed the following items/quantities:

Item	Allowed
Footwear Shoes/Trainers	2
Slippers/Flip Flops	1 of each
T-Shirt, Polo, Vest, Shirts	10
Sweatshirt, Track Top, Jumper/Cardigan (No plain black/no hoods)	5
Jeans/Tracksuit Bottoms (No plain black)	5
Socks	10 pairs
Underwear	10 pairs
Shorts	2
Jacket/Coat (No plain black/no hoods)	1
Religious Clothing e.g. Prayer Suit	3
Pyjamas	2
Bath Robe	1
Towel	2

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

More Support...

POPS' Family Forums

POPS' Family Forums, run within the visit centre, are a great way to get your views heard and speak to other families. Our forums have proven to be a great way for POPS to share information about our services that are available to support you and your family. The forums have also become a platform for visitors to voice suggestions that have led to improvements being made about 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

Prison Chat UK is an online support community.

Visit 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

Safer Custody concern line

If you have concerns about someone in prison you can use the Safer Custody concern line **0800 528 0970 (Freephone)**. This line often goes to an answering machine – this is always monitored so leaving a message logs your concern for prison staff to address.

POPS' Family Days

POPS currently deliver 6 Family Days a year during school holidays. 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. Both these forms are available from the Prisoner Information Desk (or PID) on each wing. On the application, the prisoner may wish to write a little about how he feels his family will benefit from a family day.

Each prisoner and their family contacts are security checked on application, and any issues that arise from these checks may result in a family day being denied. Once security checks are passed, the applications are then filtered based on criteria such as length of sentence, whether a family day has already been accessed and on the basis of need. At the end of the process, the prisoner will receive a letter notifying whether they have been successful in their application.

NEED SUPPORT?

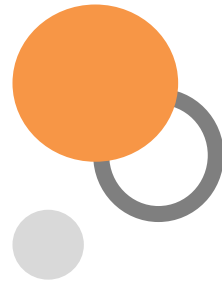
Contact POPS on 0161 702 1000

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.