



# 10

## THINGS YOU NEED TO KNOW HMP BUCKLEY HALL

1

To **book a visit** phone 01706 514 350 (Mon – Fri 9.30 – 11.30am, Mon/Wed/Fri 1.00 – 3.00pm) or visit [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits) . You will need the full name, date of birth and prison number of the person you are visiting.

2

Before you arrive ensure you have the correct Identification, such as: Passport, Driving License or citizens ID card. A full list of acceptable ID documents is available on request. Children under 18 must bring a birth certificate, passport or red maternity book.

3

On arrival please go to the Visitor Centre to book in. Please arrive 45 minutes before the time of your visit. Car parking is available on site.

4

Lockers are available in the Visitor Centre (code-based, no token required).

5

Prisoners are authorised to receive a clothing parcel which must be sent in within the first 28 days of their sentence (please note, this may not be at HMP Buckley Hall). Prisoners can subsequently have a parcel sent in yearly, during the month of their birthday. They can also purchase items from approved prison catalogues.

6

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'.

7

You can send money to a prisoner using your debit card or by bank transfer. Visit [www.gov.uk/send-prisoner-money](http://www.gov.uk/send-prisoner-money). Money can also be sent via cheque/postal order made out to 'HM Prison Service'. Include the prisoner's name/number on the back.

8

If you are under the age of 18 you cannot visit the prison alone you must be accompanied by an adult.

9

The search procedure once in the prison will include passing through a metal detecting portal, scanning with a handheld metal detecting wand, a pat down search and sometimes the presence of passive drug dogs. Please speak to a member of POPS' staff if you have any concerns.

10

You can take up to £40 to purchase refreshments into the prison (no £20 notes permitted. The £40 limit is the sum of money held between all visitors on the visit, not per person). You may also bring baby milk in a clear bottle, a nappy and wipes.