Information for visitors
To HMP Norwich
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Introduction

Dear Visitor,

This may well be a difficult and upsetting time for you, especially if it is your first visit to the prison.

All of us here in the Visitors’ Centre recognise this, and want to be able to do all that we can to make your visits here as comfortable and straightforward as possible.

The Centre is run by Ormiston Families; we are a separate organisation from the Prison Service. We have a very good relationship with the prison and work together for the safety, security and well-being of both prisoners and families.

Both Ormiston and the staff at HMP Norwich recognise the key role that families play in the successful resettlement of prisoners and want to enable families to feel positive about visiting.

Some visitors feel very confident, and don’t feel they need our support. Others feel they need extra information or would like to talk over some of the issues that may arise from their visit. We work to ensure that you get the best use of our services. Our purpose is to support you and your family in the best way we can.

Many families feel anxious about bringing children into a prison environment. Of course this remains the decision of each family, but please feel reassured that the staff in HMP Norwich are very careful to protect and look after children throughout the visit and particularly in the visits hall. Children are searched sensitively and by a female officer. Prison staff understand that some children have specific needs and need extra time and support. Please do talk to us if you have concerns about bringing your children to visit.

We have a lot of information that we can provide you with – some of which you will find in this booklet. Please do not hesitate to ask if there is anything you feel you need to know, or if anything is unclear. We will do our best to help.

Best wishes

Debbie Campbell

Debbie Campbell, Service Manager
Email: debbie.campbell@ormiston.org

Ormiston Families at Norwich Prison
Visitors’ Centre, HMP Norwich
Knox Road
Norwich
NR1 4LU
Telephone: 01603 702301
**Visitors’ Centre Opening Times**

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<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Monday</td>
<td>Closed - no visits</td>
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<tr>
<td>Tuesday</td>
<td>9.00-12.00; 13.00-16.45</td>
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<td>Wednesday</td>
<td>Closed am; 13.00-16.45</td>
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<td>Thursday</td>
<td>9.00-12.00; 13.00-16.45</td>
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<tr>
<td>Friday</td>
<td>Closed - no visits</td>
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<tr>
<td>Saturday</td>
<td>9.00-12.00; 13.00-16.45</td>
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<tr>
<td>Sunday</td>
<td>9.00-12.00; 13.00-16.45</td>
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**Booking a visit** All visitors to HMP Norwich must book their visit in advance, preferably by the on-line booking system or by phoning the Visits Booking Line on (01603) 708795. If you are unable to use on-line booking, the booking line is open:

<table>
<thead>
<tr>
<th>Day</th>
<th>Mon – Thurs 10.00-12.00</th>
<th>13.30-16.00</th>
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<tr>
<td></td>
<td>Friday 10.00-12.30</td>
<td>13.30-15.30</td>
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- Visits must be booked by 12.00 noon the day before the visit.
- Visits must be booked by 12.30pm on Friday for the visits on a Saturday or Sunday.
- Visits cannot be booked more than 14 days in advance by telephone and not more than 28 days online.

Booking on-line. This couldn’t be simpler. Visit [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits) to select the dates you wish to visit. All you need is:

- the name and date of birth of the person you are visiting
- their prisoner number

You will receive an initial acknowledgement email saying your request has been received. **However,** you will also be sent an e-mail confirmation with the date and time of your visit. **You must allow at least 3 working days for this confirmation and you should not assume your visit has been booked until you receive it.**

You are advised to make a note of your confirmation number and bring it with you on your visit. We also advise that you either print out or bring your email confirmation with you should there be any query on the day.

Please note that the system has recently been changed so that the email confirmation now shows those visitors who are APPROVED for a visit and those who are UNAPPROVED at the bottom of the email confirmation. Please be aware that UNAPPROVED visitors will not be allowed in for a visit.

**Reception Visit** If the prisoner has been newly sent here from court he may be entitled to a Reception visit in addition to his regular visits entitlement. This does not apply to those who have been transferred in from another prison, or had their licence revoked. The staff on the booking line will be able to confirm entitlement to a reception visit.

**Numbers allowed on each visit** The prisoner is entitled to have up to 3 adults to visit any one time; there is no limit on the number of child visitors permitted (anyone under the age of 18 years). A child visitor is not permitted to visit without a responsible adult accompanying them.
Dress Code and Conduct on Visits

Large coats – cardigans and jumpers are permitted but outer garments may not be worn in the Visits Hall.

Hats – May not be worn, with the exception of religious head wear (e.g. Sikh turbans, Jewish Yamulkes, Muslim Kufi or Hijab and Rastafarian hats) All these will be subject to HMP searching policy.

Gloves/Scarves – may not be worn.

Hooded tops – can be worn but not with the hood up.

Skirts – must be of a modest and reasonable length.

Shorts – high cut shorts are not permitted.

Dresses – must be of a modest and reasonable length.

Tops – must be sufficient to cover both breasts and the midriff area and must not be transparent.

Cleavage must be appropriately covered so as not to cause offence.

Trousers – torn jeans with holes revealing buttocks or underwear may NOT be worn.

Footwear – footwear should be enclosed but sandals and flip flops are permitted but all footwear should be of a standard as not to endanger health and safety in the form of slips, trips and falls.

Logos – Clothing with any logos connected to a sporting team or displaying offensive patterns or language or anything staff deem to be inappropriate will not be permitted.

Please Note: You may be refused your visit if you are inappropriately dressed.

Money - No notes under any circumstances permitted and a maximum of £20 per group. Please Note: We cannot provide change for your visit.

Medication - Please speak to Ormiston staff if you have essential medicines you need to have with you at all times.

Children – children remain the responsibility of the parent/carer during the visit and are not permitted to run around the visits hall or attend the café facility without a responsible adult.

Behaviour – Inappropriate behaviour is defined as any behaviour that may present a risk to the security of the establishment or behaviour that is deemed indecent.
Arriving at HMP Norwich for your visit

You will need to book in at the Visitors’ Centre when you come for your visit. The Visitors’ Centre is located outside the prison walls, by the main car park. You can wait here until you are called for your visit. At the Visitors’ Centre we can provide:

- Information on visiting HMP Norwich, & related issues
- A warm comfortable place to sit and wait
- Hot drinks and basic refreshments
- Toilet facilities (including disabled toilet facilities)
- Baby changing facilities
- A quiet room for private conversation, prayer or breast feeding
- A free play area for young children

Identification

You will need to show approved ID, preferably photographic, before being allowed into the visit. ID is not necessary for visitors who are under 16 but is advisable for young people who may appear to be over 16 years. Approved forms of identification are:

- Passport (including foreign and time-expired passports)
- Driving licence (with photograph)
- Senior Citizen public transport pass issued by local authority
- Annual public transport season ticket
- Benefit book with photograph
- EC identity card
- Employee or Student card
- Trade Union or Student Union card with photograph
- Portman card
- Citizen Card
- Young Person’s proof of age card.

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 only)
- Utilities bill/bank statement/cheque book
- Foreign ID card or resident’s card (other than EC ID cards acceptable in their own right)
- Employee Pass or Student ID card
- Library card with signature to be compared with that of the visitor
- ID card from a recognised Prison Visitors organisation

Please ask the booking line if you are unsure or you can phone the Visitors’Centre for more information on approved forms of identification.

If you are a regular visitor to a prison, you can also apply for a reduced rate Citizen Card. Applications for these are held in the Centre.
Items permitted on a visit:

- Locker key – lockers are available at the Visitors’ Centre for your personal belongings. You will need a £1 coin (refundable) or a trolley token.
- Up to £20 (max) in loose change (no paper money) per group to buy refreshments in the Visits Hall
- Essential medication
- A baby’s bottle or cup and a nappy

All other items (such as tobacco, mobile phones and bank notes etc) must be placed in a locker at the Visitors’ Centre. Nothing can be handed to a prisoner on a visit.

Ormiston staff are not permitted to pass on any letters or parcels for prisoners.

Help with the cost of visiting

If you are on certain government benefits and visiting a close relative, you may be able to claim for the cost of one visit every 14 days. Application packs are available in the Visitors’ Centre or from Assisted Prison Visits Unit (APVU):

APVU, PO Box 2152, Edgbaston, Birmingham, B15 1SD  Tel: 0845 300 1423

You will need to get an APVU slip stamped by prison staff on each visit that you intend to claim for.

Concerns about the Safety of a Prisoner

HMP Norwich takes the safety and well-being of a prisoner very seriously. If you have any concerns for the safety of a prisoner you can call the HMP Safer Custody Helpline:

01603 706387  Monday – Friday: 7:30am – 4:30pm

At evenings, weekends or bank holidays call the prison switchboard: 01603 708600

If you prefer, you can speak to a member of the Visitors’ Centre team in person before or after your visit, or phone us on (01603) 702301. We will pass concerns on to Safer Custody on your behalf.
Protecting Families

On occasions, some family members can feel under pressure to do things they aren't comfortable with or know that they shouldn't be doing. Some examples could be

- bringing in illegal items or substances;
- being unexpectedly asked to send in extra money to a prisoner which they can't afford;
- bringing in a visitor with them who they don't feel happy with.

Prisoners' families can also feel intimidated or pressurised by other people outside the prison.

These are difficult situations for family members to deal with, and can escalate quickly. Both the Ormiston team and the prison staff understand this and want to help you find a way through them to keep everyone safe and secure.

So please do speak to a member of staff.

Although we can't guarantee confidentiality, we can talk privately with you to hear your concerns and to pass those on only to those professionals best placed to deal with them.
Other Services run by Ormiston Families at HMP Norwich

The Play Space at HMP Norwich Visitors’ Centre

Our Play Space within the Visitors’ Centre is for all children aged from birth to 8 years. It is free of charge and enables children to play when they arrive and feel positive about visiting. A responsible adult must stay with the child(ren) in the Play Space before the visit. We may be able to run a ‘créche service’ from the Play Space on a Wednesday afternoon, Thursday afternoon and most Saturdays (but families to check in advance).

Children’s Visits at HMP Norwich

Children’s visits take place in a special room, separate from the visits hall. They are very different to ordinary domestic visits. The whole family (with children up to 18 years) is free to move around the room and get involved with arts and craft activities, soft play, pool and other games and have a snack together from the snack bar. The emphasis is on dad spending quality time with his children. Only the prisoner can apply for Children’s Visits – but family members can express interest and get more information at the Visitors’ Centre. This visit is additional to the prisoner’s regular allocation, and is subject to additional prison clearance.

Baby-Bonding Visits

This visit allows a prisoner and his new child to have that first important occasion where they can be close together soon after the baby’s birth. The visit is held in the Children’s Visits room. The prisoner must apply to Ormiston and is subject to additional prison clearance.

The baby must have been born while the prisoner was in prison and usually within the previous 28 days. Please speak to the Visitors’ Centre for information.

Story Book Dads

Prisoner dads are able to record a story onto CD for their child to listen to at bedtime or whenever they want to have the comfort of hearing their dad’s voice. A copy of the book is also sent with the CD. Participation is subject to additional prison clearance.
Prisoners’ needs and requirements

Sending in money for a prisoner

Please be aware that all new reception prisoners who have £25 or less when they come into prison, will receive an advance of up to £11 (depending on which canteen packs/pin credit they choose to have, as this can vary).

The Advance will be taken back at £1.00 per week by the prison.

Relatives and friends can post money in for prisoners to order items from the prison; this is known as buying from the ‘canteen’. Money sent in is referred to as ‘private cash’ and preferably sent in as a postal order:

- Made payable to ‘HM Prison Service’
- On the reverse, write the prisoner’s name and prison number and the sender’s name and address

Private cash must be with the prison cashiers by midday on Thursday for use the following week.

Money can also be sent by either debit card or bank transfer this should get into the prisoners account between 1-3 days later. Please see www.gov.uk/send-prisoner-money or ask us for more details.

Catalogues

Prisoners are also able to purchase their own items from a variety of catalogues including:

M&M Direct, Argos, WH Smiths, Waterstones.

All requests will be authorised before ordering to avoid disappointment.

Books

From 1st September 2015 appropriate Books (not puzzle books) may be hand delivered on visits to the security staff at the Visitor Centre when checking in.

Books can also be ordered by the prisoner from an authorised supplier using the ‘application process’ please encourage the person you are visiting to speak to their wing officer to ask about this.

Please bear in mind, however, that each prisoner has volumetric limits on what belongings they are allowed to keep in their cell.
Keeping in touch by post

You can send in loose stamps or stamped-addressed envelopes to a prisoner.

Keeping in touch by email or voicemail

You can send an email or SMS to a prisoner, which will be printed out and put into the prison mail. He will also receive a blank piece of paper with a barcode, on which he can write a reply. (You must remember to ‘tick’ the reply box.) The reply is then scanned and e-mailed back to you. There is a small charge for each email you send (currently 35p for one way/60p to include a reply). Go to www.emailaprisoner.com to register or ask for a leaflet at the Visitors Centre.

You can also register for the prison voicemail service, where you can exchange voicemails with the prisoner. They can then get the message the next time they get to the phone, they can also leave you a reply. Go to www.prisonvoicemail.com to register or ask for a leaflet at the Visitors Centre.

Photographs

You can send photographs for a prisoner to display in his cell but he, himself, must not appear in any of the photographs. Any photographs that are deemed to be inappropriate will not be passed to a prisoner.
Sending in Clothes for a Prisoner:

You can send in clothes to a prisoner (excluding those on transfer) within the first 28 days of his arrival as follows:

- **Sentenced prisoners** can be sent 9 items of clothing for their lower half (trousers/skirts/jeans/tracksuit trousers); 15 items of clothing for their upper half (this will also be subject to volume restrictions)

- **Remand prisoners** can be sent 3 sets of clothing (3 tops/3 bottoms) and 14 pairs each of pants & socks) + one pair of shoes or trainers.

However, these can only be received in one parcel, so it is advisable to arrange for one person only to send in these items. We would suggest that inside the parcel there is list of the clothing inside and the list has his name and prison number at the top. Any additional parcels will not reach the prisoner and will be placed with his belongings. The prisoner can raise an application to have other items of clothing from his belongings as long as they keep within his limit of permitted items of clothing.

**RESTRICTIONS:**

_All clothing must meet basic standards of modesty and decency_

Certain items of clothing are NOT permitted:

- No hoods
- No gloves
- No hats
- No uniform/Military style clothing
- No studded clothing
- T-shirts must NOT be plain white, yellow or royal blue
- Shirts must NOT be black
- Track suit bottoms/polo shirts must NOT be blue
- No steel toe-capped footwear
- No team shirts i.e. Football, Rugby, Hockey, Basketball shirts
- Nor any clothing that is deemed to be: obscene, racist, abusive, homophobic, sexist or has inappropriate slogans or motifs
- Clothing that may lead the wearer to be mistaken for a member of staff
- Clothing that is in a poor state of repair, or has been designed to look as such

**Clothes for Court Appearances**

A suit can be sent in to be held with a prisoner’s property for when he attends court. Please send it in good time to the prison by post, clearly marked with his name and prison number, and a brief note explaining it is for court, giving a court date (if known).
Useful Contacts

**Ormiston Families**: We are the voluntary organisation which runs the Visitors’ Centre at HMP Norwich. It also provides a range of support services to children and their families across the East of England. Please ask staff for further details.

Tel: 01603 702301 (at HMP Norwich); 01473 724517 (for Ormiston Families central office)  [www.ormiston.org](http://www.ormiston.org)

**Offenders’ Families Helpline**: National Freephone helpline offering information and support to anyone with a relative or friend in prison. They can also send out publications, have a web site with downloadable information and provide an email service.


**Partners of Prisoners and Families Support Group (POPS)**: provides a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies. POPS provides assistance to enable families cope with the stress of arrest, imprisonment and release.

Tel: 0161 7021000  [www.partnersofprisoners.org.uk](http://www.partnersofprisoners.org.uk)

**Prisoners’ Families and Friends Service**: Offers an advice and information service to relatives or friends of prisoners. Confidential Freephone helpline and factsheets giving information on prison related topics.

Freephone: 0808 808 3444  Website:  [http://www.pffs.org.uk](http://www.pffs.org.uk)

**Prison Reform Trust**: useful information for prisoners and families

Tel: 0207 251 5070  [www.prisonreformtrust.org.uk](http://www.prisonreformtrust.org.uk)

**Adfam**: offers a range of service to families affected by drug use and imprisonment. Full details of Adfam services, events and publications can be found on the website.

Tel: 0207 553 7640  [www.adfam.org.uk](http://www.adfam.org.uk)

**HM Prison Service**: On this site you can find out about the work carried out in prisons throughout England and Wales. You can search by prison name to find out regime and visiting information.

[www.justice.gov.uk](http://www.justice.gov.uk)

In addition to the above, we hold a large amount of information at the Visitors’ Centre. Please speak to a member of staff and we will try our very best to point you in the right direction.
Comments and Complaints

Complaints and Comments about HMP Norwich

If you have complaints, concerns or comments about the services of HMP Norwich please talk to the Service Manager or other members of senior staff at the Visitors’ Centre. They will advise you on how to address your complaint to the prison.

Complaints and Comments about Ormiston Families and the Visitors’ Centre

All of the Ormiston staff and volunteers aim to give the highest levels of service.

However, if you have a concern about any aspect of our service, please raise this with a member of staff and we will do our best to resolve it with you.

If you feel that your concern has not been addressed as you felt it should have been, you can make a complaint through Ormiston Families’ Complaints Procedure.

The Service Manager or another member of the senior staff will be happy to provide you with a copy of our complaints procedure. This lays out how your complaint will be dealt with by Ormiston Families.

There are comments slips available in the Visitors’ Centre.

You are invited to give simple feedback on your experience of the Visitors’ Centre service by dropping a counter into a ‘thumbs up’ or ‘thumbs down’ boxes. You will find these by the lockers on the left as you leave the building.
Please remember that Ormiston Families staff are here to help you.

Do speak to us when you need to.

Updated July 2016
ASK US IF YOU HAVE ANY QUESTIONS