**Booking in Process for Families**

We know how important maintaining family ties is for the rehabilitation of prisoners and for their wellbeing.

In-line with PHE and government advice we’re happy to re-introduce social visits. With some changes to protect staff/prisoners and families.

**Please be advised;** Social visits may be booked up to **48 hours** prior to the visit and are subject to current capacity in the visits area.

Useful numbers Visits centre 01245 552452 hmpchelmsford@ormistonfamilies.org.uk

**Booking your visit- 01245 552240/65 – Monday – Fri 8:15am to 11am and 12:30pm to 3:30pm**

**Please make sure before you call the booking line he has submitted a priority booking form.** The form will give him the option of two adults from the same household (please note you will be asked for proof)

From the 27th July Visits days are Monday to Thursday PM only see below

There is no online booking at this time.

**Things to remember before you arrive**

* Be on time, do not arrive early
* Your ID (see below for acceptable ID)
* To bring minimal personal items, including jewellery (wedding, engagement ring and small studs only)
* The dress code
* Do not bring any property we only accept that via post
* Do not bring anyone not visiting to the centre, they are not permitted to wait.

**Social visit process on arrival**

All visitors must book in at the visitors centre. A booking reference number will be used to call the visitors forward to enter the visits complex, In-line with an allocated time slot. Please do not try to enter beforehand. Attendance times are as stated when booking your visit it will be either.

1. Arrival at Visitor Centre **13:00** Process window/Gate closes for booking in **13:20** Entrance to hall  **13.40** Leaving at **14:40**
2. Arrival at Visitor Centre **13:20** Process window/Gate closes for booking in **13:40 -** Entrance to hall  **14:00** Leaving at **15:00**
3. Arrival at Visitor Centre **13:40** Process window/Gate closes for booking in **14:00 -** Entrance to hall  **14:20** Leaving at **15:20**
4. Arrival at Visitor Centre **14:00** Process window/Gate closes for booking in **14:20 -** Entrance to hall  **14.40** Leaving at **15:40**

No crossover on booking in time slots.

Please stand on the designated line allocated, before entrance to the Visitor Centre.

You will only be allowed to book a visit for 2 adults from the same household. At this time we cannot accommodate children, this will be reviewed as we move forward. You will be asked to sanitise your hands on entry to the visitors centre and your arrival will be staggered to support social distancing. If you arrive prior to your allotted time you will not be able to enter the centre, as this will place others at risk due to the size of the centre. You will be temperature tested on arrival and if your temperature falls outside of the normal range they will not be permitted to go ahead with the visit, this is to protect you and your peers from any potential infection. You must not visit if you have had any potential COVID symptoms in the last 7 days ie temperature, persistent cough or loss of sense of smell or taste. Please help us help you and your loved one stay safe.

Staff in the Visits centre as well as discipline staff in the prison are there for support and advice. If any visitor is being pressurised to supply drugs or illegal items into the prison you can speak to any of these staff members who will advise you accordingly. Equally these staff are trained and encouraged to report any suspicious behaviour or activity they may observe or be informed of.

Equally, visitor centre staff are encouraged to and will report any visitor who cannot remember or are unsure of the details of the prisoner they are visiting. These staff will use their discretion to identify visitors that are just nervous and first time attendees to those who may be involved in attempting to traffic illegal items into the prison. All staff are encouraged to interact positively with visitors thus improving the chances of detecting suspicious behaviour and gaining intelligence.

All visitors are required to wear face-coverings throughout their time at the establishment including on arrival at the prison site (including in visitors centre), moving around the establishment and in the visits hall unless requested to remove them for security checks. These will be provided for you.

All visitors are issued a wrist band which must not be removed All male visitors will have a coloured security band attached to their wrist. This is a condition of entry. Any tampering with the band will result in termination of the visit. This process will be completed by the Visits staff. Sanitiser products will be made available after the wristband is applied

**You will be required to produce ID. Please be aware that you may be asked to temporarily remove your mask to allow this process to take place**

**If you have any questions we will do our best to answer them, on arrival at the centre**

**Please also remember to follow the dress code and bring as little as possible to the visit**

**Acceptable forms of identification.**

**Accompanying adults must provide proof of the same household.**

**Photo ID**

* Passport, including foreign passports and time-expired passports where the photograph is still recognisable
* EC identity card
* Photo card driving licence
* Immigration photo card
* Senior citizens public transport pass issued by local authority
* Employers ID card but only if this clearly shows the name of the visitor and the employer and has a photograph or signature which can be compared with the visitor’s appearance
* Citizen photo card

Proof of address

* Bank statement within the past 3 months
* Utility bills - gas, electricity, Telephone, council tax, water, issued within the past 6 months
* Paper driving licence

**If you cannot provide these documents you will not gain entrance to the prison**

*No unauthorised articles may be taken into or from the prison or supplied to a prisoner by a visitor. Unauthorised articles may be confiscated; the visitor may be prosecuted and may, on conviction, be imprisoned or fined. The prisoner may face disciplinary charges. Any unauthorised article brought to the prison must be handed to the staff in the visits room.*