



Spurgeons

Invisible Walls

Contact us

Contact HMP / YOI Winchester

**HMP /YOI Winchester
Romsey Road
Winchester
Hampshire
SO22 5DF**

**Main Switchboard
Tel: 01962 723000**

**Safer Custody
Tel: 01962 723 320**

Contact Invisible Walls

**Spurgeons
Invisible Walls Service
HMP/YOI Winchester
Romsey Road
Winchester
Hampshire
SO22 5DF**

Tel: 01962 723260

**www.spurgeons.org
invisiblewalls@spurgeons.org**

Who we are

Spurgeons is a national children and families Christian charity providing support with all of family life's challenges. Locally, Spurgeons provide the 'Families & Significant Others' service and have developed a Prison Family Hub at HMP Winchester known as Invisible Walls. Invisible Walls is an award-winning family support service, supporting those affected by imprisonment. Our aim is to provide support for prisoners and their families, both inside and outside the prison walls, to help families reconnect in a positive way, reduce reoffending and improve outcomes for the whole family.

Registered charity no. 1081182



Information for visitors

Everything you need to know about
visiting someone at
HMP/YOI Winchester



Advice & support before your visit

The Visitors Centre

HMP Winchester Visitors' Centre is supported by Spurgeons Children's Charity. Spurgeons staff and volunteers are here to support you and help to make your visit a positive experience. Before and after visits, all visitors are welcome to use the Spurgeons Visitors' Centre which provides refreshments, a waiting area, a children's play room as well as toilet and baby changing facilities.



This leaflet is designed to answer some of the questions you might have about visiting someone in HMP/YOI Winchester for the first time. If you have any queries that are not answered by this leaflet, please contact the Visitors Centre at invisiblewalls@spurgeons.org and a member of the team will respond to you.

Please note there is no parking on site at HMP Winchester for social visits. See page 11 for more information on travel.

Help with Prison Visits

You may be able to get help with your travel expenses. Qualifying rules and conditions apply.

You can apply to get help paying for visits that you:

- have made in the last 28 days
- want to make in the next 28 days

Easy online application is available www.gov.uk/help-with-prison-visits

You will need:

- the prisoner number
- the date of the visit
- your National Insurance number
- any receipts from your journey
- a prison visit form stamped by the prison

Ask at the Visitors Centre for a 'help with prison visits' form which you will need to get stamped at the gate during your visit.

For any further assistance call the Help with Prison Visits Unit on: **0300 063 2100 (closed at weekends and Bank holidays)**

Prisoners' Families Helpline

If you are visiting a prison for the first time, are unsure about what to expect and would like to talk to someone, you can get advice and support from the Prisoners' Families Helpline on: **0808 8082003**

Getting to the prison (map overleaf)

Trains

The nearest station is Winchester, with regular rail links to London and Southampton. From the station, take the number 4, 5 or 66 bus (see below) or it's a 15 to 20 minute walk (up a steep hill).

Facilities at Winchester station include: waiting room, refreshments, toilets, baby changing facilities, pay phone and cash machine.

Buses

The number 4, 5 and 66 buses go from the centre of town, past the prison main gate. The nearest stop is outside the Royal Hampshire County Hospital. The services run every 10 minutes Monday to Saturday.

Taxis

There is a taxi rank at Winchester station, or taxi's can be booked with the following local firms:

- Springfield Car Hire
01962 880022
- City Taxis
01962 841212
- Barry's of Winchester
01962 855565

Car

Parking may be available on site for Blue Badge holders, however this cannot be guaranteed due to prison staff need. All other visitors travelling to the prison by car are advised to use Winchester City Park and Ride facilities.

Park and Ride

Travelling from the North, leave the M3 at junction 10 for Park & Ride East. From the South, leave the M3 at junction 11 for Park & Ride South.

Park & Ride buses run every 15 minutes and parking is a maximum cost of £3.50 all day - this includes bus travel for all passengers and the bus stops outside the prison. There are no buses on Sundays or Bank Holidays.



Concerns, problems and complaints

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In an emergency

Call **01962 723 000** if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.

Non-emergency

Call **01962 723 320** if you have concerns about a prisoner's safety or wellbeing which are serious but not life-threatening. Alternatively complete a safer custody contact form on the [Prisonersfamilies.org](https://prisonersfamilies.org) website. Select the "Worried About a Prisoner?" Tab – then select HMP Winchester – then when the HMP Winchester page comes up – select "Submit a Safer Custody Contact Form"

Staff Integrity Hotline

Call **0800 917 6877** (24 hours answering machine) If you are concerned about a prisoner being bullied by a member of staff. As this line is managed separately from the prison, you can call this number anonymously.

Prisoners' Families Helpline

Call **0808 808 2003** for confidential support, advice and guidance.

Unwanted Prisoner Contact

Call **0300 060 6699** If a prisoner is contacting you and you want them to stop. You can also complete the Stop prisoner contact online form, email unwantedprisonercontact@justice.gov.uk

Problems and complaints

If you have a complaint about visits you can contact visitswinchester@justice.gov.uk
For all other complaints and official correspondence contact finance.winchester@justice.gov.uk
or write to the Governor at the address below:

HMP/YOI Winchester
Romsey Road
Winchester, SO22 5DF

Complaints against the Volunteer Service

If you have a complaint about any aspect of the volunteer service, please contact:
Vicky Baird Invisiblewalls@spurgeons.org

Booking a visit / Visiting times

Visiting Times

Social Visits for remand and convicted prisoners are currently held on:

Tuesday to Thursday: 2.30pm - 4pm
Saturday and Sunday: 2.15pm - 3.15pm
3.45pm - 4.45pm

There are no social visits on:

- Monday or Friday.
- Christmas Day, New Year's Day, Boxing Day and Good Friday.

If you cannot attend an arranged visit or are going to be late, please ring the prison on **01962 723000 ideally at least 24 hours in advance so that the person you are visiting can be told.**

Entitlements

Convicted prisoners are entitled to at least two, one hour social visits in every four week period. Prisoners on remand are entitled to three one hour visits per week with at least one visit at the weekend dependant on availability.

Booking a visit

We encourage you to use the on-line booking system as the preferred method of booking.
www.gov.uk/prison-visits

Before you can book a visit, you must be on the prisoner approved visitor list. This list is compiled on arrival to the prison by the prisoner and is then checked by security.

The visitor will enter the details of the prisoner they wish to visit and the details of those who will be attending the visit.

Visits may be booked up to 28 days in advance.

Once booking staff have checked the approved list for the prisoner and the slot is available, they will enter the booking onto the Prison National Offender Management Information System and the visitor will then be sent confirmation of their visit by text message/email.

Should there not be availability of the dates requested, or any other reason for the visit to be rejected, the visitor will be sent an email with an explanation.

If you cannot use the online booking system then please contact:

The bookings line on **0345 223 5514**

Available from: 10am to 11am
2pm to 3pm

Mon to Friday (except public holidays).

You can make an enquiry/cancellation via:
socialvisits.winchester@justice.gov.uk

Social Visits

- ID checks
- Need to know

Having the correct ID for a visit

Visitors need one form of photo ID. The following documents are acceptable forms of ID:

- Passports
- Identity cards from an EU or European Economic Area (EEA) country
- UK photocard driving licences
- EU or EEA driving licences
- NI Electoral identity cards
- a US passport card
- a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
- an armed forces identity card
- a UK biometric residence permit (BRP)

HMP Winchester require all children visiting to have ID. Either a passport or birth/adoption certificate will be accepted. For children under 3 their NHS 'Red Book' can also be accepted.

If you do not have photo ID

You will need to bring at least 2 forms of approved ID that include your name and address.

For more information on approved ID.

Please refer to:

<https://www.gov.uk/guidance/winchester-prison>

What can I take into prison with me?

There are strict controls on what you can take into the visits hall at HMP Winchester. You can take:

- Your prescription glasses.
- £10 per person (up to a max of £30) in coins for the tea bar. eg. 3 adults or 1 adult/2 children (not babies)
- Your prescription medication for a life threatening condition. Please be prepared that this will be searched and inspected, additionally you will need to produce your prescription note at the Enhanced Security Gate.
- Pre-approved clothing for the prisoner. See page 6 for further information.
- Baby formula milk in factory sealed carton or milk formula in powder form can be taken in a bottle or sealed container (to be made up inside the visit hall).

Sending Money

You can use the free and fast service to send money to a prisoner. www.gov.uk/send-prisoner-money you will need:

- Prisoner number
- Date of birth

You cannot send money by bank transfer, cheque, postal order or send cash by post.

You may be able to apply for an exemption if you are unable to use a computer, a smart phone or the internet.

Email a prisoner

Go to

<https://www.emailaprisoner.com> to sign up with 'emates'. You can send messages to the prisoner via this website, it takes only a few minutes to sign up and the message gets delivered to the establishment in the next daily batch

The system allows you to write a message, press 'send' and sit back in the knowledge it will be delivered safely, securely & ready for delivery to the establishment of your choice. Your message is printed inside the establishment and will be included in the daily mail delivery. In select establishments your message is sent directly to the kiosk/in-cell device, for your prisoner to read and reply to.

What happens during a prisoners induction into prison?

The early days can be a very worrying time for the family as it can take up to two weeks before you hear from the person inside.

The prison aims to provide a service to the prisoners that is caring, kind and compassionate. Allowing them to feel valued members of the prison community.

Induction

ARRIVAL AND FIRST NIGHT: When a prisoner first arrives at HMP Winchester, they will be able to contact a family member by phone or a welfare call will be made on their behalf if they fall under the Public Protection laws.

During their reception process, prisoners will be asked questions to allow the officers to make their first night as safe as possible for everyone.

INDUCTION: Each prisoner goes through a first and second stage induction.

During this time, they will fill out relevant paperwork and staff will answer any questions they have. They will meet with professionals who can help them with the following:

- Health & wellbeing (including mental & sexual health)
- Any substance misuse issues
- Personal development in custody and on release, including skills, education and training.
- Spurgeons - a charity supporting Dads in prison.

There will also be support provided by 'insiders' who are prisoners themselves who will also go through everything they will need to know while they are here at HMP Winchester.

Prisoners can send two free letters a week. All letters from family & friends must include the prisoner number on the envelope.



How to keep in contact

Video Calls

You can book and take part in a secure video call with a family member or friend in prison.

Video calls last 30 minutes and can have up to 4 people on the call talking to a prisoner. All callers must be on the prisoner's visitor list and the 'main caller' must be over 18. People under 18 can be on the video call, as long as they are on the prisoner's visitor list.

Video call security

You'll need to follow the usual prison rules around what to wear and how to behave. Remember that all calls are recorded, and prison staff may view or listen to calls as they are happening. The call can be paused or ended if prison rules are not followed.

What you'll need to make a video call

- Mobile phone or tablet – this service is not available using a computer
- An account with a secure video calling application
- Passport, driving license or another government-issued photo ID
- Proof of address (if your ID does not include this)
- The prisoner's name, number and date of birth
- Names, dates of birth and addresses for everyone who would like to be on the video call

How to get set up for a video call

Step 1:

Download the Prison Video app via the [Prison Video website](#), from [Google Play](#) or the [Apple App Store](#).

You will need to install the app on your phone or tablet.

Step 2:

Create an account in the app and add everyone who will be on the call.

To create an account you will need to be over 18 years old and have a picture of your driving license, passport or other government-issued photo ID. It can take up to 24 hours for your account to be verified.

Once verified, set up the call: You must include the names and dates of birth of everyone who will be on the video call. You will also need to upload ID for people over 18.

Finally, add the name of the person you want to have the video call with as a 'contact'.

Step 3:

Make a video call request

The exact process of booking a call will depend on the prison.

Step 4:

You need a reliable internet connection. Wi-Fi is recommended, but you can also use 3G or 4G mobile data.

You don't need headphones for the video call, but it may help with the sound quality.

For more information visit:

<https://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call>

What happens on a visit?

What happens on a visit?

Our Volunteers will welcome you in the Visitor Centre, where you can rest and have refreshments after a long (or short!) journey. They will be happy to explain how visits take place, assist with any queries you may have and liaise with the security team, when the prison is ready to start visits.

They will check with you:

- That you are on the visits list.
- Is it your first visit.
- That you have your ID.
- Talk about prison dress code.
- Inform you of any changes since your last visit.

LOCKERS: The Volunteers will remind you that you need to leave all your belongings in the lockers found outside the Gate - EXCEPT your ID and Coins for the tea bar, which you take into the gate.

SECURITY GATE: Your ID will be checked and you will be searched by security staff and the dog handler with a highly trained (and very clever) dog.

WAITING AREA: You wait here for one of the prison guards to escort you to the Visits Hall.

VISITS HALL: Prison staff will be present in the visiting area to make sure that the session runs smoothly and that the visiting area is safe and comfortable for visitors and prisoners.

There is a tea bar where you can buy tea, coffee, cold drinks, crisps and confectionary for you and the person that you are visiting.

During the visit, the prisoner and their visitor(s) will sit across a table in an open room, with other prisoners and visitors present. Hugs are permitted between the prisoner and their visitor(s) at the beginning and end of the visit. The prisoner will have to remain seated for the rest of their visit.



Children are the parent / adult carers responsibility at all times.

A play area is available for children from age 2 to 12 years. Volunteers are on hand in the play area to support the children's play and give you some time with the person you are visiting.

Please note that there are no toilet or baby changing facilities in the visits hall, you can ask to leave the visit to go to the toilet and then re-join the visit if still time.

Security, Property & Dresscode

Security

All visitors entering HMP/YOI Winchester will be subject to a search. Searches will be carried out with respect and courtesy. Searching usually involves a level B 'rub down' search, similar to those undertaken at airports. You will be asked to open your mouth. Passive dogs may also be used specifically to pick up the scent of controlled drugs. If a visitor is caught in possession of drugs or other prohibited items, the police will be called and the visitor will be prosecuted.

Children and babies will also be searched, but this will be done sensitively and in the presence of their parent or the main adult with them.

Dress code

It is your responsibility to dress appropriately. The prison staff will ask you to change your clothing if deemed inappropriate. (we have a limited supply of clothing in the Visits Centre should you be asked to change). Failure to do so could have your visit terminated. Please refer to <https://www.gov.uk/guidance/winchester-prison>

Can I bring property for a prisoner?

The prisoner will need to complete an application form stating his clothing requirements. This will be checked and approved by the prison, and only then can the prisoner notify their family member/friend of their clothing requirements. Full details can be found on:

<https://www.gov.uk/guidance/winchester-prison>

Clothing will only be allowed to be handed in during your prison visit and you will be notified which visit this will be. All items will undergo prison security searches before being given to the prisoner.

Please note: No toiletries, tobacco or food can be handed or sent in. Duvets, blankets and pillows are supplied by the prison.

Prisoners have in cell phones which they can use if they have pin credit. Pin credit can be purchased once a week (by the prisoner) through the prison canteen system. They must complete a pin phone application to apply for numbers. When authorised (takes up to 10 days) they will only be able to call these numbers.

Prison Voicemail

Prison Voicemail enables family or friends to exchange voicemail messages with a prisoner at any time and speak directly through Live Calls. You are assigned a unique landline phone number which the prisoner calls to listen to messages, leave replies, and do live calls.

How to sign up

- The family or friend of the prisoner signs up for Prison Voicemail at <https://prisonvoicemail.com> or over the phone 01603 340588.
- You will need:
 - a. Your phone number
 - b. Basic prisoner details including prisoner number
 - c. Credit or debit card

Who pays for this service?

Each package comes with a set number of call minutes for the month. Current packages can be seen on the Prison Voicemail website <https://prisonvoicemail.com>.

How to keep in contact

Is it possible to sign-up over the phone for non-internet users?

Yes, just call 01603 340588 and they will help you to sign up.

Does the user need to inform the prisoner about the account?

No, 'the prison voicemail service' will work with the prison to do that. However, if the prisoner does not check their messages once they have been informed, it is up to the family member to ask them to.

How does it work?

The user records a voicemail into their Prison Voicemail app or dials their Prison Voicemail landline number from the mobile phone registered to their account (they will not be able to get through from any other number). The message is then instantly available at the other end. The next time the prisoner dials the same Prison Voicemail landline number from inside the prison, they will hear the message played back to them. If there are multiple messages, the prisoner will hear them one after another. Once the messages have played, the prisoner can hang up or leave a reply message. If the user has the Prison Voicemail app then while the prisoner is leaving a reply, the app will ring and the user can answer and speak to the prisoner. The call ends when either party hangs up.

For more information look at:

<https://prisonvoicemail.com/faqs>