

Update on visitor services at HMP/YOI Winchester

Social visits resumed in a reduced manner at HMP/YOI Winchester from Monday 27th July 2020.

The visits booking line is now open and is operating from 10am to 12pm.

Visits operate every day and there are 11 time slots available each day, the first starting at 13:45 and subsequent one every 10 minutes with the last one at 15:25. Each visit is for one hour.

Please call 0345 223 5514 between the above times to book in your visit.

Visitors will need to adhere to the following guidelines during their visit:

- A maximum of 3 visitors can attend each visit – this can be 2 adults or 2 adults and 1 child or 1 adult and 2 children. All visitors must be from the same household and must be direct relatives and/or significant others.
- Visits will be strictly non-contact visits only.
- All visitors must arrive 10 minutes before their visit to go through the booking in procedure.
- All visitors will have their temperature taken on arrival. If this exceeds the guidelines, the visitor will be allowed 10 minutes to cool down before having their temperature taken again.
- Face coverings must be worn throughout the visit with the exception of children under 11 years of age. Visitors may use their own face masks but the prison has a number available for use if required.
- There are no refreshments available in the Visits Hall.
- Toilet and baby changing facilities are available in the Bookings room.
- Social distancing guidelines must be adhered to at all times.

Children are able to visit but each family will need to ensure that children social distance throughout the visit. The Play Area is closed but there are activity packs available for children visiting.

The Visitors Centre remains closed but Spurgeons staff are available outside the Bookings room to answer any queries and to provide support.

In addition to social visits, video visits are available through Purple Visits which is a secure video calling platform. Calls are free of charge during the Coronavirus pandemic. The prisoner is entitled to one 30 minute visit per month (in addition to a monthly social visit).

How to book a Purple Visit?

The prisoner

- must ensure all family/friends they wish to take part in the video call are on their approved visitors list
- needs to complete a Purple Visits application form and identify three afternoon dates for the virtual visit to potentially take place. The calls take place at:-
 - 13.45 - 14.15
 - 14.30 - 15.00
 - 15.15 - 15.45
 - 16.00 - 16.30
- The prison will then select one of these and the prisoner will receive confirmation the day before the visit
- will be taken to a dedicated private space to conduct the visit on a laptop, supervised by prison staff.

The Visitor.....

- needs to download the app onto an iOS or Android device (such as a smartphone or tablet) from the app store or Google Play
- will be asked to create an account, entering personal information and verifying their email address
- will need to verify their identity by uploading a government approved form of ID (Passport, photo driving licence or citizenship card). This will also need to be done for any additional visitors over the age of 18. The main visitor (must be 18+) will also need to verify their address by uploading a picture of a utility bill or bank statement. This can take up to 48hours to approve
- will need to take and upload photos of all visitors taking part, including children using a plain background (can be as many people they wish but only 4 allowed per visit). In addition they will be asked to provide date of birth and addresses for each additional visitor taking part.
- need to add prisoner details under 'contacts' including their prisoner number
- Once the visit has been approved the visitor will receive confirmation via the app.
- will get a reminder an hour before the visit. They can log on up to 15minutes prior to the visit and will be held in a virtual waiting room until the visit starts.

If you have any questions you can contact a member of the Visiting Centre team by emailing:
invisiblewalls@spurgeons.org