

## Visiting Information for HMP Norwich – correct as of 19/09/2020

Social and legal visits resumed at HMP Norwich from 28<sup>th</sup> July 2020 in a reduced manner. Purple (virtual) visits commenced from 6<sup>th</sup> September 2020.



### Booking a Visit

All visits, including Purple Visits, must be booked by telephone. For the time being, there is no online booking system available and it is not possible to book a Purple Visit through the app. Visitors must call the Booking Line.

The Booking Line is open Monday to Thursday 10:00 – 12:00 and 13:30 – 16:00 and Fridays 10:00 – 12:30 and 13:30 – 15:30.

Please call **01603 708795** between the above times to book a visit.

All residents of HMP Norwich are allowed one visit per calendar month. This can be either a virtual visit via the Purple Visits app or in person on a social visit at the prison. This allowance is being reviewed monthly.

For all visits, whether virtual or in person, the visitor must be on the residents contact list.

### Important Information for Visitors

When visiting in person, visitors will need to adhere to the following guidelines during their visit:

- The duration of visiting sessions is between 45 minutes to 1 hour.
- The following combinations of adults and children can attend each visit: a single adult, two adults, a single adult with up to two dependant children or two adults with one dependant child.
- All visitors **MUST** live together as part of the same household.
- Visits are strictly non-contact.
- Face coverings must be worn at all times, including in the Visitors Centre and throughout the visit with the exception of children under 11 years of age.
- There will be no refreshments available in the Visitors Centre or the Visits Hall.
- 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 dress code for visits at HMP Norwich remains unchanged.

If you have any questions you can contact a member of the Visitors Centre team by emailing [norwichVC@spurgeons.org](mailto:norwichVC@spurgeons.org).

### Purple Visits App

To book a Purple Visit, the visitor needs to download the Purple Visits app from the app store or via [www.purplevisits.com](http://www.purplevisits.com). Follow the instructions on the app. You will be asked to upload your ID to prove your identity. In some prisons, the person in custody is able to book the visit themselves so when it comes to booking a visit, the app will inform you that your contact in prison needs to book the visit. However the correct process for HMP Norwich is for the visitor to **call the Booking Line on 01603 708705 to book the Purple Visit.**

## Visit Times

Social Visits sessions will be as below;

Day	AM	Sessions and Numbers available	PM	Sessions and Numbers available
Wednesday			C Wing (VP Only)	13:45 – 14:45 8 visits available 15:45 -16:45 8 visits available
Saturday	F Wing	09:00 – 10:00 5 visits available 10:45 – 11:45 5 visits available	A Wing (NOT RCU)	13:45 – 14:45 8 visits available 15:45 -16:45 8 visits available
Sunday	B and M Wing	09:00 – 10:00 8 visits available 10:45 – 11:45 8 visits available	G Wing	13:45 – 14:45 5 Visits available 15:45 -16:45 5 visits available

Purple Visits sessions will be as below;

Day	AM	Sessions and Numbers available	PM	Sessions and Numbers available
Tuesday	A Wing (NOT RCU)	08:30 - 09:00 x 5 09:15 - 09:45 x 5 10:00 - 10:30 x 5 10:45 - 11:15 x 5 20 visits available	F Wing	13:45 - 14:30 x 2 14:30 - 15:15 x 2 15:15 - 16:00 x 2 16:00 - 16:45 x 2 8 visits available
Thursday	B,C1 and M Wing	08:30 - 09:00 x 5 09:15 - 09:45 x 5 10:00 -10:30 x 5 <b>C1</b> <b>10:45 - 11:15 x 5</b> 20 visits available	G Wing	13:45 - 14:30 x 2 14:30 - 15:15 x 2 15:15 - 16:00 x 2 16:00 - 16:45 x 2 8 visits available