

About Spurgeons Children's Charity

Spurgeons is one of the UK's leading children's charities, supporting children and families affected by social disadvantage. In the last year, we delivered over 80 services, coming into contact with over 37,000 children and 64,000 parents or carers.

We ensure vulnerable children and families can access the help they need for a better future. We aim to help them better cope with their difficulties and provide them with resources and support to find long lasting solutions to challenging problems.

Contact us

Spurgeons Visitors' Centre

-  01603 702301
-  Naomi Webb nwebb@spurgeons.org
-  www.spurgeons.org

If you are concerned about someone in HMP Norwich you can contact the Safer Custody team on 01603 706387.

HMP Norwich

This booklet contains useful information about your visit to HMP Norwich.

Visiting Times

	AM	PM
	9.30-11.30*	2.00-4.00**
Tuesday	Main	LDU
Wednesday	Closed	Main
Thursday	Main	LDU
Saturday	LDU	Main
Sunday	Main	LDU

*No entry after 10.45 **No entry after 3.00

Spurgeons Children's Charity runs special children's visits, baby bonding visits, family days, parenting courses for dads in prison and the opportunity for dads to record a story onto a CD for their child. Spurgeons staff (based in the Visitors' Centre) and our partner organisations will be on hand before, during and after your visit to offer advice and support.

Booking visits

Visits can be booked online up to 28 days before the visit at www.gov.uk/prison-visits

Alternatively call the booking line on 01603 708795. Lines are open 10.00-12.00 and 13.30 -16.00 Monday to Thursday and 10.00-12.30 and 13.30-15.30 on Friday.

Convicted and sentenced prisoners are entitled to a minimum of two visits a month but may receive up to four through privileged visiting orders. Remand prisoners are entitled to two visits a week. Any privileged visiting orders will usually be issued on the first of the month. These can only be used on a weekday and must be used within

28 days of issue. The prisoner will draw up a list of visitors. You won't be able to visit if you are not on this list. All visits are subject to availability.

There are three separate sites to HMP Norwich with different visiting times. The Main Site has wings A,B,C,E,M and the Kett's Unit. The Local Discharge Unit (LDU) has wings F,G,H and L. Britannia House is a part of the prison for men living in open conditions. All visits must be booked in advance.

For all guidance and information about booking visits, please speak to the Booking Line on 01603 708795



Staying in touch between visits
The quickest way to get in touch is to use www.emailaprisoner.com. You will need your loved ones prison number. Please allow 72 hours for this to be set up.

Alternatively you can send a letter. You can include loose stamps and stamped addressed envelopes.

Prisoners can call a limited number of people agreed by the prison. The prison runs a pin system and prisoners can add credit and make calls at certain times of day.

You can also register for the Prison Voicemail service at www.prisonvoicemail.com.

Sending in money
Go to www.gov.uk/send-prisoner-money. You will need the prison number and their date of birth.

Sending prisoners money can be done via the Royal Mail by postal order (that is made payable to HM Prison Service). You will also need to include your name, postal address, and write the recipient's name and prison number on the back.

Books
Up to 5 books can be brought in on each visit to be left with prison staff in the Visitors Centre. No puzzle, crossword or colouring books are allowed.

Property for the prisoner
One parcel of clothes can be sent in via the post within the first 28 days of being in custody. There is a full list of permitted items at the Visitors Centre.

Preparing for your visit

You will not be allowed in the prison unless you have the right ID. All adult visitors must bring ID for every visit. Children under 16 do not need ID.

Accepted ID includes:

- passport, picture driving licence, EC Identity Card, senior citizen rail/bus pass and Citizen Card

or **two** of the following:

- Birth/marriage certificate, Cheque book and bank/credit card (these count as one form and must be signed prior to arrival) or a utility bill. See a full list in the visitors centre.


You can take in **£20 per adult**, plus £10 per child up to a maximum of £60 per group in change. This is for use in the visits hall canteen. Items bought must be consumed in the visits hall or taken home.


HMP Norwich operates a strict dress code. If you are inappropriately dressed you will not be allowed in to visit. Please see separate list for details or call the Visitors Centre for more details.


Arriving at the prison

- The visitors' centre opens approximately one hour before the visit start time
- The visitors' centre is outside the entrance to the prison and serves hot and cold drinks with a small children's play area
- Visitors will be subject to a search and may be subject to a passive dog search
- Although there is a large car park at HMP Norwich, parking during the week can be difficult. Please ensure you park in a designated parking space and make a note of your registration number to provide to staff at the Visitors Centre.
- We offer various services for you and your children to help with your visit. Please see separate leaflet for details or call the Visitors Centre.

Getting to the Prison

 **Bus:** 23/23a and 24/24a run regularly between the prison and Norwich bus station, Norwich train station and the city centre.

 **Train:** Regular trains to and from London Liverpool Street, Ipswich, Cambridge, Great Yarmouth, Sheringham and Lowestoft. From the train station, it is approx. 30 minute walk uphill to prison, a short bus journey or a 5 minute taxi ride.

 **Car:** Leaving A47, the prison is signposted from inner ring road and is situated off Plumstead Road.

Financial Help in Getting to the Prison

People on benefits may be able to get support from the Assisted Prison Visits Scheme. Please search online for more details or ask visits staff for a form.