

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.

We can provide support and advice to both prisoners and their families. If you have any concerns or questions, please get in touch on the numbers and email below.

01634 803121
07970 638261
rochester@spurgeons.org

www.spurgeons.org

HMP YOI Rochester Spurgeons Family Service, 1 Fort Road, Rochester, Kent ME1 3QS

If you are concerned about someone in HMP Rochester you can contact the Safer Custody team on **01634 803100**.

HMP YOI Rochester information for visitors

This booklet contains useful information about your visit to HMP YOI Rochester.

Visiting Times

	AM	PM
Monday	Closed	14.00-16.00
Tuesday	Closed	14.00-16.00
Wednesday	Closed	14.00-16.00
Thursday	Closed	14.00-16.00
Friday	Closed	14.00-16.00
Saturday	08.45-10.45	13.45-15.45
Sunday	Closed	13.45-15.45

Spurgeons Children's Charity run family days, parenting courses for prisoners and provide special children's activities on visits. Spurgeons staff 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 **01634 803237**. Lines are open 08.30-11.30 Monday to Friday. The visits booking line is closed on bank holidays and weekends.

Visits can also be booked onsite by filling in the booking request form, which is available from the information desk in the visits centre. This must be done before you go up to the visit hall.

Convicted and sentenced prisoners are entitled to three visits a month.

Visiting orders are issued every 14 days (you will need to check with booking staff for the first date of issue) and can be used seven days a week.

One privilege visiting order will be issued to the prisoner on the 1st of every month and can be used Monday to Friday. This must be used within the month 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 and only one visit per prisoner over a weekend.



Staying in touch between visits

The quickest way to get in touch with your family member is to email him on www.emailaprisoner.com. You will need his prison number to access this service and please allow 72 hours for this to be set up. The person in prison will be able to respond by email too. Alternatively, you can send a letter.

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.

Sending in money

Sending prisoners money can be done via the Royal Mail by cash, cheque or postal order (made payable to HM Prison Service). You will also need to include your name and postal address. You can also do a bank transfer by visiting www.gov.uk/send-prisoner-money. You will need the prison number and their date of birth.

Property for the prisoner

The prisoner will need to complete an application for property within the first 28 days of his arrival. This will need to have been completed by the prisoner at least 72 hours in advance of your visit. You can hand in property for the prisoner from Monday-Friday.

Preparing for your visit

- You will not be allowed in the prison unless you have the right ID

Accepted ID includes:

- passport, picture driving licence, EC Identity Card and a baby's Red Book

or **two** of the following:

- Birth/marriage certificate, rail or bus pass, cheque book and bank/credit card (these count as one form and must be signed prior to arrival), 2 utility bills
- Each adult can bring in **£20**. This can be used in the canteen to buy snacks or drinks. Items bought must be consumed in the visits hall or taken home
- Visitors are asked to dress modestly

Arriving at the prison

- Doors open approximately one hour before the visit start time
- There is a visitors' centre located in the lower car park outside the prison with a small children's play area
- Visitors will be subject to a search and may be subject to a passive dog search
- There is ample parking outside the prison
- There is a play area for children in the visits hall, but children are the responsibility of their parents at all times. You are asked to respect the toys and books provided so they can be enjoyed by everyone.

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 Assisted Prison Visits for more details or ask visits staff for a form.

Getting to the Prison



Bus: Take the 145 Arriva Bus and ask for the Bridge Wardens public house. Cross the road and walk up the alleyway to the Shell petrol station. Cross the road and walk up the hill. Go past HMP YO1 Cookham Wood on your left. Rochester prison is on your right. The visitors centre is in the lower car park



Train: The journey from London Victoria to Rochester takes around one hour. The journey can then be completed by taxi



Car: From the M2 exit at Junction 3 and follow the signs to Chatham; at the 3rd roundabout take the first turning on the left signposted Borstal. The prison is approximately 2 miles down Maidstone Road, on the left opposite the Shell garage. From the M20 exit at Junction 6 and follow the signs to Chatham and Rochester on the A229. At the top of Blue Bell Hill keep left and follow the signs to Borstal.