

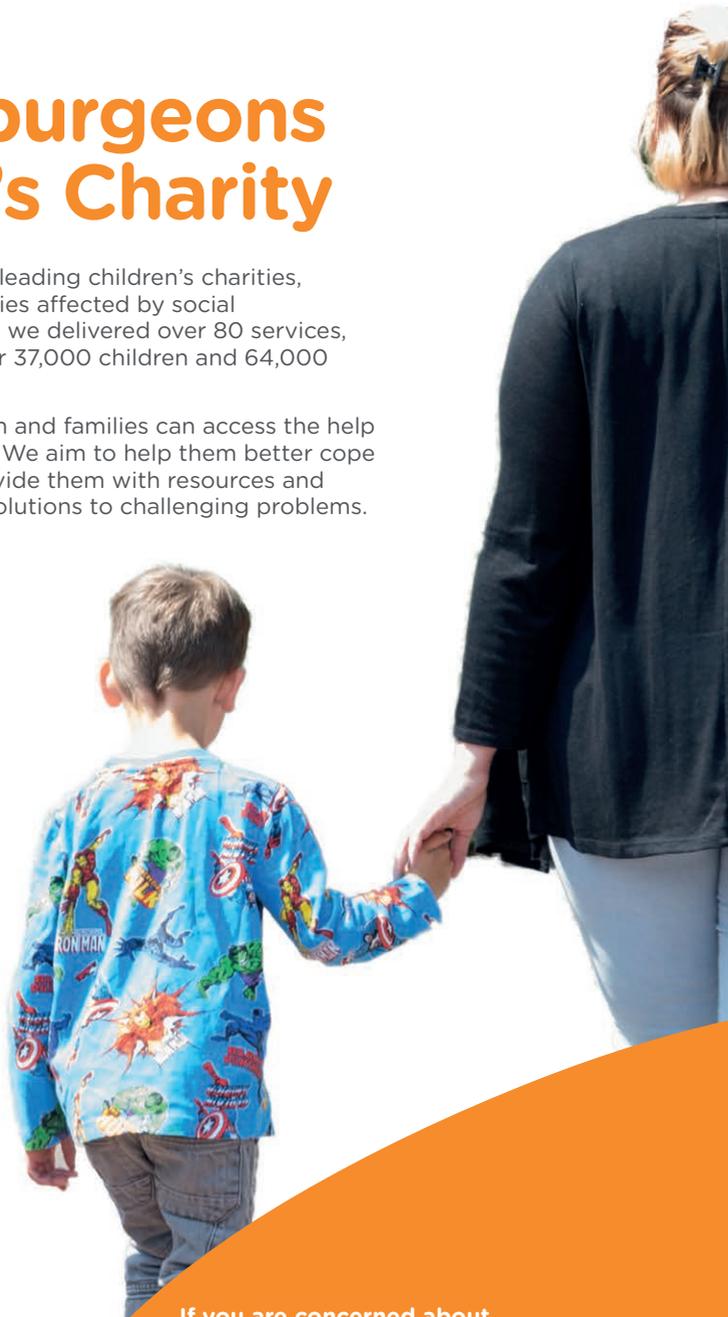
# About Spurgeons Children's Charity

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.

# HM YOI Feltham information for visitors

This booklet contains useful information about your visit to HM YOI Feltham.



020 8844 5286

FelthamVC@spurgeons.org

www.spurgeons.org

**If you are concerned about someone in HM YOI Feltham** you can contact the Safer Custody team on **020 8844 5095** or email at **safeguardsAsidefeltham@hmps.gsi.gov.uk**

## Visiting Times

	<b>Opening Hours</b>	<b>Visiting Hours</b>
Monday	08.00-17.00	13.30 and 15.00 – B Side
Tuesday	08.00-17.00	13.30 and 15.00 – A Side
Wednesday	08.00-17.00	13.30 and 15.00 – B Side
Thursday	08.00-17.00	13.30 and 15.00 – A Side
Friday	12.30-17.00	13.30 and 15.00 – B Side
Saturday	08.00-17.00	09.00 and 10.00 – B Side 13.30 and 15.00 – A Side
Sunday	12.30-17.00	13.30 – B Side Enhanced

Spurgeons Children's Charity runs family days, parenting courses for young dads and provides special children's activities during visits. 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](http://www.gov.uk/prison-visits)

Alternatively, call **020 8844 5400**.

Lines are open 08.00 – 16.45 Monday to Friday and 08.30 – 11.30 at weekends and bank holidays.

Convicted young people on A Side, basic and standard level, are entitled to three visits a month. Those on B Side, basic and standard level, are entitled to two visits a month. Young people with enhanced visits are allowed four visits a month, and those on remand can be visited frequently.



## Preparing for your visit

- Anyone over the age of 16 needs an in-date form of photo ID to gain access to the YOI. Those under 16 will be admitted with a birth certificate

### Accepted photo ID includes:

- passport, picture driving licence, EC Identity Card and a baby's Red Book
- Each adult can bring in **£20 in loose change**. Please make sure you bring coins, not notes, as change cannot be given. The money 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 abide by the strict dress code: no frayed or ripped jeans; no sleeveless or vest tops; shorts and skirts must be knee length; no hats allowed. Visitors dressed inappropriately may be refused entry.

## Arriving at the YOI

- There is a Visitors' Centre just outside the entrance serving 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
- Limited parking is available in the visitors' car park
- There is a play area for children in the visits hall, but children are the responsibility of their parents at all times

## Financial Help in Getting to the YOI

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 YOI

 **Bus:** Number H26 runs from Hatton Cross station to the prison and then to Feltham station, every twenty minutes

 **Train:** The nearest station is Feltham, with South West trains running via Clapham Junction. Or you can go to Hatton Cross tube station on the Piccadilly line.

 **Car:** The M25 and M3 motorways are close to the prison, as is the A30.

## Staying in touch between visits

The quickest way to get in touch with your family member is to email him on [www.emailaprisoner.com](http://www.emailaprisoner.com) You will need his prison number to access this service and please allow 72 hours for this to be set up. Alternatively, you can send a letter.

Young people can call a limited number of people agreed by the YOI. The prison runs a PIN system and young people can add credit and make calls at certain times of day.

## Sending in money

Sending young people 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](http://www.gov.uk/send-prisoner-money) You will need the prison number and their date of birth.

## Newspapers and magazines

Mans Traders on Shelton Parade is a local newsagent where you can obtain newspapers and magazine subscriptions to be delivered direct to the YOI on a daily basis. For further info call **020 8890 2025**.

## Property for the young person

Property must be submitted via the Property Office in the Visitors' Centre, which is open Mon/Weds afternoons for B side, Tues/Thurs afternoons for A side, and Sunday afternoons for B side Enhanced. Property can only be submitted if there is a booked visit and the visitor has a Visit Order for that day.