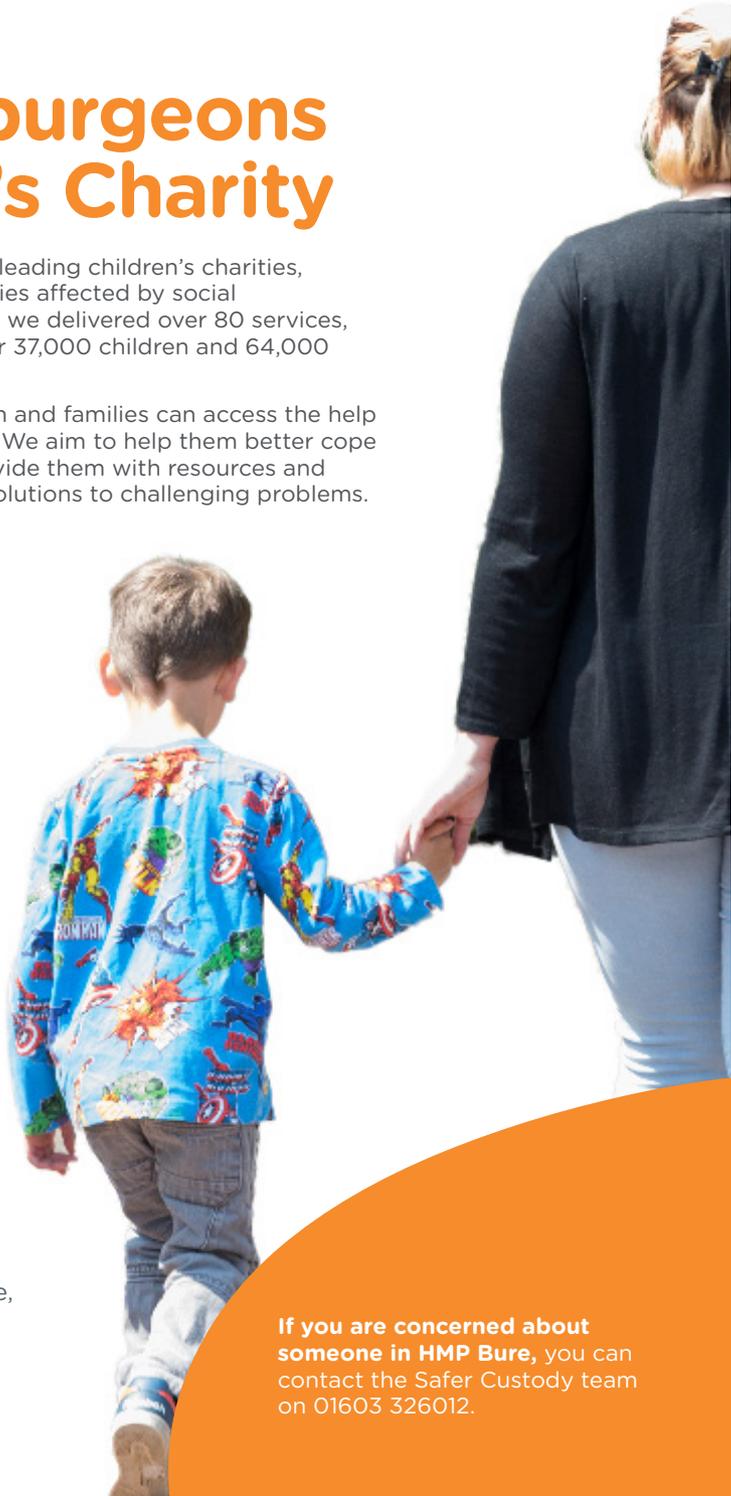


# About Spurgeons Children's Charity

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.



# HMP Bure information for visitors

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



01603 326 251

HMP Bure, Jaguar Drive,  
Badersfield, Norfolk,  
NR10 5GB

[www.spurgeons.org](http://www.spurgeons.org)

**If you are concerned about someone in HMP Bure**, you can contact the Safer Custody team on 01603 326012.

## 📅 Visiting Times

	AM	PM
FRI	Closed	14.00-16.00
SAT	09.15-11.15	14.00-16.00
SUN	09.15-11.15	14.00-16.00

Spurgeons Children's Charity currently run one children's visit per month at HMP Bure. Please speak to Spurgeons staff who can advise the application process and eligibility criteria.

# 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, if you have been sent a visiting order in the post you may book on the telephone by calling **01603 326252**. Our booking line is open at the following times:

## Booking Visits

MON	Closed
TUES	08.30-11.45am - 12.30-16.15pm
WED	10.00am - 14.00pm
THU	10.00am - 14.00pm
FRI	12.30pm - 16.15pm
SAT	08.30-11.45am - 12.30-16.15pm
SUN	08.30-11.45am - 12.30-16.15pm

Visiting orders are issued every 14 days - issue dates vary from person to person

Enhanced prisoners are entitled to a privilege visiting order, they will be issued one per month.

For all visits' enquiries, contact **01603 326252** and speak to one of our visits booking team during the times listed above.



### 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.

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 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.

## Preparing for your visit

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

### Accepted ID includes:

- Passport, Photo Driving Licence, Citizen Card, EC Identity Card, Senior Citizen Public Transport photo pass.

### 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), young persons proof of age card, student ID.
- Please contact the visits booking team on **01603 326252** if you have any ID queries.
- Each adult can bring in **£20 in loose change**. This can be used in the visits hall to buy snacks or drinks from the tea bar. Items bought must be consumed in the visits hall.
- Visitors are asked to follow a strict dress code.

## Arriving at the prison

- Opening times of the centre:  
0830am - 1145am  
1230pm - 16:15pm  
Closed daily 11:45 - 12:30
- The Visitors' Centre is just outside the entrance, serving hot and cold drinks, with a small children's play area. **Children under the age of 18 MUST not be left unattended.**
- Visitors will be subject to a search and may be subject to a passive dog search.
- There is visitor parking onsite.

## Financial Help in Getting to the Prison

You 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.

[www.gov.uk/helpwithprisonvisits](http://www.gov.uk/helpwithprisonvisits)

## Getting to the Prison

 **Bus:** A private, subsidised bus service is provided from the bus and train stations in Norwich to get you to HMP Bure on Friday and Saturday afternoons ONLY. The return journey costs £2.00 for adults and £1.00 for children. Under 5s are free. Please telephone 01603 326252 to book a seat. Your seat must be booked by the Wednesday of the week that you are visiting, at the latest.

**Norwich bus station pick up:**  
12:30pm BAY C promptly

**Train station pick up:** 12:45pm promptly.  
At train station, use bus stop DG opposite the floating restaurant

 **Car:** Please use postcode NR10 5JL. This will take you to the end of the prison drive, where you will see signs to HMP Bure.