

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 Swaleside information for visitors

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



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Family Services Cluster Manager



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www.spurgeons.org

Visitors Centre:
Telephone: 01795 804123

If you are concerned about someone in HMP Swaleside, you can contact the Safer Custody team on **01795804295** or email at **safercustodyswaleside@hmps.gsi.gov.uk**

*The Visitors Centre is run by HMP Swaleside.

Visiting Times

	AM	PM
Monday	Closed	12.30-16.30
Tuesday	Closed	12.30-16.30
Wednesday	Closed	12.30-16.30
Thursday	Closed	12.30-16.30
Friday	Closed	Closed
Saturday	Closed	12.30-16.30
Sunday	Closed	12.30-16.30

Spurgeons Children's Charity currently run children's visits for prisoners and their families at HMP Bure. Spurgeons staff based in the Visitors' Centre 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, you can call the visits bookings team on **0300 060 6605**. Lines are open 09.00 - 16.00 Monday to Friday.

Sentenced residents are entitled to visits according to their privilege level.

Basic: 1 visit every 28 days (1 visiting order)

Standard: 2 visits every 28 days (1 visiting order every 14 days)

Enhanced: 2 visits every 28 days (1 visiting order every 14 days) plus 2 privileged Visiting Orders each month which are available from the 1st of each month can be booked for weekdays only.

The resident will have approved a list of visitors. You won't be able to book a visit if you are not on the list.

All visits are subject to availability and only one visit per resident can be booked for over a weekend.



Preparing for your visit

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

Visitors may identify themselves using one of the following:

- Passport (including foreign passports and time expired passports where the photograph is still recognisable), Citizens identity card, driving licence, benefits book, senior citizen's public transport pass issued by local authority, employer's or student ID card (but only if this clearly shows the name of the visitor and employer or educational establishment, and has a photograph or signature which can be compared with the visitor's appearance or signature).

If the visitor is unable to produce one of the above, staff may accept combinations of two or more of the following:

- Birth/marriage certificate, cheque book or credit/debit card (only counts as one), employer's pass or ID student ID (if they do not meet the criteria above), young person's 'proof of age' card, trade union or National Student's Union membership card, rent book, foreign identity or resident's card (other than ED ID cards acceptable in their own right, expired documents from the above lists that are satisfactory).

And:

- ID card from a recognised prison visitor's organisation (e.g. New Bridge), and
- Citizen Card

Arriving at the prison

- You can park in the visitors' car park which is situated on the left, just as you turn into the road toward HMP Swaleside. There are a few disabled parking bays just outside the main prison building allocated for blue badge holders only.
- There is a Visitors' Centre just outside the main prison building with a small children's play area. There is currently no refreshment facility in the visits centre, however there is a café called The Old Mill situated on the right just past the turning for HMP Swaleside.
- When you enter the main prison building, you will be subject to a pat down search and may be subject to a passive dog search.
- There is a play area for children in the visits hall. Children remain the responsibility of their parents/carers at all times and we ask you monitor the child(rens)'s behaviour during the visit
- Each adult can take up to £40 in to the Visits Hall. This can be used at the tea bar to buy snacks or drinks. Items bought must be consumed in the visits hall or taken home.

Financial Help in Getting to the Prison

People on some 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:** From Sheerness, opposite the Railway Station (on Bridge Road). Take Arriva Kent & Surrey Bus 362 towards Leysdown, get off the bus at Eastchurch Prisons, which is adjacent to the fire station (on Church Road). Continue along the road towards HM Prisons. HMP Swaleside is on the left at the mini roundabout.
- Train:** The nearest Train stations are Queenborough and Sheerness. Taxis are available outside Sheerness train station but will have to be booked from Queenborough. An approximate taxi fare, one way, will be £20 to HMP Swaleside. The distance is approximately eight miles.

- Car:** Take the M20 or M2 coast bound and leave at Junction 5, which takes you on to the A249 toward Sittingbourne and Sheerness. Once you come over the bridge, take the 2nd exit and at the 1st roundabout you reach then 2nd exit at the immediate next roundabout. Head toward Minster/Eastchurch along the lower road. At the end of that road you will reach a roundabout signposted Eastchurch, take the 2nd exit signposted Leysdown/HM Prisons. At the next roundabout take the 2nd exit signposted HM Prisons. Follow the road into the Sheppey Prison Cluster. Just past the fire station situated on the right, you will reach a mini roundabout. Take the first exit toward HMP Swaleside. The visitor's car park is situated on the left.

Recommended Taxi Company Numbers:

- 01795 661515 Vals Cars
- 01795 252525 ICars

Staying in touch between visits

The quickest way to get in touch with your family member/friend is to email him on www.emailaprisoner.com. You will need his prison number and date of birth to access this service and please allow 72 hours for this to be set up. Alternatively, you can send a letter. Please address it to the recipient using their name and number and location if you know this.

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

Sending in money

Sending residents' 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 date of birth of the resident.

Property for the prisoner

The resident 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 resident at least 72 hours in advance of your visit. You can hand in property for the prisoner from Monday-Thursday. For further information, please refer to the property policy which can be found in the visits centre.