

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 Elmley information for visitors

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



01795 802195



HMP Elmley, Church Road,
Eastchurch, Isle of Sheppey,
Kent ME12 4DZ



sheppeyvc@spurgeons.org



www.spurgeons.org

If you are concerned about someone in HMP Elmley, you can contact the Safer Custody team on 01795 880921.



Visitor Centre Opening Times

PM

Monday	11.00-16.30
Tuesday	11.00-16.30
Wednesday	11.00-16.30
Thursday	11.00-16.30
Friday	11.00-16.30
Saturday	07:30-16:30
Sunday	07:30-16:30

Spurgeons Children's Charity run family days, parenting courses for residents and provide special children's activities on 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

Alternatively, call **0300 060 6605** between 09.00-16.00 Monday to Friday.

Unconvicted prisoners are allowed visits without the need for a Visiting Order but the visit must be booked in advance.

Convicted prisoners are allowed visits according to their privilege level:

Basic

1 visit (Visiting Order) per 28 days

Standard

2 visits per 28 days (1 x Visiting Order every 14 days)

Enhanced

2 visits per 28 days, (1 x Visiting Order every 14 days) plus 2 Privilege Visiting Orders each month, available from the 1st of each month and usable on weekdays only

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.

For all visits enquiries, contact: 01795 802195.



Staying in touch between visits

The quickest way to get in touch with your family member or friend 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. Alternatively, you can send a letter.

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 their date of birth.

Property for the resident

The resident can receive property within the first 50 days of his arrival. You can bring in clothing and other items on the Facilities List during visits within those first 50 days. The property door is open 12.00-13.15 Tues-Sun (not on Mondays or on morning weekend visits).

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 or 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 visitors' organisation (e.g. New Bridge), and
- Citizen Card.

Arriving at the prison

- 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
- There is visitor parking onsite
- There is a play area for children in the visits hall, but children are the responsibility of their parents at all times
- Each adult can bring in **up to £40**. 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

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. Forms are available in the visits hall.

Getting to the Prison

Bus: There is an Arrive bus service (367) to the prison which runs Monday - Saturdays leaving at 11.30 from the Sheerness Tesco bus stop and returning at 16.35. There is no bus service on Sundays.

Train: The nearest station is Sheerness, approx. 8 miles from the prison. Buses and taxis are available from there. Alternatively, get a bus or taxi from Sittingbourne station. Taxis cost approx. £20 from Sheerness and £30 from Sittingbourne.

Car: From the M2 or M20 (coastbound), follow the A249 towards Sittingbourne and Sheerness. At the end of the dual carriageway, head towards Minster and Eastchurch. A mile after Sheerness Rugby Club and Brambledown Farm Shop, take 2nd exit at the roundabout and then 3rd exit at the next roundabout, onto Church Road. You will then see signs to the prison. HMP Elmley is at the end of the road, after you pass HMP Stanford Hill.