

VISITOR INFORMATION
HMP ASHFIELD

In partnership with
serco

NEED SUPPORT?
Contact POPS on **0161 702 1000**

POPS: Who are we?

Supporting a loved one during a prison sentence or a period of remand can be a very difficult time for family and friends. Practically and emotionally there are many challenges to overcome. This booklet aims to help families access the information and support they need as they navigate the prison system.

POPS strives to provide advice and support for all visitors on a range of issues. We also offer one to one support at times to suit families. Family Forums are also available for families to get involved in, allowing families the opportunity to express any concerns that they may have.

POPS was founded in 1988 by families of prisoners. **POPS** provides support services to visitors at the following establishments:

HMP Ashfield

HMP/YOI Hindley

HMP Preston

HMP Buckley Hall

HMP Kirkham

HMP Risley

HMP Fosse Way

HMP Lancaster Farms

HMP Thorn Cross

HMP Garth

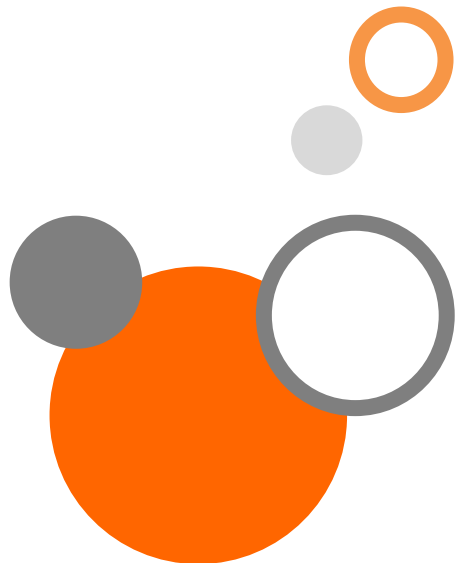
HMP Liverpool

HMP Wakefield

HMP Haverigg

HMP Manchester

HMP Wymott



First Things First...

Important Numbers

Prison Switchboard: 0117 303 8000

Fax: 0117 303 8001

Visitor Centre: 0117 303 8069

Prison Address: Shortwood Road, Pucklechurch, Bristol, BS16 9QJ

Visit Times

Monday	No visits	No visits
Tuesday	No visits	No visits
Wednesday	No visits	No visits
Thursday	No visits	No visits
Friday	09:00 - 12:00	14:00 – 17:00
Saturday	No visits	14:00 – 17:00
Sunday	09:00 - 12:00	14:00 – 17:00

The Visitor Centre opens half hour before the visits time. Compassionate visits can be book through chaplaincy.

How to book a visit

The prisoner must book the visits on the ATM at his wing. He is allowed up to 3 adult visitors, there is no limit in how many children can attend. The family room has capacity for 28 people in total counting prisoners, adult visitors and children. Children under 18 years old must be supervised by an adult at all times. Prisoners can receive a minimum of 1 visit per month. Visit numbers are linked to the prisoner's IEP level: basic - two 1 hour visits per month, standard - four 1 hour visits per month, enhanced - one 2 hour visit per week). Visits entitlements are per calendar month and cannot be carried over.

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Please be aware that you need to be over the age of 18 to visit a prisoner. If a child is visiting, they must be accompanied by an adult.

If either the prisoner or visitors fails to attend a pre-booked visit, then the visiting time will still be taken out of the prisoner's entitlement as the space could be used for someone else. Prisoners can cancel pre-booked visits on the ATM.

Family Days

POPS runs Family Days at Ashfield. This is a great way for families to spend time together in a relaxed atmosphere, giving you time to bond and have a day filled with fun activities that everyone can join in with. These can include games, arts and crafts and children's entertainment. Previous examples have included the zoo bringing in animals.

Purple Visits

HMP Ashfield offer Purple Visits, which are secure video calls. These calls last for 1 hour per session and each call can have up to 4 people using one device. This is different to Zoom or Facetime as you are unable to have multiple people in different locations on a call. People on the call also need to be on the prisoner's approved visits list. These calls are monitored by prison staff.

Purple visits link: www.purplevisits.com

This is available to download on a phone or tablet via the app store.

You will need Photographic ID, along with proof of address to book a visit. These visits are booked by yourselves and not the prisoner. They then need to be approved by a member of our team. Once a visit has been approved, the prisoner will be informed.

Purple Visits take place on the following days:

Wednesday: 13:45-14:45 and 15:15-16:15

Friday: 09:00-10:00, 10:30-11:30, 13:45-14:45 and 15:15-16:15

Saturday: 13:45-14:45 and 15:15-16:15

Sunday: 09:00-10:00, 10:30-11:30, 13:45-14:45 and 15:15-16:15

How to get there

Bus: 620 – Old Sodbury - Bath. Monday to Saturday only. (Stagecoach)

525 – Emersons Green – Yate. (Stagecoach)

523 – Keynsham – Yate. Monday to Friday only. (Eurocoaches)

SB6 – Yate – St Brendan’s college. College days only. (First)

We recommend checking the bus timetable or ‘FirstBus’ / ‘Stagecoach’ app for live updates of bus times. Alternatively, the big lemon bus is a free bus service from Bristol Parkway train station. Find the timetable online at <http://www.thebiglemon.com/hmpashfield>

Train: The nearest train station is Bristol Parkway.

Car: From the M4, take Junction 18 to M32 and stay in the left lane. Exit M32 at Junction 1 and keep left onto the A4174. Drive straight across 4 roundabouts until a roundabout that signposts B4465 and take this exit. Follow Shortwood road into Pucklechurch, and turn right at the first mini roundabout. At the next roundabout, turn right.

Local taxis: Uber and Bolt apps are available. Alternatively:

Veezu bristol: 0117 925 2626 (accessible taxis available)

Access 2 Travel (wheelchair taxis, specific to those with accessibility needs): 0117214 1414 / 07900975920

Toni (pre-booking available): 07887925482

Chipping Sodbury taxis: 07891190984



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When you arrive at the prison

Please arrive 30 minutes before your visit time. Car parking is available at the prison, disabled parking spaces available for blue badge holders. All visitors should go to the Visitor Centre to book in. First-time visitors will have their ID checked and their photo and fingerprint taken. Lockers are also available accepting new style £1 coins or a trolley coin. Accessible toilets/baby changing facilities are available at the Visitor Centre and the visits hall.

Entering the Prison

All visitors need to show valid identification and a proof of address on your first visit. The staff will record your fingerprints and take a photo. On future visits, a valid ID and scan of your fingerprint will be enough. Staff will ask to take a new photo of visitors periodically to ensure the accuracy of their records. Visitors can leave all their property in a locker at the visitor bungalow, all items apart from cash and your locker key. Walking aids such walkers or walking sticks can be taken to the visit hall. The lockers use a pound coin or trolley token.

Visitors will be searched upon entering the prison. If searched, children will be patted down by a female member of staff in front of their parent/carer. All visitors' religious beliefs are respected so if a search is required those wearing religious headgear will be taken aside to ensure privacy. There are also passive drugs dogs present during the search procedure. All visitors should dress appropriately in line with the dress code. Essential medication or medical aids may be taken in, these will be placed in a bag on entry and must be left with the officer in charge of visits and used as required. Prams or car seats are not allowed into the prison but may be left at the Visitor Centre. One empty feeding bottle, one sealed carton of baby milk, one sealed baby food pouch (no glass jars), one nappy/nappy sack per baby, and a handful of wet wipes (no packaging) can be taken up to the visits hall. Please change your baby on arrival prior to your visit where possible. Access to baby change is available in the disabled toilet.

Identification

You will need to bring one of the following forms of ID with you*:

List A:

- passports that meet the International Civil Aviation Organisation (ICAO) specifications for machine-readable travel documents
- identity cards from an EU or European Economic Area (EEA) country that follow the Council Regulation (EC) No 2252/2004 standards
- UK photocard driving licences
- EU or EEA driving licences that follow the European Directive 2006/126/EC
- NI Electoral identity cards
- a US passport card
- a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
- an armed forces identity card
- a UK biometric residence permit (BRP)

If you are unable to produce one of the above, staff may accept combinations of one identification document from List B, supported by one document from List C:

List B:

- a Home Office travel document (convention travel document, stateless person's document, one-way document or certificate of travel)
- an older person's bus pass
- a Freedom Pass
- a proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present)

List C:

- a birth or adoption certificate

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- an education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)
- a rental or purchase agreement for a residential property (signed and dated)
- a marriage or civil partnership certificate
- a bank, building society or credit union current account card (on which the claimed identity is shown)
- children over the age of one year old will be issued a wristband or have their hand stamped. Visitors under the age of 16 must be accompanied by an adult, who must adhere to the ID requirement set out above.

** If you do not have access to the above listed ID a duty Governor's permission to attend a visit may be sought in advance. You would need to provide a reason as to why you do not have the appropriate ID. There may be occasions when a legitimate visitor arrives for a visit without the appropriate ID, and without advance notice. This might be because their ID is lost, stolen or simply forgotten. In exceptional circumstances, a duty Governor may consider exercising discretion to permit a visit to take place if they are fully convinced that the visitor is legitimate, and their circumstances can be sufficiently corroborated.*

Refreshments

Hot drinks donated by Mother's Union are available for free at the Visitor Centre. Visitors can bring up to £30 per person / £50 per group to buy drinks and snacks in the visits hall. Please be aware that prisoners cannot handle the cash or take refreshments with them after the visit.

Accessibility

Car parking is available at the prison, with disabled parking spaces available for blue badge holders. A ramp leads up to the main prison entrance. The Visitor Centre is located on the ground floor and is fully accessible for people with reduced mobility / wheelchair users. The Visits Hall is accessible by lift. Disabled toilets are available in the Visitor Centre and Visits Hall. Wheelchairs and walking aids are allowed into the prison but maybe subject to security.

Dress Code

Family and friends are encouraged to visit loved ones at HMP Ashfield. Visitors should abide by the prison's dress code when on a visit.

ALLOWED

Clothing appropriate for a family friendly environment.

Skirts, shorts, dresses with hem no higher than just above the knee

Religious headwear.

Tops/dresses that cover chest, stomach & back.

Clothing free of gang logos, racist slogans or any language which may be considered insulting or derogatory.

Clothing free of football slogans.

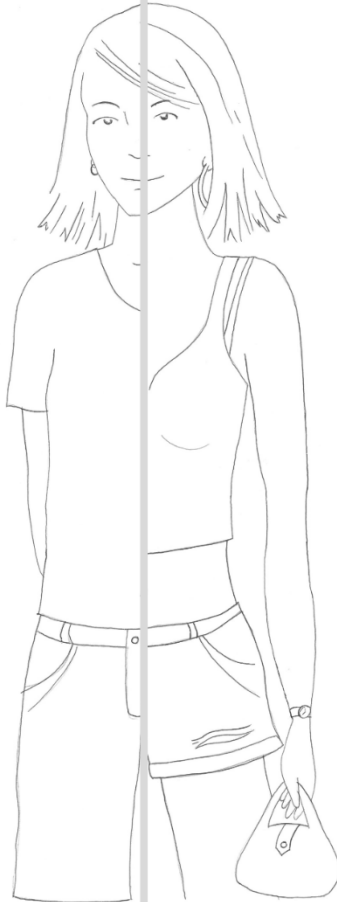
Minimal jewellery. Stud earrings or small hoops only (no bigger than 10p).

Hairdressings i.e. hair clips (may require removal if picked up by metal detector).

Only 1 pair of trousers to be worn at a time.

Boots below the knee are permitted.

Plain belts with buckles no larger than 5cm x 5cm.



NOT ALLOWED

No see-through, revealing clothing or crop tops which reveal the stomach.

No uniforms (except children in school uniform or police officers on a legal visit)

No watches. No chains which resemble key chains.

No ponchos or Puffer jackets.

No baseball caps, hats, bandanas, gloves or scarves.

No sunglasses.

No fluorescent tops/high visibility workwear.

No ripped or damaged clothing.

No over the knee boots, work boots, football boots, steel toe cap boots or heelys.

No sliders, flip flops, open toe sandals or footwear without a heel support.

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Property

Property can be purchased for the prisoner once a year from any web-based provider. The number of items that can be sent in a clothing parcel depends on your loved ones incentive level. Please check their allowance before purchasing items:

For enhanced level: 2x footwear, 5x lower garments (not black), 1x coat (not padded/ quilted, not black), 7x upper garments (not black), 7x socks, 7x boxers.

For standard level: 2x footwear, 3x lower garments (not black), 4x upper garments (not black), 1x coat (not padded/ quilted, not black).

For basic level: Send in contents for standard level but they only receive it when they become standard.

A parcel may be handed in by a visitor on the prisoner's pre-approved list. The prisoner must first request the parcel via a general app on the kiosk system.

Catalogue and Mail Ordering

Alternatively, prisoners can receive a maximum of £300 from family/friends to support their property purchase via <https://www.gov.uk/send-prisoner-money>. The family member/friend will require the prisoner's full name, NOMS number, date of birth, and a valid Visa, Mastercard or Maestro debit card.

Prisoners can order property using the kiosk system from the following providers:

- Amazon
- GEMA Records
- M&M Direct
- Argos
- JD Sports
- Sports Direct

Socks and underwear can be purchased through the year and have no restrictions in relation to the amount. On social visit days, visitors can bring up to seven pairs of underpants/boxer pants, seven pairs of

socks, manual razors and safety blades, five books and photographs (none of the prisoner on his own).

Prisoners are also allowed other items including the following items/quantities. Quantities vary according to the prisoner’s status.

Item	Basic	Stan	Enha
Slippers (to be worn in cell only)	1	1	1
Flip Flops or Sandals (to be worn in cell or showers only)	1	1	1
Shoes, Trainers (No steel toecap or stilettos. No combat. No microchips.)	3	4	5
Belt/braces (No large buckles).	1	1	2
Gloves and scarf	1	1	1
Hat (Must not cover the face, have a peak or side flaps, be lined, quilted or padded).	1	1	1
Upper garments (No black items. Dark blue/navy must be easily recognised by significant branded logos. Vests/shirts/jumpers/T- shirt/blouses etc. No hoods, offensive slogans, sports teams or countries).	x	10	15
Lower garments (No military style/patterns. Not black except for leggings. Dark blue/navy must be easily recognised by significant branded logos).	x	9	9
Shorts (No offensive slogans, sports teams or countries. Not to be worn in visits. *Basic prisoners in cell only)	1	2	3
Coat (No hoods, offensive slogans, sports teams or countries. Not padded, quilted, lined or black. Dark blue/navy must be easily recognised by significant branded logos).	x	1	1
Pyjamas/nightwear	1	2	3
Dressing Gown	1	1	1

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Other Items

Friends and families can also hand in up to 5 books.

Please note contact lens fluid must be posted into pharmacy for checking prior to issue. Tinted lenses in glasses are allowed only where there is a medical need.

Prisoners are allowed to have items such as radios and CD player etc, but these must be purchased through the approved catalogue.

Cultural clothing is permitted at HMP Ashfield and is included in the facilities list. For more information, please ask property staff or a member of POPS' team.

Money

You can send money through the 'Money to Prisoners Portal', using a debit card. You will need their prisoner number & date of birth. Go to www.gov.uk/send-prisoner-money. If you are unable to use the online service, you can apply for an exemption to the prison director.

Staying in Touch

Telephone

Numbers can be registered by prisoners on the ATM machines to be added to their PIN account. These will be processed as quickly as possible, once security checks have been carried out. This allows prisoners to contact their family and friends. Money/credit is added to the phone system from the prisoners available spends account.

Email a prisoner

You can use Email-a-Prisoner to keep in contact. You can either pay to send an email on its own (40p) or pay to send an email which allows the prisoner to send a reply (65p). You will need the name of the prison, along with the prisoner's name and number in order to use this service. Visit www.emailaprisoner.com.

By Letter

Letters and correspondence can be sent and received by prisoners. Their name and number should be included on the front of the envelope and full sender details on the rear. The prison's address is:

HMP Ashfield, Shortwood Road, Pucklechurch, Bristol, BS16 9QJ

Prisoners are entitled to send 2 free letters a week. Other than this, stamps can be purchased or sent in by loved ones for them to use.

Visitors can leave letters at the mailbox located in the visitor's bungalow. No stamp required.

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More Support

POPS' Family Forums: POPS' Family Forums are a great way to get your views heard and speak to other families. Our forums are a platform for visitors to voice suggestions that can lead to improvements being made around the visit experience. Speak to a member of POPS' staff to find out when and where the next forum is taking place.

Financial Assistance with Visiting: If you qualify to receive help with your finances such as benefits, you may be able to recoup all or part of the cost of your travel expenses through the Assisted Prison Visits Scheme. As part of your application you will need to get a secondary form stamped by prison staff in order to prove your visit took place. You can request a copy of this form at the visitor centre. If you have any problems with accessing this service, the visitor centre staff will be happy to assist you.

Prison Chat UK: An online support community www.prisonchatuk.com.

Prisoners' Families Helpline: Open 7 days a week providing information and emotional support (Monday-Friday: 9am-8pm, Saturday-Sunday: 10am-3pm).

Freephone: 0808 808 2003

Email: info@offendersfamilieshelpline.org

Family Days: Family Days are a great opportunity for prisoners and their families to engage in activities and spend quality time as a family unit. Prisoners can apply for a place by putting in an application.

Safer Custody concern line: If you think the prisoner is at immediate risk please call the switchboard on **0117 303 8000** and ask for the Orderly Officer and explain that your concern is an emergency.

If your concern is urgent but not life-threatening, please call the Safer Custody Helpline 0800 085 5743 or contact the prison safer custody team using the web form on the Prisoners' families Helpline website (the team will pick up all contact forms within 72 hours).

If you require any additional support or information please contact POPS' Head Office on:

0161 702 1000

Alternatively you can email us at mail@partnersofprisoners.co.uk

Or visit our website www.partnersofprisoners.co.uk



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