

### **Booking a visit - domestic visits (Family & Friends)**

Prisoners are responsible for booking their own visits; this is done by using an application on the Central Management System (CMS) – accessed via touchscreen computer terminals that are located on each unit in the establishment. Once a visit has been approved it is up to the individual prisoner to inform his family and friends of the date and time of the visit.

The maximum time a visit can be booked is 14 days in advance and the minimum is 3 days in advance.

Prisoners can book up to 3 adult visitors per session and 3 children less than 18 Years of age. However, if the child is over 17 they will be classed as an adult.

It is the responsibility of the prisoner to book and inform friends and family of the time and date of visits.

Staff are not responsible for booking or informing family and friends of visits or cancellation of visits.

It is also the responsibility of the prisoner to inform visitors of correct identification requirements as well as other visit regulations, however visitors are encouraged to check the website for further details.

For sending correspondence / emails to your family or friend in prison, you can take advantage of the emailprisoner.com system. Please log on to <https://www.emailprisoner.com> and follow the instructions.

### **Domestic visitors' identification**

All visitors to closed prisons, both Adults and Children, whether visiting for social or official purposes must be required to prove their identity on Reception. (Children's birth certificates are suitable to prove the name and date of birth).

Two separate forms of up-to-date identification will be required to gain entry to the prison, including one photographic identification and two proof of address:

- Driving Licence - Acceptable on its own if photograph and the address matches the address provided by the prisoner on CMS.

- Passport - Including foreign passports and time expired passports where the photograph is still recognisable.
- Bus Pass (elderly only) - Must have been issued by the Local Authority. Photograph must match.
- Student / Employers I.D. - Must clearly show the name of the visitor and educational establishment / employer. Photograph must match.
- Citizen Card - A Citizen Card is an official UK ID / proof of age card recognised as such by the Home Office. Obtained online. A Standard application costs £15 and takes 21 days (card posted by Royal Mail 2nd class); an Urgent application costs £30 and takes 1-2 workingdays (subject to verification; card posted by Special Delivery guaranteed Next Day by 1pm). you can find out more at [www.citizencard.com](http://www.citizencard.com). Must be official, the photograph must match.

Two Proof of address can include: (No more than 6 Months old)

- Utility bill
- Benefit book / Letter
- Council tax/tax credit award
- Household bill or statement with the address on

For other forms of ID that may be acceptable please ensure you contact the prison Visits Booking line for advice.

If a visitor is unable to produce ID as above, staff may accept combinations of two or more of the following below, but must also include two proof of addresses:

- 'Birth/marriage certificate
- 'Rail or bus pass with photo
- 'Cheque book or credit/debit card (counts as one, do not accept as two)
- 'Employer's pass or ID or student ID card not acceptable under paragraph 2
- 'Young person's 'proof of age' card

- 'Trade Union or National Students' union membership card
- 'Library card, if it has a signature that can be compared with the visitor's signature
- 'Rent book
- 'Foreign identity or resident's card (other than EC ID cards acceptable in their own right)
- 'Expired documents from the above lists that appear satisfactory in other ways
- 'ID Card from Prison Visitors Organisations

You may be refused entry if you do not have sufficient ID. This will be decided by the Visits Manager on duty. The Director has the discretion to accept any form of identification that clearly identifies the visitor in a satisfactory way.

Having had ID checked all visitors will have their photograph taken, fingerprints and hand stamped with UV ink.

All adults and children over 10 years of age will have their finger-prints taken.

### **Booking a visit - legal/officials only**

Our dedicated booking line is staffed: Monday to Friday between 0830-1630 hrs.

Official visitors can book by phone or via email.

To book by phone call: +44(0) 151 522 2196 / +44(0) 151 522 2047

For non-confidential correspondence to your clients, you can take advantage of the emailprisoner.com system. Please log on to <https://www.emailprisoner.com/> and follow the instructions.

### **Legal visitors' identification**

The forms of identification set out below are acceptable. If the visitor does not possess such identification then the forms of identification for social visitors are also acceptable. If in doubt, Visits staff may telephone the visitor's employer (e.g. solicitors office, barrister's chambers,

probation department) to check the visitor is bona fide. Get the telephone number from the phone book or direct enquiries, not from the visitor:

- Members of either House of Parliament: Houses of Parliament ID card.
- Legal Advisers: identity card issued by firm/ chambers, or introductory letter on headed letter paper of firm/chambers.
- Police, Immigration and Customs Officers: warrant card.
- Probation Officers: probation department ID card.
- Staff from other prisons, HQ or Home Office Staff: prison service security pass or home office pass.
- Consular Officials: consular ID card.
- Other public officials: departmental or local authority pass or ID card (but only if it shows the name of the visitor and the name of the department or local authority).
- Social workers: identification cards.
- Researchers: Security Photo pass or official letter (visits must be pre-arranged) and
- NHS: photographic identification badge/card. Independent sector healthcare photographic identification badge/card.

Monday/Wednesday morning there is now no 1st morning visit this is for legal visits only, the first social visit will commence on these days at 10:30am- visitors will need to arrive no later than 10am or visit may be refused.

Tuesday, Thursday, Friday, Saturday, and Sunday with remain social visits, 4 in total a day - times are as follows:

1st visit- Arrive 8:00am go to staff search 8:30am-visit start 9:00am-10:00am

2nd visit-Arrive 9:30am- go to staff search 10:00am-visit start 10:30-11:30am

3rd visit-Arrive 13:30am-go to staff search 14:00pm visit start 14:30-15:30pm

4th visit-Arrive- 15:00pm go to staff search 15:30pm Visit start 16:00-17:00pm

Visits must be booked 72 hours in advance and a maximum of 6 people per visit (3 adults 3 children) a request for extra children to visit for larger families can be made at least 72 hours

to the visit by the person you are visiting contacting the visit manager himself and arranging this, it is the responsibility of the prisoner himself to arrange and inform family/friends of visits (other than a purple/legal visit) staff take no responsibility for informing family of booking or cancelled visits and for GDPR reasons are unable to confirm visit details over a phone.

Please arrive 1 hour prior to your visit time with plenty of time to park-weekends can be especially busy and disabled parking is limited.

Cash only with a maximum amount of £30 per family per visit. This can be in coins or notes.

#### **Valid ID accepted for over 18**

- Passport (MUST BE IN DATE WITH CORRECT LEGAL NAME THAT MATCHES WHAT IS ON SYSTEM)
- Driving licence (Full or provisional- Address must be current and match what is on the CMS SYSTEM- Cannot be changed even with 2 letters as this is a legal document that is required to be updated by the law and does carry a fine for not updating this.
- Over 65 bus passes.
- Citizen card.

Any visitor under the age of 18 are not required to provide proof of address, however they must have proof of identity such as:

- Birth certificate
- Red Book
- Passport

Must have an over 18 presents going in on visit to allow entry and cannot be left unsupervised in the outside visit centre if there is no adult (18+ to accompany)

All forms of photographic ID require 2 proofs of address to accompany dated within 3 months of their visit-an in-date driving licence can be used as one proof of address with one other proof of address such utility bill, benefit letter, wage slip, prescription etc.

- Online banking is the only electronic document we can accept on a phone we do not accept any photos, screenshots, or documents older than 3 months,
- Failure to provide the correct information may result in visit refusal -Visit manager has complete authority over visits going ahead not visit centre booking in staff and is subject to visit managers discretion.

All legal visits must be booked via the main switch board and dialling the extension numbers 2047/2196 between the hours 8:30am-16:00pm

Dress code restrictions:

No Hoods

No ripped jeans/items of clothing

No football/sports affiliation

No offensive slogans

No revealing clothing

No steel toe shoes/boots

No scarves/caps

No shorts-skirts above knee level

Underwear must be worn.

No smart watches

This list is not exhaustive and may be subject to change at any time without warning.

For anyone who has any medical needs that prevent any of the above, please provide evidence of exception certificate/card with you.

If anyone has any medical conditions that require medical treatment such as inhalers, stomas, Dex coms for diabetes phones are not allowed to go into the prison to monitor sugar levels- although there is a shop within the visit centre it is not always open so please take necessary steps to ensure safe sugar levels during visit and have a emergency drink/snack that can be kept in the outside visit centre in event of medical emergency.

The prison offers a purple visit scheme that visitors can book themselves. This can be accessed by downloading the purple visit app on any smart phone's app store and registering with your personal details. The user will be required to verify their email address and upload photo ID- once this has been verified and processed contact can then be added. You will need to know the persons prison number to be able to add them to your account and 1 hour per month is permitted at HMP Altcourse.

Get help with the cost of travel- If you travel to visit a loved one in prison you can get help with travel expenses, overnight accommodation, and meals.

You can apply up to 28 days after your last visit and must be on certain benefits to get help with this.

More information can be found on the gov.uk website about this.

To apply you will need:

- The prisoners number you are visiting
- Date of the visit (backdated up to 28 days)
- Your national insurance number
- Any receipts of travel, accommodation, food etc
- Assisted prison visit scheme travel form

To apply please follow:

Get help with the cost of prison visits - GOV.UK

If you have concerns about a someone in HMP Altcourse, you can contact safer custody on:

[ac.safercustody@sodexogov.co.uk](mailto:ac.safercustody@sodexogov.co.uk) or 0151 522 2021

## **Property**

You must be on a visit - checked in first to hand any property in.

The person you are visiting must have a completed/accepted application for majority of items to be put in, please see below for a list of items that do not need an application.

Property allowed to be handed in without an application is as follows:

- Underwear/socks
- Court clothes- Shirt, tie, jacket, belt, trousers- not tracksuit bottoms/jeans
- Books-up to 5
- Glasses/contact lenses and sealed solution.

For any property enquiries please call the main switch board on 0151 522 2000 EXT 2244

### **Visit facilities**

During your visit to HMP Altcourse refreshments are available in the hall and in the outside visit centre (please be advised the outside visit centre is vending machine and card machine only but inside visit hall is cash only) Remember to bring £1 for lockers.

Altcourse Address:

HMP Altcourse

Brookfield Drive

Fazakerley

Liverpool

L9-7LH

### **Local taxi companies**

- Delta -0151 922 7373
- One call taxi's Bootle- 0151 928 3535

### **Email a prisoner**

To email a family member/friend you can log and follow the instructions here:

<https://www.emailaprisoner.com>

We ask unless using a mobile device to show proof of address that you refrain from using any electronic or mobile device whilst checking in for GDPR reasons, this also includes the use of videoing and taking pictures whilst visiting HMP Altcourse.