

Important information for family and friends from HMP Manchester

The address of the prison

HMP Manchester

Southall St

Manchester

M60 9AH

Useful Numbers:

Switchboard 0161 817 5600

Visits Booking 0161 817 5655

Visits Centre 0161 817 5630

0161 817 5899

The first (Reception) visit: is booked by the visitor. **All other visits are booked by the prisoner.**

- Ring 0161 817 5655, lines are open 9am-4pm Monday to Friday.
- Each visit can accommodate 3 adults, there is no limit on the number of children who can visit. However if you are going to bring more than 3 children, this does need to be discussed with staff first. Under 18s must be accompanied by an adult and will be given an ID bracelet to wear.
- Visit times are: Mon-Fri 1400 1530 Sat 0900 0930 1045 1400 1530
Sun 1400 1530
- Cat A visits ring 0161 817 5655. All visits are booked by the visitor and a VO is needed. Extra clearance is required which can take some weeks to process.
- Cat A visit times are: Mon Wed Thurs 1400 1530 Sat 0900 1045 1400 1530
Sun 1400 1530
- Please arrive at the Visits Centre (not the prison) and report to the Reception desk 30 minutes before your visit where you will be booked in. **If you are late your visit may not go ahead.**
- Parking: there is no parking at the prison but you can park on the streets around the prison for up to 2 hours. Victoria Station and tram stop are a 10 minute walk from the prison
- ID: you must bring approved ID on this and every other visit. Photo ID (passport, driving license) is best but if you do not have these you must bring **2** other forms of ID, for example; birth or marriage certificate, rent card, tenancy agreement, benefits book, young person's proof of age card. Please ring the Visits Centre on the number above if you are not sure. **It is important that the name and address on the ID match the information on the booking system. If there are any discrepancies, you may be refused entry to the prison.**
- Money: You will need to bring £1 coin for the lockers at the Visits Centre – you get this back. You can take £20 per adult into the Visits Hall.
- **Mobile phones are not allowed in the prison. It is a serious offence to bring one in and you will be arrested.**
- **Smuggling of unauthorised items in the prison could result in a prison sentence.**
- **Any form of abuse conducted by the visitor could result in the visitor being banned from visiting the prison in the future.**
- Security: when you arrive at the prison you will undergo a search procedure much like that at an airport. All people entering the prison, including staff and legal representatives, go through the same procedure.

Property:

- You will need to bring photo ID each time you drop off property.
- Property can be dropped off Monday to Friday between 9am – 10.30am at the Visits Centre.
- There is a 2 month 'property window' once the prisoner has come into prison when property can be dropped off.
- If the prisoner is convicted there can be only one property drop off. Please get advice for the Visits Centre staff about what items prisoners are able to have. There are clear guidelines about how much property they are allowed.
- If the prisoner is on remand, property can be handed in as many times as necessary in that window so the prisoner can receive his full clothing entitlement.

Sending in money:

- The best way to send in money via this website: www.gov.uk/send-prisoner-money.
- You can still send a postal order in; make it payable to NOMS and put the prisoner's name and number on the back.
- You can send in any amount you like but prisoners can only spend a set amount each week.

Keeping in touch:

- Make sure you send in the address, phone number and date of birth of any one the prisoner will want to be in touch with. Prisoners often don't have these full details and they need them.
- <http://www.emailaprisoner.com/> enables you to send e-mails to the prisoner. It is the quickest and cheapest way to send in post. Please check on-line for more information.
- You can send in envelopes, stamps and writing paper but the stamps must be fixed to the envelopes and already have your name and address written on each one.
- Please be aware that it can often take a few weeks before prisoners will be able to ring home; they need to have money to buy credit, they can only buy credit at weekends and then the phone credit goes on each Wednesday. Phone numbers also have to be added to the prisoner's pin and if they are subject to any public protection orders, each number is checked before being added.

Website:

- More information about the prison is available on <http://www.justice.gov.uk/contacts/prison-finder/manchester>

For help and support:

- Having a loved one in jail can be a stressful and upsetting experience. The following groups offer help and advice.
- Out There 0161 232 8986
- Offenders Families helpline 0808 802003
- If you have concerns about your loved ones wellbeing you can leave a message on the Safer Custody answer machine where a member of the Safer Custody staff will pick it up. The phone is checked each day and the number is 0161 817 5958.

NB this information is correct as of December 2017. Guidelines do change so please check with Prison and Visits Centre staff.