

# NEW VISITOR INFO PACK

## WHO WE ARE

At Cyrenians, we tackle the causes and consequences of homelessness.

Everybody deserves the opportunity to lead valued, fulfilling lives. The support we offer is person-centred and relationship-based – meaning that we'll work alongside you towards the change you would like to see.

We work directly with families who visit their loved ones at HMP Addiewell.

## WHERE ARE WE BASED

We are based just inside the front door, we have a play area and a small office for privacy if needed.

## WHAT CAN WE HELP WITH?

We offer families support to gain access to travel expenses, picture ID and can signpost to a number of different support agencies such as Benefits, Housing and Food Banks.

We can also refer your family to more specialist support by referring to external organisations such as Families Outside, CIRCLE and others dependent on what is needed.

We support families to have their voices heard through regular visitor forums and advocate on behalf of families around any issues related to Health and Wellbeing and anything prison related.

## CONTACT US

### Email address

Visitorcentre@cyrenians.scot

### Telephone

01506 874500 ext 3914

### Opening Hours

Monday - Closed

Tuesday - 1pm - 9pm

Wednesday - 1pm - 9pm

Thursday 1pm - 9pm

Friday 1pm - 9pm

Saturday 9.30am - 5.30pm

Sunday 9.30am - 5.30pm



# YOUR FIRST VISIT TO ADDIEWELL

We understand that visiting a prison can be quite daunting, especially if it is your first visit, so we try to make your experience as positive as possible.

There is a visitors' centre upon entry to Addiewell and this is run in partnership with the Cyrenians, offering support for those who are visiting relatives and friends in prison. There is full wheelchair access to the visits hall and disabled toilet facilities.

All visitors age 16 or above require appropriate ID, all visitors under 18 years of age must be accompanied by an Adult visitor 18 years +.

As you would expect, security is a major consideration for us, so all visitors are required to comply with our rules of conduct and behaviour.

**On a first visit, visitors should bring approved identification (listed below) to register on the electronic system.** This records visitor's photos and finger scan image.

You should arrive **at least 20 minutes** prior to your first visit, to allow time to register. Once you are on the system, the process for future visits will be quicker, but if you can let us know if you are ever running late, we may be able to accommodate the visit.

## Photographic ID

One of:

- Driving licence,
- Valid passport,
- Citizencard,
- Bus pass (credit card style)  
or Disabled car badge
- Young Scot Card (with  
visible hologram)

## Proof of Address

Visitors must also provide proof of their address, which must be less than three months old:

- Utility bill (gas, electricity, telephone etc)
- Bank or building society document
- Headed letters (doctor, dentist etc)
- If photographic identification is not provided, the Operations SPCO/Manager will be contacted for advice

Children will not be registered on this system, however names and dates of birth of all children must be recorded on the booking

While we recognise that visits, at times, can be highly emotive, our staff and visitors' centre staff are there to support you, but any aggressive or inappropriate behaviour will not be tolerated. For security reasons, you may be refused entry to the open visits facility and instead offered a closed visit.

To ensure that we provide the most robust and streamlined service possible, and to enhance our searching process, we ask that all visitors (including children) remove everything from their pockets and place these items in the red trays provided. Lockers are provided for visitors to store unauthorised items. All authorised items including money, jewellery, belts, watches and locker keys must be put through the x-ray machine. You may also be asked to remove your footwear.



# HOW TO BOOK VISITS

## **Convicted prisoners at HMP Addiewell**

Prisoners who are convicted are able to book their own visits using technology on the wings.

## **Remand prisoners at HMP Addiewell**

For those on remand, they can also book their own visits but have to give at least 24 hours notice.

Alternatively, visitors can book remand visits (allowing 24 hours notice) using the dedicated phone line: 01506 874 500 and select option two (open Monday – Friday 9am-12pm and 1pm-4pm)

When phoning the visits booking number visitors should know the individual's name, prison number, date of birth, the date and time of the required visit and details of who is visiting.

Visitors will need to provide names, dates of births and addresses.

## **Social Visits**

Social visits are offered at the following times

<b>Monday</b>	<b>Tuesday - Friday</b>	<b>Saturday &amp; Sunday</b>
13.30 - 14.30	13.30 - 14.30	13.30 - 14.30
14.45 - 15.45	14.45 - 15.45	14.45 - 15.45
	19.00 - 20.00	16.00 - 17.00



# CHILDREN'S BONDING VISITS

Children's visits are additional visits for those who have been cleared by Social Work.

**Speak to Cyrenians staff if you want to know more about these.**

Prisoners can apply for Children Bonding visits, they will receive 2 per month unless enhanced where they will receive 4 per month they can choose a Saturday or Sunday. These visits are in addition to your social visits.

An application for bonding visits can be submitted by the prisoner using the technology they have on the wing.

Once this application has been submitted, the family would then bring in the child/children/young person's birth certificate for photo copying.

**This has to be a complete birth certificate and not an abbreviation.**

**Please speak to Cyrenians staff who will photo copy this for you.**

The birth certificate will then be collected by the Visit SPCO who will then pass this to Social Work who will complete the checks required.

**Please note that this can take up to 8 weeks. If you haven't heard anything please speak to Cyrenians staff who can help look into this.**

**If approved you will be able to start these immediately, if refused you have the right to appeal.**

## Children Bonding Visits

These visits last for 2 hours, Cyrenians support the children's visits with structured activities on offer for the families to get involved in. Dad is also free to get up and play with his children/young person during these visits.

There is also a breakfast club for families.

We also host additional events on each year for families who are cleared for Children's visits, these are based around easter, summer, halloween and Christmas.

## Saturday & Sunday

10.00 - 12.00

## CHILDREN VISITING

We want to make the prison an easier place to visit especially for Children.

Children can come and play with the toys we have in the visitor centre before they go for their visit. We have lots of different toys and a space to draw and colour in. We even have some books for the children to read while they wait.

When it is time for your child/children to go to visits we can support that especially if this is their first time.

### Meet our Mascot - Addie the Alpaca



**Your child can come and pick up one of our Addie's to help them with their visit, they will get a sticker when they hand them back in afterwards. Please speak to Cyrenians staff about this.**

### Neurodiversity Support

If your child is Neurodivergent and needs additional supports please speak to the staff who can help with this. As well as our Addie's we also have ear defenders and fidget toys to support with visits.

We can help you complete a form which will give us as much information as needed to ensure that you and your child/young person is supported during visits.

**Children can attend social visits but these are more restricted, Dad is not able to get up and play during a social visit.**

Families Outside can also offer support to Children

You can find resources to support you talking to your child on their website.

<https://www.familiesoutside.org.uk/professionals/tools-resources/>

There is also a video of My Visit which is an aid to support children/young people who are visiting for the 1st time. <https://vimeo.com/609873532>

# HELP WITH TRAVEL EXPENSES

If you are over 16, a close relative of the prisoner, or sole visitor and receive certain benefits, or hold a Health Benefit Certificate, you may be able to get help with the cost of your visit from the Assisted Prison Visits Unit (AVPU)

To be able to claim you must also be in receipt of one of the following benefits:

Income Support

Job Seekers Allowance (income based)

Universal Credit

Employment and Support Allowance (Income Based)

Child Tax Credit

Working Tax Credit which includes the disability element.

Pension credit

Health certificate 2 or 3

## How often can i claim?

You can claim for one visit every two weeks and up to a maximum of 26 visits in a 12 month period.

## How do i claim?

Application for the cost of visits are made online at <http://www.gov.uk/helpwithprisonvisits>

The online application process allows you to upload your income details, receipts and visit confirmation. Payment is made into your bank account or cashed at a Post Office.

To apply online you will need to have an email address. For advice on how to get an email address, contact AVPU.

If you are unable to make an online claim, you should contact AVPU on 0300 063 2100 and AVPU staff will make arrangements for a paper application to be sent to you.

Assisted Prison Visits Scheme

Telephone: 0300 063 2100 (9am-5pm Monday to Friday)

Email: [assisted.prison.visits@noms.gsi.gov.uk](mailto:assisted.prison.visits@noms.gsi.gov.uk)

Web: <http://www.gov.uk/helpwithprisonvisits>

**You must get a confirmation of visit form stamped at the prison and keep all receipts. Please speak to a member of the visitor centre staff to get your form stamped.**

**If you need further help please do not hesitate to speak to staff.**

# FAQ

## **Can I speak to visitor centre staff even if I haven't or don't visit?**

Yes, staff are available to all family members with a loved one in HMP Addiewell. We can offer advice and support and can signpost you to external agencies if required.

## **Can I get my travel expenses upfront as this is why I can't visit?**

Yes, you can apply for upfront travel expenses to support you visiting the prison. Speak to Cyrenians staff about how to do this.

## **Can you help me with picture ID?**

We can help you apply for a discounted citizencard, this can be posted out to you if needed before your visit. The time scale varies dependant on what you need: Urgent applications can take 1-2 working days at a cost of £25 with a standard application at a cost of £10 and can take up to 21 days.

## **What are the rules around what I can wear?**

There are rules about what you can and cannot wear, this is down to security concerns and what is deemed to be appropriate. One most common asked questions is around the wearing of Hoodies (these aren't strictly prohibited but will need to be taken off to pass through the scanner, so wear a top underneath)

## **What if I'm anxious about visiting what can you do about this?**

It's understandable to be nervous when visiting the prison, if you are new to visiting you can do a few things. You can speak to visitor centre staff who are more than happy to support you through the whole process, ensure that you have all the required paperwork so you can get booked in okay. Arrive about 20 minutes early for your visit so you can get booked in with plenty of time to spare.

It is also understandable that you can still be anxious visiting after a while, please speak to staff about this and we can try to help you.

## **I am neurodivergent and struggle with new things can you help?**

Yes we can. We have a form that we can help you complete which will help Cyrenians and Sodexo understand your needs better. This form will help us to make your visit easier and save you having to repeat things when it is different staff.

## **Can I get involved in the prison?**

Yes, Cyrenians host a visitor forum which will allow you to speak directly to the prison with any questions/concerns or ideas about visits and how to make these easier for all visitors.

## **How can I get to know more about what is available for my loved one?**

There is a number of different ways to find out more about what is available for your loved one. These include speaking directly to the visitor centre staff who can help get you the information you need or you can take part in a family induction (speak to visitor centre staff about this). A brief introduction is in this pack.



ADDIEWELL VISITOR CENTRE

**Are neurodiversity  
challenges  
preventing you or  
someone you know  
from visiting a loved  
one in Addiewell?**

**Are there things we can do  
so that a child with  
additional needs can spend  
time with a loved one?**

Please speak to Visitor Centre staff to  
discuss possible support options.

Visitor Centre: 01506 874500 ext  
3914

or email us on:

[visitorcentre@cyrenians.scot](mailto:visitorcentre@cyrenians.scot)



<b>Location</b>	For the first few days all new prisoners will be situated on the admission wing of HMP Addiewell.
<b>What will happen next?</b>	They will complete an induction presentation, which will give them all the information about HMP Addiewell and this will include what they will be doing during their time spent at HMP Addiewell. All questions will be answered during this induction presentation.
<b>Healthcare</b>	Upon reception to HMP Addiewell they will have an assessment by a nurse and will see a doctor within the next 24hrs. If they are prescribed medication, this will be sent to the pharmacy and they should then receive this within a further 24hrs.
<b>The next 10 days</b>	They will remain on the admission wing for up to 10 days to complete induction. Induction includes: <ul style="list-style-type: none"><li>• A core screen interview to highlight any risks/needs.</li><li>• Residential induction by a peer support worker</li><li>• Timetabling their day and activities.</li></ul>
<b>Completing Induction</b>	If they are a convicted prisoner, they will be moved to a convicted wing in the prison. If they are a remand prisoner, they will remain on the admission wings.
<b>Moving Forward</b>	PIN phone numbers - They will complete a PIN phone number sheet so that the people they wish to phone can be added to their PIN phone list. This will mean they can keep in contact with their family and friends.
<b>Visits</b>	They must complete an 'Approved Visitors List Form' to enable them to book visits. This will add visitors to their approved list and allow them to book visits via the kiosk.
<b>Property</b>	If the prisoner wishes to have property handed into the prison, they must complete a 'Property Form'. This should be completed with the items they wish to have sent in. Please note that it will take a few days for property to be processed.

# Cheaper Calls to mobiles

Calls from prison to UK mobile numbers cost 15p/min compared to 5p/min to UK landlines.

If you don't have a landline, or prefer to use your mobile, you can set up a **Virtual Landline** for £6.50/month. This allows your loved one to phone you on a local landline number, which then is diverted to your mobile or answered on their free mobile app.

Virtual landline's Basic plan includes 1000 minutes of calls forwarded to your mobile per month, or if you use their mobile app to answer calls, there's no limit (but it does use your mobile data or WiFi). If you don't use the app, you'll be charged 4p/min for every minute over your 1000 minute allowance.

**For more information,  
scan the QR code or visit  
[www.virtuallandline.co.uk](http://www.virtuallandline.co.uk)**



[www.secure-payment-services.com](http://www.secure-payment-services.com)

## Send money safely and securely!

Fast, easy, and reliable—Secure Payment Services delivers seamless and secure transfers every time.

Get started today! Create your free account now:

[www.secure-payment-services.com](http://www.secure-payment-services.com)



For enquiries call: 0333 344 1816  
Send email to: [uk@emates.com](mailto:uk@emates.com)

Follow us on socials   

## Stay connected with your loved ones

Share secure messages and photos with ease—it's simple, fast, and keeps you close to those who matter most



### Benefits of using eMates?

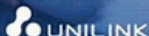
- ⊙ Quick and easy from any device
- ⊙ Budget-friendly and accessible
- ⊙ Available in this location
- ⊙ Send photos and get replies with ease\*



Sign up now on

[www.emailprisoner.com](http://www.emailprisoner.com)

\*In selected locations only! More info on our website.



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For enquiries call: 0333 344 1816  
Send email to: [uk@emates.com](mailto:uk@emates.com)


[www.emailprisoner.com](http://www.emailprisoner.com)






## Talk directly with your loved ones

Bridge the distance with face-to-face video sessions. Stay connected with loved ones anytime, anywhere via eMates!

Sign up today and schedule your video session!  
[www.emailprisoner.com](http://www.emailprisoner.com)

 Video Session Available here!

For enquiries call: 0333 344 1816  
Send email to: [uk@emates.com](mailto:uk@emates.com)

Follow us on socials   



Check our locations page for available establishments



families  
outside

supporting  
families affected  
by imprisonment



**Families Outside is an independent organisation that provides support to families affected by imprisonment in Scotland.**

**We know that having a family member in prison or facing a prison sentence can affect families in a number of ways.**

**If you need support, we can help you.**





## You might be looking for help with:

- Information about prison
- Your emotions and feelings: coping, shame, isolation
- Talking to your child / children
- Family relations and support networks
- Housing, income, finance and benefits
- Access to community support and services
- Visiting and maintaining contact
- A concern for someone in prison
- Preparing for release

**"You listened to me when I needed someone to talk things through with."**

**"You were the first person who asked me how I was feeling."**

## Our service:

- Provides support, face-to-face, online or over the phone
- Offers emotional support and help with practical issues
- Can link you to local specialist services
- Can help you take more control of your situation
- Is available throughout the whole of Scotland
- Is confidential and non-judgemental

**If you have a family member in prison and need information or support, call the Families Outside Support and Information Helpline:**

**0800 254 0088**

**Text FAMOUT followed by your message to 60777**

**Email [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)**

**Visit [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk)**

**families  
outside**

supporting  
families affected  
by imprisonment

**Your Families Outside Contact:**



## **Loop (Loved Ones of Prisoners) Scotland**

**If you're seeking support for what you're going through, you've come to the right place. Contact us through one of these channels and someone will get back to you as soon as possible.**

### **Contact us:**

✉ : [support@loopscotland.org](mailto:support@loopscotland.org)

f : [LOOP \(Loved Ones of Prisoners\) Scotland](#)

🐦 : [@LoopScotland](#)

**A place to speak to others who share our unique grief**

# TRAVEL SUPPORT FOR FAMILIES FROM EDINBURGH OR THE LOTHIANS.

## Help with Travel

If you live in Edinburgh or the Lothians and receive certain benefits, Sacro may be able to help you visit using their team of volunteer drivers. They would pick you up at your home address for the visit and then drive you back again afterwards ... at no cost. To see if you are eligible for this FREE service, please contact Sacro's Travel Service by calling **0131 624 7270** or emailing: [info@sacro.org.uk](mailto:info@sacro.org.uk).



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Paths to **Positive Change**





**Next Chapter  
Scotland**

SC052899

*Has your life been affected  
by the criminal justice  
system?*

**We're here to support you in  
navigating the challenges.**

**Visit our website:**



**Information on:**

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- Money Matters
- Family and Society
- The Criminal Justice System
- Defending Your Rights

**Support helpline: 0330 355 7145**  
**support@nextchapterscotland.org.uk**