

VISITOR INFO PACK

WHO WE ARE

Cyrenians are a charity who work to tackle the causes and consequences of homelessness using the Public Health Model Approach.

Our work within HMP Addiewell Visitor Centre is an early intervention method meaning that we will work to support friends & families affected by the imprisonment of a loved one to navigate the challenges and answer the questions this can present.

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 +. No child under the age of 16 should be left in any part of the prison without the adult visitor in attendance.

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

Monday	Tuesday - Friday	Saturday & Sunday
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 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 Childrens 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.

Childrens 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

Homework Club

In addition to Childrens visits at the weekend. There is also an opportunity for all dads to apply for homework club visits. These are for those who are of school age so from Primary to Secondary and allows the dads to be able to support their childrens learning. These happen on a weekly basis and are an additional visit over and above the monthly allowance.

Please speak to Cyrenians staff about how to book these.

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

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.

Below is information regarding handing money or property into HMP Addiewell.

Opening Times

Monday - Friday

13.00 - 16.30

18.15 - 20.30 (excluding Mondays)

Saturday & Sunday

10.00 - 12.00 (Children's visits)

13.00 - 16.30

Please note these times are subject to change, it may be advisable to call ahead before you start your journey.

Information

A pro-form is a document with reference number that is completed by the resident to request permission for you to bring in clothes etc. at 'Visits' to be transferred by staff to the main reception for residents.

There will only be one pro-form issued per month per person, so please make sure you try to hand in everything that has been requested and listed on the pro-form by the resident.

You may receive a copy of the pro-form which allows you to see what items have been requested and the pro-form must have been approved during the current or previous month. Older pro-forms will have expired.

Who can hand in the items from the pro-form?

Anyone who is on the residents approved visitors list. You must be logged onto the system via the biometrics system therefore photo ID and proof of address is required. You don't need to be attending a visit, as long as the desk is open you can hand property in.

Money

You can hand in a maximum of £50.00 per day, again you must be on the residents approved visitors list to do this. Please note **CASH ONLY**

Secure online payments are also available via: www.secure-payment-services.com

Books

Books can be ordered online from approved supplier Blackwell Book Store for direct delivery to HMP Addiewell. Residents should add the book to their property pro-form for approval and they will receive this on delivery.

Books can be ordered via www.blackwell.co.uk

Handouts - Items leaving HMP Addiewell

When you are required to pick up a handout you can do so whenever the property desk is open. The officer that is booking you in for your visit may make you aware that there is a handout that is required to be picked up. This can be done before or after your visit.

Please remember when handing in property that you bring everything on the pro-form list. If you hand in one item only then the pro-form is then closed and you won't be able to hand the rest in at a later date.

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.

Location	For the first few days all new prisoners will be situated on the admission wing of HMP Addiewell.
What will happen next?	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.
Healthcare	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.
The next 10 days	They will remain on the admission wing for up to 10 days to complete induction. Induction includes: • A core screen interview to highlight any risks/needs. • Residential induction by a peer support worker • Timetabling their day and activities.
Completing Induction	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.
Moving Forward	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.
Visits	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.
Property	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.

ICM – INTEGRATED CASE MANAGEMENT



Information on ICM's

Integrated Case Management (ICM) this is a process where SPS work together with other agencies to give help and support to prisoners throughout their sentence.

This support is focused on reducing re-offending by ensuring where possible, risks are identified, and a plan is put in place to reduce those risks in a sequenced and co-ordinated manner.

Prisoners are encouraged to think about the areas of their life that they need to change and areas where they would like to engage in support. They will make plans for their release and decide what prison supports/activities will help them to make a successful return to their community.

This approach brings together the prisoner, key internal staff, external staff, and where appropriate the family to support the prisoner through this process.

The person in custody must give permission to invite you to their ICM meeting. Once you receive your invitation you may contact the ICM Co-ordinator at the prison to ask any questions you may have that are not covered in the invitation letter.

Case conferences will be held once a year. The prisoner's last case conference will take place about three months before he or she is released.

More Information can be found here:

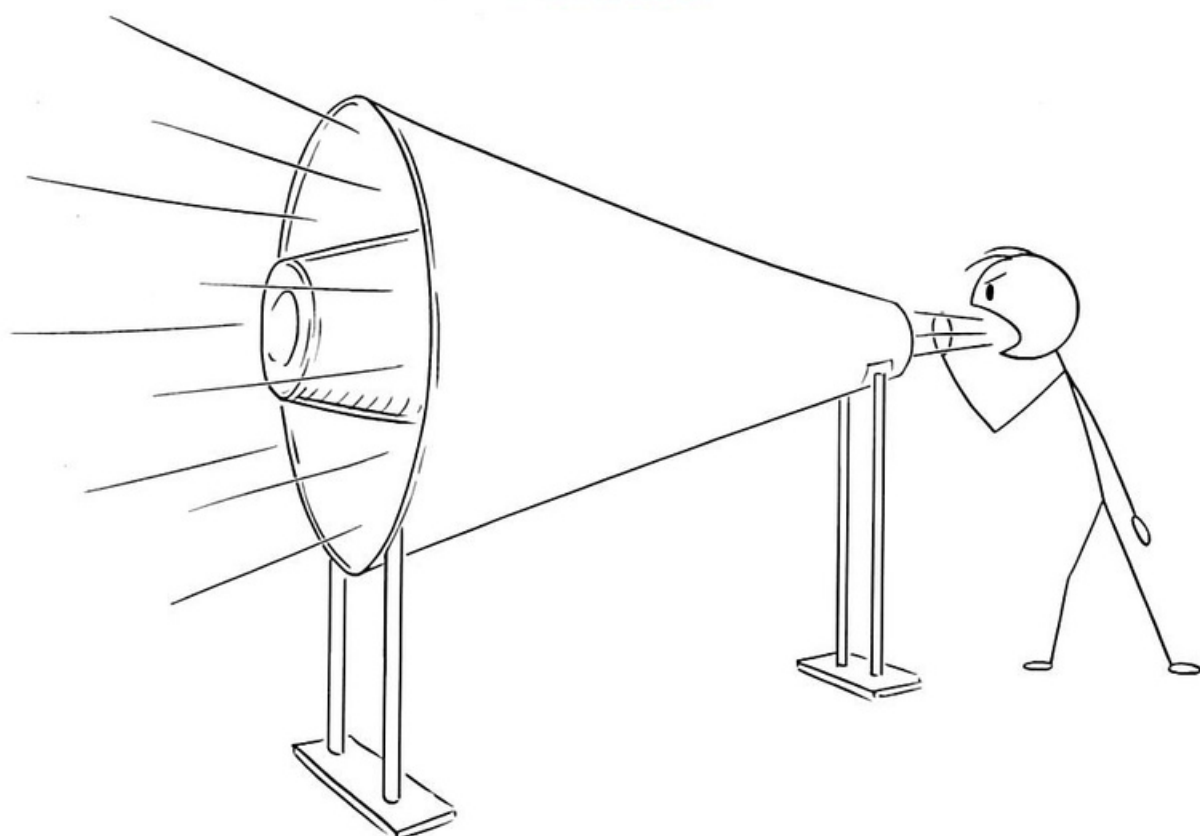
<https://www.sps.gov.uk/Families/HowCanIbeInvolved/Integrated-Case-Management.aspx>

Or at <https://www.familiesoutside.org.uk/publications/information-sheets/integrated-case-management-icm/>

THEIR SENTENCE.

YOUR SAY.

**YOUR RIGHTS DON'T END WHEN THEY GO TO
PRISON.**



**HAVE YOUR VOICE HEARD.
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ASSESSMENT.**

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Benefits of using eMates?

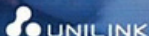
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Cheaper Calls to mobiles

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**



Addiewell Service

A whole family support service for families affected by imprisonment in Lanarkshire & West Lothian. We support dads and their families pre- and post-release from HMP Addiewell, to prepare for their return to family and community life.



Our Vision

For all children to be safe, happy, healthy and nurtured within a stable family environment, which supports them to achieve their potential.

Our Purpose

To improve the lives of children by strengthening families.

Are you visiting your partner or family member who:

- Is a dad to a child up to the age of 18, and
- Will be returning to Lanarkshire or West Lothian to reside?

Get in touch with our team below:

Liz Duffy
Senior Family Outreach Worker
Mobile: 07703 714771
Email: liz.duffy@circle.scot

Kirsten McCully
Therapeutic Counsellor
Mobile: 07775 195415
Email: kirsten.mccully@circle.scot





Have you asked about reasonable adjustments?

People with
disabilities have the
right to request
reasonable
adjustments under
the Equality Act 2010.





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

Visit 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

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.



sacro

Paths to **Positive Change**

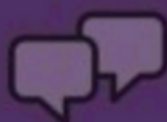


IPM

Independent
Prison
Monitoring

**Is there anything you want help
with concerning your life in prison?**

**Independent Prison Monitors (IPMs)
may be able to help.**



**IPMs visit the prison weekly and
are available for you to speak to**



**Freephone: 0800 056 7476
All calls are confidential**

**To see our privacy notice ask an IPM
or request via the freephone number**



**All persons deprived of their liberty shall be treated with humanity
and with respect for the inherent dignity of the human person."**

U.N International Covenant on Civil & Political Rights Article 10