



Visitor Information Book

HMP Maghaberry



Quaker
SERVICE

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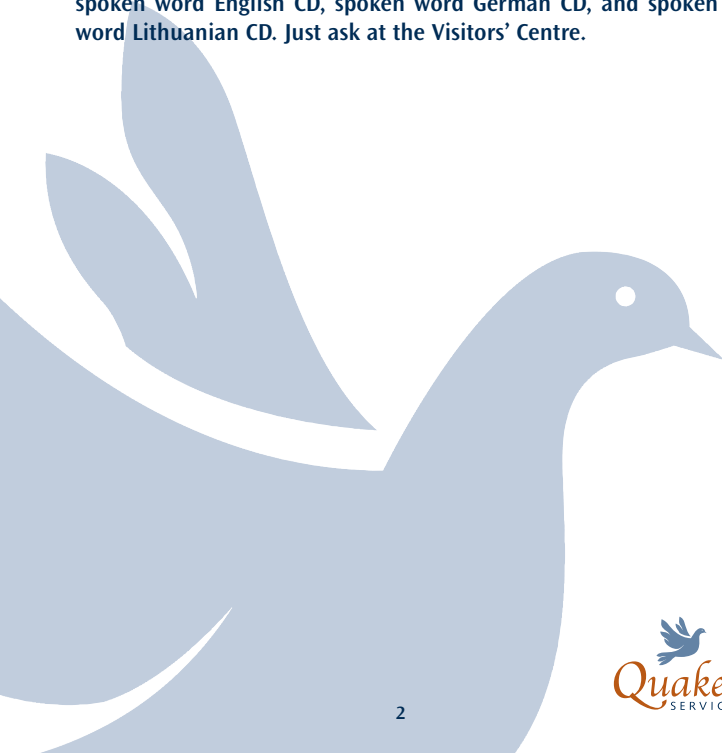
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The information contained within this booklet was correct at time of going to press, but is subject to change at short notice. We endeavour to keep the booklet as up to date as possible, but if you would like to double check, please feel free to contact the Prison Service or the Visitors' Centre.

This booklet is also available in large print, written word Spanish, written word Chinese, and in Braille. It is also available on a spoken word English CD, spoken word German CD, and spoken word Lithuanian CD. Just ask at the Visitors' Centre.



ABOUT THE VISITORS' CENTRE

The Visitors' Centre at Maghaberry Prison is managed by Quaker Service, a body within the Religious Society of Friends (Quakers). It was opened in 1988 and is located approximately 400 yards from the main entrance to the Prison.

Historically, Quakers have been involved with work in prisons and with penal issues for over 300 years. Locally they became involved in prisons in 1972, with the provision of a canteen for visitors at what was then Long Kesh Interment Camp (later renamed the Maze Prison). The service has continued to grow and develop over the years as the needs of inmates and their families have been better identified and understood.

The Centre exists to support the families and friends of inmates by providing a range of services (see below). We strive to maintain a safe and friendly environment where everyone is made to feel welcome. The Centre is here to serve you – the visitor. We would encourage you to use it and ask you to help us in the care of it. We would also welcome any suggestions or comments you may have about the service or the facilities provided.

CENTRE OPENING TIMES

Tuesday - Sunday 9.00am - 4.45pm

SERVICES PROVIDED

1. Childcare

The playroom is fully equipped with a range of toys and games suitable for children of all ages.

We place a high level of importance on creating and maintaining a safe physical environment which encourages children to play without risk from harm or accidents. Childcare workers provide quality time with the children and assist with their development through activities which are both fun and challenging.

Children aged 2 years and upwards are welcome to stay with us for short periods while you wait or have something to eat, or for longer periods while you visit the prison, if discussed with the staff beforehand. We would ask that your child is toilet trained, as we are unable to assist children with toileting. We are unable to guarantee that a childcare worker will be available every day, so please ring ahead to check availability.

Children under 2 years of age are also welcome in the playroom, but may need to be accompanied by an adult, particularly if there are other children using the facility at the time. This will be at the discretion of the Centre staff.

2. Café

The cafe provides a friendly, relaxed atmosphere in which a selection of hot and cold food, drinks and snacks can be purchased throughout the day at reasonable prices.

3. Information Service

Staff are available to answer any queries you may have and can provide up to date information on:

- Visiting times and prison procedures
- Clothing and cash allowances, and information on what can or can not be signed in to an inmate

- Transport to the prison, and how to claim financial help with travelling costs
- Referrals to other agencies for advice and support

We can liaise directly with the prison and/or outside agencies in response to any difficulties you may be having as a result of your friend, partner or family member being in prison.

4. One to One Support

Staff may be able to provide support so that you have the opportunity to talk through any personal difficulties you may be having. Any disclosures will be treated in confidence.

5. Family Support Group

The Family Support Group provides an opportunity for families and friends of inmates to share their experiences, and provide support to each other. Group members are able to spend time discussing their concerns or worries, or just spend time in the company of other people in a similar situation.

The group meets on the third Wednesday of each month, from 7pm until 9pm. They meet at the Quaker Meeting House, Frederick Street, Belfast, BT1 2LW. There is a car park at the venue, and refreshments are provided. New members are very welcome.

If interested, please contact Quaker Service (02892 611213), or NIPS Family Officers (02892 616067).

6. Shuttlebus

Our minibus transports visitors as they arrive, from the Centre to the main entrance to the Prison. This service operates throughout the course of morning and afternoon visiting times, Tuesday through to Sunday.

PRISON ADDRESS

HMP Maghaberry
Old Road
Ballinderry Upper
Lisburn
BT28 2PT

Tel. (028) 9261 1888

PRISON OPENING TIMES

Tuesday - Sunday 9.00am - 11.30am
 1.45pm - 3.30pm

GETTING TO THE PRISON

NIACRO/Familylinks provide transport from Belfast, Derry and other areas. For bookings call 0800 1692207. This number operates 10am – 1pm, Monday and Thursday only.

A free Flexibus service operates from Lisburn Train Station to the Prison.

Tuesday - Saturday	Lisburn departs	10.10am & 1.30pm
	Prison arrives	10.30am 1.45pm
	Prison departs	12.50pm 4.30pm

If you are using this bus to visit, the best visiting times to fit in around the service are 11.30am, 2.15pm and 3.30pm. If you require any further information regarding transport, contact the Visitors' Centre on 028 92611213.

HELP WITH TRANSPORT COSTS

If you are a close relative of an inmate and in receipt of Income Support, Job Seekers Allowance, Pension Credit, Working Tax Credit, or Child Tax Credit, you may be entitled to travelling expenses through Assisted Prison Visits. Ask a staff member for the relevant information if not displayed in the Visitors' Centre.

A close relative means wife, husband, partner, daughter, son, mother, father, sister or brother. Partners qualify if they have lived with the inmate for 4 months or longer immediately prior to imprisonment. Proof that you lived together will be required.

You can claim for 2 visits every 4 weeks, up to a maximum of 26 visits in a 12 month period. Application forms (PV9) are available from the Prison Visits staff, Visitors' Centre, or from your local DSS office. Proof of visits will be required. Confirmation of visits slips are available from the Visiting Room staff on the day of visiting.

FAMILY SUPPORT OFFICER

The main role of the Family Support Officer is to enhance family contact by offering support and guidance to relatives who may have concerns about their loved ones in custody. They also put relatives in contact with outside agencies to provide additional support and understanding. The Family Officer can be contacted on 028 92 616067.

BAIL

An inmate who has been granted bail cannot be released until his sureties have signed a written undertaking, either at any Magistrates Court or at the prison. Proof of savings may be required, as will photographic identification.

Staff at the Visitors' Centre are able to check that the prison has received all the necessary information, and find out the expected time of release of the inmate.

BOOKING A VISIT

All domestic visitors need to book their visits in advance. When booking a visit you should quote the booking reference number along with the name of the inmate and each of the visitor's names who intend to come on the same visit. Any changes must be made in advance of the visit. No reference number is needed for the first committal visit.

To book a visit: Telephone - 028 9261 7070

Visitors are requested to arrive at Visits Reception at the main Prison gates half an hour before the visiting time to ensure that the visit starts on time.

VISITS TO REMAND INMATES

Remanded inmates are entitled to 2 x 1 hour visits per week. A visitor may use both booking reference numbers for one week in exchange for a single two hour visit. Three adults and three children can visit at any one time, with exceptions on the number of children made at the discretion of the Governor.

In the first week you may be entitled to a committal visit and up to 2 other visits, depending on when he was committed, and availability of visiting spaces. Only one visit will be allowed at the weekend.

VISITS TO SENTENCED INMATES

Sentenced inmates are entitled to one visit per week. The visit will be for 1 hour. Up to three adults and three children can visit at any one time with exceptions on the number of children made at the discretion of the Governor.

An enhanced inmate can receive an extra visit every 4 weeks.

In the first week the inmate can have a committal visit and one other visit – this will depend on the day that he was sentenced, and availability of visiting spaces. Only one visit per weekend is allowed.

JOINT VISITS

If more than one member of a family are held at HMP Maghaberry, joint visits between immediate family members may be approved by a Governor on request.

ECCLESIASTICAL VISITS

Visits from clergy are organised through the Prison Chaplains. Tel. 028 92611888, ext. 66825. Staff from the Visitors' Centre could contact them on your behalf if you wish. These are in addition to domestic visits.

LEGAL VISITS

Inmates may meet their legal advisors to discuss legal proceedings which have already commenced or which are being planned. These visits are in addition to domestic visits.

To book a visit call 028 92617070.

VISITING THE PRISON

Children need to be accompanied by an adult. All visitors, including children, are required to go through a search procedure. All searches must be made by and in the presence of officers of the same sex as the visitor. Children should also be searched in the presence of their parent or guardian. Visitors are not permitted to carry anything through to the inmate, and passive drugs dogs are in operation.

There is a tea bar facility available for visitors, offering hot and cold drinks, and snacks. It is open on all visiting days and visitors can each take up to £12 in £1 coins through to the visit. Paper money is not allowed in the visiting hall.

There is a designated play area in the visiting room which is supervised by childcare staff from the Visitors' Centre. Children aged 2 years and upwards are welcome to use the facility and are free to come and go as they please. It is the responsibility of parents/guardians to ensure the safety of their children at all times.

The play area is open

Tuesday - Friday	10.15 - 12.15 & 2.15 - 4.15
Saturday	9.30 - 12.15 & 2.15 - 4.15
Sunday	10.15 - 12.15 & 2.15 - 4.15

INMATES CASH: REMAND

Money can be signed in to an inmate at Visits Reception before you go through on your visit. There is a £500 limit on the amount of money allowed in any inmate's account.

INMATES CASH: SENTENCED

Visitors can sign in up to £40 for an inmate on Basic Regime, £50 for Standard Regime, and £70 for Enhanced Regime, on a weekly basis.

MONEY BY CHEQUE OR POSTAL ORDER

Money sent in by cheque or postal order will only be accepted in to an inmates' account in exceptional circumstances, and only by prior arrangement with the Prison Service. Money, cheque or postal order sent without prior arrangement will NOT be lodged in to an inmate's account.

NEWSPAPERS

Newspapers can be delivered by post, or ordered from the local newsagent who delivers free of charge. Payment needs to be made in advance. Paperback books may also be purchased and delivered also. To place an order, you can call the Mace in Maghaberry village.
Tel. 028 9261 9775

PAPERBACK BOOKS

One paperback book per week may be signed in for an inmate, at Visits Reception.

CLOTHING

Inmates in Northern Ireland are permitted to wear their own clothes at all times. If they do not wish to supply any or all of their own clothing, certain articles of clothing will be supplied by the prison authorities to make up an adequate supply.

Items of protective clothing are not allowed to be supplied privately. If an inmate's work requires the use of protective clothing, this will be supplied by the prison service.

All laundry is done within the prison, or under arrangements made by the prison service. For laundry purposes a small identification tag is attached to each article and footwear is marked as unobtrusively as possible.

All items of clothing and footwear accepted into the prison are for the personal use of the inmate to whom they are addressed. Inmates are not allowed to swap clothing or footwear with each other and the prison service have the authority to remove from an inmate any unauthorised article found in his possession.

It is necessary to ensure that items of clothing do not in any way resemble the clothing worn by prison staff or members of the security forces or be of a type associated with a paramilitary organisation. For this reason outer clothing in navy blue, dark green or black is not acceptable. It is also necessary to ensure that clothing is not tantamount to any sort of uniform and is not for any other reason offensive or unsuitable.

The prison authorities may refuse to accept any item of clothing (including footwear) which is not in good condition or by which its design, colour etc constitutes a risk to the security of the establishment or the safety of inmates

NB. Clothing must be machine washable

CLOTHING ALLOWANCE FOR MALE INMATES

Clothing can be signed in at Visits Reception before you go in for a visit.

The following list was correct in Aug 10, but may have changed since. You can check at Visits Reception, or by phoning the Prison

Shirts	No white / white collars, except court clothing.
T Shirts	No navy/ light blue/ green/ maroon/ khaki/ offensive logos
Jumpers/ Cardigans	No navy/ white/ maroon/ bottle green/ khaki/ polo neck
Sweatshirts	No black/ navy/ maroon/ bottle green/ khaki/ hoods
Tracksuits	No black/ navy/ maroon/ bottle green/ detachable legs
Jackets / Fleeces	No black/ navy/ maroon/ khaki/ bottle green/ leather. No removable zips/ sleeves. No padded/ reversible/ no hoods
Trousers/ Jeans	No combats/navy/green/maroon/black or khaki
Nightwear	No navy/white/maroon/bottle green/ light blue
Baseball cap	Only baseball caps. No woollen hats
Shoes/ Boots	No metal tips, toecaps or large buckles. Soles less than 3/4"
Training shoes	No studs
Slippers	
Flip flops/ Sandals	
Vests	No navy/ light blue/ green/ maroon/ khaki/ no collars
Underpants/Socks	
Belt	Less than 1" broad. No studs/ heavy buckles
Sports shorts	
Watches/ Jewellery	Governor's request docket required

Court clothes are retained in reception.

CORRESPONDENCE

An inmate may be entitled to send up to three letters per week, the postage of which will be paid for by the Prison Service. Remand inmates may send further letters at their own expense, and sentenced inmates may send further letters at their own expense at the discretion of the Prison Service.

Greetings cards may also be received, but padded cards are not allowed.

TELEPHONE CALLS

An inmate can buy a limited number of phone cards each week from the prison tuck-shop, in order to ring family and friends. The cost of these will be deducted from his personal cash account. Phone cards cannot be sent in from outside, and calls cannot be made directly to the inmate. If you need to get a message to the inmate, ring the Prison direct, or call the Visitors' Centre.

HOSPITAL VISITING

When necessary, an inmate may be transferred to an outside hospital for medical treatment. Visitors may be able to visit at hospital, but need to arrange this through the booking office. Do NOT arrive at the hospital without a visit, because you will not get to see the inmate.

PROBATION DEPARTMENT

Probation officers based within Maghaberry are available to discuss any family matters concerning inmates. They can be contacted directly by families Monday to Friday, 9am until 5pm. Telephone number is 028 9261 2665.

SUPPORT AGENCIES

Family Link is a partnership between various agencies, with NIACRO taking the lead role. It provides a range of services to families and to released inmates across Northern Ireland. To request information or services ring their central office in Belfast, telephone 028 9032 0157.

Prison Fellowship is a Christian organisation responding to the spiritual, emotional, social and physical needs of inmates and their families. It is based in Belfast and Derry and offers confidential friendship and support. There are Prison Fellowship visitors in all the prisons, and family workers are available to visit at home.

Chaplains from the Church of Ireland, Free Presbyterian, Methodist, Presbyterian, Roman Catholic and Islamic faiths work within the prison and may be contacted by families through the prison switchboard.

In the event of the death or serious illness of an inmate's relative, contact the Duty Governor through the prison switchboard, who will then arrange to inform the inmate and take whatever action is required. There is a Duty Governor available for such circumstances at night and at the weekends.

TELEPHONE NUMBERS

QUAKER VISITORS' CENTRE 028 9261 1213

MAGHABERRY SWITCHBOARD 028 9261 1888

BOOKING OFFICE 028 9261 7070

FAMILY SUPPORT OFFICER 028 9261 6067

PROBATION DEPARTMENT 028 9261 2665

HMP MAGILLIGAN SWITCHBOARD 028 7776 3311

VISITORS' CENTRE 028 7775 0235

BOOKING OFFICE 028 7772 0454

HYDEBANK PRISON AND YOC 028 9025 3666

VISITORS' CENTRE 028 9025 3849

FAMILY LINKS (CENTRAL OFFICE) 028 9032 0157

(DERRY) 028 7126 4555

(PORTADOWN) 028 3833 3301

PRISON FELLOWSHIP (BELFAST) 028 9024 3691

(DERRY) 028 7137 2598

QUAKER SERVICE HEAD OFFICE 028 9020 1444

