**Welcome to HMP Birmingham Visitors’ Centre**

**During the Covid pandemic face to face social visits are temporarily suspended**.

* **PURPLE VISITS /VIDEO CALL VISITS**

Please visit [www.gov.uk/guidance/visit-a-prisoner-using-a-video-call](http://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call) or <https://www.purplevisits.com/> and down load the Purple visit app, follow the security procedure to register. Once you have the app installed and security checked the resident can request a video call. The service is currently free to residents and visitors during the pandemic

All participants on video calls must be on the residents list of authorised visitors.

**1. Download the app You** will need an iOS or Android device to get started. You can download the Purple Visits app from the App Store or Google Play store onto your device.

**2. Register for an account** Within the app you should then **Create an account** and enter your personal details. You will be required to verify the email address you entered when you created an account. Within the verification email you will receive a unique code that confirms your email address.

**3. Verify your identity** The next step for your new account is to **Verify your Identity**. This process requires you to upload identification and a photo that ensures your information is correct and will help identify you when you are on a Purple Visits video call. Once you have submitted your identification this will be processed and is usually completed within 48 hours.

**4. Start adding contacts** After uploading your ID you can start adding Contacts to your account. A contact is a person that you know in custody who you would like to have a secure Purple Visits video call with. You will need the person's Prison Number to be able to add them to your account.

**5. Start enjoying the Purple Visits Video calling software** That’s pretty much it! You can now request a Purple Visit video call with your contact (if the prison allows this feature) or you can ask your contact to request a Purple Visits video call with you.

* **CONTACT TELEPHONE NUMBERS**

Visitors’ centre 0121 598 8178 Main prison 0121 598 8000

Family support 0121 598 8050 and 07368 832303

familysupport.birmingham@justice.gov.uk and juls@halowbirmingham.org.uk

If you have concerns regarding a prisoners safety/welfare within the prison contact Safer Custody 0121 598 8235 or . Email [SC.Birmingham@justice.gov.uk](mailto:SC.Birmingham@justice.gov.uk)

If it is of an urgent nature 0121 598 8130 and request to speak to the duty governor

* **EX PRISONERS**

All visitors both male & female wishing to visit the establishment who are ex-offenders, on license or subject to HDC tag **MUST** apply in writing to the director for permission to visit (all prisons/areas)

Visits Governor

HMP Birmingham

Winson Green Road Birmingham B184AS

* **EMAIL A PRISONER**

<https://www.emailaprisoner.com/> You set up an account for yourself and send emails to the resident using their name and prison number, you can tick a box to allow the resident to email you back. There is a minimal charge for this service which you will find on their website.

* **SENDING MONEY IN**

From 2nd November 2020 cash and postal orders will not be accepted.

Bank transfers via [www.gov.uk/send-prisoner-money only.](http://www.gov.uk/send-prisoner-money%20only.%20) You will need the residents full name and prison number

A limit of £900 is now in place on their accounts

* **PRISONERS PERSONAL PROPERTY**

Due to current Covid restrictions property is not being allowed into the prison. You can put money onto the prisoners account and he can purchase clothes via the kiosk on trusted sites.

* **FAMILY SUPPORT**

We have a dedicated family support worker based in the visit centre contactable on 0121 598 8050 and 07368 832303 email enquiries to juls@halowbirmingham.org.uk or familysupport.birmingham@justice.gov.uk

**During the Covid pandemic face to face social visits are temporarily suspended** **and £5 is automatically given to each resident for additional phone credit**

You will need the below documentation to visit a resident when Social visits are reinstated

* **IDENTIFICATION FOR ADULT VISITORS (OVER 18)** HMP Birmingham operates a biometric system

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| --- | --- |
| **ONE from this list PLUS an official letter dated within the last 6 months that shows your name and address** | **Or TWO from this list PLUS an official letter dated within the last 6 months that shows your name and address** |
| Passport /no more than 12 months out of date (likeness must match) | Birth /Marriage certificate showing current name |
| Photo bearing disability parking permit (blue badge) | Medical card |
| Photo driving license /in date | Bank card with matching bank statement dated within the last 3 months |
| Annual public transport season ticket with photo card | Rail or bus pass with photograph |
| Senior citizen public transport photo pass issued by local authority | Young persons’ Proof of age’ card |
| Employers ID or Student ID card with photograph if it clearly shows the name of the visitor and the employer or educational establishment and has a photograph or signature which can be compared with the visitor’s appearance or signature and is in date | Trade union or National Student union membership card |
| Foreign Nationals identity card which has a photograph and date of birth and is in date | Tenancy agreement /rent card or book showing name and address |

**During the pandemic photographic proof of ID and proof of address dated within the last 6 months is needed on every visit.**

**Entry will be denied without it.**

* **IDENTIFICATION FOR MINORS (UNDER 18)**

All under 18s need to have a Guardian registered on the Residents visitor list. A full original birth certificate is need on every visit clearly showing Mom and Dad’s name. The child can come in with either parent named on the certificate or any guardian authorised on his visit list if Resident is Dad on the birth certificate.

* **ZERO TOLERANCE TO VERBAL OR PHYSICAL ABUSE**