



Welcome to HMP Wayland Visitors Guide

This guide is for New and Returning Families & Visitors.

Please take the time to read this information.

If you have any questions, please speak to a member of the Ormiston Families Team.

IMPORTANT CONTACTS:

HMP Wayland Visit Booking Line: **01953 804152**

HMP Wayland Prison: **01953 804100**

The Visitors Centre is open Wed to Mon, 1:00 to 4:30pm.
Closed on Tuesdays.

hmpwayland@ormistonfamilies.org.uk

Booking Your Visit



The easiest and most convenient way to book a Social Visit at HMP Wayland is to use the Online Booking Service at www.gov.uk/prison-visits

Alternatively, you can call the Visit Booking Line on **01953 804152** or email socialvisits.wayland@justice.gov.uk

Booking Line opening times:

Monday	9am – 3.30pm
Tuesday	9am – 12 noon
Wednesday	9am – 3.30pm
Thursday	9am – 3.30pm
Friday	9am – 3.30pm

Social Visits at HMP Wayland

Social visits take place at HMP Wayland every afternoon Wed to Sun. The visit times are 2 to 4pm. Each visit can have a maximum of 3 adults and 4 children.

The number of visits allowed depends on the level of privilege within the prison:

Basic IEP Level

1 visit per 28 days.

Standard IEP Level

2 visits per 28 days.

1 visit can be at a weekend.

Enhanced IEP Level

4 visits in 28 days.

2 visits can be at a weekend.

Family, Children, and other Special Visits

Family, Children, and other Special Visits take place at HMP Wayland on selected Mondays throughout the year. They are extended visits and run from 12pm – 4pm and are applied for from within the prison rather than booked by visitors.

The Family and Children visits are organised by Ormiston Families. On these visits, there is a maximum of 6 people within each visiting group and visitors can take £70 for their refreshments.

Other special visits are run by agencies such as Phoenix Futures and the Neurodiversity Team or are reserved for those serving specific sentences e.g. Lifer Visits.

The visit schedule is advertised widely across the prison and prisoners are encouraged to make their applications for specific visits.

All applications for Family Visits need to be approved by the Security Department.

Getting to the Prison

HMP Wayland is located on the outskirts of the village of Griston, which is approximately 12 miles north of Thetford. The post code for the Visitors Centre, located opposite the prison entrance, is IP25 6RL.



Travelling By Car

If travelling by car, use the postcode given above and follow the signs to HMP Wayland.

Outside the Visitors Centre is a visitors car park which is free of charge with plenty of disabled parking.



Travelling By Bus

There is a bus service available from Thetford Train Station to the prison. Please ask for more information from the Booking Line when booking your visit.

Travelling By Train

The nearest mainline train station is Thetford.

A taxi from Thetford train station to HMP Wayland takes approximately 17 mins and costs between £28 - £35 using a local taxi firm. You are advised to book in advance for both journeys.

Local Taxi Numbers

- | | |
|--|---------------------------------------|
| ● Robins Taxi
07902 724426 | ● Watton Taxi
01953 884650 |
| ● Jayne Watton Taxi
07902 724426 | ● Daleys Taxi
01842 750777 |
| ● Perry's Taxi
07985 386059 | ● ABC Taxi Ltd
01603 666333 |
| ● A2b Taxi
01842 744222 | ● Ann's Cars
01953 881420 |
| ● A2b Taxi 110
01842 755222 | ● Home James
01953 885966 |

Help with Travel Costs (Assisted Prison Visits Unit – APVU)

The Assisted Prison Visits Scheme (APVS) provides a contribution towards prison visit costs for close relatives, partners or sole visitors.

Apply online at: www.gov.uk/help-with-prison-visits

The full printed booklet can be requested from the Visitors Centre. You must get a Confirmation of Visit Slip stamped at every visit. Confirmation slips are available for you on arrival at the Visit Centre. Please ask at the Welcome Desk.

Local Information

Staying Overnight Nearby

- Travelodge Thetford IP24 2AF (12 miles from Wayland) **08715 591889**
- The Bell Inn Thetford IP24 2AZ (13 miles from Wayland) **01842 754455**
- Wereham House IP24 1AD (13 miles from Wayland) **01842 761956**
- The Chequers Inn IP24 1PX (13 miles from Wayland) **01953 483360**
- The Swan Inn IP26 5BW (7 miles from Wayland) **01760 756380**

Local Pubs and Restaurants in Thetford

- Norfolk Kitchen Diner, 9-11 Guildhall St, Thetford IP24 2DT **01842 266094**
- Tall Orders Café, 24 King St, Thetford IP24 2AP **01842 766435**
- Costa Coffee Café, 14 King St, Thetford IP24 2AP **0333 003 5883**
- Black Horse, 64 Magdalen St, Thetford IP24 2BP **01842 762717**
- The Red Lion, 7 Market Pl, Guildhall St, Thetford IP24 2AL **01842 757210**
- The Bell, King St, Thetford IP24 2AZ **01842 754455**
- The Thetford Albion, 93 Castle St, Thetford IP24 2DN **01842 338208**

What You Can Take In

- **Your Visiting Order**
This will be printed out and given to you at the Visitors Centre when you book in
- **Your locker key**
You will need a £1 coin (returnable) to use a locker.
- **Cash**
Up to £60 in a clear plastic money bag.

You may also take a baby's nappies, wipes and bottle in a clear plastic bag.

Refreshments on Your Visit

You can take £60 in cash into the prison on your visit. Refreshments are available from The Breck Barista within the Visits Hall. The Barista serves hot and cold food and drinks.



Identification Requirements

All visitors to prisons in England and Wales, other than accompanied children under the age of 16, whether visiting for social, or official purposes, are required to prove their identity before entry. This list defines the accepted forms of ID when visiting a prison in England and Wales.

Visitors under the age of 16 must be accompanied by an adult, who must adhere to the ID requirement set out above. The accompanying adult has responsibility for the child, supporting the child's relationship with the prisoner, and for giving assurances of the child's identity.

You may use any one form of ID from List A. If you are unable to do this, you can use one document from List B and one form of ID from List C.

List A

Passport

Identity card from an EU or European Economic Area (EEA) country

UK photocard driving licences

EU or EEA driving licence

NI Electoral identity card

US passport card
Proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)

Armed forces identity card

UK biometric residence permit (BRP)

List B

One form of ID from this list, together with list C.

Home Office travel document (convention travel document, stateless person's document, one-way document or certificate of travel)

Older person's bus pass

Freedom Pass

Proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present)

List C

One form of ID from this list, together with list B.

Birth or adoption certificate

Education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)

Rental or purchase agreement for a residential property (signed and dated)

Marriage or civil partnership certificate

Bank, building society or credit union current account card (on which the claimed identity is shown)

Frequently Asked Questions

I have never visited a prison before and am quite nervous and unsure of what to do?

That is normal for most visitors and something we fully understand.

When booking in at the Visitors' Centre on the day of your visit, please make a member of staff aware that it is your first visit. We will explain everything to make the visit as comfortable and smooth for you as possible. If you would like anything before your visit, please email hmpwayland@ormistonfamilies.org.uk

Can I bring things/gifts in for the person I am visiting?

No gift can be taken into the prison on the day you visit.

Is there a dress code for entering the prison?

Yes – the dress code is available online and at The Visitors Centre.

I am on medication that I may need to take during the visit.

If needed during the visit, then we ask that you notify the staff member when booking in, and ideally provide evidence that this medication is needed/taken due to a condition i.e. a doctor's or hospital letter/prescription. A member of staff will need to place the medication in a clear bag and, if necessary, gain approval from the prison.

I am unable to walk or need assistance to walk.

If you have access difficulties, please inform the booking staff when booking the visit.

Is there free car parking?

Yes, there is, it is at the end of the drive right next to the visitors' centre

Can I purchase food or drink?

Yes, these will be available at the Breck Barista in the prison visits hall. Payment is by cash only. You may take up to £60 notes or coins (in a money bag) into the prison. There is also a vending machine at the Visitors Centre.

What can I take in for Children/Babies on Visits?

Inside the Visit Hall, we have a play area. There are also toys, colouring & baby toys that can be taken back to your table.

If you are visiting with a baby, you can take in a bottle of pre-made formula for the baby. You are also able to take in baby food, nappies, and wipes. Highchairs are available in the hall; we also have baby chairs available for younger babies to use. If you require the baby chair, please speak to a member of prison staff.

Sending in Books, Money, and Property

Sending in Books

To be sent in directly. Prison staff cannot accept books in the Visitors Centre.

Sending in Money

Sending money to a loved one in prison is quick and easy through the online system. Go to: www.gov.uk/send-prisoner-money

If you do not have a debit card or access to an online banking service, you can apply for an exemption. To apply for an exemption, please speak to a member of the team who will be happy to provide you with an exemption form.



Sending in Property

Wedding Ring – No raised patterns or stones

Crockery (Plate/Bowl/ Mug) – ceramic or plastic (NO glass)

Poster max size 3'x 2'. Not to be laminated no indecency, drugs or racially offensive material.

Calendar/Address Book – No ring bound/not offensive.

Diary/Address Book – Not padded or electronic

Writing Pad/ Envelopes/stamped address envelopes.

Biros

Photograph Album– Maximum of 1. Not padded

Photographs– no indecent photographs/not to be laminated.

Cassettes – Must be clear only contain a home-recorded message.

Stamps– Maximum 24

Religious Artefacts–by post if approved on application.

Books – can be purchased externally by family/friends and must be sent directly from authorised suppliers only which are Blackwells, Foyles, Waterstones and WHSmith.

Magazines, Periodicals, Newspapers (local newspapers from offender's home area) –

Order via the prison or direct from suppliers only. Must Arrive Sealed with agent stamp. (Contents may be subject to restriction and placed in stored property if considered inappropriate).

Clothing Parcels

Has been authorised to have the parcel sent in.

Trousers/ Jeans/ Tracksuit bottoms – Any combination x 9

T-Shirt/ Polo Shirt/ Sweatshirt/ Jumper/ Tracksuit top/ Vest
– Any combination x 15

Beanie Hat – NO baseball caps and flat caps are NOT allowed x 1

Gloves – Not Gym x 1

Underwear (briefs, boxershorts) x 10

Socks x 10

Sport Socks x 3

Dressing Gown x 1

Flip Flops x 1

Trainers x 3

Shoes x 1

None of the above items should be camouflage, black in colour, hooded, football/sports slogans, padded/puffer jackets, contain countries, language that is offensive, or of a racist nature.

Keeping in Touch Between Visits

Video Visits

To have Video Calls, visitors must download the app store or Google Play Store called 'Prison Video' They will need to upload their identification such as their driver's licence when they upload the app.

Each prisoner at HMP Wayland has the opportunity to book Video Calls with family and friends. Each prisoner may book up to 4 Video Calls per month.

Prisoners must request an application for a Video Call from their wing office, fill in the details and then return it to the wing office. Visitors cannot request a Video Call.

Visitors will receive a notification on their app which they must either accept or decline. If the call is accepted, visitors will then be able to access the call at the correct time through the app. If the call is declined, the prisoner will need to request a new call.

Prison Voicemail

There are many schemes that offer cheap calls to prisoners, however the most widely used service is Prison Voicemail. For more information on the scheme and to set up your account, visit: www.prisonvoicemail.com

Supporting Children and Families

Supporting children at HMP Wayland is the top priority of Ormiston Families at HMP Wayland. The Ormiston Team at HMP Wayland is on hand to assist with any worries, concerns, or requests that a parent may have.

All team members are appropriately trained and can signpost you to additional support if required. If you have a concern, please feel free to approach any member of the Ormiston Families Team.

Family, Children and Other Special Visits

Family and Children Visits are run by Ormiston Families. They happen on alternate Mondays from 12pm – 4pm. To apply for one of these special visits, an application must be completed by the prisoner and will be forwarded to Ormiston Families. These visits are not taken out of your Social Visits Allowance and are additional to your Social Visits Allowance.

Other specialist family visits are also put on throughout the year by various departments.

Storybook Dads

Storybook Dads at HMP Wayland is run by the library. Prisoners can make an application to record a story by completing a Storybook Dad Application and sending it to the library for processing.



Breaking Barriers - Ormiston Families

Ormiston Families' Breaking Barriers service provides one-to-one support for children and young people affected by the imprisonment of a close family member.

If you would like more information on this service, please speak to a member of staff.

Support for Families

If you have any questions or need any additional support, please do speak to any member of staff in the Visitors Centre. We have a private meeting room available for any private conversations you may need.

Meet Dylan and Lola

Meet Dylan and Lola online at
www.ormiston.org/dylans-story/

Dylan's dad went to prison about a year ago and he shares his story to help other children going through this difficult time.

Got a question?

Ask Dylan online and he will post the answer on the website.



Family, Children, and other Special Visit Dates for July – December 2024

- **1st July 2024**
Family Visit
- **8th July 2024**
Family Visit
(additional to original schedule)
- **15th July 2024**
Family Visit
- **29th July 2024**
Children Visit
- **5th August 2024**
Family Visit
(additional to original schedule)
- **12th August 2024**
Neurodiversity Visit
- **19th August 2024**
Children Visit
- **2nd September 2024**
Pheonix Futures Visit
- **16th September 2024**
Family Visit
- **30th September 2024**
Family Visit
- **14th October 2024**
Family Visit
- **28th October 2024**
Children Visit
- **11th November 2024**
Neurodiversity Visit
- **2nd December 2024**
Family Visit
- **16th December 2024**
Children's Christmas Party

Links to Other Support

Prisoners' Families Helpline | Prison Advice and Care Trust

- PACT run a family support line for families affected by imprisonment
 - **0808 808 2003 | www.prisonersfamilies.org**
 - Email us at **info@prisonersfamilies.org**
 - Open hours Monday to Friday 9.00am to 08.00pm
 - Open hours Saturday and Sunday 10am to 3.00pm (Except Bank Holidays)
 - The National Prisoners Helpline is run by Pact under contract to HMPPS and provides information and support to families across England and Wales.
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Partners of Prisoners | POPS

- POPS provides information and support for offenders' families from the point of arrest through to release and beyond.
 - **www.partnersofprisoners.co.uk**
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Family Lives

- Family Lives provides targeted early intervention & crisis support for families
 - **0808 800 2222 | www.familylives.org.uk**
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PSS

- For families in Merseyside with a family member in prison
 - **0151 702 5533**
 - **<https://psspeople.com/how-we-can-help-you/make-your-family-stronger/when-your-son-daughter-in-prison-prisoners-families>**
 - Email: **familyimpact@pss.org.uk**
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Only Connect

- We deliver innovative rehab projects to help people have crime-free lives.
- 32 Cubitts Street, London. WC1X 0LR
- **020 7278 893**



Ormiston Families at HMP Wayland

The Visitors Centre,
HMP Wayland, Griston,
Thetford, IP25 6RL.

hmpwayland@ormistonfamilies.org.uk

