

Account Number: 21170685

Sort Code: 83-06-08

Alternatively, if you're unable to use online banking, you can at your own risk and expense send money over by post. We'd recommend using recorded/special delivery method, and including your details at the back of the letter.

**families
outside**

**supporting
families affected
by imprisonment**

Support for adults and children – Families Outside is the only national charity in Scotland working exclusively on behalf of families affected by imprisonment. They speak to thousands of families each year, providing information and support on issues such as housing, finance, emotional support and questions about prison processes.

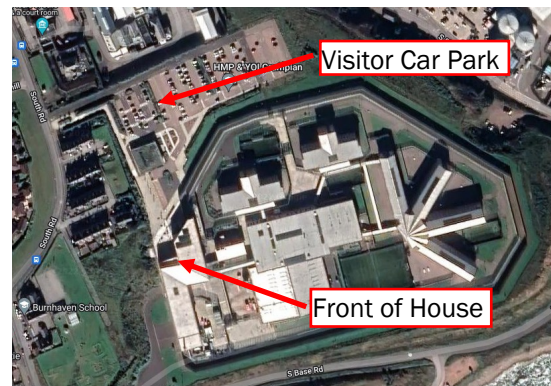
You can contact our free Scottish Helpline on **0800 254 0088**. Our team provides impartial information and support and is often the first port of call for families looking for help.

If you require more in-depth support, our Regional Family Support team is on hand throughout Scotland and can offer direct, 1:1 support until a positive outcome is reached.

Visit our website for more information - www.familiesoutside.org.uk.

How To Find Us:

HMP&YOI Grampian is located off the South Rd in Peterhead. The first carpark on the right is the visitor carpark, which you should use when visiting us. Make your way to the Front of House from the Visitor Carpark where you'll get booked in for your visit.



HMP Grampian adopts a problem solving approach building capacity, to be proactive in managing bullying and violence. Please report any behaviours that you feel need to be challenged, to the relevant SPS staff working within the area.



HMP&YOI Grampian

South Rd

Peterhead

AB42 2YY

01779 485600

SPS
SCOTTISH
PRISON SERVICE

HMP & YOI Grampian Visitor and Prisoner Information

_____ has been admitted
to HMP Grampian on _____.

Their Prison Number is _____.

They have chosen you as their next
of kin.

For prisoner requests FCO referral
forms are available from residential
staff.

For more information visitors may
contact the FCO team on:

01779 485755



SPS **HMP & YOI Grampian**
SCOTTISH
PRISON SERVICE

HMP Grampian Visits

Visits

All untried people in our care are being offered a minimum of 30 minutes of visits each day Monday to Friday .

Virtual Visits

Virtual visits provide a simple and secure way to help individuals in custody stay in touch with family and friends whilst in our care.

In order to book a virtual visit, you must:

- Register with Email a Prisoner at emailaprisoner.com (you must be over 16 years old to access to register)
- To access virtual visits you must upload in-date photographic Identification i.e. Passport, Drivers Licence, National Entitlement Card (i.e. Saltire Card), Citizen/Validate UK Card
- After successful verification of your details you will be able to book a virtual visits
- On completion you receive a confirmation message including with the date and time of the virtual visits
- Prior to virtual visit you will be instructed to read and agree to the Terms and Conditions (Breaching the T&C's can lead to termination of the visit and if not accepted the visit will not take place)
- Click 'join' to access the visit which will begin automatically at the start time
- As the virtual visits uses facial recognition you must show your face clearly throughout the visit to avoid termination.

Virtual Visit times

AM	08:40-09:10	09:30-10:00	10:20-10:50
PM	13:45-14:15	14:40-15:10	15:30-16:00

Open Visits

Booking

Open visits are booked by calling the visit booking line on **01779485640**. The visit booking line is open weekdays, between **09:00-11:30 and 13:00-15:30**.

What To Bring For Your Visit

Two forms of ID are to be shown every time you enter the establishment for a visit.

- 1) Photographic ID, that is in date (Passport, Driving Licence, Citizen UK Card, Young Scot Card, Government Bus Pass)
- 2) Documentation with your correct address on it which is dated within 3 months of the day of your visit (Bank Statement, Utility Bill and Council Tax Letter etc).

You may bring up to £10 in change or your bank card to buy food and drink from the vending machines.

Please leave all belongings in your car prior to the visit or in the lockers located at the front of house. Please make sure you are wearing appropriate clothing to your visit, **No Hoodies**.

Family Visits

Family Visits take place every Wednesday between 13:45-15:15 and Saturdays 09.30-11:00. These visits encourage a stronger bond to be formed between the children and the prisoner, through play and activities. The prisoner needs to put in an application to be considered for these visits.

Travel Expenses

Visitors on low income or in receipt of certain benefits, can receive government assistance for travel expenses to the prison, for up to two visits a month. Please ask staff at the front of house, if you wish to receive visit proof .

Prisoner Property

You can post in property approved by the pro form once per month. Pro forms can only be sent out to family/friends if the pro form recipient has had ...

either a virtual or face to face visit, in order for us to verify ID. Once this is confirmed a Pro form showing the prisoners allowance; a declaration letter which must be signed; a yellow sticky label with specific URN code will be sent out to the specified recipient .

The recipient then has the option to post the parcel into to the establishment or hand in the property in person.

If posting, the recipient needs to make sure they insert the Pro form and signed declaration in the parcel. The yellow sticker should be placed on the parcel, before sending. Any parcel without all of these three specifics will be returned to sender at the prisoners expense.

If handing in property this can be done any day between **09.15–11.30 and 13.15–16.30**.

Anything out with these times will be refused. You must also ensure you bring valid photographic ID along with the Pro form and the signed declaration. Only the person named on the pro-form can hand in property. If any of the above is missing the items will be refused by the establishment.

Transferring Money

The safest and most cost efficient way of transferring the money to a prisoner is via online banking. You can do this by typing in your online browser this link:

<http://www.sps.gov.uk/Corporate/Information/ReferenceGenerator.aspx>

- Enter prisoner's number and press confirm
- Enter prisoner's date of birth from the calendar picker
- When you click confirm, your new reference number will be shown
- Use your reference number as the payee reference in online banking

Account Name: Scottish Prison Service Prisoner Funds Central