



## HM Prison & Probation Service

### Official visits booking information for London prisons and points of contact for escalation (updated May 2024).

Check individual prison websites for updates and changes to timings and contact details.

Please allow at least 2 working days for a response to bookings, amendments or cancellations.

#### HMP Belmarsh

- **Booking in-person legal visits** – [legalvisits.belmarsh@justice.gov.uk](mailto:legalvisits.belmarsh@justice.gov.uk) or 0208 331 4750.
- In-person visits Tuesday to Thursday: 9.15am to 11.15am and 2.15pm to 4.15pm. Friday: 9am to 10.30am.
- The booking line is open Monday to Friday 9.30am to 3pm.
- **Booking legal visits by video link** – [videolinkbelmarsh@justice.gov.uk](mailto:videolinkbelmarsh@justice.gov.uk).
- Video visits Monday to Friday: 9.30am to 11.30am and 2.30pm to 4.30pm.
- Booking must be through a CJSM (Criminal Justice Secure Mail) email account.
- Visitors will be asked to provide proof of identification at the point of booking a visit with a category A prisoner.

#### HMP Bronzefield

- **Booking in-person legal visits** – [BF.FacetoFaceLegalVisits@sodexogov.co.uk](mailto:BF.FacetoFaceLegalVisits@sodexogov.co.uk).
- In-person visits, Monday to Thursday: 9am to 11am. The prison will endeavour to facilitate a room, if this is requested at the timing of booking.
- **Booking legal visits by video link** – [bf.videolink@sodexogov.co.uk](mailto:bf.videolink@sodexogov.co.uk).
- Video visits Monday to Thursday: 8am to 6pm. Friday: 8am to 5pm.

#### HMP Pentonville

- **Booking in-person and video link legal visits** – [LegalVisits.Pentonville@justice.gov.uk](mailto:LegalVisits.Pentonville@justice.gov.uk).
- In-person visits, Monday to Friday: 9am to 11am.
- Video visits, Monday to Friday: 9am to 4pm (with a break from 12.30pm to 1.30pm).
- Contact numbers for late-notice cancellations and amendments: 07999 100 767 (primary) 0207 023 7447 (secondary).

#### HMP Thameside

- **Booking in-person or telephone legal visits** – [TSI-Legal-Vis@serco.com](mailto:TSI-Legal-Vis@serco.com).
- **Booking legal visits by video link** – [TSI-Legal-VCC@serco.com](mailto:TSI-Legal-VCC@serco.com).
- Video and in-person visits – Monday and Wednesday: 9am to 10am, 10.30am to 11.30 am. Tuesday, Thursday and Friday: 9am to 10am.

### HMP Wandsworth

- **Booking in-person legal visits** – [LegalvisitsWandsworth@justice.gov.uk](mailto:LegalvisitsWandsworth@justice.gov.uk).
- In-person visits Monday to Thursday: 8.30am to 09.30 am, 10.30am to 11.30am, 1.45pm to 2:45pm and 3.45pm to 4.45pm.
- **Booking legal visits by video link** – [VCCWandsworth@justice.gov.uk](mailto:VCCWandsworth@justice.gov.uk).
- Video visits Monday to Friday: 9am to 12pm and 2pm to 5pm.
- All visits must be booked at least 3 days in advance, but not more than 2 weeks.

### HMP Wormwood Scrubs

- **Booking in-person legal visits** – [hmppsvisitbooking@justice.gov.uk](mailto:hmppsvisitbooking@justice.gov.uk) or 0300 060 6511.
- In-person visits, Monday to Friday: 9am to 9.55am, 10.05am to 11am, 2pm to 2.55pm and 3.05pm to 4pm.
- **Booking legal visits by video link** – [videolinkbooking.hmpps@justice.gov.uk](mailto:videolinkbooking.hmpps@justice.gov.uk) or 0300 060 6511.
- Video visits Mondays to Fridays – one-hour sessions: 9am to 10am, 10am to 11am, 2pm to 3pm or 3pm to 4pm, and two-hour sessions: 9am to 11am and 2pm to 4pm.

### Escalation route if you experience recurring issues accessing clients.

If you encounter recurring issues when accessing clients at a given prison, please notify the establishment within 10 working days to the appropriate point of contact below.

To ensure prompt and appropriate action, please add 'Escalation of issues accessing client' in the subject field and include appropriate detail and contacts to support a robust investigation and response.

**Please note that, except for HMP Bronzefield, these contacts are not an alternative channel to book, amend or cancel visits.**

**Belmarsh** – [businesshub.belmarsh@justice.gov.uk](mailto:businesshub.belmarsh@justice.gov.uk)

**Brixton** – [secretariatbrixton@justice.gov.uk](mailto:secretariatbrixton@justice.gov.uk)

**Bronzefield** – [bf.vcc@sodexogov.co.uk](mailto:bf.vcc@sodexogov.co.uk)

**Pentonville** – [BusinessHub.Pentonville@justice.gov.uk](mailto:BusinessHub.Pentonville@justice.gov.uk)

**Thameside** – [tsi-correslit@serco.com](mailto:tsi-correslit@serco.com)

**Wandsworth** – [ManagementCoordinatorHMPWandsworth@justice.gov.uk](mailto:ManagementCoordinatorHMPWandsworth@justice.gov.uk)

**Wormwood Scrubs** – [BusinessHub.WormwoodScrubs@justice.gov.uk](mailto:BusinessHub.WormwoodScrubs@justice.gov.uk)

**For completeness, we have included public sector non-reception prisons serving London.**

**High Down** – [businesshub.highdown@justice.gov.uk](mailto:businesshub.highdown@justice.gov.uk)

**Isis** – [businesshubisis@justice.gov.uk](mailto:businesshubisis@justice.gov.uk)

The **London Group** contact can be used as a fall-back and for further escalation, where needed: [pgdlondonoffice@justice.gov.uk](mailto:pgdlondonoffice@justice.gov.uk).