



Gwasanaeth Carchardai a  
Phrawf EM yng Nghymru

HM Prison & Probation  
Service in Wales

# HMPPS in Wales

## Family and Significant Other Strategy

Supporting offenders and their families

July 2019



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# The Strategy in one page

## Significant other relationships are really important

- Strong relationships between offenders and the people who are important to them can help make people safer and less likely to reoffend
- This includes friends, blood relatives and statutory bodies - it's anyone who's got your back
- We want to help people build safe and supportive relationships with family members and significant others

## This year we will:

- Do more to listen to families and significant others
- Deliver initiatives like homework clubs, Families' Leads and more innovative family days
- Work more closely together across HMPPS in Wales to provide greater support

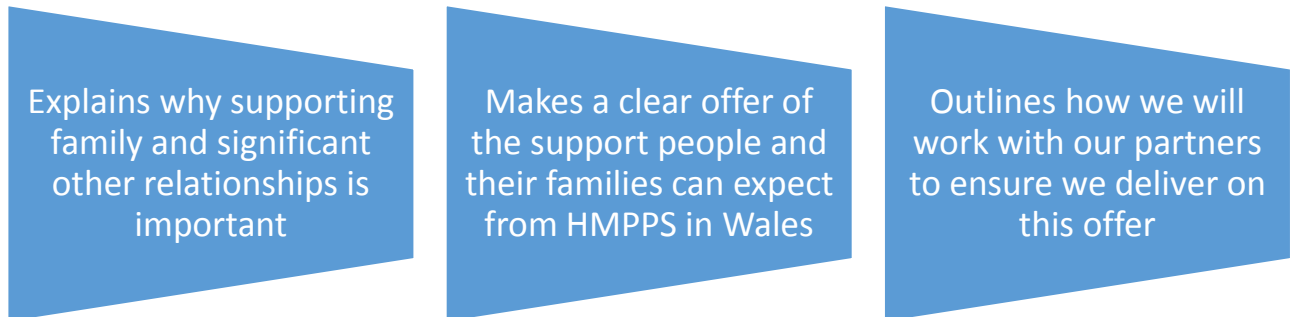
## We will also set clear standards in 4 areas:

- How we work with our partners
- Our environments and visits
- How we support important relationships across the whole of someone's time in prison and probation
- How we help people who don't have strong family or significant other relationships

In 2020 we will review how we are doing and publish a new version of this strategy.

# Introduction

## What this strategy does



## What do we mean by ‘Families and Significant Others’?

Throughout this document, family is defined as a blood relative, legal or significant person that someone identifies as their next of kin. This may be a friend, partner or someone that provides a statutory service – it doesn’t just mean someone directly related to you.

**Throughout this document, ‘family’ means the people who are most important to you in your life now** – people who look out for you. This means lots of things to different people, and we want to recognise all supportive relationships, including friends.

## Why supporting significant other relationships is important

Supporting family and significant other relationships can help make people safer, reduce reoffending and reduce the possible likelihood of intergenerational offending.

- People are less likely to reoffend if family ties are maintained throughout their sentence
- Anecdotal evidence from prisons with positive family engagement programmes suggest lower levels of disorder and anti-social behaviour
- It is estimated that 200,000 children each year are affected by parental imprisonment

We believe that maintaining and building positive significant other ties can help people break the cycle of crime, prevent future offending and reduce the likelihood of children growing up to commit offences as well as improving their emotional and physical health.

From talking to offenders and families in Wales we know that relationships with family members and significant others act as an ‘anchor’ for people – giving people hope, someone to talk to and someone who believes in them.

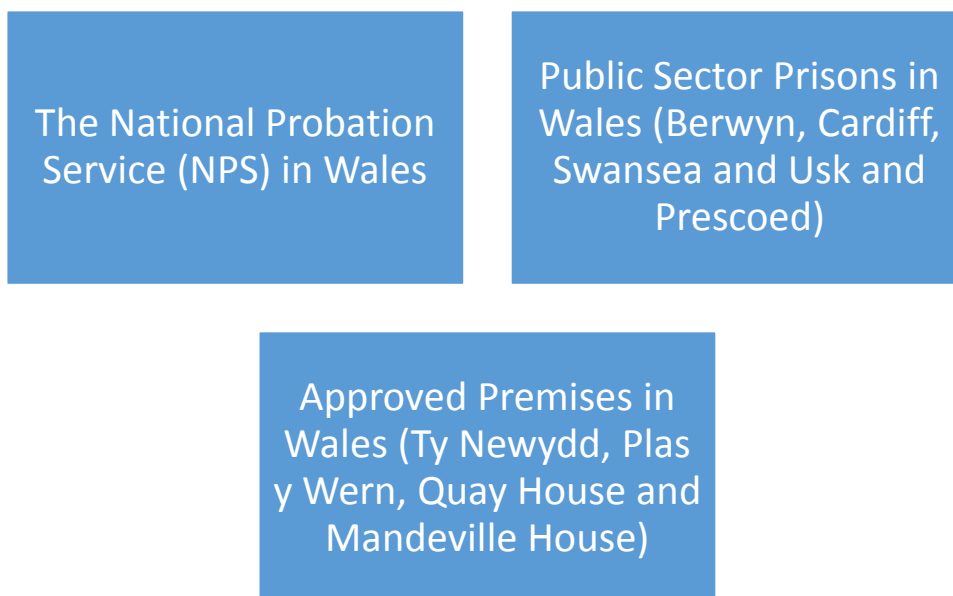
HMPPS has a responsibility to manage the risk of the people we care for and a statutory duty to make arrangements to safeguard and promote the welfare of children, and all of the above must be balanced alongside these responsibilities.

## Who are HMPPS in Wales?

Her Majesty's Prison and Probation Service in Wales (HMPPS in Wales) is part of Her Majesty's Prison and Probation service. We run Public Sector prison and probation services in Wales. We also manage the contracts for Parc Prison (which is operated by G4S) and the KSS Community Rehabilitation Company (CRC) Wales Probation Service.

We want to deliver an outstanding, seamless offender management service in Wales with smart and uncomplicated services that reduce reoffending. To achieve this, we work closely with stakeholders including Welsh Government, offenders and their families.

## Who is covered by this strategy?



The NPS in Wales deliver a service over 5 Local Delivery Unit clusters (LDUs) – Dyfed Powys, Gwent, North Wales, South Wales 1 and South Wales 2.

Parc Prison in Bridgend is run by G4S but we work closely with them to create the best service for offenders and their families. You can find their Family and Significant Other Strategy here: <https://www.nicco.org.uk/directory-of-services/hmp-yoi-parc-family-and-significant-others-strategy-document-2018>

## Welsh women

There are currently no prison places for women in Wales, which often means that Welsh women are held further away from home. We do work with Welsh women in the community through our probation services.

To support Welsh women in the criminal justice system, we created the Integrated Offender Management Cymru Women's Pathfinder Programme. We work with partners through this programme to provide better experiences for Welsh women and the people who are important to them. You can find out more about this in the 'Current Practice and Provision' section of this Strategy.

## Some of our key partners

This is not an exhaustive list – we work with many partners who play really important roles in our work.

Partner	How they support offenders and their families
Welsh Government	The Welsh Government is the devolved Government for Wales. Their Families First programme is run through Local Authorities and provides families with help, advice and support.
Local Authorities	This includes the Social Services Department (SSD) and Local Educational Authorities (LEAs)
Pact	The Prison Advice and Care Trust is a national charity providing support to prisoners, people with convictions and their families. They provide family services in HMPs Berwyn, Cardiff, Swansea, Usk and Prescoed.
FFOPS	Friends and Families of Prisoners (FFOPS) is a charity providing practical and emotional help to families in Wales who have a loved one in the criminal justice system.
G4S	G4S run HMP Parc in Bridgend. We work closely with them to ensure our services align across Wales.
Barnardo's	Barnardo's provide visit and family support services at HMP Parc.
Wales CRC	KSS Community Rehabilitation Company (CRC) Wales Probation Service provides offender management services for low and medium risk offenders in the community in Wales.

## Support for people without family or significant other ties

It's important that everyone should have the opportunity to build constructive and appropriate relationships with someone who cares about them. A range of organisations exist to support people in building these relationships, including:

Organisation	Support and contact details
Samaritans	Providing a safe place to talk – to explore options, or just to listen. Phone: 116 112 (free from any phone) - <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> Welsh Language Line: 0808 164 0123
National Association of Prison Visitors	Provides and supports Official Prison Visitors who are appointed by Governors to visit people in prison. <a href="mailto:info@naopv.com">info@naopv.com</a>
Prisoners' Pen Friends	Provides penfriends for people in custody. Phone: 0207 261 0084 - <a href="mailto:kevin.jeffries@prisonerspenfriends.org">kevin.jeffries@prisonerspenfriends.org</a>
Bent Bars	A letter writing service for LGBT, queer and intersex people in custody. <a href="mailto:bent.bars.project@gmail.com">bent.bars.project@gmail.com</a>



# The context for this strategy

## Adverse Childhood Experiences (ACEs)

Some childhood experiences (such as having a family member in prison or growing up around domestic violence) have a long-lasting impact on people's lives. These are known as Adverse Childhood Experiences (ACEs).

Evidence suggests that ACEs may prevent people from fulfilling their potential. Studies by Public Health Wales report that adults with 4 or more ACEs are at an increased risk of developing health-harming and criminal behaviours compared to those with no ACEs.

There are ways to help people avoid many of the problems linked to ACEs – this includes support from a trusted adult (for children) or friends (for adults) and by taking part in community activities and sports. We aim to reduce the impact of ACEs on our communities, including on children, by building the resilience of everyone we work with.

HMPPS in Wales is part of an ACEs Delivery Group which aims to make sure that the people we work with, their families, and our staff can build their resilience and manage any impact arising from ACEs. This group is focussing on training, interventions and looking at our processes to make them more ACE and trauma-informed.

You can find more information here: <http://www.wales.nhs.uk/sitesplus/888/page/88504>

## Framework to support positive change for those at risk of offending in Wales 2018-23

We have worked together with Welsh Government on a Framework aiming to make things better for those at risk of entering or those already in the criminal justice system. It focusses on early intervention and working effectively together to help people at risk of offending.

The Framework identifies six key areas for action:

1. Reducing the number of **women in the criminal justice system**
2. Holding **domestic abuse perpetrators** to account for their actions
3. Improving provision for **ex-armed services personnel**
4. Providing support for **young adults/care leavers**
5. Supporting **offenders' families** following sentencing
6. Prioritising the needs of **Black, Asian and Minority Ethnic (BAME)** groups

We've worked closely with Welsh Government to ensure this strategy aligns with the Framework, and our work feeds into a Wales-wide approach to families.

To find out more about the framework, see <https://gov.wales/supporting-those-risk-re-offending>

## **The Farmer Review on Family Ties**

In 2016 the Government asked Lord Farmer, a peer in the House of Lords, to investigate how connecting prisoners with people important to them can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.

Lord Farmer's report was published in 2017 and says that contact with significant others should be a 'Golden Thread' running through all parts of a prison. He also published a report in 2019 looking at women, which found that family ties were "utterly indispensable".

The 2017 report made 19 recommendations to improve the relationships between prisoners and their families or significant others. These are being taken forward by the Ministry of Justice (MoJ) and HMPPS and are reflected throughout this strategy.

You can find out more here: <https://www.gov.uk/government/news/landmark-review-places-family-ties-at-the-heart-of-prison-reform>

And here: <https://www.gov.uk/government/news/review-finds-family-ties-utterly-indispensable-to-rehabilitation-of-female-offenders>

## **Meeting the needs of Care Experienced People**

24% of adults has a history of spending some time in care. However, 49% of offenders under 21 have a care history. People who have experienced care can have greater social, personal and offending related needs, and may need more support.

Because of this it's important for us to quickly identify care leavers and to provide them with the support they need. As part of the Framework mentioned above we have worked with Welsh Government and other partners to set up a group looking at making things better for care leavers. This group aims to achieve the following by April 2022:

Analyse data and complete research to increase our understanding of the care leavers we look after

Improve how we identify young adults and care leavers

Ensure responsible authorities provide more support with education, training and employment

Provide better access to support as young people and care leavers move from prison to the community

Identify structured programmes and services to help young people and care leavers build their skills

Create space for offenders to safely share experiences of being in care

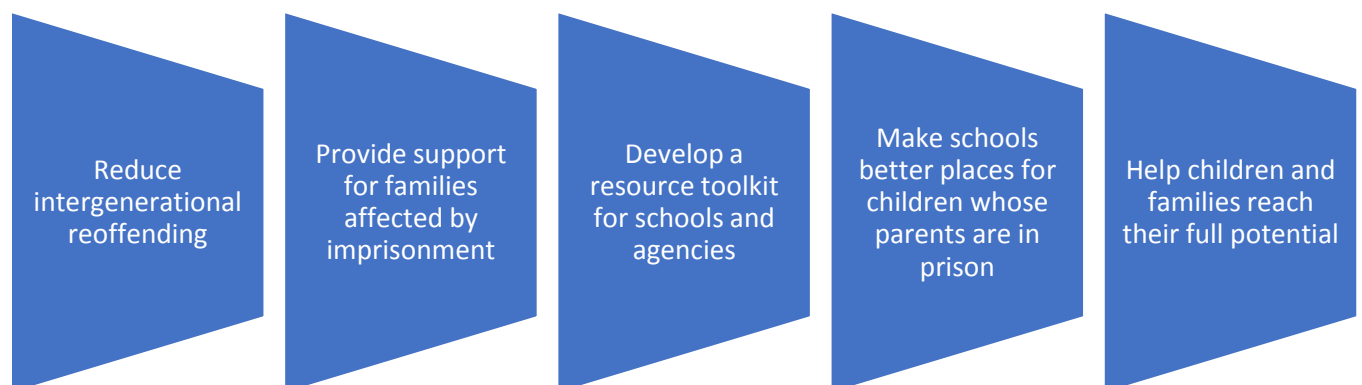
## Invisible Walls Wales and Invisible Walls Accord

Invisible Walls Wales (IWW) is a project based in HMP Parc, aimed at maintaining and improving relationships between male prisoners and the people important to them. IWW is now an ongoing service with joint funding from G4S and HMPPS.

An evaluation by the University of South Wales found that IWW intervention had a substantial positive impact. The study suggests that people involved in IWW improved their parenting skills, were more likely to find stable accommodation and employment and were less likely to be involved in substance misuse.

Invisible Walls Wales are currently exploring the provision of services to women at HMP Eastwood Park.

Additionally, Invisible Walls Accord is a separate project based in the community, run by Barnardo's and supported by a range of partners including probation. This project aims to:



As part of this work, Barnardo's have published a toolkit which provides schools with resources to help address the impact of imprisonment on families. You can find it here: <https://www.barnardos.org.uk/invisible-walls-accord-toolkit>

This strategy aims to learn the lessons from IWW and to find ways to reflect this in the HMPPS in Wales estate, including in probation environments.



Photos provided by G4S.



# Current provision and practice

## Prison visits and support offered by Pact

All of our prisons run regular visits throughout the week to allow offenders to spend meaningful time with the people who matter to them. You can book a visit by contacting a prison directly or by using an online service ([www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)).

Help is also available to support visitors in getting to prison sites – this includes the Assisted Prison Visits Scheme which can help families with the cost of transport, and local services such as shuttle buses from train stations to the prison.

For more information on visits please contact the prisons directly – they will be happy to help. Contact information is on the back page of this strategy.

Additionally, offenders and families have access to a range of services from Pact, our family services provider. These include:

**Family Engagement Work** – information and advice, practical and emotional support, advocacy, referrals to other services and casework to make things better for families

**Liaising with Social Services** to support supervised contact, final contacts and core groups within custody so fathers can attend

**Play** – Age-appropriate play opportunities in the visits hall

**Visitor Support** – advice and signposting to community agencies, forums for visitors and additional support for first time visitors

**Child-focussed activities** such as Baby Groups and Toddler Groups to build parent relationships and familiarise men with their role as fathers

**Family Days** in every school holiday for play in a more relaxed environment, and adult-only family days for those who find regular visits challenging or don't receive them

**Group work courses** - these vary across the prison to meet the needs of the different populations they hold. The courses available include:

**Time to Connect:** focussing on the role of play and the importance of positive parenting

**Family Literacy in Prisons (FLiP):** getting everyone involved in a child's development

**Within My Reach** (for young men): conflict resolution skills and making better decisions

**Safety, Trust and Respect (STAR):** developing healthy relationships and preventing abuse

**Storybook Dads:** Recording a bedtime story that children can listen to at home

For more information, Pact's contact details are on the back of this Strategy.

## **Pact services for women**

Pact also provide services for Welsh women based in HMP Eastwood Park, HMP Styal and HMP Drake Hall. This includes:

- Support around maintaining and re-building family relationships
- Work with professionals in the community like family solicitors, social workers, support workers, and foster carers
- Helping to support child visits

As around 60% of Welsh women in prison are held in HMP Eastwood Park, Pact have created the Welsh 'Connect' project for mothers returning to Wales. This project provides a Family Engagement Worker and a Family Engagement Manager to support mothers.

HMPPS in Wales are also looking at funding options for projects and services that help women keep in contact with their children and families when serving a prison sentence. We want families to keep in contact whenever it's in the child's best interests to do so.

## **Pact Supporting Young Fathers in Prison project**

The Supporting Young Fathers in Prison project was a support service delivered by Pact which worked with 4,280 young parents. The project supported parents by:

- Facilitated contact between young fathers in prison and their families
- Advocating for young fathers in prison
- Enhancing the parenting and relationship skills of fathers
- Providing therapeutic support

An evaluation by Dr Pamela Ugwudike (University of Southampton) found that offenders, families and volunteers thought the project provided an 'indispensable service'.

This strategy aims to reflect the lessons learned from the project and the recommendations presented in Dr Ugwudike's report.

## **Family Tree Café at HMP Cardiff**

In 2019, Pact have opened a brand new café at HMP Cardiff to improve the experience of visitors. The new Family Tree Café provides a warm, welcoming environment for people visiting their loved ones in Cardiff prison.

The Café serves hot and healthy snacks and drinks, giving people in custody a chance to spend quality time with their loved ones. It supports moments of 'normal life' in the prison – chatting over a cup of tea and a sandwich, just like you would in the community.

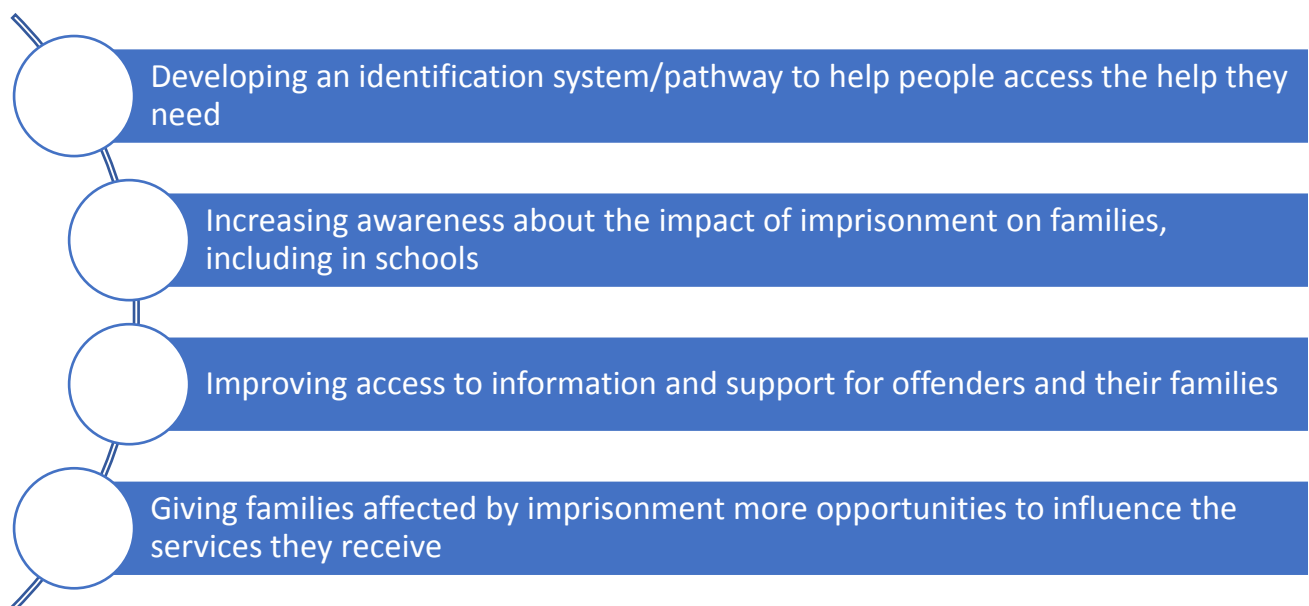
The launch event was attended by the Welsh Assembly, HMPPS in Wales and family members. Guests also got the chance to meet six stars from the Cardiff Blues rugby team who happily attended the event - they donned aprons, sampled cakes and snacks, and shared why they were proud to be supporting the launch of the Cafe.

## Families Affected by Imprisonment (FABI) in North Wales

FABI is a regional programme in North Wales aiming to support children and families affected by the imprisonment of a family member. It takes a 'whole family' approach, recognising that going to prison can have a 'ripple effect' impact on lots of people close to the offender.

FABI is run by a project team in the North Wales Safer Communities Board and involves lots of agencies and partners, including North Wales local authorities, prisons, probation, police, fire and rescue, health and the third sector. It is part funded by HMPPS and involves HMP Berwyn and HMP Styal.

Some of the programme's initial objectives include (but are not limited to):



This strategy is influenced by FABI's work and one of our longer-term goals is to consider how the FABI model could be expanded to cover more of Wales.

## Phoenix Futures

Phoenix Futures has Family Intervention Workers based within a dedicated women's centre within HMP Styal. They support women with any family issues, liaise with social services and help set up contact with their child(ren).

Phoenix Futures run 12 family days a year including 2 for families of women serving life sentences. They also run parenting classes, and have teamed up with Room To Talk counselling to run a support group called 'Life Losses' which covers family bereavement and loss of a child through long term fostering/adoption.

HMP Styal holds around 20% of Welsh women in prison. This service supports women from Wales (particularly those from North Wales) to keep contact with their children and families during their sentence.

## Gorlassar the Dragon at HMP Swansea

Swansea have invested in their environment to ensure that children see prison visits as a positive experience. The visits entrance and waiting area at Swansea have transformed from cold grey walls to a more welcoming place for children and families.

Gorlassar the Dragon (whose name translates as 'above the sky and air') is a key part of this transformation. Gorlassar's story greets families as they enter the establishment in a series of murals, encouraging young visitors to find him hidden around the visits area.

Swansea has also recently redeveloped the visits area to include a soft play area for children and new seating. Both staff and visitors have reported that the changes and investment has made a big impact.



## Grand Avenues work in Ely and Caerau

HMPPS in Wales is working with partners on a community based project called Grand Avenues. The project aims to keep people safer, reduce reoffending and create better outcomes for future generations in the Caerau and Ely wards of Cardiff. The project is scheduled to last for 10 years, finding whole new ways of working with communities.

Grand Avenues is working with partners, residents in the community, third sector organisations, HMPPS and service users to work together to design new ways of working in the community and to produce a model to support the outcomes.

We hope that this work will improve the lives of offenders, their loved ones and the areas where they live. To find out more please contact [proofofconcept@justice.gov.uk](mailto:proofofconcept@justice.gov.uk).



## **Integrated Offender Management (IOM) Cymru**

HMPs in Wales work with Welsh Government, the National Police Chiefs' Council and other partners on a programme called Integrated Offender Management (IOM) Cymru.

The aim of IOM Cymru is to work together on initiatives for specific groups who may need additional support to help them live the best lives possible – this includes women, young adults and veterans. Several strands of IOM Cymru's work involve families.

For instance, the IOM Cymru Women's Pathfinder Programme works with women who come into contact with the Criminal Justice System. It provides a range of support based on each person's individual needs, which can include help with building safe and appropriate family and significant other ties.

This support includes bringing together partners for 'case conference' meetings which consider all aspects of someone's situation, and co-locating probation staff with support services in the community.

In addition, StoMP (Supporting Transition of Military Personnel) is an IOM Programme which supports ex armed service personnel. As part of this, StoMP has held community days in prisons across Wales, including family days held in HMP Parc and HMP Berwyn.

For more information see <https://www.iomcymru.org.uk/>

## **Release on Temporary License (ROTL) and Home Detention Curfew (HDC)**

Release on Temporary License (ROTL) is an opportunity for people in prison to spend time in the community ahead of their release, for instance for a work placement or a home visit. This is an important way of maintaining safe and supportive ties with loved ones as offenders approach their release date.

We work together with our partners to support ROTL visits which allow people to resettle effectively into the community. We ensure that people only go on ROTL when it's safe for them to do so, and also support people in finding and applying for ideal ROTL placements.

Additionally, some people in prison will have the opportunity to apply for Home Detention Curfew (HDC), which allows people to spend some of their prison sentence within their homes using Electronic Monitoring or 'tagging'.

We work closely with partners to make sure that we support HDC whenever it is safe and appropriate to do so. The Offender Management Unit in each prison works with other staff such as prison and probation officers to support people through the HDC process.

Each prison can tell you more about how they manage ROTL and HDC, including the risk assessment processes we use to ensure everyone involved is safe. You can find their contact details on the back of this document.

## **Supervision by the National Probation Service in Wales**

HMPPS in Wales does important work to help:

- Ensure that offenders and the public are kept safe
- Support positive and appropriate family and significant other connections

This includes:

Providing resettlement support for people in prison, including talking to family members

Engaging people who matter to the offender in sentence planning and reviews

Assessments for Home Detention Curfew and Release on Temporary License

Conducting home visits

Providing information, referrals, advice and advocacy

As part of our work to support positive relationships, we also work hard to safeguard families and children from potential abuse, neglect or harm. Doing this allows us to provide the best support possible to everyone. We focus on:

- Increasing confidence in what we do by working closely with partners
- Making sure sentence plans meet offending, behavioural and well-being needs

We treat each person we supervise in the community as an individual. Each person has a responsible officer, who will deliver most of the one-to-one supervision they receive.

This responsible officer will work closely with local partners who also work with children and families in the local area – this work is complex and often difficult but helps to support family relationships and keep children safe.



# Our offer to offenders and families

## 1 – We will listen to offenders and families in more detail

The voices of our offenders and their loved ones are really important to us. They give us helpful feedback on what we're doing well and how we could improve things. Listening to offenders and the people close to them helps to ensure that people are kept safe in custody and in the community and that offenders get the support they need to change their lives.

Pact run regular focus groups and when drawing up this strategy we asked them to run some additional sessions for offenders in custody and the people who are close to them. The feedback from this session has gone on to inform the rest of our strategy.

Some of the points raised are summarised below:

Good points	Points to work on
<ul style="list-style-type: none"><li>• Staff are often really friendly and see offenders and visitors as people - particularly the staff who greet people at the gate</li><li>• Things like family days and baby groups are really important and give families real quality time together</li><li>• Some good work with partners to refer people on to useful services, and agencies in the prison provide real help and support</li><li>• In some prisons senior leaders take time to listen to visitors and this is really welcome</li><li>• Good support from the chaplaincy, particularly during difficult times</li></ul>	<ul style="list-style-type: none"><li>• Clearer information on prison and visit 'basics', especially for those new to the criminal justice system</li><li>• Greater involvement of significant others in sentence planning and progression, including in the community</li><li>• Stress free visit booking</li><li>• More consultation with loved ones when changes are being made</li><li>• Clear information on how to raise a safety concern or to find out how someone is doing (in custody and the community)</li><li>• More convenient visit times and better access to prison sites if this is possible</li><li>• More facilities for older children</li></ul>

We will run these forums on an annual basis in prison and in the community – they allow us to monitor the progress we are making and to get ideas for improving things further.

## 2 – We will deliver a set of improvements that will make a difference to peoples’ lives

Based on some of the successes at HMP Parc, as well as ideas from families, staff and partners, we’ve developed a list of work we want to deliver across HMPPS in Wales.

These projects aim to make things better for offenders and their families in prisons and in the community. Our initial priorities are to:

Establish Families and Significant Other Leads for each prison, LDU and Approved Premise

Introduce homework clubs in our prisons

Do more to help people set goals for building relationships with the people who matter to them

Support more innovative family days in our prisons

Ensure prison and probation staff signpost offenders and loved ones to services they can use

Raise Pre-Sentence Report writers' awareness of the importance of significant other relationships

Do more to connect people with friends and family who are also in the criminal justice system where this is safe and appropriate

Consider having family days in Women's Centres, Approved Premises and probation LDUs

Encourage staff to consider significant other ties in sentence planning and supervision

Make more use of home visits

We’ve developed a plan for delivering on these work priorities and we will report back on progress in 2020. If you have ideas for further projects for us to work on, please let a Family and Significant Other Lead know (their contact details are on the back on this strategy).

### 3 – We will set out clear standards for what offenders and the people close to them should expect

After talking to offenders, loved ones and some of our other stakeholders we've identified four priority areas where we want to ensure that we're delivering the right outcomes.

#### 1 - Multi-agency working

- Intelligently referring people towards family services
- Working together effectively with our partners
- Sharing and learning from best practice
- Making sure people are kept safe

#### 2 - Visits and environments

- Being friendly and welcoming
- Providing convenient prison visits which are easy to book and provide the best atmosphere possible
- Involving families and significant others and making sure we listen to them

#### 3 - Providing support across the whole offender journey

- Providing clear information about how the criminal justice system works
- Providing relevant courses and interventions
- Sharing relevant information as people move through the system

#### 4 - Supporting people without strong ties

- Recognising when people don't have strong social and family ties and understanding why
- Supporting people in building or rebuilding safe and appropriate connections with people important to them
- Helping people improve their relationship skills

We've developed 'checklists' of good practice in each of these four areas to give a clear picture of what we're aiming to provide for offenders and the people who matter to them.

We will work with partners to peer-assess our prisons, LDUs and approved premises against these checklists, both to highlight good practice and to identify areas where we need to do more.

Following these assessments, each prison, LDU and approved premise will develop an action plan to make sure we deliver these standards.

In 2020 we will publish a revised version of this strategy which will summarise how each prison, LDU and approved premise is performing against the standards and outline the improvements they are planning to make in 2020/2021.

## **4 – Work more closely together to provide support**

HMPPS has invested an extra £100m per year to employ 2,500 new prison officers by the end of 2018. These new staff and closer integration with probation colleagues support a new approach to offender management in prisons.

This includes a new 'key worker' training and responsibilities for prison officers. All offenders in closed prisons in Wales will have a key worker - a prison officer who is there to guide, support and coach an individual through their custodial sentence.

Understanding and supporting social and family relationships is a big part of the key worker role. Key workers will work with both offenders and their families to support effective family relationships and help people change their behaviour, particularly as they resettle back into the community.

The key worker scheme is now operating in our Public Sector Prisons (with the exception of HMP Prescoed as open prisons are not included in the scheme).

## **Our longer-term aspiration**

Our goals for this year are focussed around:

- Creating a clear vision of what we think good support looks like and ensuring our staff understand this vision and know why it's important
- Understanding how we are performing at the moment against our goals
- Focussing on getting the basics right and driving initial improvements

In future years we want to build on this foundation and deliver increasingly impactful work in our prisons, LDUs and approved premises. We want the importance of family contact to run through all of our services in line with the recommendations of the Farmer report.

Our ultimate goal is to for all of HMPPS in Wales to be awarded the Investors in Families Charter Mark. Investors in Families is a quality mark that recognises work that institutions undertake with families to improve outcomes for children and young people.

# Our plan and next steps



## Summer 2019

- Publish this strategy
- Begin implementing initial work priorities

## Throughout 2019 and early 2020

- Develop and agree Family and Significant Other Action Plans for each prison, LDU and approved premise

## Spring 2020

- Initial work priorities should now be delivered
- Begin annual consultation with offenders and families

## Summer 2020

- Review work completed so far and feedback
- Agree on next set of priority work
- Publish a revised version of this strategy

# Useful contacts

## The Offenders' Families Helpline

[info@offendersfamilieshelpline.org](mailto:info@offendersfamilieshelpline.org) - Telephone: 0808 808 2003

## Helpline for Prisoners' Families (run by Pact)

[helpline@prisonadvice.org.uk](mailto:helpline@prisonadvice.org.uk) - Telephone: 0808 808 3444

## Friends & Families of Prisoners

[info@ffops.org.uk](mailto:info@ffops.org.uk) – Telephone: 01792 458645

## Assisted prison visits

Visit <https://www.gov.uk/help-with-prison-visits> - Telephone: 0300 063 2100

## Prison, LDU and Approved Premise details (accurate as of August 2019):

Prisons		
Prison	Number for queries etc	Family and Significant Other Lead
HMP Berwyn	01978 523000	<a href="mailto:sharon.dobson01@justice.gov.uk">sharon.dobson01@justice.gov.uk</a>
HMP Cardiff	02920 923100	<a href="mailto:steve.mcgintry@justice.gov.uk">steve.mcgintry@justice.gov.uk</a>
HMP Swansea	01792 485300	<a href="mailto:Matthew.Taylor@justice.gov.uk">Matthew.Taylor@justice.gov.uk</a>
HMP Usk and Prescoed	01291 671600	<a href="mailto:julie.cox1@justice.gov.uk">julie.cox1@justice.gov.uk</a> (Usk) and <a href="mailto:mark.lewis01@justice.gov.uk">mark.lewis01@justice.gov.uk</a> (Prescoed)

Probation Local Delivery Units		
LDU	Number for queries etc	Family and Significant Other Lead
Dyfed Powys	01554 773736	<a href="mailto:claire.parker@justice.gov.uk">claire.parker@justice.gov.uk</a>
Gwent	02920 885861	<a href="mailto:sarah.howse@justice.gov.uk">sarah.howse@justice.gov.uk</a>
North Wales	01492 530600	<a href="mailto:angharad.forshaw@justice.gov.uk">angharad.forshaw@justice.gov.uk</a>
South Wales 1	02920 232999	<a href="mailto:Jane.foulner@justice.gov.uk">Jane.foulner@justice.gov.uk</a>
South Wales 2	01443 494200	<a href="mailto:nicola.floyd@justice.gov.uk">nicola.floyd@justice.gov.uk</a>

Approved Premises		
Approved Premise	Number for queries etc	Family and Significant Other Lead
Ty Newydd, Bangor	01248 370529	<a href="mailto:Carolyn.Clark@justice.gov.uk">Carolyn.Clark@justice.gov.uk</a>
Plas y Wern, Wrexham	01978 814949	<a href="mailto:kevin.penny1@justice.gov.uk">kevin.penny1@justice.gov.uk</a>
Quay House, Swansea	01443 494200	<a href="mailto:emma.winston@justice.gov.uk">emma.winston@justice.gov.uk</a>
Mandeville House, Cardiff	02920 232999	<a href="mailto:Carolyn.Griffiths@justice.gov.uk">Carolyn.Griffiths@justice.gov.uk</a>