



Gwasanaeth Carchardai a  
Phrawf EM yng Nghymru

HM Prison & Probation  
Service in Wales

# HMP & YOI Parc - 2021/2022

## *‘Family and Significant Others Strategy’*



Credwch  
mewn plant  
Believe in  
children

Barnardo's  
Cymru





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Interventions Information



# 1. Introduction & Terms of Reference

HMP & YOI Parc has over the last decade developed a specific strategy and model of family interventions that we believe makes a clear positive impact on prisoners in our care, their children, family and significant others.

The Invisible Walls Family Services model is an evidence-based approach that seeks to contribute to three key areas of ongoing concern and which in themselves represent our Terms of Reference for the strategy.

- A. Reducing the likelihood of reoffending.**
- B. Reducing the transference of intergenerational offending behaviour.**
- C. Offering information, support and guidance to families, children, and significant others.**


HMP & YOI Parc is committed to delivering the best possible family service to those in our custody and those family and significant others in their lives. We do not pretend to always get this right. We make mistakes. But we are honest about that and always strive to learn from things that do not go according to plan, or that we have missed completely. As such we welcome regular feedback from all involved, and conduct a series of customer surveys throughout the year, to try and capture the 360 degree experiences of everyone involved.

Fundamentally we acknowledge that we have both a professional and a moral obligation to support, guide, and help everyone in our custody with regard to their family, parenting, and relationship situation where it is safe and appropriate to do so, and likewise, that what we do in this regard can have significant positive impacts to children and families in the community.

Our IWFS strategy and model is built upon official research findings from respected British academics, charities, the Prison Service, Ministry of Justice, and other Governmental bodies, as well as numerous similar publications from international organisations and partners.

## **In particular, we are closely aligned with:**

- The 19 recommendations of the Lord Farmer Review – 2017
- The 46 HMIP Expectations for children and families – 2017
- The 34 HMPPS ‘Good Industry Practice’ Measures – 2019
- The HMPPS ‘Delivering Effective Family Practice’ – 2018
- HMP & YOU Parc Reducing Reoffending Strategy – Annually
- Invisible Walls Wales research publication 2017/18
- Numerous local evaluations and research documents – 2010 ongoing
- Previous IMB, HMIP and MQPL inspection feedback.
- Internal Audit & Compliance reports.
- G4S UK Prisons Family Intervention Team
- G4S UK Optimising Prisoner Family Engagement Strategy



HMP & YOI Parc closely follows the HMPPS Guidance notes with regard to what ‘family’ represents, as well as the precautions and safeguards we need to enforce, as such the following 3 points are endorsed by us directly from the HMPPS Guidance notes:

- A. **‘Family** is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers this may be someone that provides a statutory service, friend or associate. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. It is important to accommodate all ‘family’ arrangements where they provide a constructive and supportive relationship for the prisoner and their family.
- B. ‘We recognise that not all family relationships are positive. Family members may sometimes be the direct or indirect victims of a prisoner’s offence such as domestic abuse. These individuals have the right to protection from their perpetrator and in all cases; permission should be sought from the victim and any relevant partner agencies before making contact. This will enable the victim/family unit to be supported in the community. E.g. Victim Liaison Officer or Local Authority Social Services.
- C. ‘Other family or significant others may be enablers, contributing to their offending behaviour. Prisoners may be subject to harassment or restraining orders and the courts take primacy in how we manage familial and other relationships. We must therefore ensure that we prevent inappropriate contact.

***As a reflection of our commitment to this agenda, HMP & YOI Parc are extremely proud to be the only prison in Europe that currently holds the ‘Investors In Families’ accreditation. Awarded in the House of Lords in 2016 by the Prison Minister.***



## 2. Moving Forwards: Goals and Objectives 2021/2022

Continued growth and development is at the heart of our work in HMP & YOI Parc, ensuring that a focus on families and significant others is woven through all aspects of service delivery across the establishment. The objectives in this strategy are based upon initiatives and directives from HM Prison and Probation Service as well as findings from the research and independent reviews mentioned in the previous section. Equally importantly, they are also based upon feedback from prisoners, their families and significant others, as well as the staff, partners and volunteers who work to support them.

The following objectives include those focused at maintaining existing achievements and others aimed at continued development and our ambition to make family and significant other support as widely accessible as possible.

Maintain population of 60 imprisoned fathers on family unit with full access to residential interventions

IW Family Services induction to assess and promote Family Unit.  
Fortnightly multi-disciplined forums for unit enrolment (via RESET)  
Bi-annual Fathers Inside programmes and

Ensure recordable focus on Families and Significant Others within Key Work and wider prison strategies

Monitoring the family component of the OMiC Key Work  
Promote available family interventions on all units  
Continued FASO presence on Young Adult Strategy

Provide enhanced support for Care Leavers and prisoners who aren't receiving visits

Map Care Leavers in HMP & YOI Parc and PA contact  
Establish Care Leaver assessment / support provision  
Establish sustainable process to identify

Complete bi-annual visits survey and maintain visits experience dialogue with visitors and prisoners

Complete National Data Capture Toolkit every six months  
Complete bi-annual family and prisoner forums  
Communicate where action has been taken on family and prisoner feedback (e.g. via boards in visits areas)

Ensure FASO strategy parity across G4S prisons, plus cohesion with Welsh prison and wider HMPPS strategy

Establish consistent FASO strategy across 5 G4S sites  
Share good practice at FIT and Wales EPG meetings  
Completion of FASO strategy review under HMPPS Good Industry Practice Shadow

### 3. First impressions – The Susan Ellis Visitor Centre


For most people visiting the prison the first point of contact is at the visitor centre situated outside the prison entrance. G4S in partnership with a local taxi company funds a free shuttle bus service from Bridgend train station with a number of pick up / drop off points on route to the prison, to assist with the travel families have to make, especially taking into account those using public transport with children, babies, the elderly or those with disabilities. We have also brokered a fixed rate with the same company for taxis to and from the train station. In addition, there are a number of designated mother and baby, and disabled parking bays directly outside the visitor centre to assist with ease of access.



The visitor centre itself is operated in partnership with Barnardo's Cymru, with whom we have been working alongside for over twelve years. We believe that with one hundred and fifty years' experience, Barnardo's have the specialist skills and staff best suited to working with children and families during what can be an extremely stressful time. So our Barnardo's team take care of all the booking in arrangements, along with being there to explain the visiting process in a child friendly manner, calm nerves, and help with any questions or anxieties, and we are proud to say that our most recent data capture evidenced 77% of the total establishment population as receiving visits from family and significant others, against the Prison Service national average of 48%.

#### Services also include:

- Processing approved property hand-in's during the first visit.
- Café facility offering hot/cold drinks and snacks before and after sessions.
- Toilet and baby change facilities – with disability access.

- 
- An internal and enclosed external play facility.
  - Information/advice/guidance leaflets and scrolling TV info.
  - Lockable possession holders.
  - Confidential support service.
  - Contact telephone number.
  - Range of child/family interventions.
  - Quiet area for vulnerable or nervous visitors/children.
  - Currently in the preparation stages, the Departure Zone, which will be located in the Susan Ellis Visitor Centre, will provide daily drop-in support and guidance for people leaving custody and families waiting to receive them

*For further information and services provided in the visitor centre please refer to the guidance leaflet in the appendix.*



## 4. The Visiting Experience

In 2010, and in response to evidence from effective practice, as well as the United Nations Rights of the Child to visit a parent in prison (where it is safe to do so) the prison began a gradual overhaul of the visiting experience in order to become more family focused and friendly. This included building the covered walkway up to the visiting areas, the extensive external mosaic wall work welcoming families, as well as considerable effort that has gone into making all the visiting spaces colourful, clean, and relaxed. There are of course limits to this within a Category B establishment as security is always a major consideration for everyone's safety, however we feel strongly that we have made some major steps forward in creating a visiting experience that helps to generate positive visiting experiences.



### Our facilities include:

- Cafés in both main halls, serving hot food and drinks during every session
- Vending machines for alternative refreshments
- Change machine for money
- Play facilities and activities, with paid and volunteer child support.
- Baby change provision.
- Gender neutral, disability compliant toilet facility.
- Full disability access to all areas.
- Mobility scooters, wheelchairs, pushchairs.
- Mother and baby room for breastfeeding, and prayer/contemplation.

- 2 x Family Intervention Lounges for a wide range of services/programmes.
- Drop down screen and audio for community presentation/events.
- High chairs and additional/alternative seating.
- All staff are fully trained in First Aid and Emergency First Aid.
- De-fib' unit, and multiple first aid kits, disabled access lift.
- “Purple Visits” - virtual visits available for those individuals unable to attend physical visits. These have proved themselves to be invaluable during the Covid - 19 pandemic.
- We have developed a small corner to help highlight the importance for a relationship between **School Zone @ Parc**, families and schools. The information reflects the issues that some children face at school when they are experiencing parental incarceration. It acts as a reminder that the relationship between schools, prisons and families is vital to the well-being of children and can help reduce some of the complex social issues faced. Families and professionals attending the visits hall can pick up a leaflet and be able to refer into the service.



*For further information on the visiting experience please refer to the leaflets in the appendix.*

## 5. Invisible Walls Family Support Services: Gateway Communication for Families & Significant Others



For over ten years the prison has had a dedicated family support team, comprised of directly employed staff and local volunteers. The purpose of Invisible Walls Family Support is to provide a gateway of appropriate communication between the prison and the community, for all prisoners in our care. We strive to do this through a number of methods, outlined below.

### **Family Helpdesk Facility**

There is a dedicated phone line which includes a 24/7 answer service when staff/volunteers are not available. Every call is logged, and actions assigned to the appropriate department or individual. This phone line service enables family, friends and significant others to ring through with questions, concerns and worries, and obtain quick answers from specially trained Invisible Walls Family Services team members. The Invisible Walls Family Support team also has a direct email box that can additionally be used for communications.

### **Family and Significant Others Assessment on Induction**

The Invisible Walls Family Support team also conduct a family and significant other induction assessment on every person who comes into custody within the first week, to explain the range of services we provide, including the visits booking process, how the phones work, receiving and spending money, receiving clothing and property, letter writing, communicating with family, and the various family interventions, etc.

### **A single point of contact for Local Authorities**

The Invisible Walls Family Support team act as a point of contact for Social Services, CAFCASS and other agencies involved in safeguarding and caring for children in the community. We provide support to prisoners and families where their children may be entering care proceedings, including

increased one to one time and support for things such as farewell visits, storybooks and letterbox contact. Through our partnership with local solicitors, we also provide a free legal advice service.

**The Invisible Walls Family Support team also explain and publicise the digital services available to families such as:**

- **Emailprisoner.com** – enabling two way exchanges
- **Prison Voice Mail** – enabling voice mail to be left on a prisoner’s in-cell phone
- **E-payments Service** – enabling prisoners to receive external digital money payments
- **Purple Visits** - virtual visits available to all individuals in our care



emailprisoner

**PRISON VOICE MAIL**



securepaymentservices



## How to contact us:

### By phone:

#### Invisible Walls Family Support:

HMP & YOI Parc Main Switchboard  
Susan Ellis Visitor Centre (Barnardo’s Cymru)  
Barnardo’s Family Workers Helpline

**01656 300351 or 01656 302813**

**01656 300200**

**01656 300202**

**01656 302817**

### By post:

#### Invisible Walls Family Support

HMP & YOI Parc  
Heol Hopcyn John  
BRIDGEND  
CF35 6AP

### Online:

Find information about HMP Parc, including visiting information at our website:

<https://www.hmpparc.co.uk/>

Or at the Ministry of Justice Prison Finder Website:

<http://www.justice.gov.uk/contacts/prison-finder/parc>



An electronic version of this Strategy is also available at:

<https://www.nicco.org.uk/>

## 6. Family Interventions Unit

*'Parenting is not for cowards'* (Rob Parsons - 'The 60 second father')



HMP Parc was the first prison in Europe to design and open a Family Interventions Unit in 2010. Our 64 bed unit (T4) is specifically for men who have been identified as having a specific need of support and intervention, with regards to their family situation, relationships, parenting, etc. Entry to the unit is dependent on passing through an assessment board attended by a number of relevant internal and, where appropriate, external staff. Decisions are made on a need and risk consideration basis, with all protective factors for the prisoner and family members assessed. All the men on the unit sign a compact committing to complete the interventions that they are assigned, and to abide by the strict rules of the unit, where being a **'Family Man'** is the model to aspire to.

### **The Six Principles of the Family Man on the Family Interventions Unit:**

- 1) *The Family Man works, he saves and provides: Debt destroys families.*
- 2) *The Family Man is not a substance misuser: Drug and alcohol abuse have no place within the family.*
- 3) *The Family Man does not put crime before his children, his family or his freedom.*
- 4) *The Family Man appreciates, loves, protects and teaches the gift that is a child.*
- 5) *The Family Man has an Indomitable Spirit: When the odds are against him and his family, he never gives up and never walks away.*
- 6) *The Family man is willing to sacrifice his own wants and needs for the good of his family.*

The men on the unit are subject to drug testing and a clear commitment to progress is expected to be maintained. The unit is available to men with at least 4 months left to serve, and the average time on the unit is around 8 – 14 months, with most leaving the unit through Home Detention Curfew, transfer to Open Conditions, or release at the end of sentence.

## 7. Family Interventions & Specialised Visits



A core part of our strategy is to provide opportunities for imprisoned men and their families to look at how things could change in the future for the good of the family. Family Interventions and Specialised Visits provide the opportunity for this to happen, as well as facilitators to support it and an environment suited to the needs of all involved. A prison sentence can mean many things for a family, however one of these could be an opportunity for change.

The Invisible Walls Family Support team work alongside the wider Family Interventions group to deliver a range of different family interventions and activities to prisoners, their children and families. These mostly take place in the visiting areas and lounges, as well as on units and group rooms. Run in partnership with external agencies, they take the form of parenting, relationship and family focused interventions and services, for prisoners, their significant others, children and community professionals.

Our list of interventions and activities is always evolving. Overleaf is a list of what is currently offered within HMP & YOI Parc, providing a short description, where the intervention is available and the location of further information within the Appendices of this document if available.



<b>Intervention / Activity</b>	<b>Where Available</b>	<b>Description</b>	<b>Appendix Pg.</b>
Fathers Inside	Family Unit	Parenting <b>intervention</b> : a six week intensive course for all fathers on the Family Unit. Concludes with a celebratory family presentation event. Run in partnership with Safe Ground.	p.24
Moving Parents and Children Together	Main Population	Whole-family <b>intervention</b> : an eight session course focused on repairing the harm caused by addiction, involving weekly parent and child groups. Children must be eight or above. Run in partnership with Action on Addiction.	p.25
Language / Numbers & Play	Main Population	Parent and child <b>facilitated learning</b> : sessions aimed at developing a bond between carers and children through learning. For pre-school children.	p.26
Duke of Edinburgh Leadership Award (TBC for 2021 / 2022)	Family Unit	Parent and child <b>facilitated learning</b> : Children undertake the DofE Bronze Award whilst their imprisoned parent completes the Leadership Award through guiding them. Concludes with an expedition. For children at secondary level and above. Run in partnership with the Duke of Edinburgh Award Scheme.	p.27
Bliss for Babies	Main Population	Parent and child <b>facilitated interaction</b> : New parents supported to wash, interact and bond with their baby in relaxed surrounding. For infants under one year-old. Run by Barnardo's workers.	p.28
Rhyme Time	Main Population	Parent and child <b>facilitated interaction</b> : Parents supported in reading and play with their children in a relaxed environment. Run by Barnardo's workers.	p.28
Invisible Walls Family Mentor Service	Main Population	Whole-family <b>resettlement service</b> : Families are allocated an Invisible Walls Mentor for one year prior to and after release to provide intervention and support during this time. Additional support is provided by a Resettlement Worker. Run in partnership with HMPPS and Bridgend County Borough Council.	p.29



Men's Shed	Main Population	Prisoner-only <b>intervention</b> : a group environment with a variety of practical activities, providing a vehicle for men to talk and support each other. Focused on men experiencing family separation or with children going into care.	
ACTivate Your Life	Main Population	Prisoner-only <b>intervention</b> : a four-session course based on Acceptance and Commitment Therapy aimed to generate motivation and self-belief.	
You Can Change	Family Unit	Prisoner-only <b>intervention</b> : a three-session motivational course.	
Glyndwr Scouts Group	Family Unit	Child-only <b>activity group</b> : Scouts group run at HMP & YOI Parc for the children of imprisoned parents. Available for children aged eight or above.	p.30
Learn Together (Homework) Club	Main Population	Parent and child <b>independent learning</b> : A specialised visit for fathers to spend time supporting their children with schoolwork whilst the carer from the community is able to take a break. Available for school-aged children.	p.31
School Zone @ Parc	Main Population	Dads are able to establish and / or maintain a relationship with their child's school so as to continue to play a part in his/her education. This support can range from requesting copies of school reports to dads actually meeting with teachers so that schoolwork may be shared. The latter is known as the Children's Showcase.	p.32
Summer Reading Challenge Events	Main Population	Parent and child <b>family event</b> : Events held at the beginning and end of the summer holidays to support the Summer Reading Challenge, involving activities, reading and a chance to celebrate children's achievements. Available for primary-aged children. Run in partnership with The Reading Agency.	p.33
Firefighter For a Day	Family Unit	Parent and child <b>facilitated learning and activities</b> : Staff from South Wales Fire and Rescue Service attend with full equipment. Parents and children attend a fire safety lesson followed by an opportunity to use the pumps and. Available for children of eight or over. Run in partnership with South Wales Fire and Rescue Service.	p.34
Family & Sig. Other Lounge	Family Unit	<b>Specialised visits</b> : taking place in a relaxed setting designed to replicate a 'family lounge' environment	



Visits		as closely as possible, to enhance the power of family visits.	
Family Day Events	Whole Prison	Family-focused <b>specialised visit</b> events: run in the visits hall on the last Wednesday of each month. A buffet provided and children’s activities which can have seasonal themes and are staffed in collaboration with the unit hosting the event.	
Connect Day Events	Main and Coed Units	<b>Specialised visit</b> events: held in the main Visits Hall and Coed Visits Hall to provide a visit experience for prisoners who aren’t receiving visits or are in crisis e.g. through self-harm, children going into care or those who have experience of care themselves. Outside agencies are invited as well as family and significant others where possible.	
Man Up	Family Unit	Prisoner-only <b>intervention</b> : a six session programme exploring the concepts of masculinity and identity. Run in partnership with Safeground.	
Hidden Sentence Training	Schools & Community Partners	Parental imprisonment awareness <b>training</b> : delivered to teachers and partners from South Wales. Run in partnership with Barnardo’s Cymru.	p.35

## 8. Invisible Walls Family Mentor Service

*Winner of the Centre for Social Justice 'Family' award 2017*



One of the main themes of the Family Intervention Unit is the Invisible Walls Family Mentor service. Originally named Invisible Walls Wales, the service began in 2012 initially with BIG Lottery funding, and as from 2017 funded jointly by HMPPS and G4S. The Invisible Walls Family Mentor Service offers long term mentoring support for the whole family including children, whilst in custody and for up to 12 months after release into the South Wales area. The family receives a single point of contact throughout this period, who will support, guide and assist with all relevant agencies, statutory and voluntary services, in order to help everyone move forward positively without crime or the impact of prison.



## 9. School Zone @ Parc



Since 2014, teachers have been coming into the prison to share school work with dads. We call it a Children's Showcase. They happen every term and teachers from all over South Wales and sometimes further, come in and sit with dad and his family to talk about the child's schoolwork. Teachers get to learn about the prison and see how it feels for a child to visit and how this impacts upon them.


This service also extends to the request of school reports. Dads are able to refer to the service and the Coordinator will then carry out safeguarding and internal security checks. If no restrictions are in place, the Coordinator will contact the mother/carer of the child and gain consent to discuss the request with the child's school.

When the school report is received by the Coordinator, a copy is made and shared with the dad. After he has had an opportunity to digest the report, he is then able to respond back to the school and the child. This affords dad an opportunity to remain connected with his child's school and also for the child to understand that their dad, despite his incarceration, is still a big part of their life.

When communication has been established with the school, dads participating are then referred to the Education Department who support and mentor dads to carry out a piece of work in line with subjects his child is studying. Dads will be able to improve their numeracy, literacy and interpersonal skills whilst working on projects that they have chosen with their children. The piece of work is then shared with the child.



## 10. Care Leavers and *Connect* Strategy



We recognise that there is a large group within the prison who experienced the care system as a child. There are also many who no longer have positive contact with their family or are at a point of crisis which impacts on all those who may care for them in the community. We acknowledge that there is a need to provide specialist support to these individuals to acknowledge their experience of family and friendship, and as such we are seeking to develop how we offer them support and intervention.

### **Care Leavers**

Working alongside colleagues in Residential and Offender Management departments, we are committed to the HMP & YOI Parc Care Leavers Strategy which outlines our vision for the identification and appropriate support of care leavers in custody at the establishment. We aim to identify care leavers at the earliest possible opportunity in order to ensure support is tailored to their needs. A care leaver assessment is now integrated within our family induction process for all new prisoners.

The Care Leavers strategy and delivery sits within the Invisible Walls Family Services team. The focus includes the provision of staff awareness training, coordinating care leaver peer mentors, ensuring care leavers have access to support from community services including Personal Advisors and delivering individual support where necessary.

### **Prisoners at Risk of Self Harm or Suicide**

The Invisible Walls Family Support team are often the first point of contact for families who are concerned for the wellbeing of their loved ones in custody. Such calls are always handled with sensitivity and concerns acted upon through close relations with the Safer Custody Team. The Invisible Walls Family Support team also work alongside the Safer Custody Team to ensure family members have access to support men who are at risk of self-harm, through being invited where appropriate and consented to attend Family Review Forums.

### **Prisoners Not Receiving Visits (and other vulnerabilities)**

Connect Events are especially geared up for prisoners who are not receiving visits, providing access to an experience usually only open to those with visitors to support them. These individuals are identified through caseload reviews, or via referral from staff.


Men's Shed provides an activity-focused peer support group for prisoners experiencing crisis, especially those facing family separation such as through children going into care.

## Men's Shed



## Connect Day Event





## 11. Partnership working & Stakeholder Engagement

HMP & YOI Parc work alongside an extensive range of external providers and partners, and The Invisible Walls Family Support Service is extremely proud to have built up a powerful stakeholder engagement portfolio and reputation over the last decade.

All the services and interventions detailed in this strategy involve either directly or indirectly, partnership working. This includes formal contractual Service Level Agreements as well as informal arrangements built on mutually beneficial working relationships. This model enables us to develop and offer a broad, safe, and effective service delivery.

### **Our Invisible Walls Family Support team partners include:**

Welsh Government	HMPPS Wales
Local MP's/AM's	Welsh Local Authorities
Social Services / Children's Services	South Wales Police
Legal Services Commission	South Wales Fire & Rescue
South Wales Primary & Secondary Schools	Police & Crime Commissioner
Team Around The family	Families First
Barnardo's Cymru	POBL Group
Friends & Families of Prisoners	Partners Of Prisoners
Prison Advice Care Trust	Care For The Family
Safe Ground UK	Action On Addiction
Emailprisoner.com	Prison Voice Mail
Children In Wales	NSPCC
Duke of Edinburgh Award Scheme	Scouts Wales
Wales Association of Voluntary Councils	CLINKS
Rotary International	Made Purple
Europris	Children of Prisoners Europe
International Coalition for Children with Incarcerated Parents	Wells Of Hope - Uganda
South & North Wales Universities	Hanze University - Netherlands

## 12. Listening to Feedback

### Family Feedback

The Invisible Walls Family Support team place a heavy emphasis on delivering and growing a service that is based on client feedback. To assist us with our efforts to stay in tune with what prisoners, their family, children, and Significant others are experiencing within our interventions and service delivery, as well as enabling us to remain responsive to matters relating to diversity and equality, we have developed a number of methods to capture client feedback. We then use a variety of resources, including university placement support to analyse and respond positively to the data, as well as to plan creatively for new innovations and services to enhance our provision.

- Twice yearly data capture on the prison populations visiting uptake and frequency.
- Data capture on prisoners not receiving visits, and analysis on reasons why.
- Prisoner feedback on the visiting experience.
- Family/children/Significant Other feedback on the visiting experience.
- 360 degree feedback on Family Day events
- 360 degree feedback on family interventions, individual and group.
- Visitor Centre experience data capture (Barnardo's)
- Visitor Centre daily feedback journal.
- Invisible Walls Family Support helpline – direct feedback logged.
- Written / emailed feedback logged.
- Formal Request & Complaints from prisoners.
- Formal Public Correspondence complaints.
- Various research/evaluation qualitative data capture throughout the year.

### Independent and Official Inspection Feedback

All departments in HMP & YOI Parc are subject to inspection and quality assurance through HM Inspectorate of Prisons (HMIP), the Independent Monitoring Board (IMB), Operational Systems and Assurance Group (OSAG) who are responsible for audits including 'Measuring the Quality of Prison Life' (MQPL). Feedback from these reports is summarised in the following brief points:

- Feedback from all reports in relation to Visits and the Invisible Walls Family Services was positive, including:
  - *'Work to support children and families was excellent and some of the best we'd ever seen'* (HMIP, 2016, p. 57);
  - *'The Visitor's Centre... is a modern, comfortable and relaxed facility.'*, *'there are children's play areas in the Main Hall and in the Coed Hall, regularly staffed'* and *'Board members observed [Family Visits] to be excellent family occasions with plenty of activities for the children'* (IMB, 2018, p.7-8);
  - *'Prisoner perceptions regarding family contact were moderately above average and had improved since the last survey'* (MQPL,2019, p. 8).



- Feedback from HMIP included the suggestion that ‘strategic management of equalities work’ could be improved for the prison as a whole. Whilst this was not directed at FASO work, we have made efforts over the past year to engage with the Equalities and Diversity Team in HMP & YOI Parc to establish greater accessibility for those with protected characteristics to both the Family Unit and Family Interventions / Events.



*HMP & YOI Parc fully acknowledge and endorse that... In November 1989 the United Nations General Assembly adopted the UN Conventions on the Right of the Child, in which Article 9, Clause 3 stipulates that as long as it is in the best interest of the child, it is a right for the child who is separated from one or both parents to maintain personal relations and direct contact with both on a regular basis.*



# Appendices



## The Six Principles of the Family Man

- 1) The Family Man works, he saves and provides:  
**Debt destroys families.**
- 2) The Family Man is not a substance misuser:  
**Drug and alcohol abuse have no place within the family.**
- 3) The Family Man does not:  
**Put crime before his children, his family or his freedom.**
- 4) The family man appreciates, loves, protects and teaches:  
**The gift that is a child.**
- 5) The Family Man has an Indomitable Spirit:  
**When the odds are against him and his family, he never gives up and never walks away.**
- 6) The Family man is willing to sacrifice his own wants and needs:  
**For the good of his family.**

*“HMP Parc worked with families to ensure they were involved in the rehabilitation and resettlement of prisoners. The approach was radical and innovative and probably the best we have seen in any prison.”*

(Her Majesty’s Inspectorate of Prisons Published Report, June 8<sup>th</sup> 2016: Para 4.36-39)

*Family Interventions Unit: 500+ Graduates released since Nov 2010, anecdotal evidence = less than a third have returned to custody.*

(MOJ Data Lab, submission pending)

September 2015 – first and currently only prison in the EU to have been awarded the ‘Investors In Families’ accredited charter mark.



Regardless of the prisoners' wrong doings, it's the children who suffer the most. Like other professionals I think I have been guilty of thinking 'thank God dad is out of the picture and in prison'... I can honestly say whole heartedly I feel very different now!"  
Teacher of IWW children

## FATHERS INSIDE

### SAFE GROUND

Fathers Inside is an intensive group-work programme for men and young men in prison focusing on parental responsibilities and children's education, development and wellbeing. The programme uses drama, fiction, group discussion, games and written portfolio work to enable students to develop a better understanding of their role as a father, while challenging attitudes, developing skills essential to successful resettlement, and contributing to desistance from crime.



A student on fathers inside enjoying the Family Presentation with his daughters



Reunited at last! On the last day of the programme, a little boy who hadn't seen his father for 7 months.

### Educational/Personal Development Outcomes:

- Develop and maintain family relationships
- Challenge attitudes and thinking

- Support ETE progression
- Enhance group work and communication skills
- Coordinate targeted support services and agencies
- Realistic goal-setting
- Contribute to desistance process
- Improve prisoner-staff relationships
- Improve basic literacy
- Consolidate positive identity
- Improve health and wellbeing

**Quote:**

*“I learnt about the different needs of my children and the importance of good communication, coping with different situations and how spending time with my children adds to everyone’s overall happiness”*

**MOVING CHILDREN AND PARENTS TOGETHER (M-PACT)**



HMP Parc was the first prison to pilot the M-PACT programme in 2011 and has run eight successful programmes since. The programme supports children/young people aged 8-17, who have or who are experiencing the effects of parental substance misuse within the family. The programme offers a 'Whole Family Approach', working with parents and children from up to six families at any one time in different group combinations.



Young person's drawing about addiction.



Staff, volunteers and families on the final session.

**Educational/Personal Development Outcomes for young people:**

Improved school behaviour, engagement and school attendance

- Better sleeping patterns
- Change in dietary habits
- Improved family relationships

- Builds self-esteem
- Cessation of prescribed medication
- Educating about physical hygiene
- Offending behaviour
- Reduces Anxiety levels

### **Educational/Personal Development Outcomes for parents:**

- Reduction in parental substance
- Improvements in family communication
- Reduction in feelings of isolation and loneliness in children
- Parent is able give a better understanding to why they use
- Prolonged health benefits from reduction in chronic physical and mental ill health

The programme helps to repair the damage caused by substance misuse and enables the child to have a `voice`. The extra benefits are families engaging with services and children having higher educational attainment. The M-PACT programme has a proven track record of social return on investment.

## **Language and Play (LAP) and Number and Play (NAP)**

LAP/NAP are programmes aimed at supporting parents to communicate and play with their children, with the ultimate aim of improving pre-school children’s language, communication and numeracy skills, as well as developing parenting skills.




**Dad spending quality time with his child engaging in learning through play.**



**Children receiving certificates after completing LAP/NAP.**

### **Outcomes / statistics**

LAP/NAP is delivered by a member of the **Invisible Walls Family Support** team supported by volunteers. The sessions aims are to:-

- 
- Enhance language development for 0-5 year olds.
  - Encourage positive interactions between parents and young children.
  - Help parents to explore ways of playing with, listening and talking to their children.
  - Familiarise parents with phrases, rhymes and songs.
  - Encourage parents to share books and stories with babies and young children.
  - Develop understanding and confidence of parents.
  - Lay a foundation for lifelong learning.



## DUKE OF EDINBURGH

Parc is the first prison to run the Duke of Edinburgh Leadership pilot programme. The programme is unique as it gives the Fathers an opportunity to gain a DofE Leadership qualification while mentoring their children/siblings through the different sections of the DofE Bronze Award. The fathers complete five modules and a portfolio in order to gain their DofE Leadership qualification.



Fathers and children working together to complete the Physical Section



Young people about to set off on their practice expedition. Covering 15km in two days.

### Outcomes / statistics

The DofE Leadership programme has many educational outcomes for the fathers and their children/siblings.

#### Skill Section Outcomes:

Leadership skills  
Time Management Skills  
Health and Safety  
Building better personal relationships

#### Expedition Training Outcomes:

Important survival techniques  
Essential life skills  
Self – improvement skills  
Builds on self-esteem and confidence  
Team and relationship skills

#### Physical Section Outcomes:

Decision-making skills  
Problem-solving  
Planning skills  
Assertiveness and self-control techniques  
Leadership skills  
Health & Safety  
Building better personal relationships

#### Volunteer Outcomes:

Mentoring skills  
Skills development  
Team and relationship skills  
Leadership skills  
Opportunity to apply skills learnt  
Self –management skills

### Qualifications gained:

- 15 x DofE Leadership Qualification (Fathers)
- 14 x Sectional Certificates Physical & Skills (Young people)
- 3 x DofE Bronze Award (Young people)





## **Barnardo's Cymru Interventions**

In addition to their work within the Susan Ellis Visitor's Centre, Barnardo's Cymru also offer three important interventions for parents within HMP & YOI Parc.

### **Bliss for Babies**

Parents have the opportunity to bath their baby together over four weekly sessions and take part in fun activities that aim to develop bonding. Activities include:

- Baby massage
- Hand & foot printings
- Healthy teeth activities
- Family photos

Suitable for children under 1 year old.

### **Rhyme Time**

Parents take part in singing and action songs with their children using musical instruments. This intervention combines nursery rhymes with craft related activities.

Rhyme time is run over four weekly sessions and is aimed at 0- 4 year olds.

### **Infant and Child First Aid**

Parents have the opportunity to take part in Infant and Child First Aid together over 2 two hour sessions. Parents will get to take part in fun activities and learn new skills in the process. During the sessions, the following are covered:

- Resuscitation (CPR)
- Recovery Position
- Choking
- Poisons
- Burns and Scalds
- Bone, Muscle and Joint Injuries
- Asthma
- Croup
- Seizures
- Meningitis

- 
- Head Injuries
  - Shock
  - Bleeding and Bruising

Suitable for children over 7 years old.

# INVISIBLE WALLS FAMILY MENTOR SERVICE



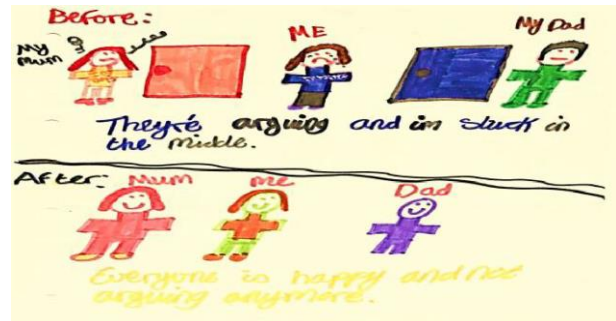
Originally named Invisible Walls Wales (IWW), the Invisible Walls Family Mentor Service was set up in August 2012 and is based at HMP & YOI Parc. It was initially funded by the Big Lottery for five years, but is now jointly funded with HMPPS. The Invisible Walls Family Mentor Service works in partnership with Bridgend County Borough Council, alongside Barnardo's Cymru and in close collaboration with many other agencies including local schools. The Invisible Walls Family Mentor team work closely with prisoners, their families and their children during the custodial sentence and for up to 12 months post release. Support is offered to the **whole family** through a package of interventions which include specialist parenting and relationship programmes, advice about family debt, training and education, housing advice and support, substance misuse, physical health and fitness and support in moving towards employment.

## The three core aims of the project are:

- To reduce re-offending;
- To reduce intergenerational offending;
- To encourage community inclusion.



Bringing Families together



A Child's view – before and after working with IW Family Mentors

## How is support delivered?

An IW Family Mentor will be assigned to the prisoner and whole family, delivering support from within HMP & YOI Parc, as well as out in the community. The mentors are also supported by a Resettlement Worker. There is also close collaboration with local schools, Local Authorities and numerous other agencies and statutory bodies.

Support is delivered to the prisoner and their family, beginning 12 months prior to release and continuing for a period of up to 12 months in the community. Our focus is on **improving the prospects for children** and young people affected by parental imprisonment through direct work with them, as well as supporting **both parents** to move forward from the issues of crime and imprisonment.

***“IWW is a lifeline, if I have a problem, I ring [FIM], I can’t praise IWW enough, it has been what we needed. If it wasn’t for IWW, X would be lost in the system and would have no contact with his son.”***

**[IWW family participant]**



## SCOUTS WALES

HMP Parc is the first prison to run Scouts for prisoner’s children. We teamed up Scouts Cymru to create our own Scouts group – Glyndwr Scouts Group. The group is run by Parc Supporting Families staff who are accredited Scouts Leaders and deliver an hour of educational activities with an element of fun. The children gain a Scouts badge and certificate at the end of each group. Scouts runs alongside the evening visit and the parents get to enjoy some valuable quality time, which they may not normally get.



The children learning First Aid in one of the sessions



### Educational/Personal Development Outcomes:

- Scouts develop skills including
- Time management
- Leadership skills
- Using initiative
- Planning
- Communication
- Self-motivation
- Cultural awareness

#### The Scout Motto:

Be Prepared!

#### The Cub Scout Promise:

I promise that I will do my best to do my duty to God and to the Queen. To help other people and to keep the Cub Scout Law.

### By being involved in Scouts, it can provide:

- Strengthening Families ties
- Fun
- Develop Interests and Skills
- Adventure
- Fellowship
- Diversity
- Positive Place
- Has Ideals

#### The Cub Scout Law:

Cub Scouts always do their best, think of others before themselves and do a good turn every day.



## Learning Together Club

Learning Together Club was set up in Parc in 2008 and has delivered monthly programmes ever since. This initiative was developed to involve the Father as 'parental involvement' at that time was mainly focusing on the mother alone. The father has an opportunity to help his child/children with homework brought in from school. He can even write in their reading diary's, showing the teachers that dad can have an input even though he is in prison. The mothers are not present for this intervention, thus allowing the prisoner and child quality time that they would not normally have the opportunity to have.



A dad helping his children with their homework



The young children enjoying quality time with dad.

### Educational Outcomes for prisoner:

#### Dads can support their children by:

- Developing listening, reading and writing skills
- Know more about learning styles and strategies
- Understand some educational jargon
- Know how to read/understand timetables/reports
- Talking to them about the world around them
- Encouraging them to chat and to listen to other points of view
- Reading with them and talking about the story and pictures
- Showing them how reading can help them find out about their hobbies and interests

### Educational Outcomes for child:

- Supportive out-of-school learning environment
- Increased listening, reading and writing skills
- Students can participate in activities that develop their academic and social skills
- Enhances their learning and development skills
- Teachers can see fathers involvement
- Gives child/children undivided attention

- Children can show dad what they are studying in school

## IW CHILDREN'S SHOWCASE – PARENT/TEACHER EVENT

One of the gaps identified when working with families on Invisible Walls Wales, was how little the parents/carers of children affected by parental imprisonment link in directly with schools. In order to combat this, in 2014, HMP & YOI Parc hosted its first Parents/Teacher evening in the main visits hall.

Teachers were invited from all the schools involved with IWW children to bring along samples of the children's work and discuss this with mum, dad and child/children together. We learned that this was often the first time that some dads and mums in many cases had ever attended a parent/teacher event.

The first event was a huge success and a significant learning curve for parents and teachers. We now host 2/3 each year.



Parent / Teacher evenings at HMP Parc, 2014 / 2015

### Feedback from the Invisible Walls parent/teacher event

**“Since dad has come out there has been a real change in him (son) his eyes are brighter, he is cleaner, more effort seems to be made at home, his confidence has increased, now he enjoys school” (School Teacher)**

**“I have seen a marked difference in him (dad) and mum is happier too. They now do a lot as a family, they both come to school to support (daughter) together, everything just seems more positive. I think a big part of the change has been down to whatever intervention they have been receiving from yourselves.” (School Teacher)**

**“She (child) has been brilliant, behaviour is brilliant and attendance is now fantastic, there has been a huge change in her behaviour this year compared to last year. Now she has a 97% attendance, the rate last year was around 58%.” (School Teacher)**

“I’m not scared anymore to talk to teachers about my son’s work. I hated school and I’ve always stayed away because I thought the teachers would judge me. X is so happy that I’ve met his teacher.” (Dad)

## SUMMER READING CHALLENGE

### IW SUMMER READING CHALLENGE

In 2019 HMP & YOI Parc partnered with The Reading Agency to provide a unique celebration of the Summer Reading Challenge within the prison. Participating families enjoyed a unique launch event in the Main Visits Hall including a reading and dramatic reconstruction of a famous children’s book by prisoners for their children. The children and fathers then took the challenge over the six week summer break with the conclusion celebrated by another event. The final event involved a workshop conducted by a local children’s author, more reading and activities and was finished by a presentation of certificates and gifts to all those who had taken part.



#### Summer Reading Challenge Event 2019

As a result of the 2019 event, children and families were encouraged into libraries, and families were encouraged to read together who had never done this before.

#### Why is reading for pleasure important?

- Currently, 1 in 5 children in England cannot read well by the age of 11. We know that reading for fun improves literacy.
- Reading for pleasure is more important to children’s academic success than their parents’ level of education or socio-economic status.
- Embedding a love of reading in children can help their wellbeing later in life. 19% of adult readers say that reading stops them feeling lonely.

- Studies have found that those who read for pleasure have higher levels of empathy, greater self-esteem and are better able to cope with difficult situations.

(The Reading Agency)

***“For the first time, I felt like I was worth something” (Father)***

South Wales  
Fire and Rescue Service



## FIREFIGHTER FOR A DAY

South Wales Fire & Rescue have been facilitating a Firefighter for a Day programme at HMP & YOI Parc since December 2015. The programme is available to those located on T4 (family) unit, and 12 places are normally allocated.



### During the mornings the staff will show those attending:

- The total effects of Road Traffic Accidents.
- The causes of these.
- The effects of acts of Arson on the service and the general public.
- The effects that fire incidents can have on staff and victims and the families and friends of those involved.

### During the afternoon the participants will:

- Team build.
- Problem solve.
- Learn basic firefighting skill using fully charged hoses.



**On April 8th 2016 this programme was extended to include prisoners and their children. Where the children and their fathers learnt:**

- Home safety.
- Team building.
- Problem solving.
- Basic firefighting skills using fully charged hoses.





### **Hidden Sentence Training**

Delivered within HMP & YOI Parc to groups of teachers from local schools, Hidden Sentence Training aims to raise awareness of the 'hidden sentences' being served by children of prisoners all over the country. It considers how children are affected from offence through to release and resettlement. The impact of witnessing crime, arrests and attending prison are all considered, but focus is also given to the strains of family life, stigma from friends and the community, the unfair responsibilities and broken promises. Finally, it considers what support can be given to children in this position.

### **Invisible Walls Accord Toolkit**

The Invisible Walls Accord Service Toolkit has been developed to:

- Increase the confidence of teaching and support staff to recognise and support families affected by parental imprisonment
- Provide resources for enabling effective support via a whole-school approach, to promote citizenship and the creation of an environment where differences are embraced and stigma reduced
- Provide schools with the knowledge and tools to ensure that children, young people and families are recognised and effectively engaged in that Team Around the Family approach envisaged by Welsh Government in the implementation of its policy, procedure and guidance

The Toolkit can be downloaded for free in English or Welsh language from: <https://www.barnardos.org.uk/invisible-walls-accord-toolkit>.

***We know the children are there... 7% of all UK children will experience a parent's imprisonment before they leave school...this is about opening a door in their darkness, a chance for things to be different... better.***