

HMP & YOI Parc - 2025

Family and Significant Others *Strategy*



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1. Introduction & Terms of Reference

Families and Significant Others Champions

Hayley Morris (Invisible Walls Senior Children Families and Relationship Manager) is the lead for the family and significant strategy at HMP Parc. Hayley is responsible for the delivery of all Family services throughout HMP Parc, managing both operational and non-operational teams.

Samantha Bolger-Davies (Invisible Walls Children, Families and Visits Manager) manages the IW Veterans and volunteer strategy and family support case workers, who deliver family support and interventions throughout Parc.

With over 15 years of commitment to the Family strategy, both Hayley and Samantha are passionate advocates for reducing reoffending, tackling intergenerational crime, and enhancing community inclusion.

HMP & YOI Parc has over the last 16 years 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.

- 1. Reducing the likelihood of reoffending.**
- 2. Reducing the transference of intergenerational offending behaviour.**
- 3. Offering information, support and guidance to families, children, and significant others to support positive life changes and wellbeing.**

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 recognise 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. Additionally, we recognise our responsibility to also include those who do not have visits or family contact, and to strive to create opportunities for them to benefit from being part of a wellness focused community.

Our FASO strategy and model is built upon official published research findings from respected British academics, charities, the Prison Service, Ministry of Justice, and other Governmental bodies, and 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 & YOI 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**

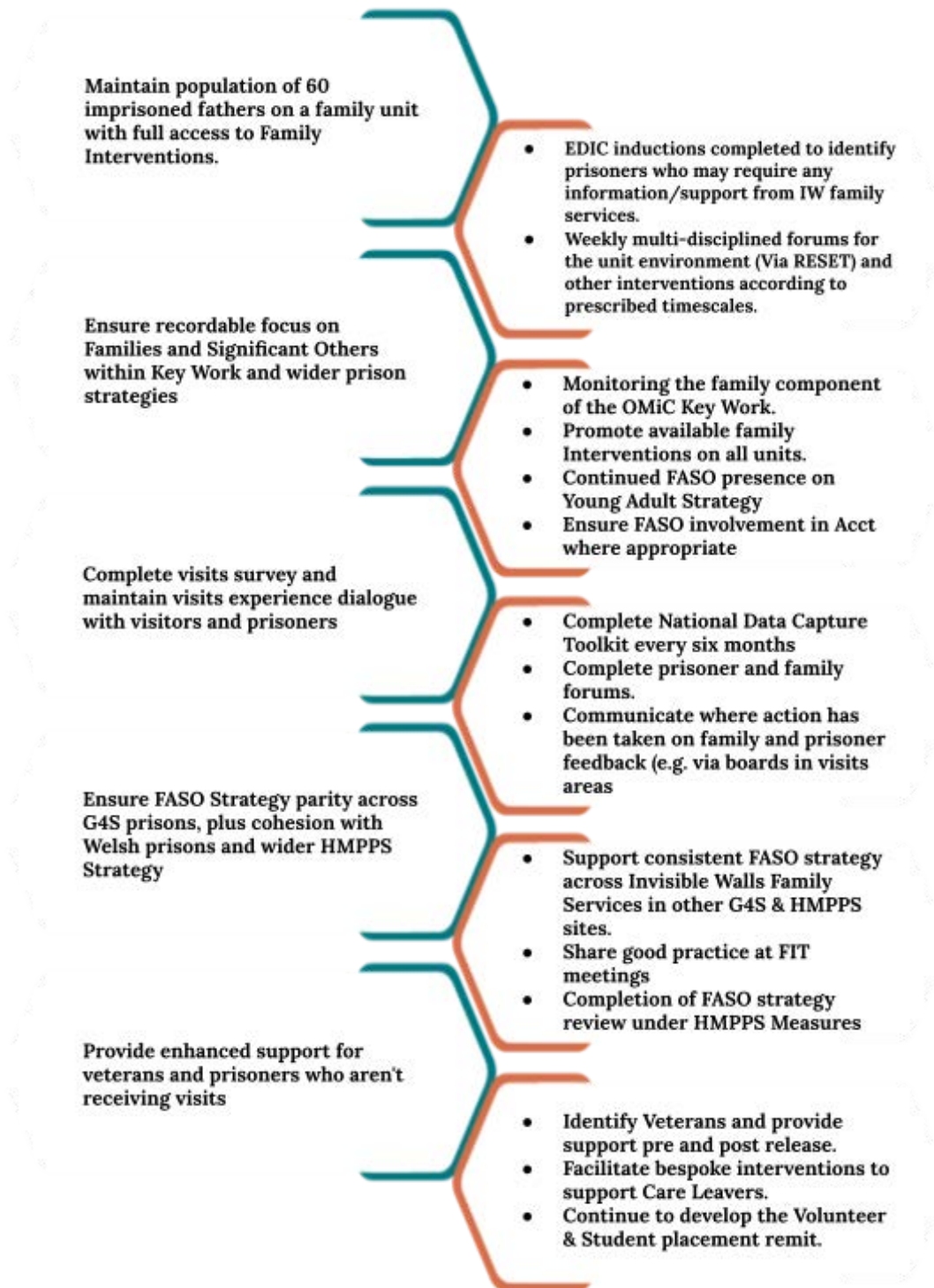
HMP & YOI Parc closely follows the HMPPS Guidance notes with regard to what ‘family’ represents, as well as the precautions and safeguards we need to enforce, as such the following 3 points are endorsed by us directly from the HMPPS Guidance notes:

- 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 likewise 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 incredibly 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 - 2025

Continued growth and development is at the heart of our work in HMP & YOI Parc, assuring 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 and 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, and the staff, partners and volunteers who work to support them.



3. First impressions – The Susan Ellis Visitor Centre

People visiting the prison, the first point of contact is at the visitor centre situated outside the prison entrance. G4S works with a local taxi company that can provide fixed rate taxi service from Bridgend train station 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. 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 'Invisible Walls Community Interest Company, a not for profit business' who deliver support services in G4S and a number of public prisons throughout the UK. As part of the national Invisible Walls team, we know that our colleagues have the specialist skills and staff best suited to working with children and families during what can be an extremely stressful time. So our Invisible Walls 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 (pre Covid) 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 cold drinks and snacks before and after sessions.
- Toilet and baby changing facilities – with disability access.
- An internal and enclosed external play facility.
- Confidential support service.
- Contact telephone number.
- Range of child/family interventions.
- Quiet area for vulnerable or anxious 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.
- Information/advice/guidance leaflets and scrolling TV info. Lockable possession holders.

[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, and 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 Visits' halls, serving hot food and drinks during every session
- Vending machines for alternative refreshments
- Play facilities and activities available for children under the supervision of family and significant other
- Baby change provision & mother and baby room for breastfeeding, and prayer/contemplation
- Gender neutral, disability compliant toilet facility
- Mobility scooters, wheelchairs, pushchairs with full disability access to all areas/disabled access lift
- Family photo booth in the main hall that helps to generate positive visiting experiences
- 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
- Purple Visits - virtual visits available for those individuals unable to attend physical visits
- All staff are fully trained in First Aid and Emergency First Aid
- De-fib' unit, and multiple first aid kits



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



For over fifteen years the prison has had a dedicated family support team, composed of directly employed staff and local volunteers. The purpose of Invisible Walls Family Support team 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

Early Days in Custody (EDiC) 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 sending money, receiving clothing and property, letter writing, communicating with family, and the various family interventions, etc. Should the EDiC team receive any specific queries around this area, these are referred to the Invisible Walls Family Support Team.

A single point of contact for Local Authorities

The Invisible Walls Family Support team acts 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 VoiceMail** – enabling voicemail 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
- **Purple Post** - an encrypted service enabling families and significant others to send text and colour photos to prisoners via an app. Prisoners are also able to respond to these communications.



Emergency Contact Details

IF YOU THINK A PRISONER IS AT IMMEDIATE RISK PLEASE CALL THE SWITCHBOARD ON 01656 300 200 AND EXPLAIN THAT YOUR CONCERN IS AN EMERGENCY

Contact us - Unwanted Prisoner Contact Service Information

Please Refer to Page 29 for the Active Links & Resources.



The infographic is a vertical layout of information boxes. It features a repeating background pattern of the words 'VISIBLE' and 'INVISIBLE' in a light red font, with large, faint 'W' characters. The boxes are arranged in a grid-like fashion, with some containing phone icons and others envelope icons. The text is in a mix of bold and regular fonts, with some links highlighted in blue.

Prison Director:
Will Styles
Invisible Walls Family Support:
01656 300351
HMP & YOI Parc Main Switchboard:
01656 300200
Susan Ellis Visitor Centre:
01656 300202/01656 302817

Invisible Walls Family Support Email:
invisiblewalls.familyservices@uk.g4s.com

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/>

Invisible Walls Family Support
HMP & YOI Parc
Heol Hopcyn John
BRIDGEND
CF35 6AP

Receiving unwanted contact from a prisoner?

STOP unwanted calls, letters, texts or messages from a prisoner

Concerned about a prisoner's release?

The Unwanted Prisoner Contact Service can help.

Go to - [gov.uk/stop-prisoner-contact](https://www.gov.uk/stop-prisoner-contact)

Call: 0300 060 6699 (all enquiries are confidential)

6. Family Interventions Unit



HMP & YOI Parc was the first prison in Europe to design and open a Family Interventions Unit in 2010. Our 60 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.

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 8th 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.**

The men on the unit are subject to regular 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 Unit Case Management Model

In May 2022, Invisible Walls Family Services Managers, in collaboration with Cardiff University students on a placement in the establishment, developed a Case Management Model for the Family Interventions Unit. This now means that each individual residing on the unit will have an allocated case worker, who will complete quarterly assessments with them in order to ensure all their family - significant other and resettlement needs are identified and addressed where possible. The model provides greater structure to the interventions provided by the service and allows each prisoner on the unit to have a single point of contact when they have any queries around these areas, as well as having allocated caseworker individuals will be allocated a Key Worker and regular OMIC sessions will take place. The key workers link in with the case workers to provide each individual the support that is required.

8. Key Workers within the OMIC Model

The aim of the Key Worker role is to promote rehabilitative and constructive staff/prisoner relationships in order to foster positive prisoner behaviour through staff example (pro-social modelling), dynamic security, fairness, decency and guidance. Key Workers will encourage prisoners to identify their strengths and needs which are linked to their offending behaviour or lifestyle and support prisoners in addressing these.

Key Workers are Prison Custody Officers (PCO6s) who are based on residential units. They will be allocated a small number of prisoners to whom they will deliver key work.

The Key Aspects of Key Workers within the OMiC Model

- A realistic workload (around eight prisoners)
- Time resourced to complete key work (average 60 minutes per prisoner)
- Collaborative working
- Positive role modelling
- Reinforcement of a rehabilitative culture
- Support for those received into custody.

The existence of a supportive, trusting and constructively challenging professional relationship can support desistance. The Key Worker being the consistent support throughout their time in any one establishment will ensure this continuity and encourage the forging of effective partnerships.

Key Workers will work collaboratively with the individual, colleagues and other agencies to develop an individualised plan. At the heart of this will be a rehabilitative culture with a focus on personal development through the building of good working relationships. There is good evidence that getting prisoners to work on their personal development has a positive impact on reducing suicide, self-harm, violence, anger and alienation, which benefits everyone.

Firefighter For A Day		
Location available: T4	Frequency: Five Times A Year	Age group: 8+
<p>Description: This is a parent and child event, available to children aged 8 or over. The event offers a variety of learning and activities. Staff from South Wales Fire and Rescue Service will attend with full equipment, parents and children will attend a fire safety lesson followed by an opportunity to use the pumps. The age criteria for the Men attending are to be between 18-25 from now on. This will be held in the T4 yard, upper lounge visits and main yard. This will be for one whole day. The numbers attending are to be between 5-10.</p>		

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 skills 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.

Lounge Visits		
Location available: T4 / B3(Vets)	Frequency: Daily	Age group: No Children required
Description: Specialised visits: taking place in a relaxed setting designed to replicate a 'family lounge' environment as closely as possible, to enhance the power of family visits.		

9. 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, and 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, and in 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.

Family Days		
Location available: All Locations	Frequency: Once a month	Age group: No restrictions
Description: Family-focused specialised visit event. It's held in the visits hall on the last Wednesday of each month. A buffet is provided and children's activities will take place, this event can have seasonal themes, Halloween, Easter, Christmas etc. and are staffed in collaboration with the unit hosting the event.		



<u>Creative Writing</u>		
Location available: T4	Frequency: Two times a year	Age group: No Restrictions
Description: Creative Writing is held twice a year, over a four week period for one day. Rob Parsons, a well known author who has written books such as 60 min Family, 60 min marriage, Teenagers and Daddy's working away, will hold these sessions. This is held in room 8 Level 3 T Block. We work with a small group of up to 8-10 men on writing stories using real life situations with a touch of imagination. This was very successful and the man gained a lot from this, even to the point of asking for more sessions.		
<u>Mens Shed</u>		
Location available: All main Locations	Frequency: Every week on a Tuesday afternoon	Age group: No children required
Description: This intervention is for prisoner's only, a group environment focused on men experiencing family separation or men with children going into care. It involves a variety of activities, providing an opportunity for men to talk and support each other.		
<u>Baby's First Visit</u>		
Location available: All locations	Age group: New Borns	
Description: This one off visit takes place in our family interventions lounges, allowing dads to meet their new baby in a more private environment. Family photos will be taken as a keepsake.		



Language & Play / Numbers & Play		
Location available: All Locations	Frequency: Three times a year	Age group: 0-5
Description: Language/Numbers & Play 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, and developing parenting skills.		

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, and developing parenting skills.

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.**



<u>Family Law Clinic</u>	
Location available: All locations	Age group: 0-17
Description: Offering free legal advice in relation to family issues centring around child contact, providing information on legal rights in relation to family law.	
<u>Family Court Support</u>	
Location available: All Locations	Age group: 0-17
Description: The family support team is on hand to attend family court which is held remotely via CVP. The team are able to assist in the understanding of the information discussed, liaise with professionals following hearings and arrange follow up key appointments or further court hearings.	
<u>Social Services Supported Visits</u>	
Location available: All Locations	Age group: 0-17
Description: These visits can be facilitated both virtually or in person in our family intervention lounges. The aim of these visits is to maintain contact and enhance relationships with dads where children are either in the care of the local authority or have an assigned social worker.	
<u>Specialised Visits - Children/Adults with Additional Needs</u>	
Location available: All Locations	Age group: All ages
Description: These visits take place in our family intervention lounges and are aimed at visitors or prisoners who are not able to have visits in the main visits hall because of specialised circumstances e.g neurodiversity, physical or mental health conditions etc. These visits can be booked outside normal visiting hours to provide a calmer visiting experience.	
<u>Farewell Visits</u>	
Location available: All Locations	Age group: 0-17
Description: The purpose of these visits is to provide father and children with a quality final visit before the child is adopted. Safeguarding and support is in place before, during and after these visits by skilled family support workers. Photographs are taken for both dad and child's life story books.	

Connect events - For those who don't have visits		
Location available: All locations	Frequency: Twice A Year	Age group: No children required
<p>Description: Specialised visit events: held in the main Visits Hall and Coed Visits Hall 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. These events involve both internal departments and external agencies to help prisoners feel connected with their community, but to also provide them with the opportunity to engage in the visit experience.</p>		

Care Leavers

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 understand that the prison as a whole needs to provide additional support to these individuals to recognise their experience of family and friendship.

Prisoners at Risk of Self Harm or Suicide

The Invisible Walls Family Support team is 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.

Celebration Cakes and Bears	
Location available: T4	Age group: All ages
<p>Description: The purpose of this service is to build and maintain family relationships through the power of a bear. Through the comfort of their father's voice, children are reminded that they are loved and missed. Dad's are able to record a personalised message for their children so when the children are missing their Dad, they can play this personal message.</p>	



10. School Zone



Schools and Prisons Working Together

Overview of School Zone

Invisible Walls has been working closely with schools from across South Wales since 2014, helping dads and mums in custody stay in touch with their child's education. School Zone originated out of this work and now works across other Welsh and English prison sites.

We coordinate Children's Showcase events which mirror a parent/teacher session in the community. Teachers come into the prison's visit hall with a selection of the child's schoolwork and share this with the parents, the child and their significant other.

Aims:

- **Prisoners are able to maintain the role as a father and promote education.**
- **Children are celebrated and able to feel 'normal' like their peers.**
- **Parents/Significant others are able to overcome barriers to shame and stigma.**
- **Schools gain knowledge and experience of parental incarceration.**

Outcomes:

- **Fathers now play a greater role in their child's education. Communication between prison, school and family is now 'live' and coordinated virtually or over the phone.**
- **Children gain a sense of belonging, pride and increased awareness of their father's involvement in their schooling, albeit from prison.**
- **Mothers/carers' relationship with the school is now more transparent.**
- **Schools get a good understanding into the child's circumstances, enhanced empathy and understanding.**

School Zones also delivers training to schools on the impact of parental incarceration and builds strong working relationships to ensure children are adequately supported. The service engages with wider statutory and non-statutory organisations and promotes the rights of children and young people. Referrals to the service are primarily received from prisoners, Offender Supervisors, family members and schools. We also facilitate virtual meetings between fathers and their child's school where the school is a significant distance from the prison.

Schools and Prisons Coordinator Julie Jones



You and Me (Homework) Club		
Location available: All Locations	Frequency: Six times a year	Age group: 4-17
Description: Involves a specialised visit for fathers to spend time supporting their children with schoolwork, showing the teachers that dad can have an input even though he is in prison. The mothers (carers) are not present for this intervention, allowing the father and child quality time that they would not usually have.		

You and Me Club

You & Me Club was set up in Parc in 2008 and has delivered bi-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, this allows the prisoner and child quality time that they would not normally have the opportunity to have.

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**



<u>Showcase</u>		
Location available: All Locations	Frequency: Twice a year	Age group: 4-17
<p>Description: This is a very informal family event whereby schools from south wales, come into the prison and share their child's work with the father. The child is at the centre of this family intervention which helps break down misconceptions held by teachers and helps families overcome barriers such as shame, fear and guilt.</p>		

Invisible Walls Childrens Showcase – Parent and 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 and Teacher evening in the main visits hall.

Teachers were invited from all the schools involved with IW 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 and 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.

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)



11. Veterans Strategy

<u>PTSD Therapy</u>		
Location available: All Locations	Frequency: Weekly	Age group: 18+
<p>Description: We provide 1-1 PTSD therapy for 1 veteran at a time running 6-8 weeks, consisting of one hour sessions a week with Graeme Layzell of PTSD RESOLUTION and veterans PTSD Charity based in london.</p>		
<u>YourNorth</u>		
Location available: All locations	Frequency: Once a Year	Age group: 18+
<p>Description: YourNorth is a Veterans charity developed for the delivery of mental health and wellbeing toolkits, this is delivered by two veterans Jamie and Kelly Farr who have served 20+ years each in the RAF. The veterans get tools to adapt their thinking in the prison environment and identification tools to support them mentally to deal with serving their sentences.</p>		
<u>Veterans Coffee Meetings</u>		
Location available: All locations	Frequency: Monthly	Age group: 18+
<p>Description: Veterans have a monthly meeting where they are all welcome to come and speak with like minded veterans over a brew in a very open atmosphere. Veterans charities also come in to speak with veterans on their specific needs and complete referrals when possible.</p>		
<u>Remembrance Services</u>		
Location available: All Locations	Frequency: Annually	Age group: 18+
<p>Description: Working in collaboration with the Chaplaincy department and external charities, we provide the opportunity for Veterans at Parc to attend a Remembrance Service.</p>		



<u>Charity Events</u>		
Location available: All Locations	Frequency: Quarterly	Age group: 18+
<p>Description: We provide the opportunity to engage in charity sporting events throughout the year including events such as the Murph Challenge, Bootcamps, London to Brighton Bike ride, Log race etc. These events mirror the experiences within the Armed Forces and focus on raising money for local charities.</p>		
<u>ILM - Coaching and Mentoring Course</u>		
Location available: All Locations	Frequency: Twice a year	Age group: 18+
<p>Description: Working in partnership with University of South Wales, we are currently piloting a coaching and mentoring course for Veterans at Parc, with the possibility of gaining the ILM qualification.</p>		
<u>Specialised Services B3 - Veterans/Young Adults Unit</u>		
Location available: B3	Frequency: Weekly	Age group: 18+
<p>Description: We have a bespoke landing on B3 where we encourage the feeling of a Veterans community. The men on this unit have access to weekly lounge visits, weekly spinning classes, faster access to enhanced status.</p>		
<u>Veterans Family Days</u>		
Location available: All Locations	Frequency: Quarterly	Age group: 18+
<p>Description: We are delivering bespoke family days for our Veterans populations at HMP Parc. During the event the men can have a family photograph, share a meal with their family. There will also be activities available for the children such as face painting, cake decorating, arts and crafts.</p>		



<u>Veteran CONNECT vents</u>		
Location available: All Locations	Frequency: Quarterly	Age group: 18+
Description: These events involve inviting charities and internal departments into Parc to offer advice and support to the Veterans at Parc, and provide links for support for the men in custody and on release.		

HMP & YOI Parc is proud to be ahead of the game when it comes to veterans support in the justice system, in 2015 we established the Endeavour Unit for veterans in custody, and we have created a process for the identification of veterans across the prison, and built up support networks to assist in the rehabilitation of veterans and their families from across the United Kingdom through to community release and beyond.

Once we have identified a veteran we look to induct them into the database where we can further explore the criteria of the support needs that individual veterans require, both to integrate with other veterans inside the prison and engage with outside agencies both during and after their sentence.

We run many interventions for veterans ranging from monthly veterans coffee afternoons allowing veterans to connect with one another, building up military bonds once more, to engaging with veterans charities who come in and assist in a huge range of support outlets.

Some of the many charities we work with are :

- SSAFA
- CARE AFTER COMBAT
- WOODY'S LODGE
- ROYAL BRITISH LEGION

Additionally we receive support from other areas like the Department of Work and Pensions for benefit, pensions PIP and GIP advice.

We have also been delivering mental health and well-being assistance and can offer veterans specific courses that can help you deal with the emotional aspects of being in the justice system all the way to actual face to face PTSD Therapy, this is not being done anywhere else in Wales and is only available for veterans.

Our veterans mentor John Watts is a veteran himself and served in the infantry unit 1st Battalion Royal Regiment of Wales. If you are a veteran and would like to contact someone to engage with the services or just have a chat with a veteran face to face then please do not hesitate to contact John Watts, he is located on T4 unit and is always willing to support.

john.watts@uk.g4s.com



Volunteers Remit		
Location available: All locations	Frequency: All Year Round	Age group: All Ages
<p>Description: In order to deliver our comprehensive services, we engage with local colleges, universities and community groups to find individuals who want to volunteer or complete a placement within the team. The skills the volunteers bring, helps our department to deliver services to more prisoners and their faso, as well as be innovative in our approaches. Volunteers help with our core services detailed in this strategy, and they have also helped to develop and lead other initiatives including the development of the case management model, wellbeing support, music workshops and other engaging activities.</p>		
<u>Invisible Walls Family Mentor Services - Through the Gate Service</u>		
Location available: All Locations	Age group: 0 - 17	
<p>Description: The Invisible Walls Family Mentor team works 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.</p>		

12. Invisible Walls Family Mentor Service

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

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. The Big Lottery initially funded it for five years, but is now jointly funded with HMPPS.

In May 2023 the Invisible Walls Community Interest Company (CIC) was incorporated, which is a not for profit business. Currently there is a team of Family Mentors that deliver a bespoke service to families who have one or both parents imprisoned. The mentors work with a whole family approach, ensuring that prison, community and schools are working together to support the children. There is also a dedicated School/Prison Coordinator. In addition The Susan Ellis The Visitors Centre (VC) was transferred to the CIC in October 2022. The VC supports families and significant others who visit their loved ones at Parc. Also all legal and professional visitors book in at the VC prior to their visit.

The Family Mentor team works 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.

gemma.jones3@uk.g4s.com



13. 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 immensely proud to have built up a formidable 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 and informal arrangements built on mutually beneficial working relationships. This model enables us to develop and offer a broad, safe, and effective service delivery.

- **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**
- **POBL Group**
- **Friends & Families of Prisoners**
- **Partners Of Prisoners**
- **Prison Advice Care Trust**
- **Care For The Family**
- **Action On Addiction**
- **Emailprisoner.com**
- **Prison VoiceMail**
- **Children In Wales**
- **NSPCC**
- **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**

14. Listening to Feedback

Family Feedback

The Invisible Walls Family Support team places 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, and 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, and to plan creatively for innovations and services to improve 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**
- **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 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 have 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.

15. Links and Resources

HMP PARC Website

<https://www.hmpparc.co.uk/visiting-the-prison/>

Gov Website

<https://www.gov.uk/>

Ministry of Justice Prison Finder Website

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

Worried about someone in prison

<https://www.prisonersfamilies.org/pages/category/need-urgent-help?Take=24>

Prison Life Videos

<https://www.prisonersfamilies.org/prison-life-videos>

Purple Visits/Post Application Link

<https://www.madepurple.com/purplepost/app/>

Purple Visits/Post Web Address Link

<https://purplepost.madepurple.com/>

Find our 2025 Strategy on the NICCO.ORG Website

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



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