

Our Impact 2022/23



Prisoners • Families • Communities
A Fresh Start Together



Our progress in supporting people in prison
and their families to make a fresh start



Welcome to our Impact Report 2022/23

For 125 years Pact has supported prisoners, people with convictions and their families to make a fresh start.

We provide caring and life-changing services at every stage of the criminal justice system – in court, in prison, on release and in the community. We work for the common good of society – building bridges of hope that keep families together, create safer prisons and reduce reoffending.

2022/23 was a year of expansion and change. In October, we took over support for people in prison and their families in 24 new prisons and our innovative grant-funded projects continue to forge new pathways for people in the criminal justice system. We are very excited to be working more closely with NHS England and a number of providers, as we seek to improve prison healthcare.

Our work depends entirely on the dedication and skill of our staff and our volunteers, who combine clear-eyed professionalism with humanity and compassion. This year saw the biggest ever growth in our workforce. I want to take this opportunity to thank them all for their dedication, courage and compassion.

I'd also like to thank all the partners and organisations with whom we work extremely closely, in particular, the prison officers, probation practitioners, chaplains, prison healthcare teams and court officials, whose support we rely on every single day.

And of course, I want to thank everyone who makes our work possible with financial support, including His Majesty's Prison & Probation Service, NHS England, our generous donors, parishes and faith communities, charitable foundations, and corporate partners. This report tells the story of what you made possible.

Pact's work flows from our vision, mission, and our values. Our impact is a result of a huge collective effort, and the support and goodwill of hundreds of people. We cannot name you all or thank you all in person, but as you read this report, I hope you will share in the sense of pride and satisfaction at what we have achieved together.

Andy Keen-Downs
CEO



Why our work matters

The challenges facing the criminal justice system are many and varied. Pact's work to provide caring services that support prisoners to make a fresh start is needed more than ever.

- Incidents of **self-harm are near record levels** and are of particular concern in the women's estate.
- Assaults on prison staff have doubled in the last decade – **one in seven prison officers left the service** last year.
- Around **two in five prison leavers reoffend** at a cost of £18bn a year.
- At least **200,000** children are affected by the imprisonment of a parent every year.

We support the wellbeing of men and women in prison, which helps deliver **safer, more stable prisons** for staff and prisoners. Our work enables **social re-integration** after release. We support families to stay together, delivering **safer communities** for all. Prisoners who receive visits from a family member are **39% less likely to reoffend**.



Our strategy: how we deliver change

We recognise that to deliver effective and long-lasting change we must work in partnership: with HMPPS, the NHS, MoJ and our third sector colleagues. We collaborate, share knowledge, and look for innovative solutions to persistent problems. We place our service users at the heart of what we do, listening to their experiences and involving them in the shaping and delivery of our services.

What we do



Help prisoners to build healthy relationships and live good lives



Support families to stay in touch with loved-ones in prison



Trial and mainstream innovative approaches

How we do it



Work with prisoners and people on probation



Work with the families of prisoners



Work with partners in the prison and probation sector

Our outcomes



Safer prisons



Reduced re-offending rates



Stable families that stay together

Supporting prisoners and their families

Since October 2022, Pact has been running services for visiting families in 62 prisons, making us the biggest provider in England and Wales.

A warm welcome: Our Family and Visitors' Centres provide a welcoming environment for prisoners' families and friends. Our trained staff and volunteers understand the impact that imprisonment has on families and are on hand to offer emotional support and practical information.

A child-friendly environment: We provide play activities in prison and work to make children feel safe and relaxed when they visit.

Support for prisoners to rebuild family relationships: We provide mentoring and courses to help prisoners repair and maintain relationships with their loved-ones.

Information, guidance and support for families: We run the Prisoners' Families Helpline and website (on behalf of HMPPS), responding to thousands of callers seven days a week. We also provide one-to-one befriending and run peer support services to help family members across the UK who are struggling to cope with a loved one's sentence.



A number of new resources have been added to the Prisoners' Families website in the last year, including a suite of videos to explain to families what life in prison is like. We are also rolling out new Safer Custody portals allowing people who have concerns about a loved-one to obtain the information they need or get through to the right person in the prison.

Our work in numbers



70%

of prisoners said a Pact caseworker had made them feel much better



97%

said the Visitors' Centre was child friendly



73%

said that the Visitors' Centre has made their visit better



84%

were satisfied with the Visitors' Centre



890

hours of support delivered to families through our national befriending service

What our service users say

“

They provided guidance, support and advice on all my worries, stresses and fears. They are always there for me when I need them.

”

“

In every experience that I had, I left feeling like I was listened to and was given the support needed to me.

”

“

An amazing service that enables us to have someone believe in us when we perhaps can't in ourselves.

”

“

Amazing support and help. It has helped me to maintain contact with my kids and made me feel involved in my kids' life.

”



Early intervention to support families in courts

Hearing or seeing a loved-one sentenced to time in custody can leave family members feeling isolated, helpless and in the dark as to what to do next.

Our highly trained volunteers based in courts provide emotional support and practical information to help people through the process from the time of sentencing.

They can also make referrals to other Pact services, to ensure service users have access to as much support as possible throughout the sentence of their loved one.



Over **100 families**
across **11 courts**
supported by our
volunteers



“

It was a challenging and busy day as I was going from court to court and being summoned by various security officers. The security officers always thank me for Pact's presence and support.

”

Support for children and young people

It is estimated some **200,000** to **300,000 children** are affected by imprisonment each year.

A parent going to prison can impact every part of a child's life, from upsetting their daily routine through to having to move home or school. This is particularly true for children whose mother is imprisoned, since mothers are often the sole or primary carer. These children are likely to experience grief and emotional trauma, and may have to deal with social stigma and a lack of understanding from friends and professionals.

At Pact we offer a range of services to children and young people in Visitors' Centres, including therapeutic play sessions with parents, and special family focused visit sessions. In some areas, for children unable to visit their parent due to family breakdown or geographical and financial barriers, we offer personalised support including home visits and practical and emotional support to enable the child to visit their parent in prison, where that is in the child's best interests.

We also educate and train other professionals, such as police officers and school staff, to help them understand the impact of imprisonment on children and young people.

In 2022, Pact recruited a Children and Young Person's Quality and Development Manager. This important new role leads on developing resources to support children and young people and on measuring the quality and impact of Pact's existing children and young person services.



Aimee Hutchinson, Pact's new Children and Young Person's Quality and Development Manager, with Dame Rachel de Souza, Children's Commissioner for England, at an event exploring the impact of parental imprisonment on children at the Centre for Social Justice.



“

Now I won't forget what Mummy looks like and Mummy will remember what I look like when we are speaking on the phone.

”

Innovative projects funded through donations and grants

Pact delivers support to prisoners and their families through several innovative grant-funded projects.

Dealt an ACE provides trauma informed casework services to support young men in HMP YOI Brinsford who are affected by severe or multiple adverse childhood experiences. The project aims to build resilience and reduce the likelihood of reoffending, through use of personalised action plans, cultivation of social support networks and positive role models.



72 men supported by Dealt an ACE

Together a Chance in HMPs Send and Eastwood Park employs dedicated social workers to support mothers with complex needs. An independent evaluation of the service published this year described the 'invaluable' support the Pact social workers provided, bridging the gap between mothers in prison and social services on the outside.



64 mothers with complex needs supported by Together a Chance

Journeys to Freedom is a resettlement service for vulnerable women leaving prison. Evaluation of the project showed that almost all the women Journeys to Freedom worked with were in their own accommodation and had secured a job by the end of their support period.



13 vulnerable women resettled through Journeys to Freedom

FamilySpace is based in the Visitors' Centre at HMP Wormwood Scrubs and acts as a hub for families in London that are affected by the imprisonment of a loved one. It facilitates support groups such as mother and baby groups, offers school holiday activities for children, and signposts to advice on money, mental health and other issues.



82% of parents and carers surveyed agree that accessing FamilySpace has helped them to feel less isolated

Families' Forum in HMP Swansea brings families together with senior prison staff, enabling families to be proactively involved in the running of the prison. Pact has now secured funding to run family forums in five more prisons.

As the cost of living crisis continued to bite our **Emergency Welfare Grants** were as important as ever, supporting nearly 300 people that had friends or family members in prison to buy essential items such as clothes, toiletries and mobile phones.



More than **150** families engaged with via Families' Forum



Nearly **300** people supported through emergency welfare grants

“

Just knowing that you've got somebody there, it's really hard to put into words. It made me feel like somebody was out there, they've got my back and that I was worth it.

”

“

Thank you so much for our vouchers, you don't realise how much it will help me and my family at this difficult time. I could not thank you enough for your help in the last 24 hours.

”



Routes 2 Change: a family first approach to rehabilitation

In recent years, huge progress has been made in recognising the crucial role that family relationships play in the criminal justice system. The services for prisoners and families today are unrecognisable from those available three decades ago and Pact has been at the forefront of that transformation.

We believe that Routes 2 Change (R2C) represents the next big step forward in the evolution of family services in England and Wales. It provides tailored, intensive support not just to prisoners but also to their families on the outside, from the first night in custody, throughout the sentence and up to six months after release.

We believe that the people who use our services should get the chance to influence how they are designed and delivered. In HMP Brixton and HMP Isis, where the R2C project continues to be trialled, we have appointed R2C Champions. Their role is to support other men on the wings to engage with the project and to share ideas and issues as they arise. Our Champions also participate in our 'Shadow Advisory Boards', allowing them to shape the delivery of R2C in the prison.

In 2022/23 we started work to embed the principles of the R2C project more broadly across the prison estate in England and Wales.



How Routes 2 Change works

Step 1 – Relationship triage in induction

Everyone entering the prison is 'triaged' in induction to understand their social and emotional support networks. Do they have dependents they would like us to connect to community-based support?

Step 2 – Support for the prisoner

A keyworker is allocated to the prisoner who gains a comprehensive understanding of the individual's family dynamics, then uses this to establish a tailored support plan.

Step 3 – Support for the family

R2C provides access to befriending and peer support, therapeutic play for children and courses with their loved-one inside to help maintain healthy relationships.

Step 4 – Support through the gate and after release

Prison leavers and their families can continue to access support up to six months after release, including practical help with form-filling, benefits and attending appointments.

“

My relationship with my kids is the best it can be for someone that's in prison. They look forward to coming to see me. It makes me think about my future and what I want to do with my life. It reminds me that I need to better myself and just get out and be a good dad.

”



Improving prison healthcare

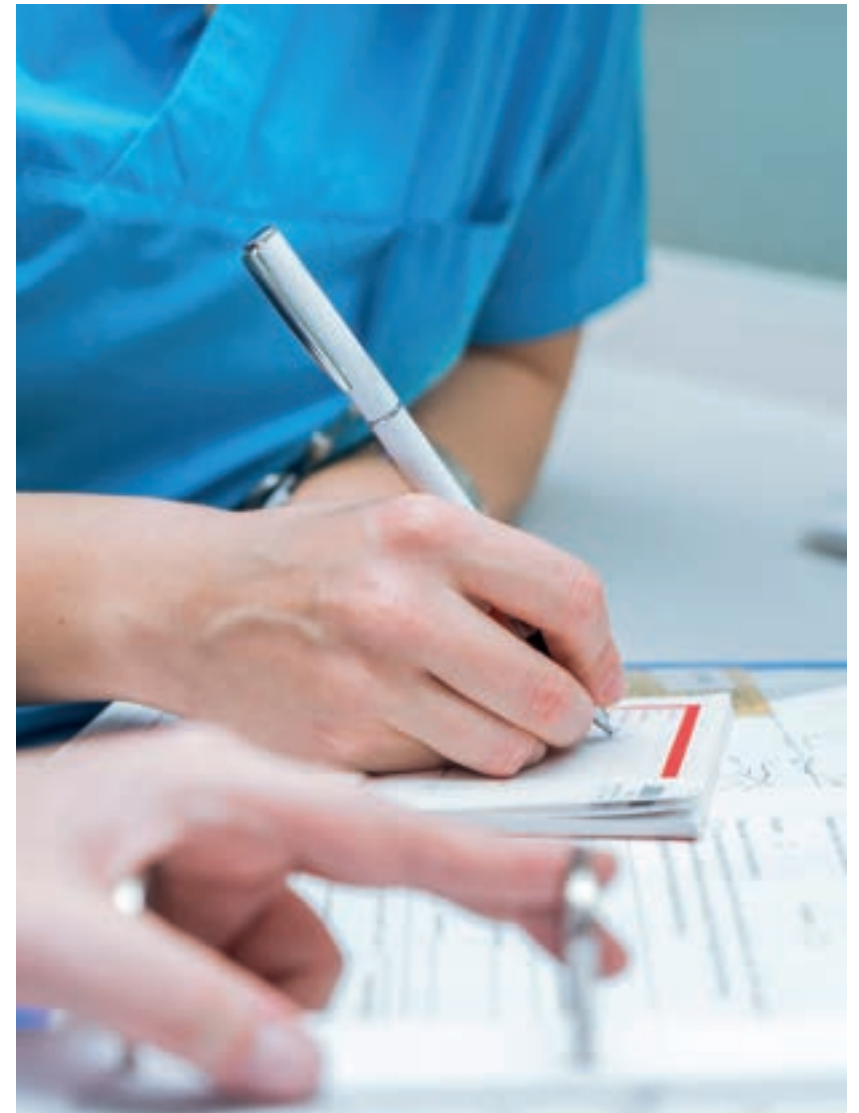
More than half of people in prison suffer from poor mental or physical health.

When families are involved in prison healthcare everyone benefits – prisoners, families, the criminal justice system and the NHS. However, families are too often locked out of a system that does not value their role as carers.

In February 2023 we published the Nobody's Listening report, which set out the many barriers that prevent families from getting involved in their loved-ones' care. We now have a number of projects underway that seek to address this issue.

In London, we have started a new pilot project with the NHS to give families and carers more of a say in how prison healthcare is delivered. Last year the Listen to Families project spoke to more than 300 people in London Visitors' Centres to get their views and appointed a team of people with Lived Experience to help inform NHS London's commissioning and delivery.

We have also signed an innovative new partnership with Oxleas NHS Foundation Trust to improve the experience of patients and families in the prison system. The ambition of the partnership is to give families and carers a greater role in the care of their loved-ones in prison and create better continuity of care as people leave prison and resettle in the community.



Supporting people to make a fresh start

Pact delivers advice and mentoring to people on probation, supporting them to build and strengthen relationships and helping them to stay on track as they adapt to life after prison. We deliver some of these sessions through HMPPS CFO Community Hubs, which provide a space for prison leavers to learn, develop new skills and meet new people.

Through the CFO3 programme we work with people who have the most complex needs and require specialist one-to-one support. In most cases, people work with a Pact case manager for around six months, during which time they receive dedicated support to help them gain a range of life skills. Activity hubs and mentoring teams continue this support in the community.



More than **2,000** people on probation supported



1,217 people supported through the CFO3 programme



460 service users supported through CFO Community Hubs



860 people supported through community mentoring

A great place to work and volunteer

This has been a year of growth and change for our workforce following the award of new Family Services contracts to Pact, and our focus has been on providing support and training to ensure a successful transition period.

We welcomed new staff from the previous Family Services providers and ended the year with **305** employees, **76** casual workers and **448** volunteers.

In response to the cost of living crisis Pact has delivered uplifts in pay to our staff and continues to deliver minimum pay levels in line with the Living Wage Foundation rates.

We have re-established face-to-face training and have delivered training in over 17 different locations this year. We brought in specialist external providers to deliver training on Family Group Conferencing, De-escalation Through a Trauma-informed Lens and Gambling Harms Awareness, and have launched a new training grants programme for our people.

We have also seen a surge in volunteering with the number of active volunteers doubling and generously giving more than **45,000** hours of their time last year. Around **7,500** of these hours were given by students on placement with us and nearly **10,500** by peer workers (people currently serving a prison or community sentence) under Pact's supervision.



Faith in Action

Pact's roots are in the Catholic community. Our values flow from Catholic Social Teaching, and in particular, the belief in 'the innate dignity of the human person', and 'the preferential option for the poor'. Today we are a diverse organisation made up of people of all faiths and none, with a steadfast supporter base among Catholic people across England and Wales.

Pact's Faith in Action team organises a thriving engagement programme with people from Catholic and other Christian backgrounds. Through a series of national, regional and local events, and using the language of our Catholic Christian heritage, we share the stories of people affected by imprisonment and invite practical, financial and prayerful support for our work.

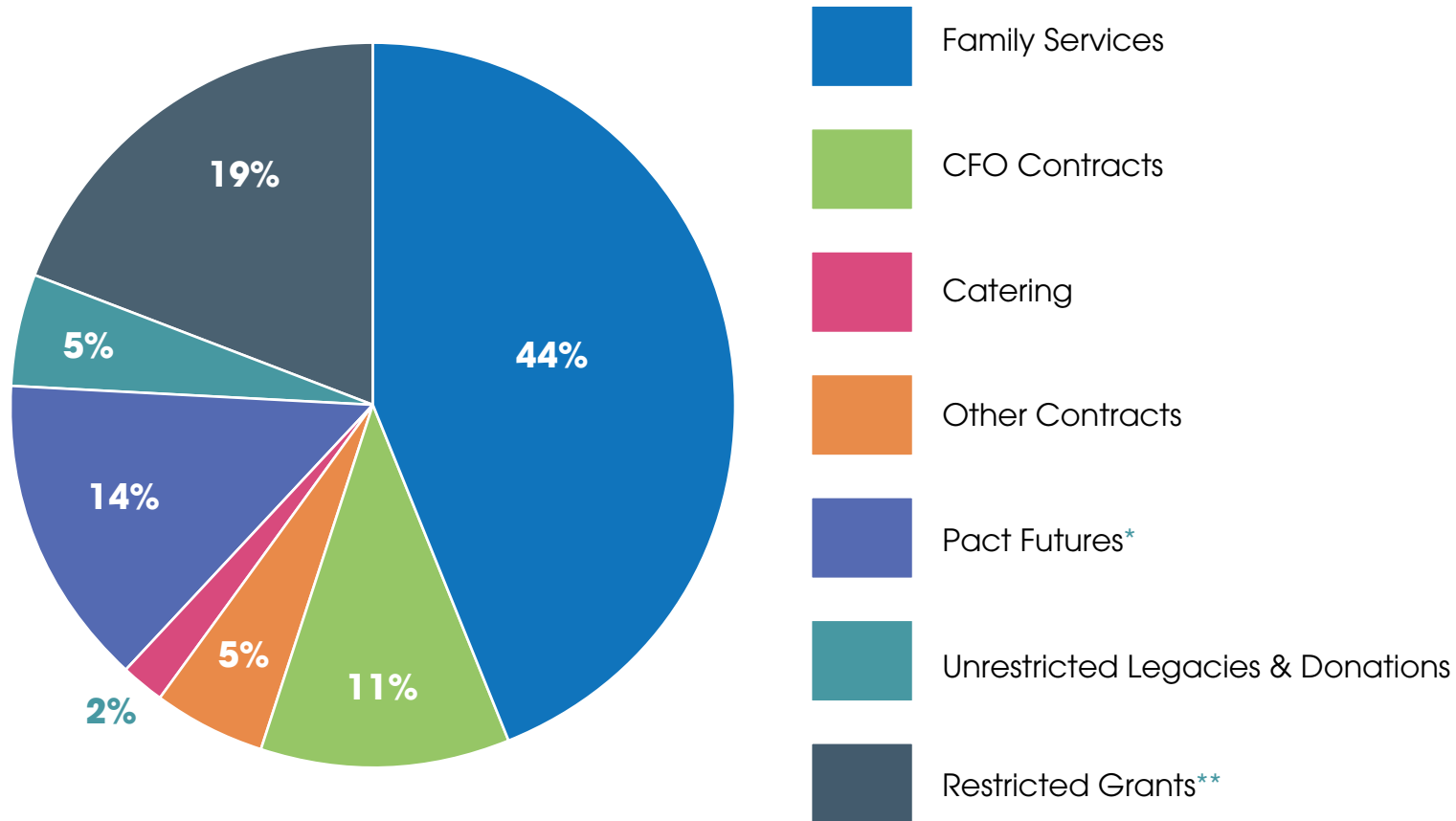
We provide resources which draw on the values of Catholic Social Teaching, encouraging people to reflect on the consequences and potential harms of imprisonment, and ways they can help to restore dignity and walk in solidarity alongside those affected.

This year we've delivered four diocesan Roadshows and **12** small group workshops, and have grown our network of parish representatives to **30**. We've produced a new liturgy booklet featuring words from prisoners and their families, and circulated **700** copies to parishes and prison chaplains. We've also reached up to **250,000** people through our increased presence in the Catholic media.



A full house for Pact's annual Advent Carol Service, which was held at Farm Street Church, London and led by Bishop Richard Moth.

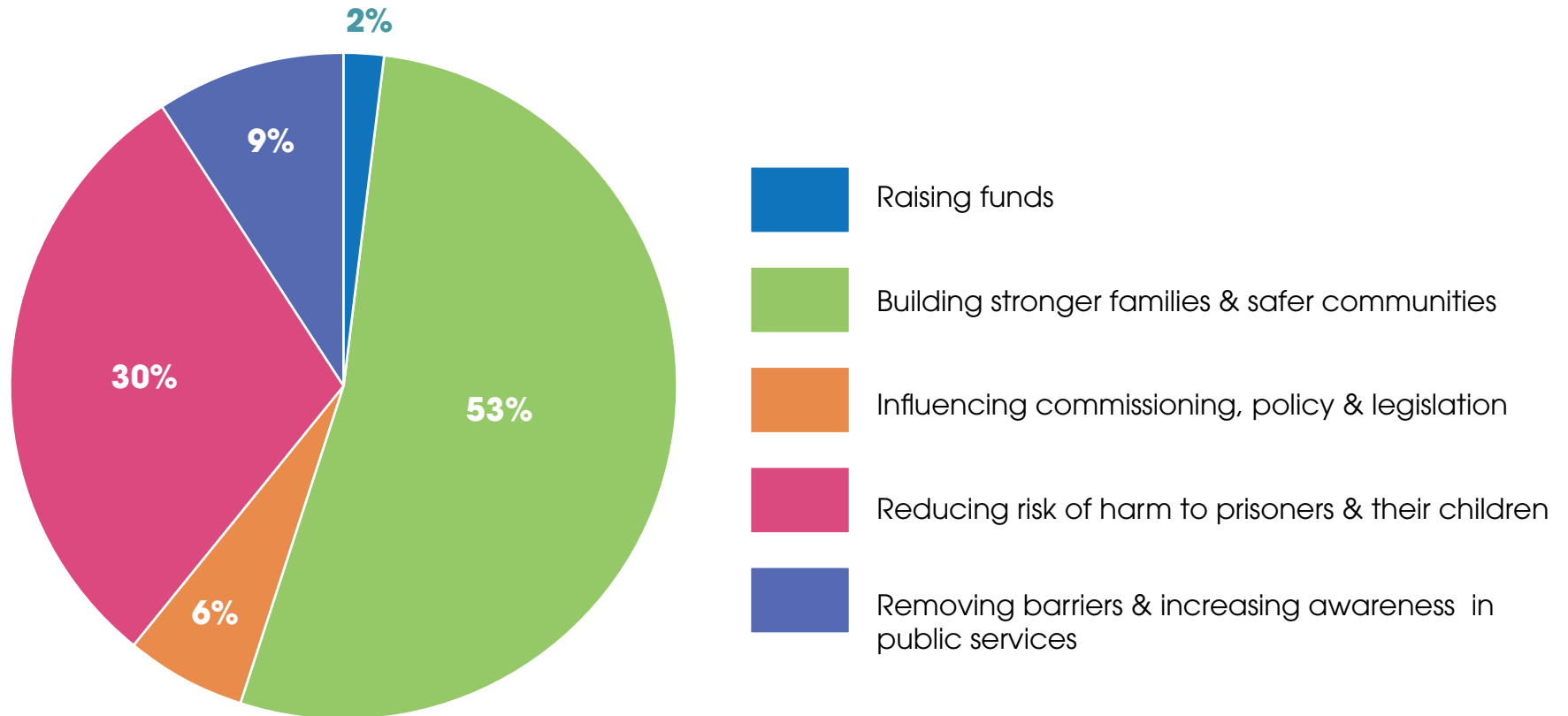
Where does our money come from?



* Pact Futures was merged with Pact on 1 July 2022

** Restricted grants are recognised on the basis of release

How do we spend our money?



“

I started working with Pact because I wanted to understand why I keep coming back to prison. I've been in prison three times already, and I'm only 23. The biggest issue for me is that I haven't got support from family. I spent time in care and don't have anyone to go out to. Since working with Pact, I feel way different. I've been able to be honest about my offences, and my childhood, and why I behave in certain ways. I'm getting lots of support in prison now to get ready to go out.

Dealt an ACE service user

”

“

I feel good, you're taking away my problems. I feel like I'm at home, there are lovely people that help.

FamilySpace user

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“

My caseworker always delivers. If she says something she follows through. She's amazing and helped me so much and impacted my life greatly in a good way. She's the best social worker help I've ever had. I'd not have coped without her at all.

Together a Chance service user

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“

The Forum gives us a fantastic opportunity to engage constructively with families. This has helped us with everything, from getting the men more involved in work and education, to delivering a safer prison regime.

HMPPS staff member

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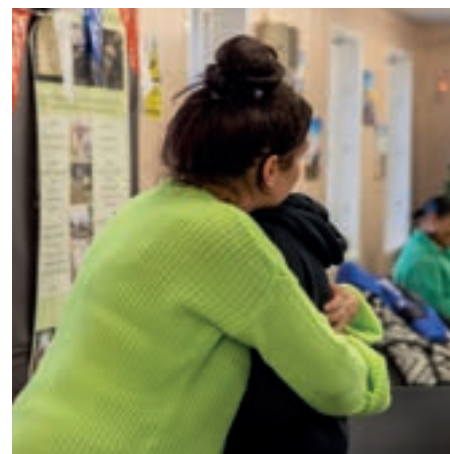
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