



## **Event Report | Supporting positive relationships between prisoners and their families**

In February 2016, the Ministry of Justice (MoJ) organised a roundtable meeting on the maintenance of family ties during imprisonment with a view to informing the prison reform and transformation programmes. The meeting was chaired by Anne Fox, Chief Executive Officer of Clinks; this paper compiles evidence and the views of Clinks members in response to questions posed at that meeting.

In 2004, a Children and Families Pathway was included in the National Offender Management Service (NOMS) National Reducing Re-offending Action Plan.<sup>1</sup> The pathway provided a framework for maintaining family relationships supported by better advice and guidance material for families and children, the integration of relationship and parenting skills into mainstream support and the engagement of the voluntary, community and faith sectors.

It was a significant development to acknowledge that families experience a ‘hidden sentence’ when a family member is imprisoned. However, while recognising the transformative impact of many good quality and innovative services, a study by NOMS and the Department for Business Innovation and Skills (DBIS) found ‘something of a gap between the national vision and the execution at the front line in commissioning family services’.<sup>2</sup> This experience is shared by many Clinks members working with the partners, children and families of offenders.

### **What are the barriers to maintaining and improving family ties in prison and how can these be addressed?**

A number of reports have highlighted the myriad obstacles to promoting family ties. These range from the difficulties of maintaining quality contact with families, the patchy delivery of family support and engagement services and insufficient use of existing research and knowledge, including families’ own experiences, to inform the development of new services.

### **Obstacles to maintaining quality contact**

The main routes for contact are letters and other communications by post, phone calls, social visits, family days and contact outside of the prison when the offender is Released On Temporary Licence

(ROTL). The extent to which method is available is determined by the individual prison regime, including the application of the Incentives and Earned Privileges System.

Convicted prisoners are allowed one free letter a week and can send additional letters at their own costs. There is a possible issue for imprisoned parents who may wish to send letters to their child, if the person with parental responsibility for the child decides that the child should not receive any further correspondence. Family members can, where available, use the email a prisoner scheme. Both of these types of contact rely on adequate literacy skills.

Phones provide instant contact with partners and children, but there is variable practice for phone access across the secure estate. An HMI Thematic Report on the first 24 hours in custody noted that delays in approving PIN phone numbers is common. Between a quarter and a third of prisoners reported problems with contacting a family member and accessing phone numbers.<sup>3</sup> This is a particularly stressful time for both prisoners and families with concerns about each other's welfare. As well as delays in approving PINs, accessing phones in prisons can be notoriously difficult. A prisoner at HMP Risley described three working phones for the use of 120 prisoners available for one hour:

*"Every act of violence I have witnessed here has been due to the phones, or lack of them. The situation is open to bullying and causes mental distress to those who can't phone home."*<sup>4</sup>

Face-to-face visits are important to both prisoners and their families and, it is argued, should be consistently treated as a family intervention, rather than a security risk.<sup>5</sup> However, there are a number of challenges at all stages. Firstly, booking a visit itself can be difficult. NOMS Service Specification for Visits Booking makes it mandatory that the booking process is 'user friendly and meets the needs of social and professional visitors' as well as 'responsive to social and professional visitor feedback'.<sup>6</sup> While the internet booking system is often effective, feedback from families and prisons suggest that the telephone booking system can be inadequately staffed, resulting in visits not being booked. Telephone bookings remain important because they enable visitors – especially those new to prison visits or a new regime – to ask questions about what to expect. Families value information about the prison visit process before the first visit, including information about visit facilities, visitor centre provision, how and where to book on arrival and security arrangements.<sup>7</sup>

The number, frequency and length of visits differ from prison to prison. 'Family-friendly' facilities, such as the availability of crèches and play provision in visiting halls and visit centres are also inconsistent. In a review of the Children and Families Pathway across prisons in the south west, families' experiences ranged from 'a bare waiting room with no information, toys or refreshments', to welcoming centres with refreshments, play facilities and information. In addition, the formal structure of visitor halls are a difficult environment for families with young children; many report locked toy boxes and unstaffed play rooms, lack of facilities for older children and the emotional pain of having minimal physical contact with the imprisoned family member. The quality of visits can also be affected by the lack of consistent staffing which impedes the development of positive relationships between family members and staff and reduces the willingness of prisons to invest in appropriate staff training.

The distance that families travel to visit a prisoner has an impact on contact. This is a significant issue for women prisoners, prisoners Imprisoned for Public Protection (IPP) and families visiting prisoners in military detention facilities. In 2008, it was estimated that women were held on average 62 miles away from their home.<sup>8</sup> The closure of HMP Holloway will have a profound effect on children from London if their mothers are transferred to HMP Send and HMP Bronzefield.

An effective opportunity to nurture family relationships is through family days. These offer longer, more informal visits with families carrying out activities together. Again, the frequency and availability varies from prison to prison and may be affected by available resources; they are at risk of being cancelled if there is insufficient staff to supervise them. On occasion, family days may be provided at the expense of social visits for the rest of the prison population.<sup>9</sup> Although valued, children visiting with a number of other family members can miss opportunities to discuss private matters with their parents.<sup>10</sup>

ROTL offers an opportunity for prisoners to spend time with their families in a more informal and familiar environment. A useful family intervention, it plays a valuable role maintaining family ties and enabling prisoners to attend key family events such as birthdays and births. However, lack of resources and the placement of prisoners at a distance from home can impact on this.

Maintaining contact can place a financial burden on families. The emailing scheme costs 35p per email. A first class stamp is 63p. Calls from prison phones cost around 9p a minute to landlines and between 13p and 20p a minute to mobiles.<sup>11</sup> The families of prisoners may send in stamps, clothes

and money for phone calls and toiletries – a postal order costs between 50p and £12.50 to buy. The costs of travelling to and from visits can also be substantial. One partner of an IPP prisoner interviewed by Clinks estimated that her partner's imprisonment has cost her around £19,000 in the last ten years.

### **Examples of good practice in maintaining contact with families**

Low literacy is a big challenge for many prisoners, including a significant number of Gypsy, Traveller and Romany (GTR) prisoners. HMP Ford has developed a model of good practice for working with GTR prisoners. Strong family ties are the bedrock of GTR culture, but poor literacy, a nomadic lifestyle and the cost of calling mobile phones present challenges to maintaining contact. The prison developed the Gypsy PIN allowing GTR prisoners to transfer additional funds from their private funds onto their pin number.<sup>12</sup> Foreign nationals are permitted a short phone call abroad instead of visits.

HMP Lowdham Grange has installed telephones in prisoners' cells. Calls are made to approved numbers, paid for in advance and can be monitored. Serco have noted definite benefits:

*"... significant improvements in prison security, including a marked reduction in attempts to smuggle mobile phones into the establishment... The number of prisoners failing random mandatory drug tests also fell following the introduction of the scheme... Prisoner safety improved – there were fewer assaults, less bullying and fewer incidents of self-harm. Prisoners could make phone calls in more decent conditions, and the frequency and quality of contact with their families increased."*<sup>13</sup>

The Acorn House initiative at HMP Askham Grange nurtures ties between imprisoned mothers and their children by enabling them to stay together for 48 hours. The building is within the prison's grounds, but there is no staff intervention other than the provision of meals. There is no specific criteria for selecting mothers to participate; it depends on individual needs and circumstances. However, the mothers must work with the Family Learning Team to develop a plan of activities for the visit while a Family Support Worker helps mothers anticipate and resolve potential difficulties. West Yorkshire Family Meditation Service offers dedicated help to improve communication and strengthen family connections. The mothers, children and young people, prison staff and carers are highly positive and see Acorn House as a valued resource:

*'It was the opportunity to do ordinary activities, at their own pace, without other people present, that was particularly appreciated'.<sup>14</sup>*

Children also appreciated the chance to have private conversations with their mother that were not possible during routine family visits.

### **Family support and engagement services**

Family support services can be grouped under four broad categories:

- Maintaining family relationships
- Parental learning and skill-building
- Family based interventions
- Family support casework

There are many examples of well-regarded services, often provided by the voluntary sector, supporting families at different stages of the Criminal Justice System (CJS). However, again, access for prisoners and their families is inconsistent. Challenges to universal good practice include:

- Lack of resources within prisons including limited staff capacity, time and budget and appropriate space for family activities
- lack of strategic guidance or prioritisation of children and family work resulting in fewer prison staff roles with a designated responsibility for children and families
- inconsistent recording and sharing of data about offenders and their families
- poor communication within prisons of the provision available for families and children
- lack of focus on early support to maintain family relationships
- an inconsistent commissioning process that may not always be based on current evidence, research or knowledge of the range of services available
- individual governors lacking the skill or ambition to link up with wider community services
- inconsistent regard of multiple and diverse needs including women, those from diverse faith, national and linguistic backgrounds, drug users and IPP prisoners.

## Examples of good practice

There are many examples of good practice that can potentially be replicated, scaled up or adapted for use across the prison estate.

Barnardo's employed two workers based in HMP Hewell and HMP Oakwood. They offered emotional and practical support for imprisoned parents *and* the parent or carer in the community, as well as one-to-one therapeutic sessions for school-aged children affected by imprisonment. The project offered a point of contact and support for prison staff and was able to signpost families to relevant services. The project noted positive outcomes in terms of family relationships, engagement with services, a reduction in offending, victimisation and the impact of trauma, parenting and social skills and increased resilience.<sup>15</sup>

A number of parenting and relationship programmes work with offenders and their families. Safe Ground programmes such as Family Man and Fathers Inside use drama, fiction, group discussion and games to explore identity, family relationships and parenting skills. The course also aims to challenge thinking that impedes desistance and helps participants develop skills that promote education and learning opportunities. Pact run Building Stronger Families to improve communication between prisoners and their families; Building Bridges to strengthen relationships between young offenders and their families; Inside Stories, using storytelling to help prisoners engage with their children and Time to Connect, a parenting programme.

Programmes such as Strengthening Families, Strengthening Communities (SFSC) have potential for use within the CJS. SFSC, delivered and evaluated by the Race Equality Foundation, is an inclusive evidence-based parenting programme, designed to promote protective factors which are associated with good parenting and better outcomes for children, often supporting parents at risk of being marginalised, including Black and minority ethnic parents, teenage parents, parents with learning disabilities and parents with experience of drugs, alcohol or violence.

The Family Support Alliance – Pact, POPS, Nepacs, and Jigsaw - aims to develop and deliver family services in prisons in England and Wales by sharing good practice and learning and encouraging the focus on families as part of a strategy to reduce re-offending. The Alliance has introduced Family Engagement Workers (FEWs) into prisons. Primarily provided by Pact, FEWs target prisoners in the early days of custody, the peak risk period, and offer a casework support service for prisoners

focused on family issues. The service uses E-Cins case management system which allows data sharing not only between Pact and prisons, but also with a wide range of community-based agencies including social services.

Liaison and diversion services identify and assess vulnerable people, including those with substance misuse problems, learning disabilities and those who may be on the autism spectrum, who come into contact with the CJS. Assessment information is shared, as appropriate, with different agencies, to ensure a package of early support. A review of the service highlights the difficulties and stress for families trying to support their loved one and gain useful and accurate information about the CJS process. Those who have experienced the service give very positive feedback, especially valuing the quick, easy and friendly way that support was offered and the positive, non-judgemental attitude of the staff. The service is commissioned by NHS England and the intention is for a national roll-out from 2017 to 2018.<sup>16</sup>

### **The use of existing research and knowledge**

A key finding of a study on family relationships and offending notes that family relationships are understood to influence desistance, negatively or positively, but the 'quality of evidence is mixed'.<sup>17</sup> Following their research, the authors recommended targeted holistic services underpinned by evidence-based practice that relates to individual prisoners' circumstances.

Practitioners working with women offenders have suggested that less is known about specific desistance factors for women. However, there is clear evidence about the impact of imprisonment on mothers. Separation from children is cited as the most difficult aspect of incarceration; while stress and anxiety levels for non-mothers eventually diminish over a six-month period, they remain the same for mothers. Feelings of loss and rejection is also a consistent theme in motivations for attempting suicide.<sup>18</sup>

The evidence base relating to offenders from specific ethnic and faith groups also appears limited. Yet, ethnic and faith identities can have a profound impact on offenders' rehabilitation; experiences of racism, oppression and stereotyping of offenders and their families can challenge the development of a pro-social identity. The 'Young Review on improving outcomes for young black and/or Muslim men in the Criminal Justice System' offers a detailed insight into the experiences of Black and Muslim offenders including the role of families in reducing reoffending and resettlement:

*'We heard about the stigma attached to offending behaviour and drug and alcohol use within some Muslim communities where it is viewed as un-Islamic. As a result families and the wider faith community may reject offenders upon their release. This was described to us as a kind of triple isolation; within wider society because of ethnicity and faith; within their community and their own family because of their offending history. This isolation can lead to mental health and wellbeing needs, which in turn may present a further barrier to desistance.'*<sup>19</sup>

The report also points to the importance of families and social capital, which is a key factor for Bangladeshi offenders, which along with religion, offered access to supportive social networks. It also finds that for 'black and dual heritage offenders, relationships with their families did not produce the same high levels of social capital. This meant they had fewer options to structure their time via family and familial routes to employment.'

### **Research, evaluation and measuring outcomes**

Many voluntary sector organisations value independent evaluation; for instance, Safe Ground submit data to the Justice Data Lab. There is a wealth of information on the i-Hop website, a one-stop resource hub for professionals supporting the children and families of prisoners.<sup>20</sup> However, good quality evaluation adds to the costs of delivering services which can cause specific difficulties for smaller organisations competing for services and can pose challenges to those developing services with grants which may not cover evaluation costs.

The diversity of services for the families of prisoners means a variety of outcomes, including the quality and resilience of relationships, specific factors relating to desistance, and quantitative data such as changes in prisoners' access to educational opportunities.

National Philanthropy Capital (NPC) led a project to improve the evidence base on the link between family ties and the likelihood of re-offending. Working with a number of charities, the project developed a theory of change for charities with a number of shared tools to assess the impact of organisations' work with offenders, their children and families.<sup>21</sup>

Cambridge University and Ormiston used a longitudinal approach, gathering data from family sets of parents and children.<sup>22</sup> Data was collected at two key stages in the resettlement process. Firstly, interviews were carried out with imprisoned fathers, their partners or ex-partners and where



appropriate, their children, within four months of the father's release. Second interviews were conducted up to six months *after* the fathers were released. The research explored the impact of factors such as the quality of family relationships; communication between the father and family during imprisonment; frequency of contact during imprisonment; involvement of fathers with children before prison; social support from family and friends; participation in family-oriented programmes and material resources before imprisonment on resettlement outcomes.

Safe Ground facilitate drama-based family relationship programmes, including their flagship programmes Family Man and Fathers Inside. They have commissioned a number of evaluations, collecting and measuring evidence on:

- The reduction of reoffending (via the Justice Data Lab study)
- Long-term improvement in family relationships
- Engagement in further education, training and employment
- Staff-prisoner relationships
- Reduction of men receiving adjudication

Geese Theatre use drama-based group work to explore issues such as anger management, violence and behaviour change with prisoners. Their Journeywoman research project with women prisoners at HMP Forston involved 'the use of active exercises, role-plays and theatrical metaphors. The key themes ... are goal setting, problem solving, coping strategies, avoiding re-offending and developing self-esteem.' The researchers asked the participants to keep daily diaries 'to describe their experiences, their feelings and what they felt they had gained from being involved in the sessions'. The diaries were analysed and 'each theme's relation to other themes was explored and integrated across the diaries to identify shared themes.'<sup>23</sup>

The impact of visitor centres is difficult to measure; the facilities vary considerably, though evidence suggests that centres run by the voluntary sector offer a better range of services and support.<sup>24</sup> Jigsaw Visitors Centre, serving visitors to HMP Leeds, commissions an independent evaluation of its work every two or three years. In addition to managing visitors to the prison, Jigsaw delivers family support, courses and other projects to prisoners as well as providing café facilities and work opportunities and training for prisoners. The latest evaluation aimed for a '360 degree view' of Jigsaw and its services, collecting and analysing data from prisoners, Jigsaw staff, Jigsaw management committee, HMP Leeds staff, and stakeholders from West Yorkshire Probation Service and NOMS.<sup>25</sup>

Nepacs runs seven visitor centres across north east England. They have developed a Visitors' Charter and proactively seek families' feedback, including through regular family events and an annual Visitors' Voice event for families to feedback their experiences of booking and attending visits. The Review of the Children and Families Pathway across the south west region includes a visitor observation checklist covering visit centre provision, prison entry process and the visit hall.<sup>26</sup>

### **Partnership work with different organisations**

Evidence suggests value in a partnership model with a range of specialist organisations. The voluntary sector has a good track record of running visitor centres, but also of working with schools, children's centres and other agencies to raise awareness and improve support. Many organisations that are not recognised as working directly in the CJS support the children and families of offenders. For example, NCT offers antenatal care for women prisoners at HMP Styal. Working With Men deliver positive development programmes to marginalised and socially excluded men at risk or with experience of the CJS. NHS England commissions the Liaison and Diversion service that provides valued support to the families of vulnerable offenders. There may also be a role for community-based financial services such as credit unions and advice services.

The Invisible Walls is a multi-agency project supporting prisoners in HMP Parc and their families in the community. Funded by the Big Lottery Fund, the lead agency G4S works in partnership with Barnardo's, Bridgend County Council, Gwalia and Welsh Centre for Crime and Social Justice to cut intergenerational offending and to reduce re-offending by strengthening family ties. Family intervention workers based inside the prison and practitioners in the community deliver parenting programmes, advocacy services, Family Group Conferencing and volunteering programmes. Support is delivered to the prisoner and their family twelve months prior to release from prison and continues for up to six months in the community.<sup>27</sup>

An Integrated Family Support Programme operates in the north east of England. Developed and delivered by Nepacs, the programme consists of Integrated Family Support Workers (IFSWs) in HMP YO1 Low Newton, HMP YO1 Deerbolt, HMP Holme House and HMP Kirklevington Grange and two Integrated Family Support Advocates (IFSAs) working across twelve north east local authority areas. The IFSWs offer practical support such as tracking down family members and professionals for prisoners when contact has been lost; advocacy for prisoners and their families at meetings; emotional and listening support; mediation to resolve conflict between prisoners and their families

and they also support service providers to identify need by administering questionnaires and consulting with prisoners and their families. IFSAs develop partnerships within local authorities and other agencies to build community-based support. A bedrock of the community support is the 'Hidden Sentence' training to raise awareness of the experiences of the children and families of prisoners. The project's evaluation concluded that:

*'...there is an appetite for this work in both the prisons and in the community. Stakeholders feel it is good and worthwhile work to be involved in.'*

One recommendation was to standardise policy and provision across the local authorities in the north east and to appoint a Family Support Worker in each prison.<sup>28</sup>

Faith-based organisations offer a rich source of emotional and practical support. Prison chaplains are on call to support prisoners, especially in their first 24 hours of custody.<sup>29</sup> The Review of the Children and Family Pathway in the south west region noted that chaplains played a significant role in supporting relationships between prisoners and their families; they host final adoption visits, support families through traumatic events such as bereavement and relationship break up and help prisoners through the induction process.<sup>30</sup>

The Irish Council for Prisoners Overseas (ICPO) is part of the Irish Chaplaincy in Britain, responding to the needs of Irish prisoners, including Travellers, in British prisons. The Well is a Community Interest Company (CIC) based in northern England, providing a community-based rehabilitation approach to recovery, supporting a significant number of ex-prisoners. It has helped to set up the UK's first recovery church.

The Young Review highlights a project with predominantly Muslim offenders, working with local mosques, communities and families 'to remind them of the importance of forgiveness as an Islamic concept', facilitating effective resettlement:

*'They organised visits for groups of Imams to the local prisons and in so doing challenged the underlying assumptions about the offenders and contributed towards building the capacity of the local community to support resettlement and rehabilitation.'*<sup>31</sup>

## Conclusion

The prison reform agenda offers an ideal opportunity to create physical and emotional environments conducive to strengthening positive family ties and facilitating successful resettlement. However, support must be continuous and consistent, from the point of arrest through to resettlement and included as an integral part of the services delivered by Community Rehabilitation Companies and the National Probation Service. A best practice commissioning model would enable family interventions to occur at the earliest possible stage. Services should be effectively targeted, holistic (involving voluntary and public sector partnership), multi-dimensional and integral to offender management.

Reports and standards have already been developed to assist with planning, delivering and monitoring family-friendly services. In addition to those mentioned previously, the Framework for the Support of Families Affected by the Criminal Justice System outlines 11 broad outcomes to 'present an ideal minimum standard of support that should be available to every family affected by the criminal justice system'.<sup>32</sup> It covers informed practice (training, policy and practice guidance, identification and understanding of families' support needs and information sharing); the inclusion and engagement of families (enabling families' understanding of the CJS process, awareness-raising of support available, inclusion in decision-making); promoting family connections (visiting, physical and indirect contact) and ensuring that families are safe and well (safeguarding physical and emotional health and supporting emotional wellbeing and positive life outcomes).

There has been some innovative work in the women's sector. The new women's prison replacing HMP Cornton Vale in Scotland will be built around the needs of women who have suffered trauma. The accommodation will resemble flats, enabling women to cook for themselves and do their own laundry. Children will be permitted overnight contact.

Finally, there is a clear message from organisations working with the children and families of prisoners and from evaluation, research and standards that families and service-users must be involved in the design and evaluation of services. People in the CJS and their families have expert knowledge - from the design of new prisons to the services delivered inside them, to the support received in the community around resettlement and re-engagement in family life.

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- <sup>1</sup> NOMS (2005) *The National Reducing Re-Offending Action Plan: A cross-government outline plan for reducing re-offending*  
<https://www.i-hop.org.uk/ci/fattach/get/51/0/filename/Reducing+Reoffending+Delivery+Plan+2009.pdf>
- <sup>2</sup> Policis, Kingston University, Centre for Abuse and Trauma Studies and Toynbee Hall *Parenting and relationship support programmes for offenders and their families: Executive Summary* published by NOMS and DBIS  
[https://policis.com/pdf/moj/MOJ\\_BIS\\_Parenting\\_Support\\_for\\_offenders\\_and\\_families\\_Executive\\_Summary\\_280114\\_FINAL.pdf](https://policis.com/pdf/moj/MOJ_BIS_Parenting_Support_for_offenders_and_families_Executive_Summary_280114_FINAL.pdf)
- <sup>3</sup> HM Inspectorate of Prisons (2015) *Life in prison: The first 24 hours in prison*  
<https://www.justiceinspectors.gov.uk/hmiprisons/wp-content/uploads/sites/4/2015/11/HMIP-First-24-hours-findings-paper-web-2015.pdf>
- <sup>4</sup> <http://www.theguardian.com/society/2011/may/17/smuggled-mobile-phones-prison>
- <sup>5</sup> *Locked out: Children's experiences of visiting a parent in prison* <http://www.barnardos.org.uk/locked-out-report.pdf>
- <sup>6</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/278906/2014-01-15\\_Visits\\_Booking\\_Specification\\_P2.1.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/278906/2014-01-15_Visits_Booking_Specification_P2.1.pdf)
- <sup>7</sup> Wright, P., Garman J. and Carter, T. (2015) *South West Prisons' Review of the Children and Families Pathway* Barnardo's/NOMS
- <sup>8</sup> Raikes B. and Lockwood K. (March 2011) *Mothering from the Inside – A small scale evaluation of Acorn House, an overnight child contact facility at HMP Askham Grange Prison* Service Journal No 194
- <sup>9</sup> See South West Prisons' Review of the Children and Families Pathway p. 35
- <sup>10</sup> Raikes B. and Lockwood K. (March 2011) *Mothering on the Inside – A small scale evaluation of Acorn House, an overnight child contact facility at HMP Askham Grange Prison* Service Journal No. 194
- <sup>11</sup> <http://motherboard.vice.com/read/why-are-there-so-many-illicit-mobile-phones-in-uk-prisons>
- <sup>12</sup> <http://www.gypsy-traveller.org/wp-content/uploads/2014/01/GypsyTraveller-good-practice.pdf>
- <sup>13</sup> <http://www.theguardian.com/society/2011/may/17/smuggled-mobile-phones-prison>
- <sup>14</sup> Raikes B. and Lockwood K. (March 2011) *Mothering from the Inside – A small scale evaluation of Acorn House, an overnight child contact facility at HMP Askham Grange Prison* Service Journal No 194
- <sup>15</sup> The slides detailing the project along with others supporting families and children effected by imprisonment in the West Midlands can be downloaded from:  
[http://www.i-hop.org.uk/app/answers/detail/a\\_id/752/kw/wolverhampton](http://www.i-hop.org.uk/app/answers/detail/a_id/752/kw/wolverhampton)
- <sup>16</sup> Talbot J, Cheung R. and O'Sullivan S (2015) *Relative Justice: the experiences and views of family members of people with particular needs in contact with criminal justice and liaison and diversion services* PRT/POPS  
<http://www.prisonreformtrust.org.uk/Portals/0/Documents/relative%20justice.pdf>
- <sup>17</sup> Policis, Kingston University, Centre for Abuse and Trauma Studies and Toynbee Hall *Parenting and relationship support programmes for offenders and their families: Executive Summary* published by NOMs and DBIS
- <sup>18</sup> See this report for a summary: Raikes B. and Lockwood K. (March 2011) *Mothering from the Inside – A small scale evaluation of Acorn House, an overnight child contact facility at HMP Askham Grange Prison* Service Journal No 194
- <sup>19</sup> [http://www.youngreview.org.uk/sites/default/files/clinks\\_young-review\\_report\\_dec2014.pdf](http://www.youngreview.org.uk/sites/default/files/clinks_young-review_report_dec2014.pdf)
- <sup>20</sup> <http://www.i-hop.org.uk/app/home>
- <sup>21</sup> Ní Ógáin E., Svistak M. and de Las Casas L. (March 2013) *Blueprint for shared measurement Developing, designing and implementing shared approaches to impact measurement*
- <sup>22</sup> Lösel F., Pugh G., Markson L., Souza K.A. and Lanskey C. (2012) *Risk and protective factors in the resettlement of imprisoned fathers with their families* University of Cambridge and Ormiston
- <sup>23</sup> <http://artsevidence.org.uk/media/uploads/research-report-geese-theatre.pdf>
- <sup>24</sup> Wright, P., Garman J. and Carter, T. *South West Prisons' Review of the Children and Families Pathway* November 2015 NOMS
- <sup>25</sup> Woodall J, Dixey R., Kinsella K. and Braybrook D. (2015) *Jigsaw Visitors' Centre Evaluation*  
[http://eprints.leedsbeckett.ac.uk/1359/6/Jigsaw%20report%202015\\_Final.pdf](http://eprints.leedsbeckett.ac.uk/1359/6/Jigsaw%20report%202015_Final.pdf)
- <sup>26</sup> Wright, P., Garman J. and Carter, T. *South West Prisons' Review of the Children and Families Pathway* November 2015 NOMS
- <sup>27</sup> A short film about Invisible Walls can be viewed at <https://www.youtube.com/watch?v=FPbfX4DtP70>

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<sup>28</sup> Barefoot Research and Evaluation (2013) *Helping prisoners maintain family relationships and supporting children and families affected by imprisonment: Evaluation of the Integrated Family Support Programme in the North East*

<http://www.ihop.org.uk/ci/fattach/get/15/0/filename/NEPACS+Evaluation+of+Integrated+Family+Support+Programme.pdf>

<sup>29</sup><https://www.justiceinspectors.gov.uk/hmiprisoners/wp-content/uploads/sites/4/2015/11/HMIP-First-24-hours-findings-paper-web-2015.pdf>

<sup>30</sup> Wright, P., Garman J. and Carter, T. South West Prisons' Review of the Children and Families Pathway November 2015 NOMS

<sup>31</sup>[http://www.youngreview.org.uk/sites/default/files/clinks\\_young-review\\_report\\_dec2014.pdf](http://www.youngreview.org.uk/sites/default/files/clinks_young-review_report_dec2014.pdf) p.39

<sup>32</sup><http://www.familiesoutside.org.uk/content/uploads/2016/02/Families-Framework-FINAL-July-2015-v3.pdf>