



Our Impact 2025



Prisoners • Families • Communities
A Fresh Start Together



Building stronger families
and safer communities

What we do



We reduce reoffending by building stronger families and healthier relationships



We work to make prisons safer and healthier



We support people to live good lives after prison



We involve the people we serve and enable them to speak truth to power



We innovate and develop evidence-based practice

Welcome from the CEO

This year, more than ever, we are grateful to those who have shared their stories with us or allowed us to walk alongside them through difficult times. If you are among them, thank you. We hope we made a difference to you or your family.

We focus on providing people with the support, relationships, and tools they need to cope with a prison sentence and build good lives for themselves and their families after release. Above all, we seek to inspire people with a sense of hope that things can change.

We aim to reduce the number of victims and build safer communities through our efforts to reduce reoffending and to support the development of healthy, stable family relationships. We value our relationships with our commissioners, including the MoJ, HMPPS, NHS England, and other government departments and public bodies.

We are also grateful for the support of philanthropic foundations, parishes, individual donors, and corporate partners. Their generosity enables us not only to deliver services to those affected by imprisonment but also to pilot new approaches that respond to the complex needs of people on the margins of society.

We are powered by the dedication, compassion and resilience of our staff and volunteers and the generosity of our supporters. We listen to the people we serve, whose insight shapes the design and delivery of our services.

The systems in which we work continue to face enormous pressures. But we will remain hopeful and focused on what can be achieved.

When just one person leaves prison, never to return, with a home, a job, and healthy relationships, we know we have made a difference. You can help us multiply that. We have the energy, the solutions, and the ambition.

We hope you will stand alongside us again in the year ahead.



Andy Keen-Downs CBE,
Pact CEO

Building stronger families and healthier relationships

We support people in **67** prisons across England and Wales to keep in touch with their loved ones and enjoy positive, healthy relationships. This work helps to build stronger families, make prisons safer, and empower people to resettlement in the community after release.

Last year, we supported



more than **half a million** prison visits



more than **110,000 visits for children and young people**

Nine in ten visitors agreed their visit helped their relationship with their loved one. Government statistics show that people who receive visits during their sentence are 39% less likely to reoffend.

In addition, we run the Prisoners' Families Helpline and website on behalf of HMPPS. Our helpline team offers free, confidential support and advice seven days a week for anyone with a loved one caught up in the justice system at any point, from arrest to imprisonment and release.



You've been so kind, especially during some of the darkest times in my life, and your help, patience, and general loveliness have meant more than I can say. You've always been helpful and proactive, and it's made such a difference.

Prisoner's family member



Making prisons safer and healthier

This year, our Listen to Families project expanded to include four prisons in the NHS South East region, while in London we welcomed a commitment from NHS London and prison healthcare teams in the capital to our co-produced Family and Carers' Charter.

We launched **'1,500 Voices'**, a landmark report drawing on two years of listening to families supporting their loved ones in prison living with health issues. With clear recommendations for reform, this work is driving change to transform the role of families and carers in shaping prison healthcare.



At the heart of this work is our group of Family Team Members – people with lived experience of having a loved-one in prison with a health condition. They shape every aspect of the project.

“

I feel valued, and feel held...
I feel almost honoured as someone special.
It's helped me to actually hold my head up,
and not cry, and not feel ashamed.

Family Team Member

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“

One of the Pact workers had come up
to me on my prison visit and asked me some
questions which I actually really appreciated because
it was like nobody really talks to you otherwise.

Family Team Member

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Supporting people to live good lives after prison

Our parenting, relationship, and family learning courses help people in prison and in the community strengthen family bonds, support their children's development, understand and avoid unhealthy relationships, and build skills for successful resettlement.

Last year our dedicated case workers



helped more than **3,000 people** in prison with relationships, mental health and wellbeing, and preparedness for release.



delivered courses to **1,300 people** in prison and their loved ones on parenting, relationships, and family life to give them the best possible start in the community.

Our teams also support people on probation across England and Wales as part of HMPPS's Commissioned Rehabilitative Services (CRS) and CFO Evolution programme. Individuals supported as part of our CRS contract have reported a **61% improvement** in confidence about their future and their relationships.



“

Very quickly I got a strong sense of hope that support is out there for us, and that I will be resilient enough to resettle into post-release life. The enthusiasm shared by Keith, his knowledge, his ability to explain things clearly but in a non-patronising way, the simplicity of the format and the content of the course made this an enjoyable and genuinely worthwhile course to complete

A participant on our Coming Home course

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Welfare grants

Thanks to funding from charitable foundations and donors, we provided **596 emergency welfare grants** this year, totalling **£116,597**, including 62 grants awarded to people released from prison under the Government's early release scheme. These grants supported people leaving prison and prisoners' children and families facing immediate hardship.

Grants averaged £195.63 and were issued as vouchers or essential items. Common purchases included food, clothing, beds, phones, laptops, and white goods. Every grant was accompanied by advice and support to address underlying needs.

“

I am absolutely buzzing!
It means I can start again, get a job, work,
and look after my family. Thank you so, so much!
I can now go and make a list so that I get all the things
I need and then start my life again.

Welfare Grant Recipient

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During the year, 697 children benefited directly or indirectly through help given to their parent or carer - a number that has grown steadily over the past three years. In fact, since 2021-22, overall demand for welfare grants has increased by 43%.



Supporting children with parents in prison

Each year, an estimated 200,000 children in England and Wales experience the imprisonment of a parent, yet there remains no statutory safety net to ensure they receive the care and support they need.

To help mitigate some of the harm, Pact provides multi-agency training and resources for professionals. We delivered our CPD-accredited Hear Our Voice training to 240 teachers and school support staff. These sessions explore the impact of the justice process on children and young people and what teachers can do to support both children and their caregivers.

Following the training, **89%** ranked their understanding of the impact imprisonment can have on children as 'excellent' or 'very good' and **97%** said that they were 'very likely' to recommend the training to others.



We also further developed our schools' toolkit, co-produced with young people. This resource aims to help teachers to reduce anxiety among affected children, challenge stigma, and provide safe and supportive school environments.

By the end of the year, the toolkit was being used by more than 330 schools across England and Wales.

“

Every member of school staff should have this training.

Thank you so much.

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“

Really informative session, feel more confident supporting children now. Lots of useful information.

”

Involving the people we serve and enabling them to speak truth to power

We design and develop our services by listening to the people we serve and drawing on the insights of our skilled staff. One in five Pact staff bring invaluable lived experience, either from having a loved one who has been in prison or from their own experience of imprisonment.

Every day, we hold ourselves to our values by asking first and foremost: Are we truly listening?

Throughout the year, we continued to establish 'Family Forums', which provide a space for family members to connect with one another, our staff, and prison leaders. These opportunities help to make it easier for families to stay in touch and support their loved ones in prison.

With generous funding from the National Lottery Community Fund and Sony Music UK Social Justice Fund, we have been able to do even more at a number of sites across England and Wales, helping to make prisons as family-friendly as possible.



Innovating and developing evidence-based practice

Placing relationships at the heart of rehabilitation

Our innovative Routes2Change programme operates at HMPs Brixton and Isis, placing healthy social and family relationships at the heart of rehabilitation.

Last year, we supported 390 men and their families from their first days in custody through to release and resettlement, helping maintain relationships vital for contributing to reducing reoffending.

Our innovative Relationship Triage model is now embedded in the induction process at both prisons, supported by seconded HMPPS staff, 30 Pact-trained prison officers, and Peer Workers. Over the next year, we aim to roll out the triage model to at least five additional prisons.

Sparking national change for women leaving prison

This year saw our small but impactful Journeys to Freedom programme come to an end. Between 2023–2025, we provided support to 38 women with convictions resettling in communities in London and the South East.

Project insights have shaped national discussions on women's resettlement and contributed to HMPPS funding 11 Family Resettlement Workers across the women's prison estate.



Pioneering prison-based social work

We continued to provide specialist social worker support at HMP Eastwood Park and HMP Send, delivering personalised care and support to 66 women.

This enabled them to cope with the devastating impact of separation from their children, bridging the gap between the prison and social services in the community.

The social workers offer intensive one-to-one support for women, empowering them to engage in matters involving their child, speak for themselves at court, and to understand processes and how to work with them. They also provide a vital link with community social workers who have children of female prisoners on their caseload and who may be reluctant to encourage familial visits or contact.

As a result, 133 children experienced stronger relationships with their mothers and a firmer foundation for a positive future. This work, originally piloted by Pact with philanthropic funding, is now funded by HMPPS. We will continue to call for the project to be expanded to all women's prisons and to advocate for social work to be provided independently of local authority structures.



“

The support from Becky has truly enabled me to maintain important relationships both with my family and professionals. No one else has been as consistent and I believe this is why my relationship with my children is so strong now.

A woman supported by our social worker
in HMP Eastwood Park

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A great place to work and volunteer

We are an inclusive organisation with a diverse workforce that shares our core values. By 31 March 2025, our team had grown to include **298** employees, **58** casual workers and over **450** volunteers, including **167** peers - prisoners who volunteer to support other prisoners.

We were delighted to launch this year our Lived Experience Advisory Panel (LEAP), comprised of staff with experience of having been in prison or supporting a loved one in prison.

This year, our volunteers contributed **96,866 hours** of their time. Valued at the national living wage, that's the equivalent of £1,182,734 in donated time, or **59** full-time staff members.

Our fastest-growing area this year has been our Peer Worker programme. The scheme allows prisoners to take on paid and voluntary roles within the wings, supporting their peers in a range of areas, but in particular to maintain relationships with families and loved-ones. Their shared experience allows them to connect with their peers in a way that staff or other volunteers are not always able to do.

“

The experience with Pact has been truly unique and valuable in many ways. Besides allowing me to meet a side of our community that I had no ideas about, it's giving me an opportunity to support people in unexpected ways. There's no denying it's helping me grow and I'm truly grateful for it.

Court Volunteer

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The thing I enjoy most is knowing that you've been a listening ear for someone who has been left unheard.

Helpline Volunteer

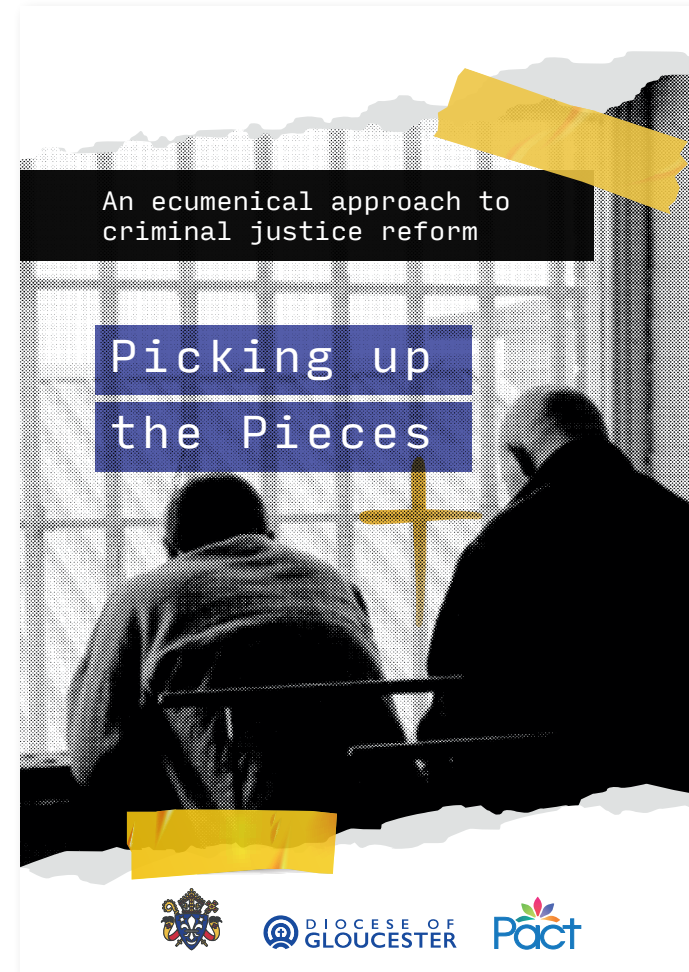
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Faith in Action

As a Catholic charity, we are deeply grateful for the ongoing support of parishes and religious communities across England and Wales. Their encouragement and generosity are essential to our work and long-term sustainability.

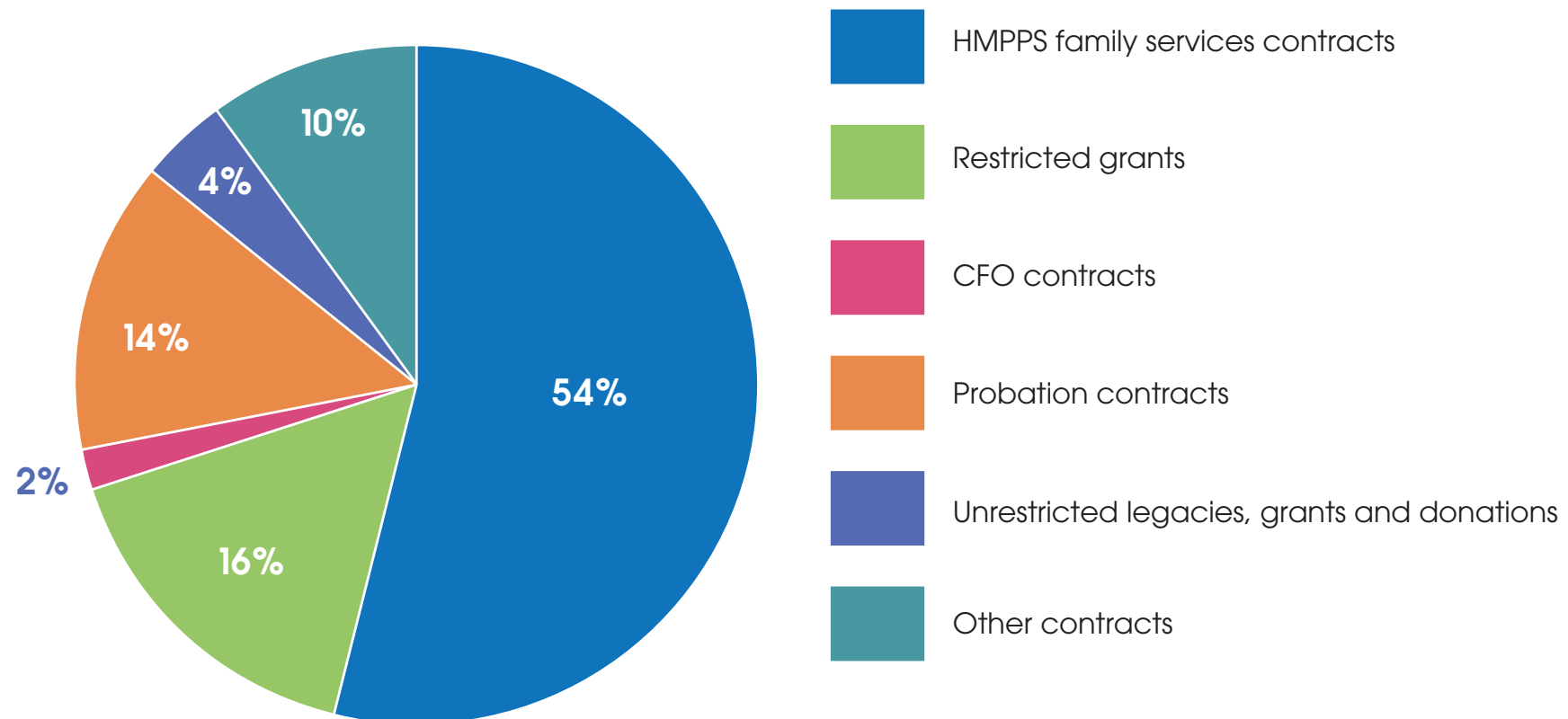
We saw a record response to our Prisoners' Sunday appeal, with 14 cathedrals holding Prisoners' Sunday Mass, including the Archdioceses of Westminster, Birmingham and Southwark, and the Dioceses of Arundel and Brighton, Clifton, Hallam, Leeds, Nottingham, Northampton, Shrewsbury and Wrexham. We are grateful to everyone who spoke on behalf of Pact or shared their experiences at a service in their community.

We continue to be blessed by the kindness and encouragement of the Catholic community and of so many faith communities and people of faith who share our sense of mission, and our understanding of the Gospel call to action, 'I was in prison, and you visited me'.

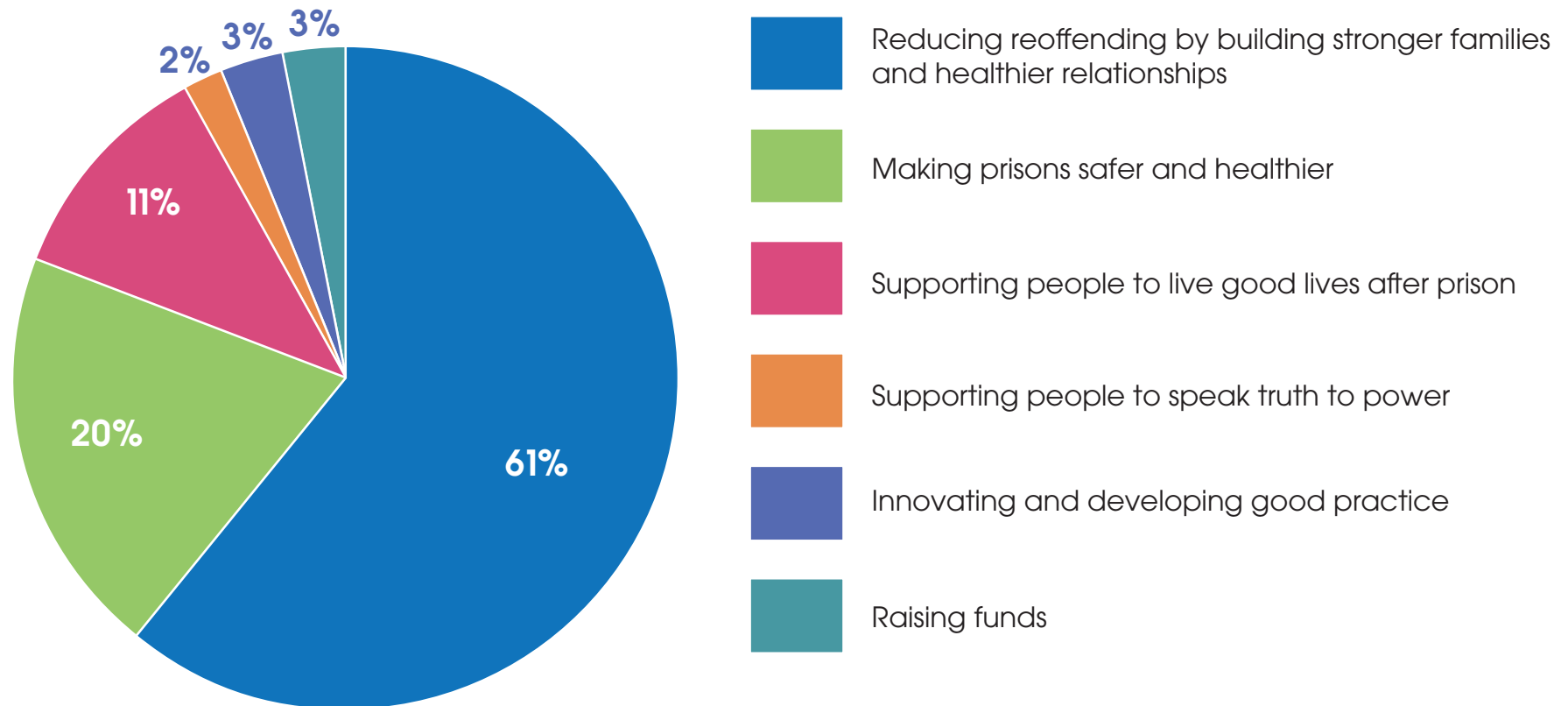


Pact convened an unprecedented alliance of Christian leaders to urge decisive government action in tackling our failing justice system. The Picking up the Pieces report set out an ecumenical approach to reform and contained recommendations from leading Christian voices.

Where does our money come from?



How do we spend our money?



For more comprehensive details of income and expenditure please visit www.prisonadvice.org.uk/about



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caritas
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