



HIMAYA HAVEN
Empowering Communities

Project Evaluation Report



Supporting BAME Families of Prisoners

1st April 2022 – 31st March 2023



HIMAYA HAVEN

Empowering Communities

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HIMAYA HAVEN
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Forward

Himaya Haven (HH) CIC is pleased to share our 2023 evaluation report; continuing from previous evaluations, the development of this report has helped us review the work and projects we have undertaken and enabled us to analyse key data on our client and the support they have and continue to require. All this has assisted us in critically reviewing and planning our next steps. We hope the report will also be helpful to anyone else involved in undertaking research and supporting offender/prisoner families. The evaluation report highlights the continued need for the frontline and essential support Himaya Haven provides to communities and families in Birmingham and the West Midlands.

During this year, we have found that the cost-of-living crisis has heightened the daily emotional and financial strain services users face. As a result, HH clients on multiple fronts find their mental health and wellbeing under strain. Therefore, a key focus in our work remains recognising and supporting mental health and wellbeing. It has also meant that we have applied for funding and undertaken projects that help alleviate some of the food poverty and financial strain clients face.

Himaya Haven is here for all individuals and families who have or have had a loved one in custody and prison. We need everyone to join us and recognise those we support as the silent victims on the outside. We need the government, the criminal justice system, communities, and other stakeholders to actively acknowledge the issues and work with us to support those who can be isolated and forgotten and work towards structural change. There is also a vital need for sustained long-term funding to enable us to ensure long-term positive outcomes and futures for those we support and, thus, the wider community.

We continue to be immensely proud of what we have achieved this year and are grateful for the support of our directors, funders, volunteers, and staff members. We continue to strive to advocate for and help our clients – the silent victims on the outside.



Razia T Hadait MBE
CEO & Managing Director
Himaya Haven

Background

Himaya Haven CIC was founded in 2017 due to the CEO and Founding Director Razia T. Hadait MBE's recognition that families and individuals with a loved one in custody and prison are often left isolated, disenfranchised, and forgotten. Consequently, they often do not gain the essential and urgent support they need, nor do they know what avenues to undertake to gain assistance and knowledge. Initial scrutiny of the matter highlighted that the need for practical and emotional support when navigating the criminal justice system was acute for those from the Black Asian Minority Ethnicity (BAME) community. Indeed, they experience both system-based exclusion and feel isolated, ashamed, and guilty in their own community for having a family member arrested and imprisoned.

Organisational Aims

Himaya Haven aims to speak up on behalf of the "silent victims on the outside" by offering culturally nuanced services to support families of men and women who have a link with someone in custody or prison. A fundamental aim is to champion their needs, assisting these groups to cope with the anxieties of arrest, sentencing, imprisonment, and release, alongside tackling taboo subjects that carry stigma, shame, and dishonour. Himaya Haven aims to provide emotional and practical support to families and individuals attempting to manage daily life while navigating a new reality.

Reaching Communities Funding

The funding from Reaching Communities is from 2020 to 2025 to provide the opportunity to grow and develop the service and find the most effective ways to support BAME families in coping with the anxieties of arrest, sentencing, imprisonment, and release. Himaya Haven aims to support all individuals and families, however they have found that families categorised as belonging to the BAME category are disproportionately impacted, emotionally and practically, by having a loved one in custody and prison.

Method

This evaluation has been undertaken for the second year by a staff member of Himaya Haven with experience and expertise in research and report writing. The focus has been on being critically analytical and reflexive throughout the collection, examination, and analysis of data. This allows us to recognise that true objectivity does not come from asserting impartiality but from recognising one's positionality and how it impacts what one sees, in addition to making assertions from the data collated and which can be supported. Data was gathered using the following means:

- ❖ Interview with staff – CEO/Managing Director Razia T Hadait and Director/Secretary and Media Manager Zobia Hadait.
- ❖ Telephone interviews with three clients.
- ❖ WhatsApp messages and emails from clients.
- ❖ I prepared summaries of projects undertaken by Himaya Haven in the role of Himaya Haven Family Engagement and Outreach worker.
- ❖ Case studies of support provided to families (created by me).
- ❖ My observations of the daily workings and activities occur within Himaya Haven.
- ❖ Analysis and review of project monitoring data.

This evaluation report will consider the following matters before drawing conclusions and using learning to make recommendations for year four of the project:

- ❖ The degree to which the project is achieving its stated outcomes
- ❖ The impact Himaya Haven has had through the framework of the Theory of Change
- ❖ Whether the central assumptions encasing Himaya Haven's work still prove true

The Difference We Are Making

Himaya Haven continues to be situated within the heart of Birmingham communities, its local networks, connections, and culturally nuanced expertise is invaluable. Indeed, it enables Himaya Haven to offer multidimensional and well-rounded support to families, especially those identified as BAME families.

Himaya Haven aims to:

Increase the resilience and knowledge of BAME families when a close relative is arrested and imprisoned so that the family unit remains stable. The goal is to help ensure the family does not find itself in a downward spiral socio-culturally, economically and regarding their mental health and wellbeing. In addition, Himaya Haven works to make sure links are maintained with the imprisoned family member.

The support/services offered by Himaya Haven during 2022/2023:

- ❖ One-to-one practical support – providing information about and guidance through the criminal justice system (procedures, laws, policies, the structure of prisons and the judicial system).
- ❖ One-to-one emotional support – supporting individuals/families through the emotional impact of having someone arrested and imprisoned.
- ❖ Supporting families to contact family members in custody/prison using, for example, online secure video programmes, emails, and postal service.
- ❖ Supporting families to understand and stay updated on changing prison policies and visit procedures, sending items and general prison life.
- ❖ Attending court to support family members and explain what is taking place.
- ❖ Mentoring for young people – those at risk of offending and those struggling to cope with a loved one being arrested and in prison.
- ❖ Providing signposting, information, and referrals to other agencies.
- ❖ Fundraising and provision of welfare packs for prisoners and their families.

Measuring Impact

This evaluation has analysed data using Himaya Haven's Theory of Change, an *active* document used to observe and measure impact. The Theory of Change is used to assess the project's short and long-term effects in a structured manner. Due to the Theory of Change being an *active* document, it thus requires ongoing review and, where needed, amendment. After a review of Himaya Haven's data on the work they do, and the next steps required, the Himaya Haven Theory of Change has been altered¹:

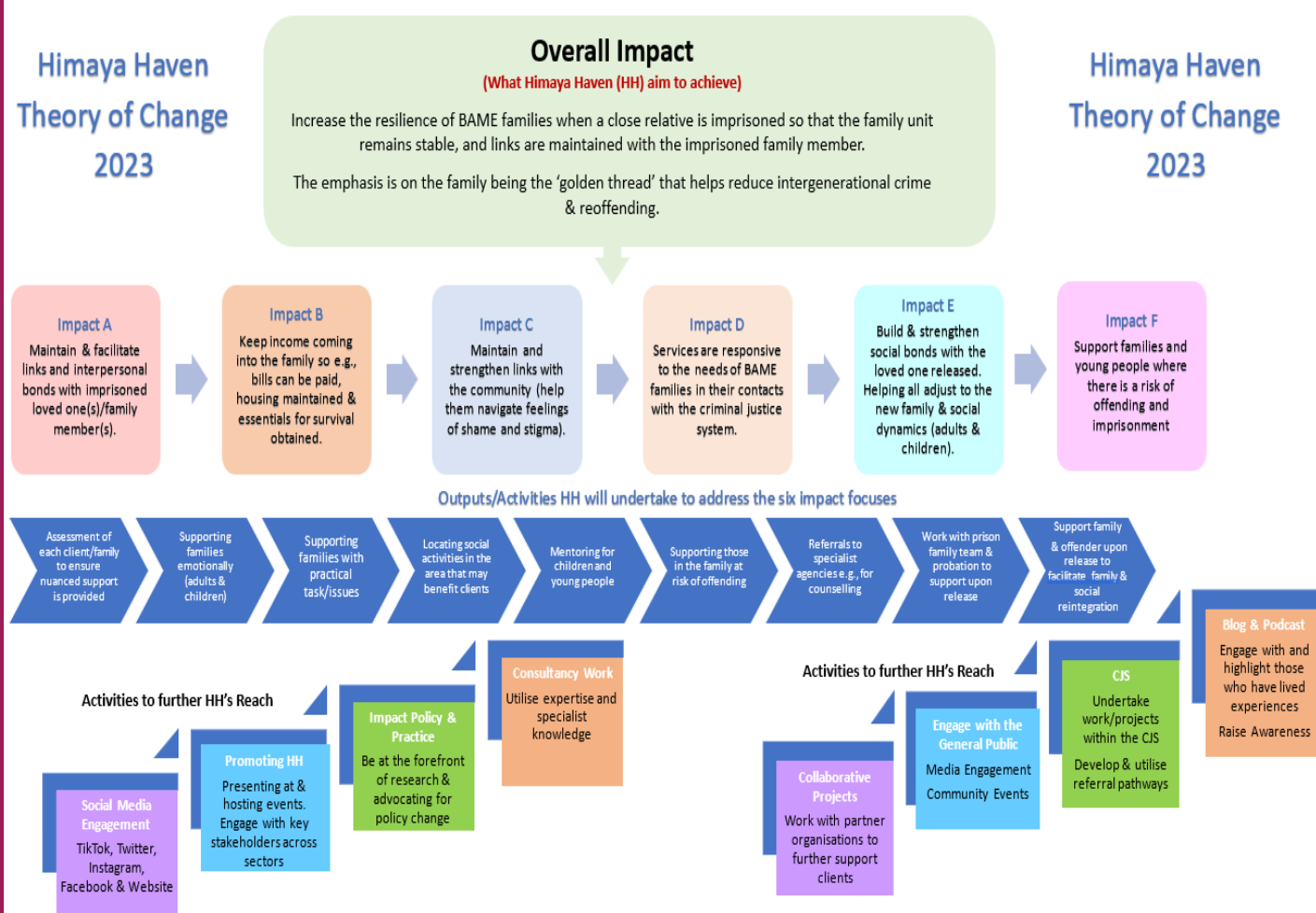


Figure 1: Himaya Haven's Theory of Change Part 1

¹ See Appendix for a readable copy of Theory of Change.

Outcomes Himaya Haven will see if Successful

Impact A	Impact B	Impact C	Impact D	Impact E	Impact F
Reducing feelings of isolation & stigma.	Help clients access/develop funds to replace income lost due to arrest/imprisonment.	Reducing feelings of isolation & stigma.	Reducing feelings of isolation & disenfranchisement.	Clients understand the procedures of release and where necessary being on license.	Families and young person develop resilience.
Locating social activities for clients.	Increase knowledge of benefit system/job market.	Increase sense of trust in people outside the family.	Other service providers are made more aware of the specific needs of BAME families in the criminal justice system.	Help clients adjust emotionally to the change in circumstances, with loved one released.	Helping clients understand court procedures.
Improving client self-esteem & positive self-talk.	Increase financial competency.	Clients engages in more community activity.	Clearer about the needs of families of imprisoned people in the BAME community, to help other agencies and funders identify what is needed (needs assessment).	Support family and person released to strengthen bonds and navigate their new reality.	Families comprehend and support youth referral orders.
Support visits taking place (digital & face to face).	Heighten clients' confidence in ability to deal with financial matters such as saving, accessing advice.	Identifying mental health needs and locating relevant support.		Change in behaviours to make the situation at home easier for all family members.	Young people at risk actively engage in programme(s) to support them.
Identifying mental health needs and locating relevant support.	Clients become more confident with digital technology.	Change in behaviours to make the situation at home easier for all family members.			Help clients adjust emotionally to the change in circumstances.
Help clients care for their mental health and wellbeing.					Support family and young person to maintain and/or strengthen bonds and navigate their new reality.
Clients become confident to undertake practical processes themselves.					Successful interventions to prevent offending.
Clients undertake more activities outside the home with their children.					

Figure 2: Himaya Haven's Theory of Change Part 2

Theory of Change & Impact Assessment

The Himaya Haven team identified priority impact areas from the Theory of Change. Three related directly to the casework, and the fourth outcome is associated with outreach activities conducted by the team. In turn, for this year, each case has been assessed to identify the most significant impacts on the family following the intervention of the Himaya Haven team.

Himaya Haven's Six Impact Categories

Impact A, B, C, D, and F relate to work undertaken with clients. While Impact E reflects the team's wish to measure the impact of their outreach work and contact with service providers within the criminal justice system (CJS):

- ❖ **Impact A** – Maintain links with the family member(s) and within their wider family.
- ❖ **Impact B** – Keep income coming into the family so bills can be paid, and housing can be maintained.

- ❖ **Impact C** – Maintain links with people in their community (overcoming the shame and stigma associated with having a loved one arrested and in prison and avoid becoming socially isolated/disenfranchised).
- ❖ **Impact D** – Service providers involved in the CJS are responsive to the needs of BAME families.
- ❖ **Impact E** – Help build and strengthen social bonds with the loved one(s) released while helping families adjust to new family and social dynamics (focus is on both adults and children).
- ❖ **Impact F** – Support families and young people where there is a risk of offending and imprisonment.

Overall, the Himaya Haven team found that of the 49 new client cases, 57%² of clients are affected by at least one of the six identified impacts, as seen in Figure 3 below.

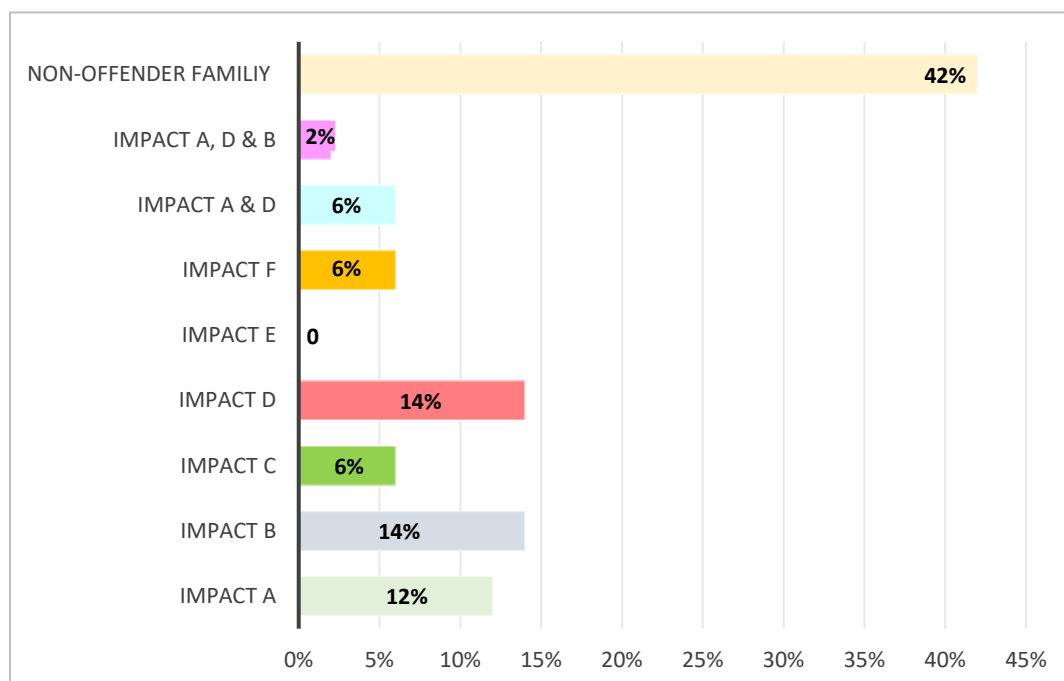


Figure 3: Graph showing which Impact Stage Clients Sit Within

² This excludes the non-offender families HH supported.

Of all clients supported, 12% were located within Impact A³, requiring Himaya Haven's help maintaining ties with loved ones in custody and prison. In turn, 14% of families are situated within Impact B⁴, needing support to sustain themselves and their families with the daily cost of living.

Many of Himaya Haven's clients are situated in Impact D – 16%. Regarding Impact D, measuring this impact remains vital for Himaya Haven, as the organisation was founded to address the gap that existed and continues to exist. Himaya Haven, in its services, aims to ensure that BAME families involved in the CJS get culturally sensitive and unprejudiced support. To reach such families, Himaya Haven will continue to receive referrals from other organisations such as Children's Trust, the Police and Probation Services. Receiving referrals will be combined with Himaya Haven contacting organisations and teams to develop long-term collaborative joint projects alongside independent, direct self-referrals.

Impact E is a new addition to the Theory of Change. It reflects Himaya Haven's growth and needs to design, coordinate, and implement programmes to support rehabilitation and the strengthening of social bonds for families and loved ones returning from prison. Many of Himaya Haven's service users have loved ones serving long prison sentences. However, HH clients have had loved ones released. It is here where Himaya Haven needs to urgently develop programmes and gain funding to provide culturally nuanced support to families in collaboration with, for instance, prisons and probation or other third-sector organisations that help reintegrate those released from prison/young offenders institutes. Thus, it is pivotal that HH design and implement a support framework for families as their loved ones begin being released.

Impact F is another new impact stage and was created because HH continues to find referrals being made by, for example, the police and Children's Trust to support families where young people are at risk of offending and imprisonment. Currently, 6% of client cases are situated in Impact F.

³ Excluding offender families in calculations this is 21% of client.

⁴ Excluding offender families in calculations this is 29% of client.

Assessment of Impact A: Maintaining Links with Family

One assumption that remains a core component of the Theory of Change for Himaya Haven is that families from BAME communities find it hard to preserve links with their family member(s) in prison⁵. Consequently, bonds can become fractured, weak and, at times, irreparably shattered. Research has reiterated that prisoners who receive visits from a family member are 39% less likely to re-offend (MOJ, 2017). The family is the 'golden thread' that can help reduce reoffending and stop intergenerational crime. Therefore, supporting such families, who are often silent victims on the outside, is crucial. Systematic and structured support is required upon point of entry/engagement with the CJS, and after the release of a loved one, the latter requires greater focus both by HH and those working in the CJS.

Data analysis reveals that in 2021/2022, within 12% of cases, support was needed to address the impact on family contact/bonds. The Himaya Haven team have found that families struggle to understand the procedures of remand and induction week for prisoners once they are sentenced. Families find the wait between the first visit they can have and the delays that can occur in the first call after sentencing difficult, causing deep emotional strain and tension. Moreover, the team found that a common theme for clients is feeling overwhelmed and strained when a loved one navigates the CJS. In addition to the shame and stigma that can be felt and faced, family members can often feel isolated and excluded from their communities and wider family networks.

Himaya Haven, in its support, always aims to help families/individuals become better informed in navigating and understanding the CJS. Unfortunately, family members of offenders are not the focal point for the CJS regarding support, partly because CJS departments are already stretched thin and underfunded. Information and resources are there, but signposting and direct support to families rarely occurs from state apparatus/organisations. Himaya Haven aims to fill this gap, and the words of its client highlight that it is doing so successfully:

⁵ BAME prisoners disproportionately represented in prison, despite representing 14% of the general population (Farmer, 2017).

“Himaya Haven’s done a lot. Somia listens and does what she says. They check if I’m ok, don’t make me feel stupid and help me find out things – like about prison rules that can change when it comes to visits and things. They help me by applying for things like the household support fund. The food hampers have been brilliant; I share with my girls.” (Client words in a Phone Call)

The reality remains the same as in previous years; families remain unaware of judicial procedures. The lack of awareness of what happens when a loved one is sent to remand and prison causes significant stress. Furthermore, from speaking to their client, Himaya Haven continues to find that support before and after sentencing for families through the judicial system remains exceptionally scarce. Thus, leaving families emotionally and practically unprepared – it is here where Himaya Haven’s frontline services become essential.

“I wish I knew about Himaya Haven when my son was first sentenced. There was so much I didn’t know, so much to deal with. I had my family, but they didn’t know either.”

- **Phone Call with a female client**

Case Study One

Iram's three sons were imprisoned for affray, the arrest and imprisonment of three sons simultaneously deeply impacted her wellbeing – destabilising her sense of security and peace. Iram cannot speak English, nor does she fully comprehend the workings of the British criminal justice system. Thus, she has found it challenging to understand what was happening despite the support of her daughter and sister.

Iram struggled with the delays that manifested in her sons calling her after they were sentenced and the wait for the first face-to-face visit to be booked. What's more, Iram has found it impossible to navigate and engage with the CJS, due to language barriers which has caused deep anxiety, having Himaya Haven as a trusted organisation that can understand the language she speaks, answer her questions, and explain matters to her, helped alleviate such anxiety.

Himaya Haven were able to support Iram by:

- ❖ Providing emotional support and a safe space for her to share and reflect on her feelings
- ❖ Providing practical support by for example helping with prison visit bookings and communicating with prison and her daughter who has been a key source of support to her during the arrest and sentencing.
- ❖ Communicating with prison staff on Iram's behalf. Himaya Haven acting as an intermediary to reduce anxiety and tensions.
- ❖ Explaining judicial procedures and policies to her.
- ❖ Helping Iram to understand prison visits procedures/rules and systems of booking.
- ❖ Explaining to Iram and her daughter about the potential financial aid that can be gained from the government for prison visits.

Impact of Himaya Haven's Support:

- ❖ Supported visits taking place (digital & face to face) and thus helped maintain interpersonal bonds.
- ❖ Helped reduce feelings of isolation and shame.
- ❖ Improved client self-esteem & positive self-talk.
- ❖ Helped Iram successfully navigate and alleviate tensions between family members due to the sentencing, while also supporting her in coping with a loss of contact with her grandchildren.

Assessment of Impact B: Maintaining Income

When a family member is in prison, one of the main impacts on the family will often be facing a substantial financial strain, as it is often the primary breadwinner who is arrested and imprisoned, such as the husband and son. Due to this new reality, Himaya Haven's clients can find themselves navigating new and bewildering terrain, such as the benefits system and the job market. Himaya Haven has played a vital role in helping families through such a process whilst signposting families to grants and resources that can help them through their financial burdens as they work to become financially secure and independent.

As previously highlighted, 14% of families supported are situated within Impact B, needing support to sustain themselves and their families with the daily cost of living. Such support was primarily done through referrals to specialist agencies and Himaya Haven helping families apply for prison cost reimbursements and applying to governmental and local council grants on the client's behalf. Overall, including non-offender families, 55% of clients supported required assistance with financial matters.

Data from the Office for Health Improvement & Disparities (2021) has reinforced the fact that when compared to England, deprivation remains higher in the West Midlands region overall. In the West Midlands, 30% of the population lives in the most deprived quintile, and in 2019/20, 26% of children lived in relative low-income families (Office for Health Improvement & Disparities, 2021). Additionally, the UK has entered a cost-of-living crisis, with a substantial fall in 'real' disposable incomes. Consequently, Himaya Haven has seen a constant rise in clients within its remit and community members more widely, seeking their support to apply for the £200 Birmingham City Council Household Support Fund. The need for such support will rise as the cost-of-living crisis intensifies.

As a result of the cost-of-living crisis, Himaya Haven has focused on how they can support families further, extending the type of projects undertaken to help clients who face significant financial, emotional, and practical difficulties daily. Thus, in the winter of 2022, Himaya Haven successfully applied for Birmingham City Council's six-month funded food aid project, through which they have been providing essential food to 22 families per month on average.

One client had the following to say about the food hamper she received:

“The food hamper delivered by Himaya Haven are a lifesaver. The staff are incredibly in their dedication and passion to make the difference by providing a much-needed delivery service for vulnerable and less fortunate members of the community who are struggling with the expense of cost of living and much much more.

The 'hamper' consists of all the daily everyday essential, that are well balanced in nutritional value, providing many diverse meals, along with a variety of fresh produce such as fruit, vegetables eggs & halal meat. The halal meat was very much appreciated because I have to walk 2 miles for halal meat. Because of my reduced mobility & chronic pain from Sciatica this walk usually causes me extreme anxiety and dread.

I think the description of "hamper" is a lot more aesthetic, giving a more positive spin on the somewhat destitute situation that many vulnerable members of society are finding themselves in.

The hamper makes me feel like I'm not alone, that I belong to a community that cares about each other and who are working with us to better our life's & experiences of living through an era of such uncertainty, turbulence, war and confuse.

The hamper gives me hope for the future, for it represents care, love, and a sense of belonging that is much needed for many like me who are struggling with today's economic and political climate.”

The multilateral and diverse support Himaya Haven offer, such as through the food hampers, is invaluable. It can also, however, stretch the small team thin. Accordingly, there is a need for long-term sustained funding for expanding HH's infrastructure and further capacity building.

Similarly, to the findings of the last two years, conversations with the team and reflection on my engagement with clients emphasised that some clients still return looking for advice on benefits and housing issues. However, benefits advice and housing issues are outside the remit of what Himaya Haven does. Accordingly, clients are referred to other agencies and

signposted to resources. In such situations, Himaya Haven has focused on identifying the client's primary concerns and an appropriate agency/service to refer to. At times the referral process would involve the team making the initial call to the specialist agency and outlining the assistance needed by the client.

Compared to previous years, Himaya Haven has seen a rise in clients requiring advice and guidance on managing finances and finding ways to save money, even where clients understand financial systems. Many of Himaya Haven's clients are female, British Kashmiri and Pakistani, and from working-class families. Accordingly, they face intersectional inequalities and disadvantages, making Himaya Haven's culturally sensitive and nuanced support essential. Consider that the Policy Institute (2022) undertook research that involved 103 South Asian women across the UK and found that 66% of participants agreed that, as South Asian women, their gender impacts how they navigate money. In turn, 85% did not feel financial literacy was accessible to all in their community.

Within the context of systemic inequities, class discrimination has undoubtedly played a role in increasing the income disparities that some South Asian women experience. This is on top of damaging cultural narratives and patriarchal practices surrounding women building their wealth – class further deepens the financial divide. For example, reports from the UK Parliament state that '[p]eople from Bangladeshi and Pakistani ethnic groups are around twice as likely to be in the bottom fifth of incomes than average and have the lowest median household incomes' (Francis-Devine, 2020).

Accordingly, the intersectional approach Himaya Haven undertakes in engaging with clients and providing support is invaluable; it recognises the multidimensional nature of structural inequality and how it is manifested in clients' daily lives. Such an intersectional framework and its importance are one HH needs to explicitly highlight to stakeholders and statutory organisations as they work to make a change and implement a robust collaborative framework of support for clients.

Case Study Two

Maya Khan was referred to Himaya Haven by the Birmingham City Council Prevent team, after her oldest son was arrested and charged. As Maya started to gain support from Himaya Haven she found her youngest son also arrested and sentenced. Maya does not fully comprehend the workings of the British criminal justice system. She also speaks broken English and cannot read or write in English. Consequently, she has found it challenging to understand what was happening despite the support of her husband, this has negatively impacted her own mental health and wellbeing. The support Himaya Haven continues to provide helps her successfully navigate the CJS, manage her finances and look after her mental health and wellbeing.

Himaya Haven were able to support Maya by:

- ❖ Providing emotional support and a safe space for her to share and reflect on her feelings
- ❖ Helping her comprehend the procedures and rules involved when it comes to arranging and attending visits.
- ❖ Making her aware that she can apply to gain support for prison visit travel costs.
- ❖ Applying on her behalf for reimbursement of prison visits due to her not being digitally literate.
- ❖ Helping her investigate the procedures for an English divorce from her husband.
- ❖ Providing support to help her manage her finances and making referrals to expert organisations.
- ❖ Providing food hampers to help during the cost-of-living-crisis.

Impact of Himaya Haven's Support:

- ❖ Maya has gained an understanding of prison policies and wider judicial procedures. Consequently, she can now better navigate the CJS.
- ❖ She has maintained communication and a relationship with her two imprisoned sons.
- ❖ She has learnt cost-effective ways of travelling to visits.
- ❖ She has gained an awareness of how to manage finances and the importance of budgeting.
- ❖ She has been able to continue to feed her family during the cost-of-living crisis and having the additional financial strain of paying for prison visits, without going into debt.

Assessment of Impact C: Help Maintain Wider Family & Community Links

This project continues to explore the impact of arrest and imprisonment on the family's relationships with the community and broader family ties. The enduring assumption is that the shame and stigma felt by the family make them feel significantly isolated, marginalised, and disenfranchised. The primary intervention supporting this impact this year was the establishment of consistent WhatsApp status updates on community events. As a result, WhatsApp remains the leading platform that most clients use daily.

Digital Engagement with Himaya Haven Clients: WhatsApp

As emphasised in the previous year's evaluation report, digital poverty remains high for most of Himaya Haven's clients. Hence, they often lack digital literacy. Accordingly, phone calls and WhatsApp (calls, messages, and voice notes) remain the primary platform through which clients obtain information and communicate with Himaya Haven.

In turn, digital platforms such as Instagram, Twitter, and Facebook continue to be mediums through which Himaya Haven engages with different groups and communities. These platforms are primarily used to disseminate Himaya Haven's work and engage with various statutory and third-sector stakeholders and the broader communities within Birmingham and the UK.

The Role of Social Media: TikTok

The Himaya Haven team have found TikTok to be the social media platform through which they reach service users and community members who wish to engage and support their work. Director Zobia Hadait continues to strategically utilise the space to expand HH's reach and community members' awareness of the support HH offer.

One TikTok video highlighting Himaya Haven’s work for the Ramadan Prisoner Welfare Project 2023 gained 61.8k views by the 28th of March 2023. In addition, the engagement HH has received from the public through the comments section of posts has also been valuable, highlighting both the stigmatisation faced by those in prison (and, by extension, their family) and the need for support, see Figure 4 below:



Figure 4: Examples of Public Comments on Himaya Haven’s March 2022 TikTok Video

Statistics in the summer 2022 edition of the Prison Reform Trusts’ Bromley Briefings showed that in 2021 over 42,000 people were sentenced to prison. Of those, 61% had committed a non-violent offence and 38% were given sentences of six months or less. Of the approximately 42,000 people sentenced to prison, the number of women sent to prison was 4,806, 75% of whom were sentenced to prison terms of 2 years or less, and 50% were given sentences of 6 months or less. Furthermore, as the charity Revolving Doors (2023) stress, in prison today, there are over 14,000 people on remand (meaning they have not been convicted), and of those, over 50% will not receive a custodial sentence. Yet there remains a view that those in prison are ‘degenerates’ and ‘evil’ (as said in the comment section of the TikTok video). Such perspectives can cause families on the outside to feel guilty, isolated, and demonised by extension. Himaya Haven works to mitigate such feelings and experiences.

Assessment of Impact D: Raise Awareness of the Needs of BAME Families with Service Providers

This impact area is related to the broader remit of this project which is to raise awareness of the needs of BAME families with someone involved in the CJS, with service providers in public, private and third sectors. The team wanted to raise awareness of this project in the local area so that relevant organisations could refer clients to Himaya Haven. Himaya Haven is becoming known for providing culturally nuanced, sensitive and specialist support to offender families.

Meanwhile, Himaya Haven also hoped to bring greater awareness of the needs of BAME families amongst agencies such as the police, probation, courts, and prisons. By doing so, Himaya Haven aims to facilitate and ensure that changes in practice and policy occur to support the needs of BAME families better. To achieve this, Himaya Haven continues to focus on the following:

- ❖ Providing other agencies and organisations with information on Himaya Haven's services to promote referrals.
- ❖ Producing case studies that illuminate the CJS's multifaceted impact on families.
- ❖ Working collaboratively with organisations within the CJS.
- ❖ Attending events across sectors and the community to raise awareness and find potential partners to collaborate with.
- ❖ Advocate for and undertake research that highlights why Himaya Haven stress the need for a framework that is intersectional and culturally nuanced when supporting clients.

Events and Outreach Work

Members of the Himaya Haven team also attended several virtual and face-to-face events where they illuminated the role of Himaya Haven and raised awareness of the needs of BAME families. In addition to undertaking outreach work. These events were:

- ❖ Prison Links Guest Speaker Razia T Hadait **(07/03/2023)**
- ❖ Behind Closed Doors Art Exhibition **(07/03/2023)**
- ❖ Clinks Collaboration and Peer Learning Framing Event **(28/02/2023)**
- ❖ Children's Trust Meeting **(01/02/2023)**
- ❖ Radio Interview at Aapna Awaz **(24/01/2023)**
- ❖ Meeting with West Midlands Police **(16/01/2023)**
- ❖ HMP Featherstone visit and meeting **(12/01/2023)**
- ❖ Hall Green Families Network Lunch **(07/12/2022)**
- ❖ Podcast Interview with Ali Mohammed – Aap Ki Awaz Radio **(28/06/2022)**
- ❖ Himaya Haven Summer Fair **(26/07/2022)**
- ❖ Birmingham Race Impact Summit **(26/05/2022)**
- ❖ Black Thrive Birmingham Community Assembly **(14/05/2022)**
- ❖ Muath Trust Youth Forum **(11/05/2022)**
- ❖ Anawin Open Day **(18/04/2022)**
- ❖ Birmingham Live interview and article **(11/04/2022)**

Collaboration

Himaya Haven continues to contact organisations and stakeholders to facilitate and sustain collaboration to support BAME families of prisoners/offenders:

- ❖ **Prison Imams** - Himaya Haven's contact with the imams across 8 West Midlands prisons has been sustained. Accordingly, Himaya Haven, for the third year, undertook

its Ramadan Prisoner Welfare Pack Projects⁶ and gained requests from more prisons for support with such packs⁷.

- ❖ **HMP Swinfen Hall** – Himaya Haven undertook and completed a pilot Heritage Arts project involving HMP Swinfen Hall inmates, working with the prison chaplaincy team.
- ❖ **Kikit Pathways to Recovery CIC** - Himaya Haven and Kikit have developed a long-term collaborative partnership to support clients and the wider community. They began by successfully gaining funding to purchase sports attire and equipment to be used by local young people.

- ❖ **Dr Abdul Qader Ismail** – Dr Ismail wrote and published a book: *‘Drawing Closer to Allah and his Prophet: A Practical Guide’*, designed to support Muslim prisoners focusing on

rehabilitation and reflection. Himaya Haven helped Dr Ismail raise funds and communicate with the prison chaplaincy teams across HMPS. On the right is what Dr Ismail had to say.

Assalamoalaykum,

Several months ago I was fundraising to pay for the printing and distribution of my book: **‘Drawing Closer to Allah and His Prophet: A Practical Guide’** to our Muslim brothers and sisters in UK prisons.

We aimed to raised £4760, which would have enabled us to print 2000 books (£2.38 each). But Alhamdulillah, through your **generous donations** we far exceeded our target, and **raised £7426**. Our printers further lowered their prices for us, and we were able to **print 5040 books** (£1.47 each)!

The books were delivered to the UK during Ramadan and last week we dropped them off to a national prison chaplain managers conference. The attendees have taken the books back with them, for **distribution to our Muslim brothers and sisters in prisons throughout the country**.

Therefore, while in one sense the project has been completed, in another, it is just getting started. **May Allah accept this work from all who had been involved** (especially Himaya Haven charity, Imam Haroon Shafiq, Imam Saqib Hussain and Imam Nasam Hussain of HMP Oakwood, and Ahtsham Ali, Muslim Adviser & Chaplaincy HQ Adviser), **allow the books to reach their intended targets, and bring them benefit in this life and the next. Ameen.**

Figure 5: Email of thanks from Dr Ismail

⁶ The Ramadan prisoner welfare project and networking with prison imams has led to prisoners starting to contact Himaya Haven for support for themselves and their loved ones.

⁷ Due to the Himaya Haven team being small and they do not currently have the capacity to raise funds, organise and deliver packs to all the prisons that reach out to them.

Publications

Himaya Haven produced a book chapter '*Silent victims: uncovering the realities of the criminal justice system for families of prisoners*' after being invited by Dr Natalie Booth, one of the editors of an academic book looking at women, crime, and justice. The purpose of the chapter was for HH to highlight to different stakeholders and researchers the need for nuanced consideration of the impact of arrest and imprisonment on families along racial and gender lines. Reviewer feedback for a book chapter Himaya Haven' has written reflects this:

Written from the perspective of a practitioner organisation working with families of prisoners this offers a different perspective. While existing literature has started to consider gendered aspects of the experiences of families of prisoners it does not consider further aspects of race or ethnicity in the same way. Particularly here this consideration of BAME families provides new and interesting insights in terms of the UK prison population, and specifically in terms of Kashmiri and Pakistani families, which is different to much of the work exploring race that comes from the US in this field, and even the focus on "black" prisoners and their families in the UK. The inclusion of service user voices as well as practitioner reflections shows multiple aspects of this intersectionality and the impact it has on families' experiences which is a novel contribution. The chapter also considers children's experiences of a family member's imprisonment, again in terms of BAME families which is a neglected area in existing familial imprisonment research, particularly outside of the US.

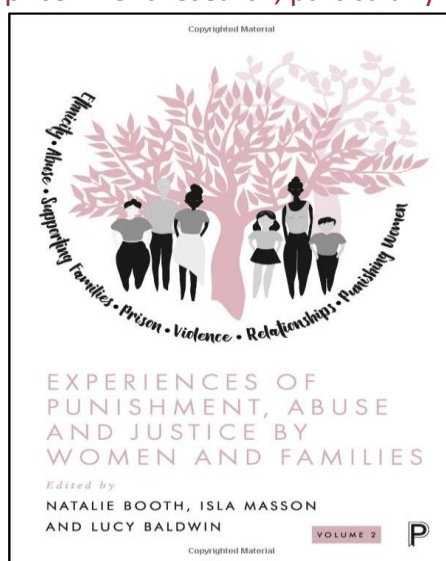


Figure 6: Cover of book Himaya Haven contributed to

Assessment of Impact F: Support Families & Young People where there is a risk of offending and imprisonment

Impact F is a new impact stage created because HH continues to find referrals being made by, for example, the police and Children's Trust to support families where young people are at risk of offending and imprisonment. Currently, 6% of client cases are situated in Impact F, which is predicted to increase in the coming year. National charities such as Refocus have reported seeing a direct link between the increase in the cost of living and county lines gangs' recruitment, noting that young people "are more willing to consider earning money illegally because they can't get money, and so the kind of people they [the gangs] can target, there's more" (BBC, 2022).

Research has shown that exclusion from school is a key indicator of potential for a young person to face the criminal justice system. For example, in Scotland, it has been found that:

'Early school exclusion was one of the strongest predictors of making the transition from the Children's Hearing System to the adult criminal justice system, and of ending up in custody, even taking other factors such as offending behaviour into account. School exclusion before age 12 increased the odds of imprisonment by age 22 by a factor of four' (McAra and McVie, 2010).

Accordingly, it is vital that HH further develop and maintain the collaborative support they undertake with schools and supporting families to facilitate school attendance and a young person's engagement with the education system. Education is a key partner in preventative work; school attendance and learning engagement can reduce risk and improve life chances. Approaches to inclusion and well-planned support strategies to meet learners' additional support needs can also significantly minimise offending behaviour.

Presently, Himaya Haven must cultivate and implement a structured programme of support for young people at risk, where needed working in collaboration with trusted organisations with the necessary expertise. Going forward this is a gap that HH needs to work to fill, a crucial step is gaining funding for structural growth and staff expansion.

Review of Assumptions

At the beginning of the project, the team worked with an evaluator on the Himaya Haven Theory of Change. The Theory of Change workshop provided an opportunity for the team to outline the key characteristics of the typical client for the project and the support they may seek. Each assumption has been identified in what proceeds, and evidence supporting and/or challenging the assumption is identified.

Himaya Haven's Client Will Primarily be Women

The gender dynamics of client and loved ones in prison that Himaya Haven has assumed over the last two years hold true in year three. A dominant assumption that remains true is that it will be a male family member arrested and sent to prison, which results in a female (often the mother, wife, aunt, daughter, or sister) requiring help and seeking the support of Himaya Haven. Overall, this assumption is supported by the data shown in Figure 3 below; 76% of clients this year were women,⁸ while 22% were male⁹.

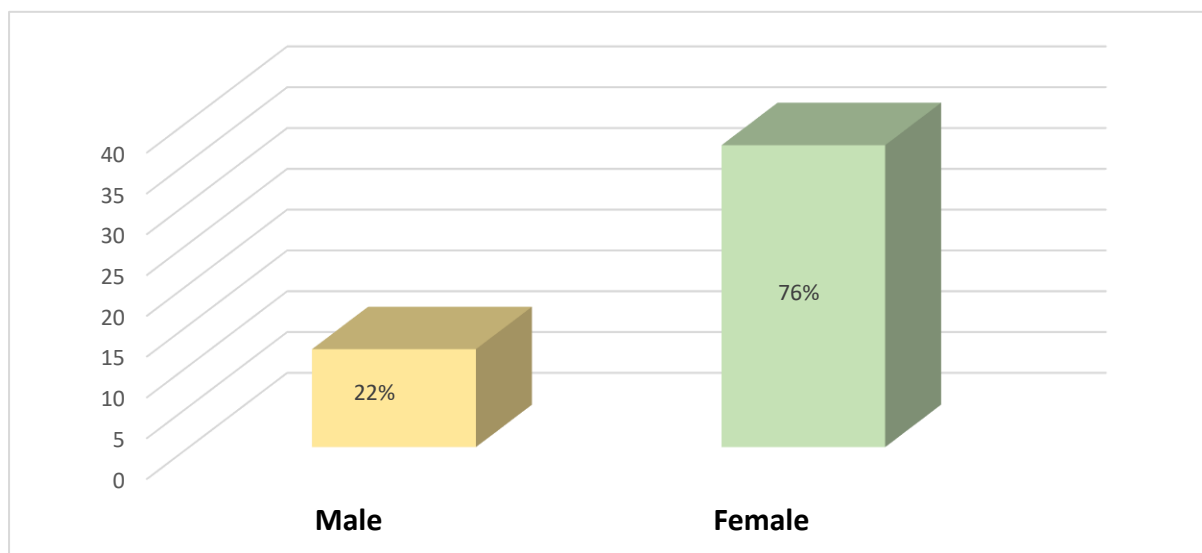


Figure 7: Graph showing the Gender of Client

⁸ One of the clients who identified as a woman required support for herself, after being released from prison.

⁹ Of the male client supported, 6 were related to navigating the CJS: two were serving a prison sentence, one required support while awaiting sentencing, another needed support upon release, one required assistance contacting a friend in prison, and one wanted to gain support for a loved one who had faced domestic violence. The rest of the male client required Himaya Haven's support applying for the Household Support Fund due to the cost-of-living-crisis.

Moreover, in 51% of the cases (where the gender of the offender was recorded), the offender was male (often husbands, partners, sons and brothers of clients). Only 2% of offenders were female¹⁰. Conversations with clients continue to indicate that when a male loved one is arrested and imprisoned, the burden to deal with practical, financial, and emotional matters falls heavily on a female family member. Such a burden can result in substantial stress and strain. Such findings within Himaya Haven reflect assertions made by researchers (Codd, 2000; McCarty and Adams, 2019). For this year, as seen in the table below, data highlighted that most clients, like previous years, were the mothers and spouses of the offenders.

Client's Relationship to Offender	Percentage
Married	6%
Mother	20%
Finance	2%
Ex-Spouse	2%
Sister	2%
Aunt	2%
Extended family	6%
Friend	2%
Client is Offender	14%
Not an offender family	43%

Table 1: Client Relationship with Offender

Also, as can be seen from the above table, 14% of clients were themselves offenders, seeking the support of Himaya Haven for themselves and their families. As Himaya Haven continues undertaking projects such as the Ramadan Prisoner Welfare Packs, they have begun to see more men from the prisons; they support reaching out for help for themselves and their families.

In turn, informal client feedback shows clients value having a female-led organisation. A key reason for this is that the staff at Himaya Haven are from diverse ethnic groups speaking

¹⁰ In 47% of client cases, we supported non-offender families due to the cost-of-living crisis e.g., household support fund applications.

another language besides English, and a significant number are women (four out of five staff). These facets of the Himaya Haven team give clients confidence that cultural complexities and nuances will be understood and result in non-judgemental support.

A Significant Number of Clients are Categorised as BAME

Himaya Haven's services are open to all individuals and families with a loved one who is an offender, regardless of their background. However, a fundamental assumption by the team holding true is that the clients who come to them will be those categorised as BAME. When exploring offender/prisoner families, race significantly determines who constitutes this large proportion globally and nationally. Indeed, within England and Wales, Black, BAME individuals comprise 40% of youth custody and 25% of the prison population, despite representing only 14% of the general population (Farmer, 2017). Himaya Haven's large proportion of BAME clients/families mirrors the excessive density of BAME prisoners, with many clients coming from Kashmiri and Pakistani backgrounds, as seen in Figure 4 below:

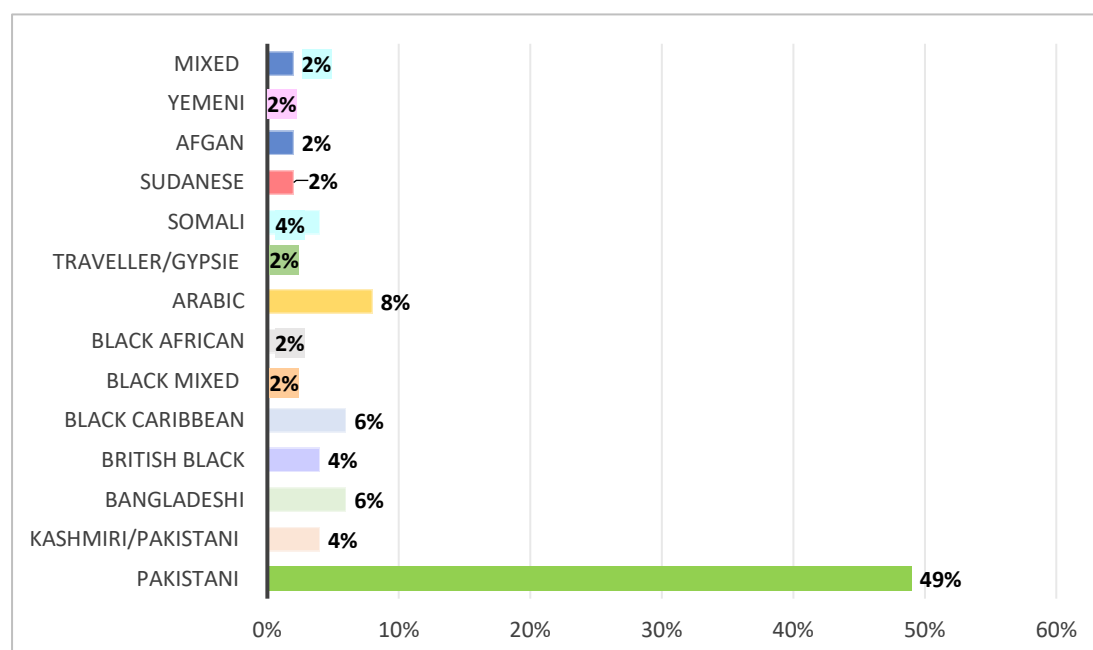


Figure 8: Ethnicity of Clients

Figure 8 above highlights that 53% of Himaya Haven's clients come from Pakistani and Kashmiri communities and from Birmingham/West Midlands. A lack of English in speaking and reading can substantially hinder their understanding of the information disclosed through the

CJS and other organisations. Accordingly, Himaya Haven plays a crucial role in aiding clients in navigating this barrier by translating and relaying information into, for example, Urdu, Mirpuri, and Punjabi. Building on this, Himaya Haven needs to undertake actions and programmes that reach out to more communities within the BAME category.

There is a Significant Impact on Family Members

The ripple effects of a person being arrested and imprisoned are far-reaching. An offender's imprisonment significantly impacts the lives of their loved ones in multifaceted ways; at an emotional, psychological, and practical level. The assumption continuing from last year was that each offender would impact at least 3-5 family members; this remains true. In turn, Figure 9 below shows that HH is seeing a rise in the number of family members affected by arrest and imprisonment.

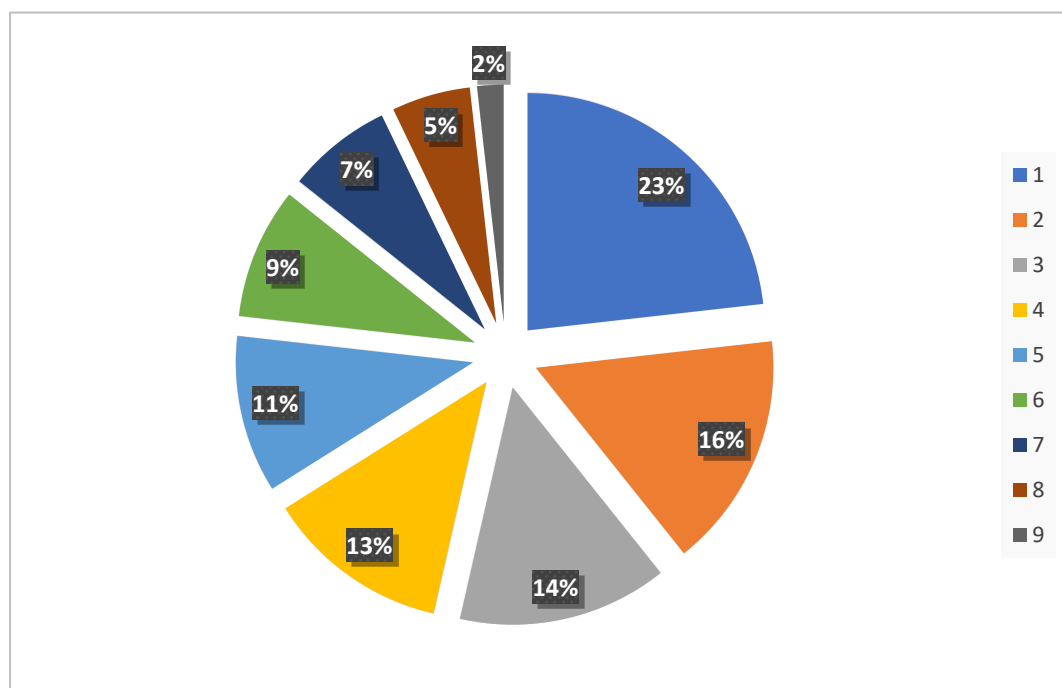


Figure 9: Number of Family Members Impacted

It is recommended that from now on, Himaya Haven gains more details on the characteristics of the family members impacted (such as if they are, for example, adults, children, siblings and so forth).

Research across the UK and the globe has reinforced the contemporary reality that children with a parent in prison often have poorer outcomes in school and health. Simultaneously, they are likely to grow up in poverty, with an increased risk for antisocial and criminal behaviour. For example, consider Murray and Farrington (2005), who found that 71% of boys with childhood experiences of having a parent in prison had antisocial personalities at the age of 32 in comparison to only 19% of boys whose parents never went to jail. Prisoner children were also at greater risk of poor school attainment and mental health issues (Murray and Farrington, 2005). Another reason Himaya Haven needs to ensure a structured focus on Impact F in the services and support they offer in the coming years.

In turn, the multifaceted support needs of clients also mean that it is essential for Himaya Haven to make the necessary referrals to expert organisations when the support needs fall outside the organisation's remit. Thus far, Himaya Haven has successfully done this. The referrals made in 2021/2022 are identified below in Figure 10:

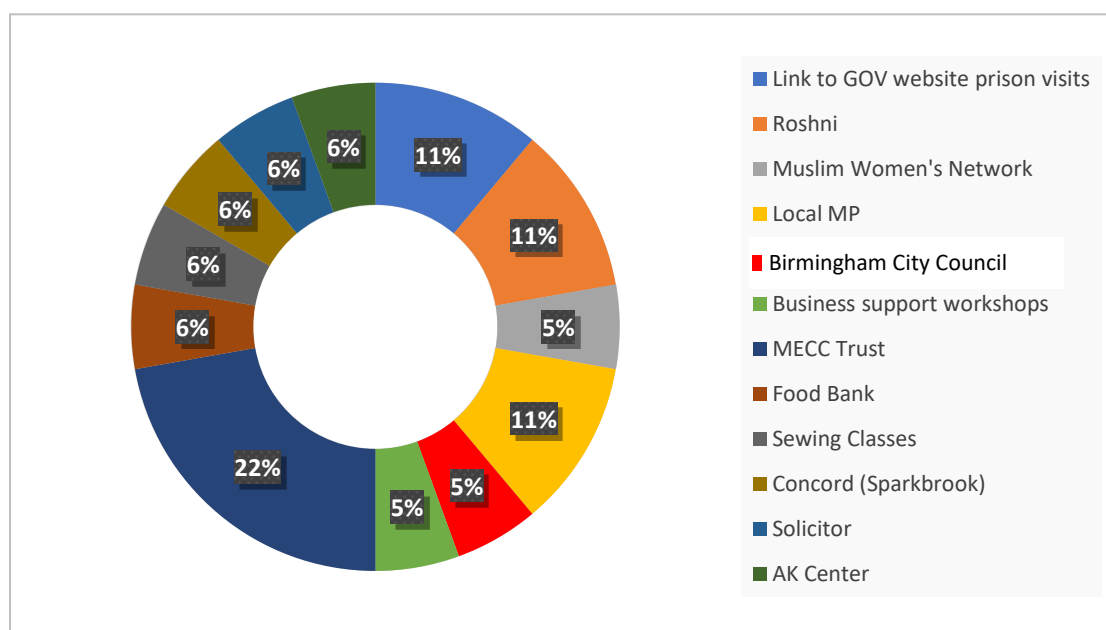


Figure 10: Referrals Made by Himaya Haven

Overall, the Himaya Haven team continues to emphasise in their work and actions that collaboration and knowledge exchange are essential. Thus, the aim to engage with other expert organisations and stakeholders is vital to ensuring BAME families of offenders gain multidimensional and well-rounded support.

Ongoing Reflection on the Usage of BAME

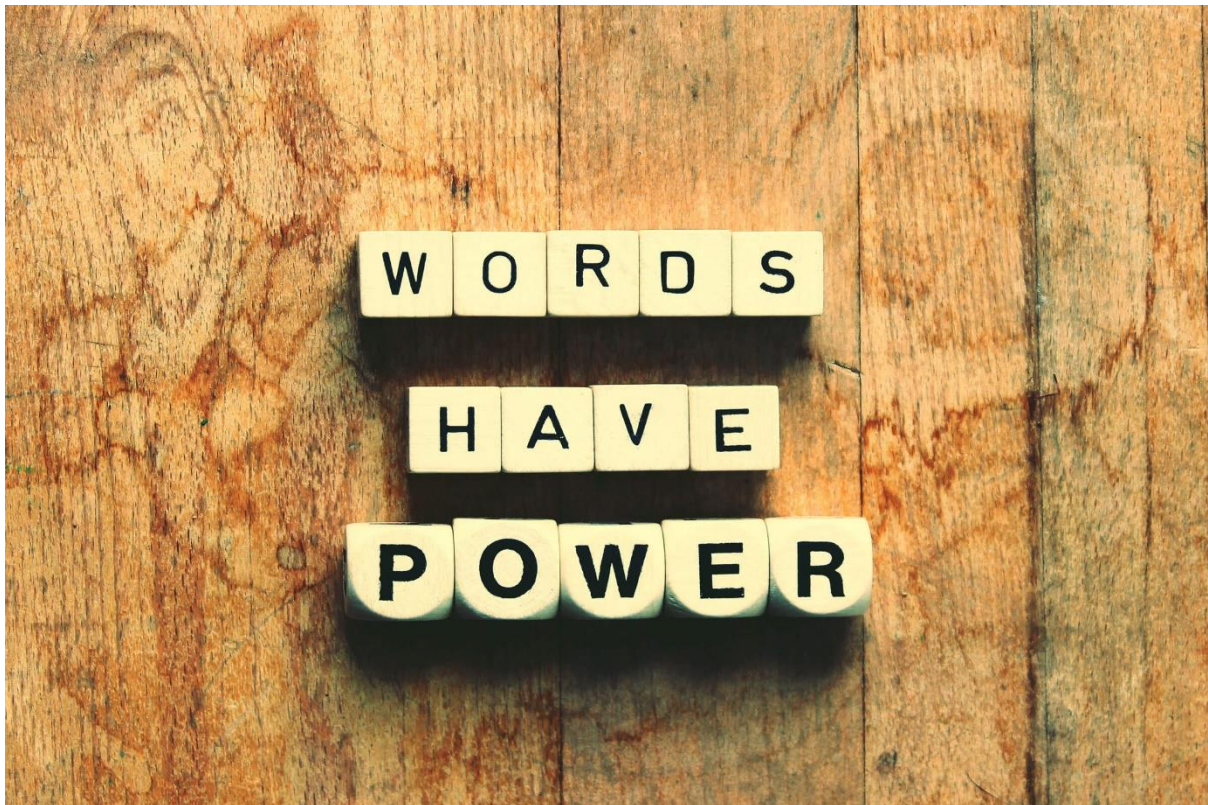
A significant matter that Himaya Haven continues to review and reflect on is the usage of BAME as a classification category, especially as it is embedded within the title and heart of this project. In the last three years, significant political, socio-cultural, and media focus has been on BAME as a category. BAME is an umbrella category (Bibi and Chikwira, 2020) that is not used within the everyday lives of Himaya Haven clients. They do not utilise it as a category of identity or belonging. It is also no longer used by the UK government. However, the category remains vital in funding applications and is used by funders to identify the groups requiring Himaya Haven's support – marginalised communities, racial/ethnic minorities in the UK.

Nevertheless, using the category of BAME to a degree has also been valuable in highlighting to different stakeholders and researchers the need for nuanced consideration of the impact of arrest and imprisonment on families along racial and gender lines. The usage of BAME has also been a way of detailing the continued racial inequality and structural discrimination that persists in the CJS.

There is an ongoing need for conversations to be had with funders and frontline grassroots organisations such as Himaya Haven and communities on what will replace BAME. While it is unlikely all will be happy with the replacement, there is a need to critically reflect on what needs to occur in the language used in the third sector and more broadly.

Reframing: Reflecting on the importance of language

Language is powerful, and the words we use hold weight, a fact Himaya Haven has been aware of since the onset. Yet, as Himaya Haven increasingly engages with the public and clients via social media platforms and continues advocacy work through social media, a communications policy needs to be further developed. In addition, as a part of the communication policy development, HH need to produce a manual advising staff on the language use also needs to be designed.



Not using labelling language

There is a need to ensure that labelling language is not used. Research shows that describing people in prison can significantly influence how they are considered by wider society (Campbell & Deacon, 2006; Lowe & Willis, 2020). Furthermore, scholarship also

highlights that terminology used to describe people in prison affects their self-identity through its shame-inducing effects (Moore, Stuewig and Tangney, 2016).

It is not only in academic literature that the use of language in prisons has been explored. There has been a recent shift in HM Prison and Probation Service's (HMPPS) policy towards a more progressive use of language. The 2021 *The Target Operating Model for probation services in England and Wales* uses 'language intended to resonate with stakeholders and best reflect the intentions behind the new model and the benefits that we are seeking to achieve' (HM Prison and Probation Service, 2021:4). This development demonstrates emerging considerations of the relationship between language and impact on perceived and internalised identities.

Moreover, HH clients have identified that being referred to, for example, the language of 'offender family', can produce a feeling of Othering. One client told me:

"It was on ITV or something; they said, '*the offender's family did not comment*', and it made me think that's what some say I am. The word is bad; in no situation does it have a good meaning."

Furthermore, earlier in this evaluation, I cite the words of a client who has received food hampers from Himaya Haven; her words¹¹ further illustrate the important symbolism of the language used. In turn, Himaya Haven staff would never use the label of 'offender families' when speaking to service users, a reality that further stresses the need for a critical review of language and the creation of a guidance framework.

Accordingly, Himaya Haven must explore reframing their language and how it can be embedded into the organisation through a communication policy.

¹¹ On page 17, third paragraph.

Review Staff/Volunteer Engagement and Wellbeing

Building and sustaining a healthy work environment and space is pivotal but sometimes an under-recognised component of helping ensure staff can deliver services effectively. At Himaya Haven, there is an explicit drive to help foster and sustain the positive well-being of staff and volunteers. Monthly supervision meetings ensure staff/volunteer professional development needs are met and any concerns or issues are discussed and resolved.

Moreover, the organisation has an ethos of encouraging staff and volunteers to share ideas and good practices and learning the organisation's structural facets where possible. In turn, Himaya Haven has created a strong volunteer partnership with Birmingham City University (BCU) and has had three volunteers from different departments. Volunteers who, even after leaving the organisation, have stayed in touch.

Cultural Sensitivity and respect for diversity are also advocated and promoted across the organisation for staff and clients. For example, in one volunteer's exit questionnaire, one volunteer wrote:

"It is very likely that I will volunteer with HH again because I felt valued at the organisation. P.S. Also one of the few places where my first name was pronounced properly."

Furthermore, HH has also developed a valuable long-term placement partnership with the University College of Birmingham (UCB). At present, HH has five placement students from UCB. Placement focuses range from marketing and business development, administrative tasks, and website development.

One UCB placement student stated:

"My experience at Himaya Haven was second to none. A great working environment that was only filled with good vibes, banter, and love for the work that they do. I'm glad to say I was able to work with the most welcoming people I've ever met. It genuinely didn't even feel like I was coming into "placement" but rather a fun place to help out. I do recall proudly saying to Maxine (placement tutor) "it's the best placement I could've ever asked for" and I definitely meant that. I was able to learn many things from everyone in the office [...]"

If my career path aligned with a job role Himaya Haven has to offer, then I would definitely work with them again because they treat you like you are part of their little Himaya Haven family and not a person there to get some work done.”

All staff and volunteer feedback indicates that the Himaya Haven Managing Director and Volunteer Co-ordinator ensure all feel they have autonomy over how they do their job and a measure of control in relation to the broader organisation, such as participation in decision-making. This is significant as this is one factor in ensuring good subjective employee well-being, as indicated by governmental reports (Bryson *et al.*, 2014).

Himaya Haven emphasises self-care to all their staff and volunteers and encourages all to attend networking and community events where possible. In addition, as highlighted in the previous evaluation, to further foster well-being and good mental health, planned work away days, where activities undertaken, reflect the needs of Himaya Haven and its staff, should occur more consistently (such as once a year), outside of the office location if funding allows.

Learning Insights from this Year

Examination of the projects and actions undertaken at Himaya Haven this year has illuminated several learning insights:

- ❖ The project's primary focus is to support the families of people in custody or prison and to help those family members cope with the anxieties of arrest, sentencing, imprisonment, and release. The assumption was that the pre-sentencing and early imprisonment phase was where families would potentially require the services and support of Himaya Haven. This assumption needs to be re-evaluated, especially as clients are long-term. Going forward, Himaya Haven needs to start planning and implementing multi-model support for post-release.
- ❖ The team have successfully built and sustained effective collaborative and working relationships with HMP/YOI Swinfen Hall, HMP Birmingham, HMP Oakwood, HMP Featherstone, HMP Stoke Heath, HMP Hewell, HMP Stafford and HMP/YOI Brinsford. These working relationships and collaborations must be utilised to recommence

outreach work within prisons and begin focusing on projects that meet Impact E's and F's goals.

- ❖ There is a need to develop structured frameworks of mentoring and support for families with a risk of offending and prison.
- ❖ The Family Engagement/Outreach worker remains pivotal to providing clients with effective frontline practical and emotional support.
- ❖ The team must develop and deliver workshops within the community to advocate for the silent victims on the outside, gain community perspectives on crime/offending and highlight the services they offer.
- ❖ Ensure engagement with stakeholders and the community via digital platforms like Facebook, Twitter, and Instagram. The team have sustained active promotion of the project on social media, with 600 followers on Twitter, 167 followers on Facebook and 181 followers on Instagram. They also highlight their work and activities through the organisational website.
- ❖ There is a need to develop and structure HH's communication strategy further; this should involve the creation of a language guide, which will help with Himaya Haven's communication strategy and interactions with the press. The website this year has had 2.5k traffic, with an average engagement time of one minute.

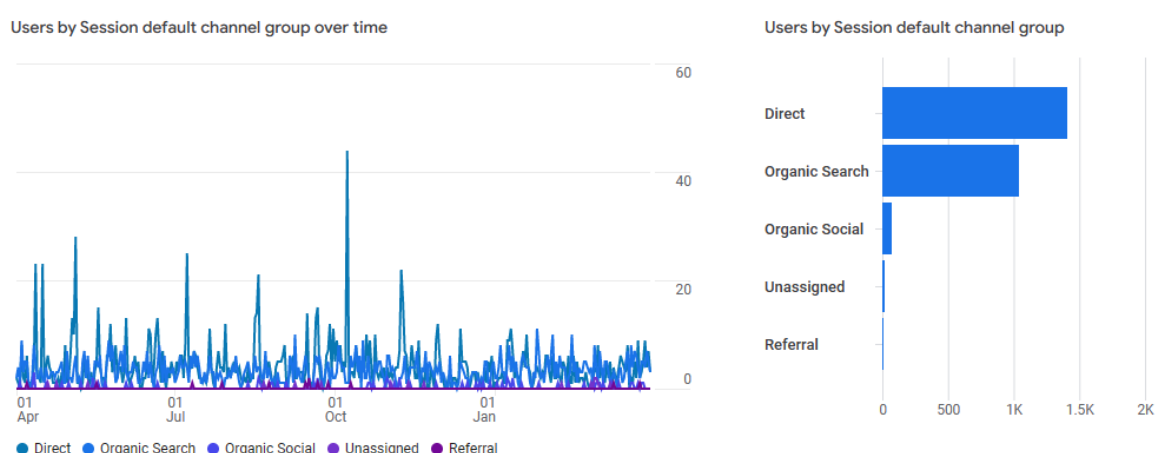


Figure 11: Website User Traffic Acquisition Overview

Challenges and Next Steps for Himaya Haven

There are several points and challenges that the Himaya Haven team need to focus on and address going forward:

Engagement and Sustaining Referral Pathways with Police & Others

Last year Himaya Haven had successfully undertaken meetings with West Midlands Police and officers to discuss implementing an effective referral pathway. Due to these discussions, Himaya Haven has created and disseminated 1000 referral cards thus far. These cards are given to offenders' families, anyone stopped and searched on the street, and individuals who come to the station and custody suite. Moreover, when officers go to homes with a search warrant and cannot disclose any information to those in residence, they can give a Himaya Haven referral card. Thus, highlighting Himaya Haven's culturally sensitive services. Building on this, Himaya Haven needs to expand its referral networks into other West Midlands/Birmingham police departments. At present, only one referral as a result of this has been made: this needs development urgently.

Additionally, Himaya Haven needs to look at how they, with some of their collaborative partners, can encourage prisoners/offenders to signpost their loved ones to Himaya Haven; this has already started to occur and needs to be built upon. Himaya Haven has started seeing this happen due to the Prisoner Ramadan Welfare Project and prison visits where the team have spoken to residents.

The referral cards must also be shared and disseminated within more spaces in the CJS and community, such as courts, prison visiting centres and community centres.

Post-Release Support for Offenders & Family

When someone leaves prison, the support they and their loved ones need does not end. Instead, emotional, and practical support during the post-release period can be pivotal in preventing reoffending and helping integrate a person back into society and their families. Himaya Haven is now in its fourth year, with most clients having a loved one serving a long

sentence in prison. Research in the UK and globally has shown that the tendency to re-offend is partly linked to how effectively an offender has been rehabilitated and how easily they have transitioned back into the community following release.

Accordingly, Himaya Haven must start to strategise and plan post-release programmes. Himaya Haven has the platform and expertise to significantly impact offenders and their families by working on facilitating effective post-release adjustment. The team must use a multimodal approach in planning and creating post-release support programmes. Indeed, as Himaya Haven state and recognise in all they do, a unilateral and generic approach cannot be undertaken. Instead, nuances must be identified and considered in implementing support and initiatives. In doing so, Himaya Haven's work will also benefit the wider community, aiding in preventing future crime/reoffending. Hence, effective post-release adjustment concerns the community, not only those individuals with direct contact with the criminal justice system.

Himaya Haven's work to rehabilitate and resettle individuals once they are out of prison can play a vital role in helping reduce the cost of offenders on the UK economy and society. Across England and Wales, the average overall cost per prisoner was £42,700 in 2019-20, an increase of 3.7% on the year before. In turn, young offender institutions (YOI) for boys aged 15 to 17 had the highest costs on average, at £144,700, while male open prisons spent the least – £34,800 per inmate (MacLeod, 2020; GOV.UK, 2020).

Furthermore, The Ministry of Justice's data shows that in 2019/20, overall spending on meals was £52.7 million, or an average of £2.29 per prisoner per day. However, in 2020/21, food spending leapt to £65.6 million – an increase of 67p per prisoner per day, which the Ministry of Justice said was “due to supplementary food packs being provided to prisoners during the COVID-19 pandemic” (Inside Time, 2021). Himaya Haven's frontline grassroots support and programmes would positively impact offenders, their families, and wider society.

Weekly Staff Meetings

Upon review of staff comments and reflection on daily activities in the office, structured weekly staff meetings need to occur. Communication between staff is robust and efficient. However, as staff undertake multiple tasks and projects, there is a need for structured and

regular meetings to occur. Regular meetings on a specified day will let everyone know what is happening across Himaya Haven and where additional focus is needed, in addition to staff being able to review and reflect on steps to take going forward.

As Zobia Hadait, Company Director and Secretary, asserts:

Himaya Haven always promotes and supports innovation, creativity and planning for change. Being innovative and creative is valuable in keeping Himaya Haven relevant and beneficial to its client. We actively involve our team so that they have input that is valued. It is important we take on opinions and ideas of those who are in the organisation to provide a different insight that we may have missed. However, we always ensure these ideas are in line with the key aims and objectives of Himaya Haven, so we do not stray.

Weekly staff meetings will help ensure the continued promotion and support of innovation and team involvement across the work Himaya Haven undertakes.

Growing the Himaya Haven Staff

There is a need to expand the Himaya Haven team due to the daily work undertaken and the demand for the Project/Managing Director to focus more on growing the organisation and its services. In September 2020, a Family Engagement/Outreach Worker's appointment helped the Project/Managing Director move away from direct client work and focus more on strategy and organisational effectiveness. However, the fact remains that the Project/Managing Director, with the aid of the Family Engagement/Outreach Worker, still finds themselves responsible for locating and applying for funding. Such work takes time away from the Project/Managing Director's time to strategise, initiate the organisation's growth, and make necessary structural adaptations.

Undertaking Empirical Research with a focus on Shaping Policy & Change

Himaya Haven, as a frontline grassroots organisation, is undertaking services and continuously gaining more knowledge and expertise, which means the organisation can be at the forefront of research. Research that does not stay encased within academic circles. Furthermore, two experienced researchers are on staff, and their skills need to be used. The two researchers can cultivate and implement research projects, create reports and articles, and host events that can illuminate to a broader audience the realities for BAME families navigating the CJS in a manner that leads to action. In addition, researchers' work helps facilitate Himaya Haven's role in influencing policy and judicial change and adaptation.

Need to Secure Sustained Long-Term Funding

The project must secure continuation funding soon to allow Himaya Haven the space and opportunity to grow and build upon its early successes and avoid the risk of high-quality staff seeking more permanent employment elsewhere. The project must look at funding possibilities from pooled regional/national budgets or the Home of Office and Ministry of Justice. These discussions need to take place immediately.

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Himaya Haven

Overall Impact

(What Himaya Haven (HH) aim to achieve)

Theory of Change

2023

Increase the resilience of BAME families when a close relative is imprisoned so that the family unit remains stable, and links are maintained with the imprisoned family member.
The emphasis is on the family being the 'golden thread' that helps reduce intergenerational crime & reoffending.

Himaya Haven

Theory of Change

2023

Impact A
Maintain & facilitate links and interpersonal bonds with imprisoned loved one(s)/family member(s).

Impact B
Keep income coming into the family so e.g., bills can be paid, housing maintained & essentials for survival obtained.

Impact C
Maintain and strengthen links with the community (help them navigate feelings of shame and stigma).

Impact D
Services are responsive to the needs of BAME families in their contacts with the criminal justice system.

Impact E
Build & strengthen social bonds with the loved one released. Helping all adjust to the new family & social dynamics (adults & children).

Impact F
Support families and young people where there is a risk of offending and imprisonment

Outputs/Activities HH will undertake to address the six impact focuses

Assessment of each client/family to ensure nuanced support is provided

Supporting families emotionally (adults & children)

Supporting families with practical task/issues

Locating social activities in the areas that may benefit clients

Mentoring for children and young people

Supporting those in the family at risk of offending

Referrals to specialist agencies e.g., for counselling

Work with prison family team & probation to support upon release

Support family & offender upon release to facilitate family & social reintegration

Activities to further HH's Reach

Social Media Engagement
Tiktok, Twitter, Instagram & Facebook

Promoting HH
Presenting at & hosting events.
Engage with key stakeholders across sectors

Impact Policy & Practice
Be at the forefront of research & advocating for policy change

Consultancy Work
Utilise expertise and specialist knowledge

Activities to further HH's Reach

Collaborative Projects
Work with partner organisations to further support service users

Engage with the General Public
Media Engagement
Community Events

CIS
Undertake work/projects within the CIS
Develop & utilise referral pathways

Blog & Podcast
Engage with and highlight who have lived experiences
Raise Awareness

Appendix

Outcomes Himaya Haven will see if Successful

Impact A	Impact B	Impact C	Impact D	Impact E	Impact F
Reducing feelings of isolation & stigma.	Help clients access/develop funds to replace income lost due to arrest/ imprisonment.	Reducing feelings of isolation & stigma.	Reducing feelings of isolation & disenfranchisement.	Service users understand the procedures of release and where necessary being on license.	Families and young person develop resilience.
Locating social activities for clients.	Increase knowledge of benefit system/job market.	Increase sense of trust in people outside the family.	Other service providers are made more aware of the specific needs of BAME families in the criminal justice system.	Help service users adjust emotionally to the change in circumstances, with loved one released.	Helping clients understand court procedures.
Improving client self-esteem & positive self-talk.	Increase financial competency.	Clients engages in more community activity.	Clearer about the needs of families of imprisoned people in the BAME community, to help other agencies and funders identify what is needed (needs assessment).	Support family and person released to strengthen bonds and navigate their new reality.	Families comprehend and support youth referral orders.
Support visits taking place (digital & face to face).	Heighten clients' confidence in ability to deal with financial matters such as saving, accessing advice.	Identifying mental health needs and locating relevant support.		Change in behaviours to make the situation at home easier for all family members.	Young people at risk actively engage in programme(s) to support them.
Identifying mental health needs and locating relevant support.	Clients become more confident with digital technology.	Change in behaviours to make the situation at home easier for all family members.			Help clients adjust emotionally to the change in circumstances.
Help clients care for their mental health and wellbeing.					Support family and young person to maintain and/or strengthen bonds and navigate their new reality.
Clients become confident to undertake practical processes themselves.					Successful interventions to prevent criminal records/charges.
Clients undertake more activities outside the home with their children.					



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