



HIMAYA HAVEN
Empowering Communities

Project Evaluation Report



Supporting BAME Families of Prisoners

1st April 2023 – 31st March 2024

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HIMAYA HAVEN

Empowering Communities

Forward

Himaya Haven (HH) CIC is pleased to share our 2024 evaluation report; continuing from previous evaluations, this report has helped us assess the work and projects we have undertaken and enabled us to analyse key data on our clients and the vital 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 those individuals and organisations across sectors involved in supporting and advocating for offender/prisoner families. The evaluation's findings make it clear that the frontline services and support Himaya Haven work tirelessly to provide; remain indispensable, providing essential support to families and individuals who face disenfranchisement, isolation and heightened socio-cultural, financial, and emotional difficulties.

The continued cost-of-living crisis has heightened the ongoing emotional and financial strain services users face. As a result, HH clients on multiple fronts find their mental health and wellbeing under severe strain. Therefore, a key focus in our work remains recognising and supporting mental health and wellbeing. It has also meant that, like many organisations in the third sector, HH have expanded the type of work undertaken over the last two years. We have successfully applied for funding and undertaken projects that help alleviate some of the food poverty and financial strain clients and wider community members face.

Himaya Haven is here for all individuals and families who have or have had a loved one in custody and prison, as well as those with young people at risk of criminal behaviour. The need for our services remains high as more individuals and families learn about us and what we do. There is 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 extremely proud of what we have achieved this year and are thankful for the support of our directors, staff members, volunteers and funders. We remain determined 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 or 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 community for having a family member arrested and/or 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 in coping with the anxieties of arrest, sentencing, imprisonment, and release, alongside tackling taboo subjects that carry stigma, shame, and dishonour. HH believe that families should be able to access appropriate and timely support at every stage of the Criminal Justice System (CJS) – from point of arrest to point of release. 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 help 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 was undertaken for the third year by a staff member of Himaya Haven, who has experience and expertise in research, project evaluations, and report writing. The focus has been on being critically analytical and reflexive throughout data collection, examination, and analysis. 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, Director/Secretary and Website and Social Media Manager Zobia Hadait and part-time Administrative Tehreem Ali.
- ❖ Telephone interviews with clients.
- ❖ WhatsApp messages and voice notes 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, pseudonyms used for clients).
- ❖ My observations of the daily workings and activities occur within Himaya Haven.
- ❖ Analysis and review of project monitoring data (a total of 43 new clients).

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 are 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 2023/2024:

- ❖ 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 in contacting family members in custody/prison using, for example, online secure video programmes, emails, and postal service. In addition to helping families book visits.
- ❖ Supporting families in understanding and staying updated on changing prison policies and visit procedures, sending items, and general prison life.
- ❖ Liaising with solicitors, police and HM Prisons and Probations to support service users.
- ❖ Making service users aware of events and activities in the local community to encourage socialisation and reduce isolation and loneliness.
- ❖ Providing information, signposting, and making referrals to other agencies.
- ❖ Fundraising and providing of welfare packs for prisoners and their families.

- ❖ Providing support to families and the community through food aid.
- ❖ Delivering workshops that highlight the services of Himaya Haven while also raising awareness within communities of Prevent as a safeguarding strategy and discussing how Prevent is understood within communities.

“[...] Thank you so so much for everything you guys are doing at Himaya Haven. Truly is a haven where everyone is Welcome and treated with the same equality, respect, love, empathy, care and attention. No Judgements. Truly amazing angels in disguise. May Allah shower countless blessings upon you all and your families with what is good for you in this world and the hereafter. Your guys’ selflessness is truly AMAZING and INSPIRING[...]

WhatsApp message from a female client

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:

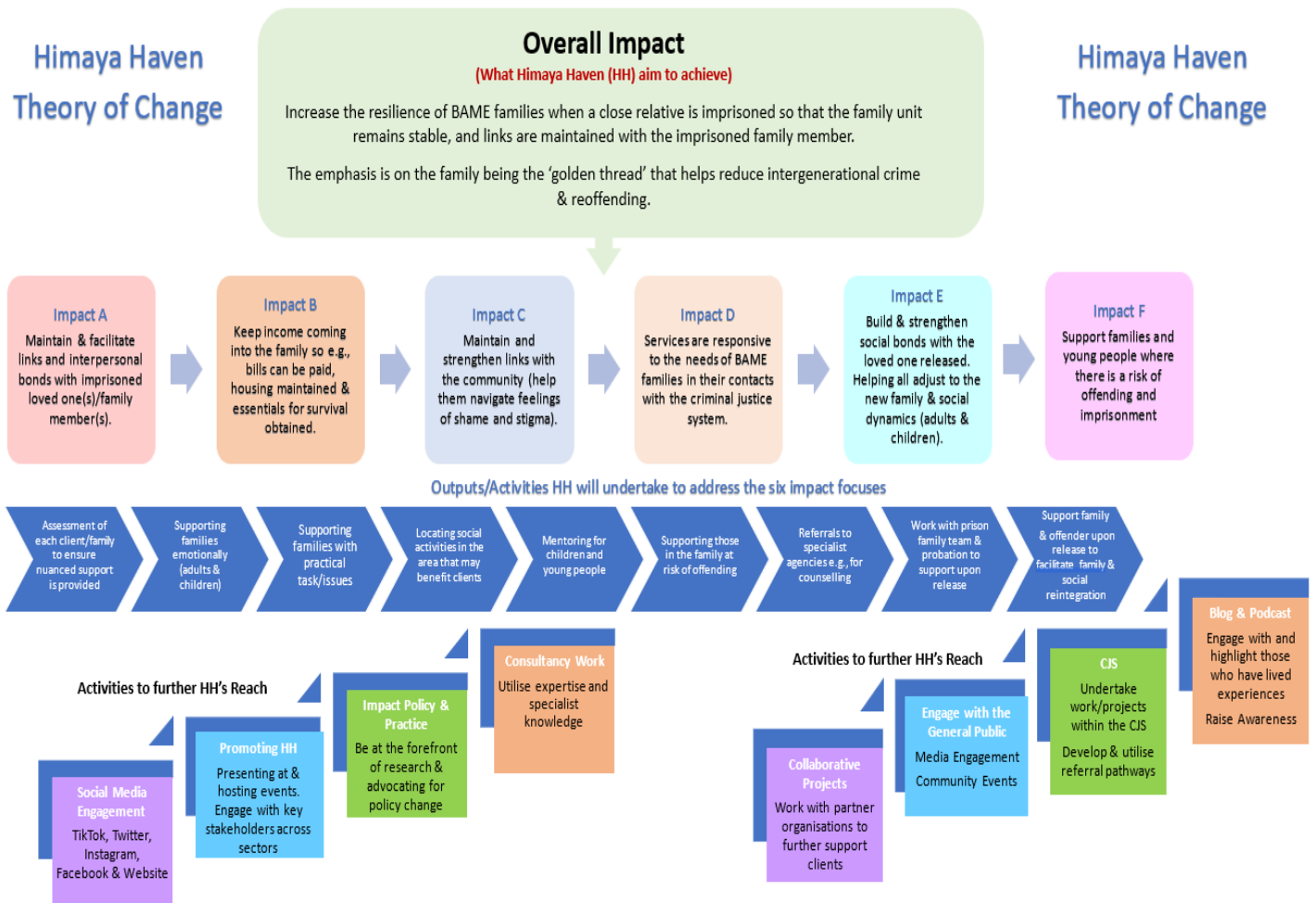


Figure 1: Himaya Haven's Theory of Change Part 1

¹See 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. 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 43 new client cases, **86%**² of clients are affected by at least one of the six identified impacts, as seen in Figure 3 below.

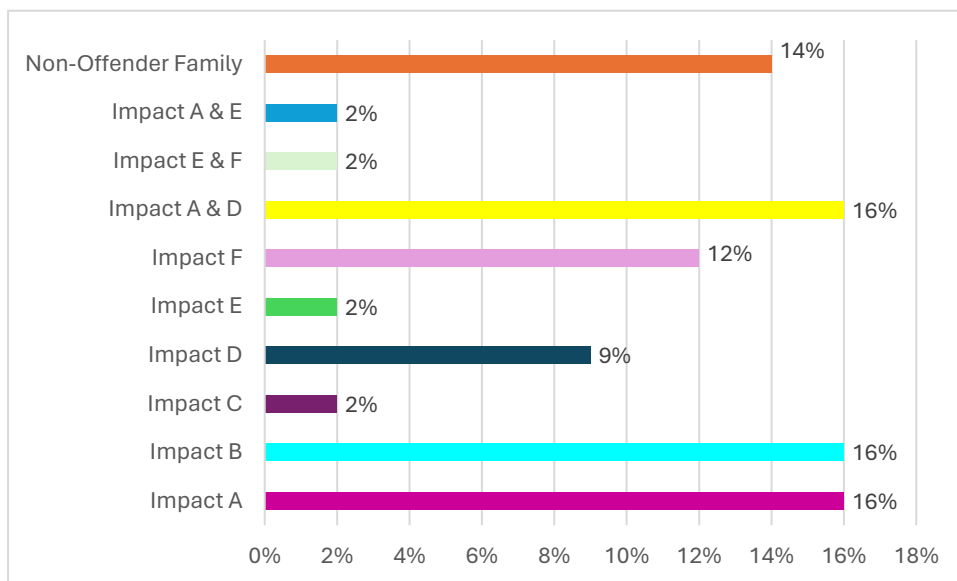


Figure 3: Graph showing which Impact Stage Clients Sit Within

Of all clients supported, **16%**³ were located exclusively within Impact A, requiring Himaya Haven's help maintaining ties with loved ones in custody and prison. In turn, **16%**⁴ of families were solely situated within Impact B, needing support to sustain themselves and their families with the daily cost of living.

Moreover, **9%** of Himaya Haven's clients are situated in Impact D. In comparison, **16%** were located in both Impact A and D. 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 unbiased support. To reach such families, Himaya Haven will continue to receive referrals from other organisations such as Children's Trust, Early Help, and the Police and Probation Services. Receiving referrals will be combined with

²This excludes the non-offender families HH supported and the individuals who came to us seeking support due to them facing harassment and wanting to see what help could be given (no criminal charges).

³An increase of 4% from 2022/2023.

⁴An increase of 2% from 2022/2023.

Himaya Haven contacting organisations and teams to develop long-term collaborative joint projects alongside independent, direct self-referrals.

2% of HH clients were situated in Impact E, which reflects the need for Himaya Haven to design, coordinate, and implement programmes to support rehabilitation and the strengthening of social bonds for families and loved ones returning from prison and youth custody. Many of Himaya Haven’s service users have loved ones serving long prison sentences. Nonetheless, 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. Accordingly, it is pivotal that HH design and implement a support framework for families as their loved ones begin being released.

Impact F reflects that HH continues to find referrals being made by, for example, the Children’s Trust and police to support families where young people are at risk of criminal behaviour and imprisonment. Currently, **12%** of client cases are situated in Impact F.



Himaya Haven at Concord’s Basketball Tournament, 2023



Himaya Haven Food Hamper Project, December 2023

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 decrease reoffending and stop intergenerational crime. The economic cost of BAME over-representation is estimated to be £234m annually (Prison Reform Trust, 2022). Moreover, research by the Ministry of Justice data reveals that in 2022/2023, prisons cost £4.2 billion (Webster, 2024); see the table below:

Establishment	Cheapest	Cost	Dearest	Cost
Male B trainer	Garth	£30,583	Woodhill	£69,415
Male C & YOI Trainer/Resettlement	Oakwood	£17,006	Feltham	£114,940
Male Dispersal	Wakefield	£40,465	Whitemoor	£92,866
Female closed	Drake Hall	£37,107	Send	£65,643
Female local	Eastwood Park	£41,928	Bronze field	£93,494
Female open	Askham Grange	£51,629	E Sutton Park	£65,431
Male YOI	Wetherby	£159,132	Werrington	£222,911
Male reception	Doncaster	£22,623	Belmarsh	£59,038
Male open	Sudbury	£21,087	Spring Hill	£38,149

Figure 4: Table showing cost per prisoner for 2022/2023

Consequently, supporting families with loved ones in custody and prison, who are often the silent victims on the outside, is crucial and could save the public purse substantially in the long term. Systematic and structured support is required upon the 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. The importance of family bonds in reducing reoffending has been long recognised, but the structural framework of support and long-term robust funding to organisations like Himaya Haven to support such families remains scarce.

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

Data analysis reveals that in 2023/2024, support was needed within 16% of cases to address the impact on family contact/bonds exclusively. 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, stress, and tension. Furthermore, the team found that a common theme for clients is feeling overwhelmed when trying to navigate and understand the CJS. In addition to the shame and stigma that can be felt and faced, family members can often feel neglected and excluded from their communities and wider family networks.

In its support, Himaya Haven always aims to help families and individuals become better informed about navigating and understanding the CJS. Unfortunately, family members of prisoners are not the focal point for the CJS regarding support, partly because CJS departments are already stretched thin and underfunded. Information and resources are available, but signposting and direct support to families rarely occur from state apparatus/organisations. Himaya Haven aims to fill this gap, and the words of its clients continually highlight that the organisation is doing so successfully.

One client whose son is in prison stated during a phone call:

“You’re always very helpful. Somia and Himaya Haven never let me down. I know I can go to them, and they won’t think I’m stupid or greedy.”

In turn, a community member who found us through social media asserted:

“With me having children who have faced the prison system, I know how hard it can be for both the males and females who are locked up, and your charities play a very big part in being able to improve their lives. So please be aware that your work is very much appreciated, even though it’s not spoken about much.”

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 clients, 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.

In 2023/2024, Himaya Haven saw an increase in clients⁶ seeking assistance in drafting letters of support for prison transfer requests to prisons closer to where families reside. The focus of such transfer requests was

⁶Existing and new clients, two of whom were prisoners seeking support for themselves and their families.

to facilitate face-to-face visits. Himaya Haven has seen families struggle with visiting loved ones in prisons, some of which are up to almost 3 hours away via car, due to the cost-of-living crisis (the price of trains, fuel, etc.) and service users' health conditions making long-distance travel unmanageable.



Himaya Haven Team attending HMP/YOI Eid Celebrations 2023



Himaya Haven Team and volunteers organising food hampers, 2024

Case Study One

Nazia Khan's son was imprisoned for possession of Class A drugs, the arrest and imprisonment of Nazia's son has deeply impacted her mental health and wellbeing. Nazia can speak and understand English but is unable to read English and is not digitally literate. Furthermore, she does not fully comprehend the workings of the British criminal justice system and finds many of the processes deeply stressful to try and navigate. Thus, she has found it challenging to understand what to do and what is happening despite the support of her family.

Nazia struggled with the delays that manifested in her son calling her after he was remanded and the process of booking and then waiting for an initial face-to-face visit to occur once he was transferred. What's more, Nazia has found attempting to navigate and engage with the CJS, deeply anxiety inducing. Having Himaya Haven as a trusted organisation that can understand the language she speaks, answer her questions, explain matters to her and help with communication with the prison service, alleviated such anxiety.

Himaya Haven were able to support Nazia 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.
- Communicating with prison staff on Nazia's behalf to seek resolutions to issues that manifest. For example, she and her husband were receiving harassing calls from an unknown prisoner, the
- Outreach and Family Engagement worker liaising with the prison on Nazia's behalf, ended such harassment and the strain it was causing Nazia and her husband.
- Explaining judicial procedures and policies to her.
- Helping Nazia to understand prison visits procedures/rules and systems of booking.
- Explaining to Nazia 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 (face to face) and thus helped maintain interpersonal bonds.
- Provided a safe space for her to ask questions, release emotions and confidently ask for help.
- Nazia has gained an understanding of prison policies and wider judicial procedures.

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 or son(s). 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 illustrated, **16%** of families supported are situated in Impact B, needing support to sustain themselves and their families with the daily cost of living. Such help was primarily provided through referrals to specialist agencies and Himaya Haven providing food aid and directing them to other food aids, helping families apply for prison travel cost reimbursements and applying to governmental and local council grants for clients.

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 relatively low-income families (Office for Health Improvement & Disparities, 2021). Additionally, the UK remains in 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 gain financial aid, such as applying for the £200 Birmingham City Council Household Support Fund (HSF). From the 1st of April 2023 - 31st March 2024, 36 HSF applications were submitted⁷ by the Family Engagement and Outreach Worker, resulting in a total of £7,190 received through successful HSF applications.

As a result of the cost-of-living crisis, Himaya Haven has focused on how they can further support families, extending the type of projects undertaken to help clients who face significant financial, emotional, and practical difficulties daily. Thus, Himaya Haven has continued successfully applying for funding, enabling the organisation to support service users and the community by providing essential food aid. On average, for the year 2023/2024 Himaya Haven has provided vital food aid to around 32 families per month.

One client, who struggles to feed her family each month due to the cost-of-living crisis and her wage not reflecting inflation, had the following to say about the food hamper she received and the wider support from the Himaya Haven team:

⁷14 of the recipients were Himaya Haven clients, and the remaining 22 were community members. One person from per household can only apply once in a year, under current guidelines.

“All I can say is you are the best service out there. You have provided me support when I have cried, and you have listened. My cupboards were empty, and you filled them. [...] Thank you so much you don't know what you have done for me emotionally and mentally. THANK YOU xx.”

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

Similarly to the findings of the last three 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, particularly for those with language barriers.

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 Pakistani Kashmiri, and from working-class families. Accordingly, they face intersectional inequalities and disadvantages, making Himaya Haven's culturally sensitive and nuanced support essential. 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 ‘people 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.



Himaya Haven's first Empowering Communities Workshop led by Somia R Bibi, 2023



Himaya Haven Food Project, volunteers organising items, May 2023

Case Study Two

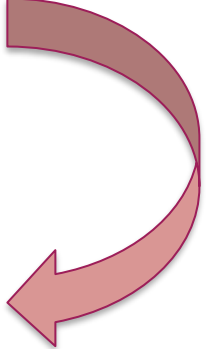
Michelle Stevens was referred to Himaya Haven by an existing service user her son Daniel and required support to help her, her children and grandchildren maintain contact with her son Daniel who is serving a long-term sentence. The family are determined to sustain contact to help Daniel as he serves his sentence and ensure he does not feel disconnected from those who will aim to help him upon his release. The family want to ensure Daniel develops strong emotional bonds with his two young children, who are both under ten years of age and do not understand why they cannot see their father at regular intervals. Michelle has found herself somewhat alone as she has attempted to navigate the practicalities and consequences of her son being imprisoned, especially as she does not want to burden others.



Himaya Haven were able to support Michelle by:

- Providing emotional support and a safe space for her to share and reflect on her feelings
- Making her aware that she can apply to gain support for prison visit travel costs
- Signposting her to key information about the CJS
- Helped her understand prison procedures
- Drafting a letter on behalf of the family to support a priority prison transfer request

Impact of Himaya Haven's Support:

- Some emotional strain alleviated.
 - Michelle has gained an understanding of prison policies and wider judicial procedures. Consequently, she can now better navigate the CJS.
 - She learnt about the government scheme to help those on low incomes with prison travel costs.
- 

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

Digital poverty remains high for most of Himaya Haven's clients, and several service users struggle with digital literacy. Consequently, phone calls and WhatsApp (calls, messages, and voice notes) remain the primary platforms through which clients obtain information and communicate with Himaya Haven.

Digital platforms such as TikTok, 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 a valuable social media platform through which they reach service users and community members who wish to engage and support their work. Website and Social Media Marketing Manager Zobia Hadait continues to strategically utilise the platform to expand HH's reach and community members' awareness of the support HH offers. Furthermore, TikTok has emerged as a key social media platform through which the organisation can reach those in the community who need Himaya Haven's help. In her words:

“TikTok requires a different format of content to our other socials. This is more beneficial for us than other social channels as we can directly access those affected by imprisonment.”

One TikTok video highlighting Himaya Haven's work for the Ramadan Prisoner Welfare Project 2024 gained 96k views by the 1st of April 2024. 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 5 below:

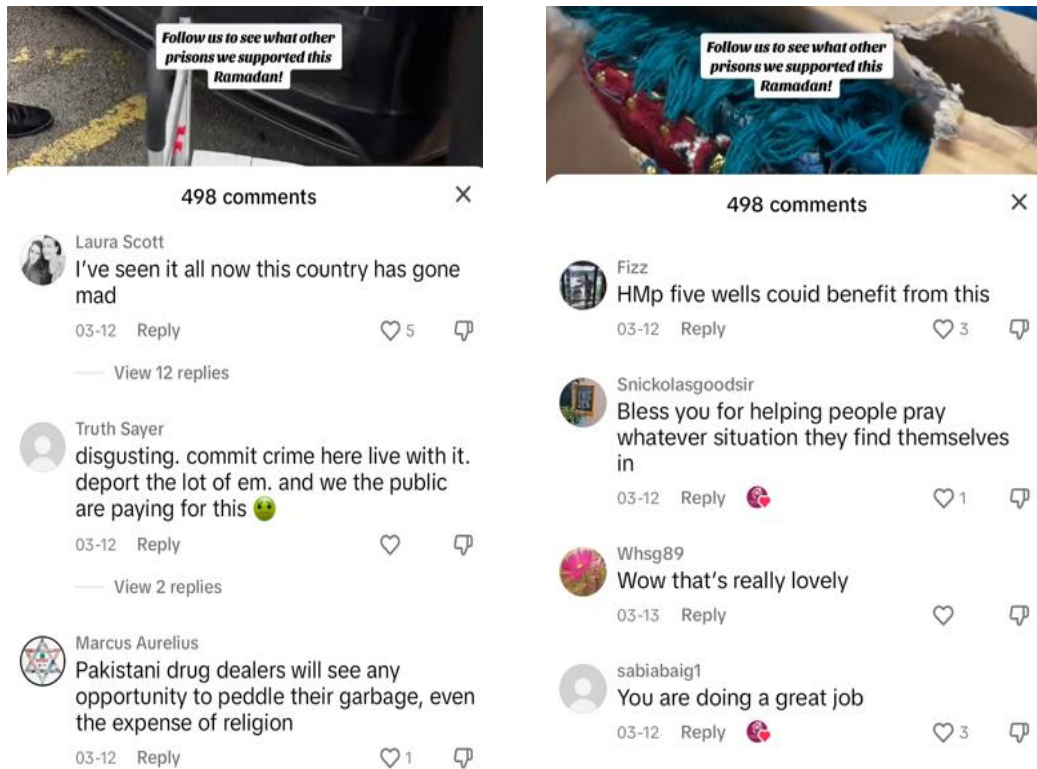


Figure 5: Examples of Public Comments on Himaya Haven’s March 2024 TikTok Video

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) stresses, 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 ‘evil’ and do not deserve support (as said in the comment section of the TikTok video)⁸. 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.

⁸What’s more this year there has been a rise in Islamophobic and racist comments on the TikTok video compared to a similar video posted last year, a reflection of the current socio-political environment where right-wing hate and racism has surged.

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 and 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 prisoner 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 better support the needs of BAME families. To achieve this, Himaya Haven continues to focus on the following:

- ❖ Providing other agencies and organisations 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 with whom to collaborate.
- ❖ Advocating for and undertaking research that highlights why Himaya Haven stresses 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:

- ❖ Birmingham City Council Prevent Iftar Event **(26/03/2024)**
- ❖ British Diversity Awards Night **(20/03/2024)**
- ❖ International Women's Day Conference and Expo **(08/03/2024)**

- ❖ Himaya Haven's sixth Empowering Communities workshop **(28/02/2024)**
- ❖ Himaya Haven's fifth Empowering Communities workshop **(27/02/2024)**
- ❖ Hall Green Neighbourhood Network Younger Adults Showcase Event **(22/02/2024)**
- ❖ Muslim Women's Network UK AGM **(27/02/2024)**
- ❖ Himaya Haven's fourth Empowering Communities workshop **(06/02/2024)**
- ❖ Muslim Women's Network UK AGM **(06/02/2024)**
- ❖ Children Heard and Seen Film Screening **(18/01/2024)**
- ❖ Himaya Haven's third Empowering Communities workshop **(22/01/2024)**
- ❖ Himaya Haven's second Empowering Communities workshop **(06/12/2023)**
- ❖ Asda Networking Event **(30/11/2023)**
- ❖ Birmingham Awards Ceremony 2023 **(04/11/2023)**
- ❖ Himaya Haven's first Empowering Communities workshop **(13/10/2023)**
- ❖ Introduction meeting with Birmingham Youth Sports Academy (BYSA) **(12/10/2023)**
- ❖ South and City College 'In Community' Forum **(06/10/2023)**
- ❖ Rotary Community Impact Networking Event **(28/09/2023)**
- ❖ Himaya Haven's Sparkbrook Fun Day and Kikit's Sports Mania Event **(09/09/2023)**
- ❖ Concord's Basketball Tournament **(26/07/2023)**
- ❖ Mental Health Youth Summit **(11/07/2023)**
- ❖ Round Table Discussion: West Midlands Combined Authority **(10/07/2023)**
- ❖ Sanctuary Seekers and Us Event **(06/07/2023)**
- ❖ HMP SEND visit with Maslaha **(26/05/2023)**



HH Empowering Communities Workshop led by Somia R Bibi 2024



Zobia Hadait and Somia R Bibi engaging community members at Concord's Basketball Tournament Event, 26th July 2023

- ❖ Sports England Locality Football in partnership with Kikit (14/05/2023)
- ❖ Prevent CSO Networking Meeting (11/05/2023)
- ❖ Probation & Prison Service – Managing Chaplain Training Event (10/05/2023)
- ❖ British Muslim Awards Ceremony 2023 (28/04/2023)
- ❖ Eid Celebrations at HMP/YOI Swinfen Hall (26/04/2023)
- ❖ Children Heard and Seen Zoom meeting (13/04/2023)
- ❖ Collaboration with Maslaha - Zoom meeting (04/04/2023)

Collaboration

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

- ❖ **Prison Imams and West Midlands Prisons** - Himaya Haven's contact with the Imams across eight West Midlands prisons has been sustained and working partnerships have been created with three more prisons (HMP; Dovegate, Sudbury and Rye Hill) and one medium secure unit (Reaside Clinic⁹). Himaya Haven, for the fourth year, undertook its Ramadan Prisoner Welfare Pack Project¹⁰ For Eid 2023, HH supported three prisons with Eid packs for the first time. Overall, in its fourth year of the project, Himaya Haven supported eleven prisons and one secure unit, helping 2183 prisoners; this includes providing two prisons with Eid packs for Eid 2024. This allows us to increase our reach to families affected by imprisonment through 'direct' engagement with prisoners whilst raising awareness of our work and services.



Eid Delivery of Mitai 2023



Eid Delivery of Baklava 2024

⁹Reaside clinic is a medium secure unit that houses patients with acute mental health needs, many of whom are convicted of criminal offences.

¹⁰The Ramadan prisoner welfare project and networking with prison Imams has continued to lead to the expansion of the project and prisoners and families with loved ones in custody/prison contacting Himaya Haven for support for themselves and their loved ones.

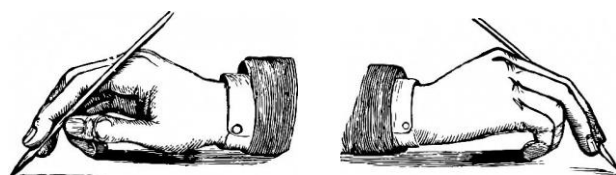
- ❖ **Birmingham Prevent (Empowering Communities Workshops)** Himaya Haven undertook workshops delivered by the Family Engagement and Outreach Worker that focused on creating a safe space to discuss topics such as barriers to accessing support, the work of Himaya Haven, the impact of arrest and imprisonment on families, safeguarding, and Prevent. Workshops have taken place across diverse communities within Birmingham and with professionals who work within the community. One attendee of a workshop had the following to say, showing the importance of interacting with community members and professionals:

“I really enjoyed today’s workshop. It was very interesting, interactive, and knowledgeable as I never knew this organisation existed. Even though I’m not affected by prison etc, it is still useful to know so I can signpost others who have been touched by issues as they may not be aware there is help available. I have also passed on the organisation’s leaflet to my son’s school as there are families facing problems and for the school record for future workshops.”



HH Empowering Communities Workshop led by Somia R Bibi, 2024

- ❖ **HMP Featherstone (Ink Connectors Project)** – Initial meetings have been had between Himaya Haven and HMP Featherstone to facilitate the implementation of a Pen Pal project to support prisoners who have no contact with friends and family. This project reflects the importance of social and familial bonds and creating a sense of belonging to facilitate rehabilitation upon release.



- ❖ **Maslaha** – Himaya Haven undertook a collaborative day project with Maslaha to HMP SEND, a women’s prison, to undertake a focus group to gain insights into what female residents knew about the support services available to, for example, support the maintenance of family/interpersonal relationships, PACT resources and services and educational development. In addition to gaining their views, for instance, on what they felt needed improvement and what they found valuable, enabling us to highlight our services further
- ❖ **Kikit Pathways to Recovery CIC** - Himaya Haven and Kikit have developed a long-term collaborative partnership to support clients and the wider community. This year, a key output from this collaboration was Himaya Haven’s Sparkbrook Fun Day and Kikit’s Sports Mania Event on the 9th of

September 2023. The event was a valuable mechanism for engaging with the community, fostering community interaction, and raising awareness of Himaya Haven and the work and support Himaya Haven provides.



Himaya Haven and Kikit Fun Day & Sports Mania Event, 9th September 2023



Director Razia Hadait invited to the Probation and Prison Service Managing Chaplain Training Event, May 2023

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

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, **12%** of client cases are situated in Impact F, which is double what it was last year and is predicted to increase further. 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).

Moreover, research has shown that exclusion from school is a key indicator of the 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 criminal behaviour.

National youth justice statistics from 2022 to 2023 show that children/young people aged 15 to 17 accounted for **74%** of the offending population, making up **36%** of England and Wales's 10 to 17 population. Boys accounted for **86%** of the offending population compared with **51%** of the 10 to 17 population in England and Wales (Youth Justice Board, 2024).

As part of HH's focus on Impact F, there should be a focus on developing targeted engagement of children and young people who have had or are in direct contact with the youth justice system. Presently, this group is severely underrepresented in conversation and decision-making related to the CJS despite having rich, first-hand knowledge and understanding of how things work and what will help others avoid similar situations.

In turn, there is a need for Himaya Haven to restart their focus on intervention and diversion programmes/activities with young people. Intervention and diversion can be anything that is offered to help

a child or young person change difficult circumstances and avoid the CJS. Intervention can occur before, during, and after contact with the system. Intervention and diversion programmes and engagement can be invaluable for young people at risk of criminal activity and those who may otherwise slip through the cracks. Himaya Haven should focus on restarting the workshops it delivered before Covid-19 within youth and education settings to children and young people, inviting young people to engage actively, and giving them a space to be heard and shape initiatives.

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. In order to do so, there is an urgent need to gain funding for structural growth and staff expansion.



Himaya Haven and Kikit Fun Day & Sports Mania Event, 9th September 2023

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 allowed 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 clients will Primarily be Women

The gender dynamics of clients and loved ones in prison that Himaya Haven has assumed over the last two years, hold 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. This assumption is supported by the data shown in Figure 6 below; **75%** of clients this year were female, while **25%** were male. The percentage of male clients has increased from last year where it was **12%**. This is a result of more men from the community and prison reaching out to Himaya Haven for support.

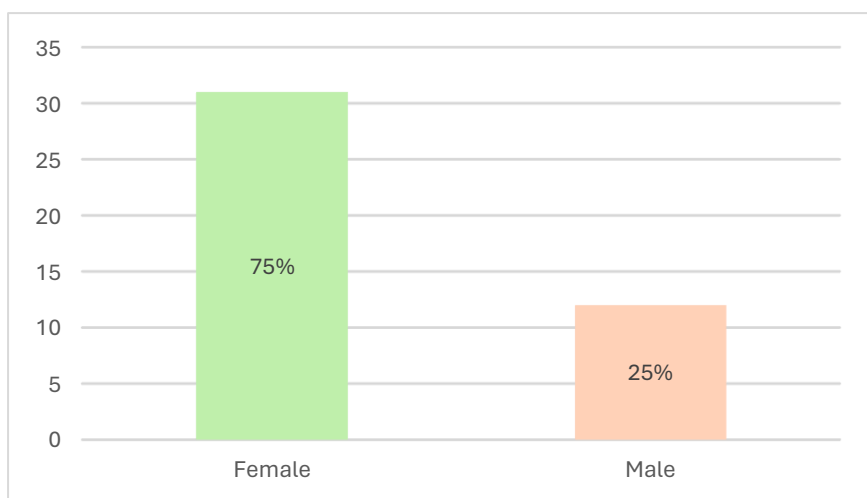


Figure 6: Graph showing the Gender of Clients

Moreover, in **84%**¹¹ of the cases (where the offender's gender was recorded), the offender was male (often husbands, partners, sons, and brothers of clients). 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 on

¹¹This is excluding non-offender families from the data.

everyday life. Such findings within Himaya Haven reflect assertions made by researchers (Codd, 2000; McCarty and Adams, 2019). For this year, as seen in Figure 7 below, data highlighted that most clients, like in previous years, were the mothers and spouses of the offenders.

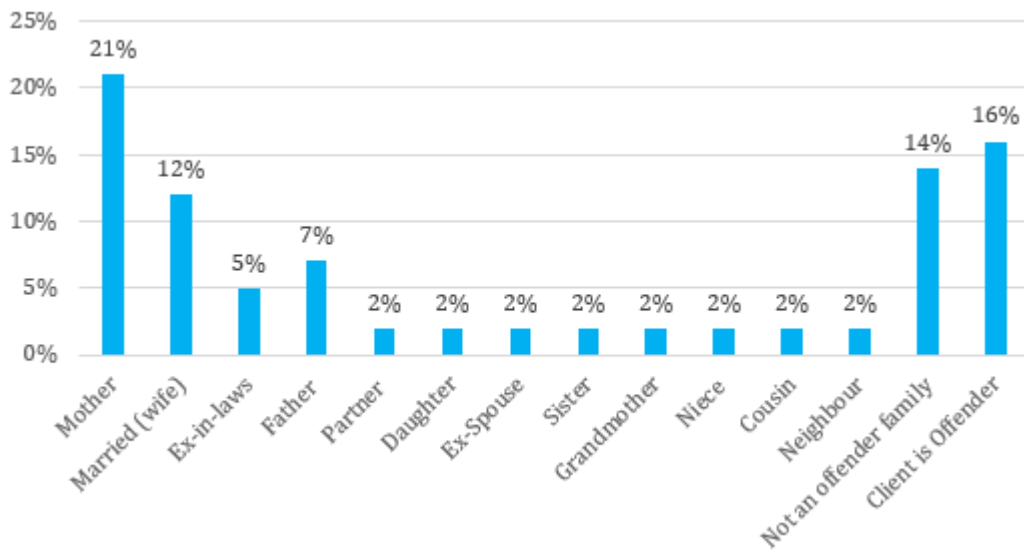


Figure 7: Client Relationship with Offender/Person at Risk of Offending

Also, as can be seen from the above graph, **16%** of clients were themselves offenders, seeking the support of Himaya Haven for themselves and, at times, their families. As Himaya Haven continues undertaking projects such as the Ramadan Prisoner Welfare Packs, we have begun to see more men from the prisons getting in contact with us, which supports reaching out for help for themselves and their families.

In turn, informal client feedback shows that clients value having a female-led organisation. A key reason for this is that the staff at Himaya Haven are from similar ethnic groups speaking different languages and dialects shared across the South Asian community (our core client base), have lived experiences of the impact of navigating the CJS, and a significant number are female (at present, all staff). These facets of the Himaya Haven team give clients confidence, comfort and reassurance 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 imprisoned, engaged or engaging in criminal behaviour and/or journeying through the CJS; 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, in part due to the location of Himaya Haven in an ethnically diverse city. When

exploring prisoner families, race significantly determines who constitutes this large proportion globally and nationally.

Indeed, within England and Wales, Black, BAME individuals comprise approximately **40%** of youth custody and **25%** of the prison population despite representing only **14%** of the general population (Farmer, 2017). In turn, Muslim prisoners constitute **18%** of all prisoners in England and Wales despite comprising only **6.5%** of the general population (Maslaha, 2024; Gecsoyler, 2024). Himaya Haven's large proportion of BAME and Muslim clients mirrors the excessive density of BAME and Muslim prisoners, with many clients coming from Kashmiri and Pakistani backgrounds, as seen in Figure 8 below:

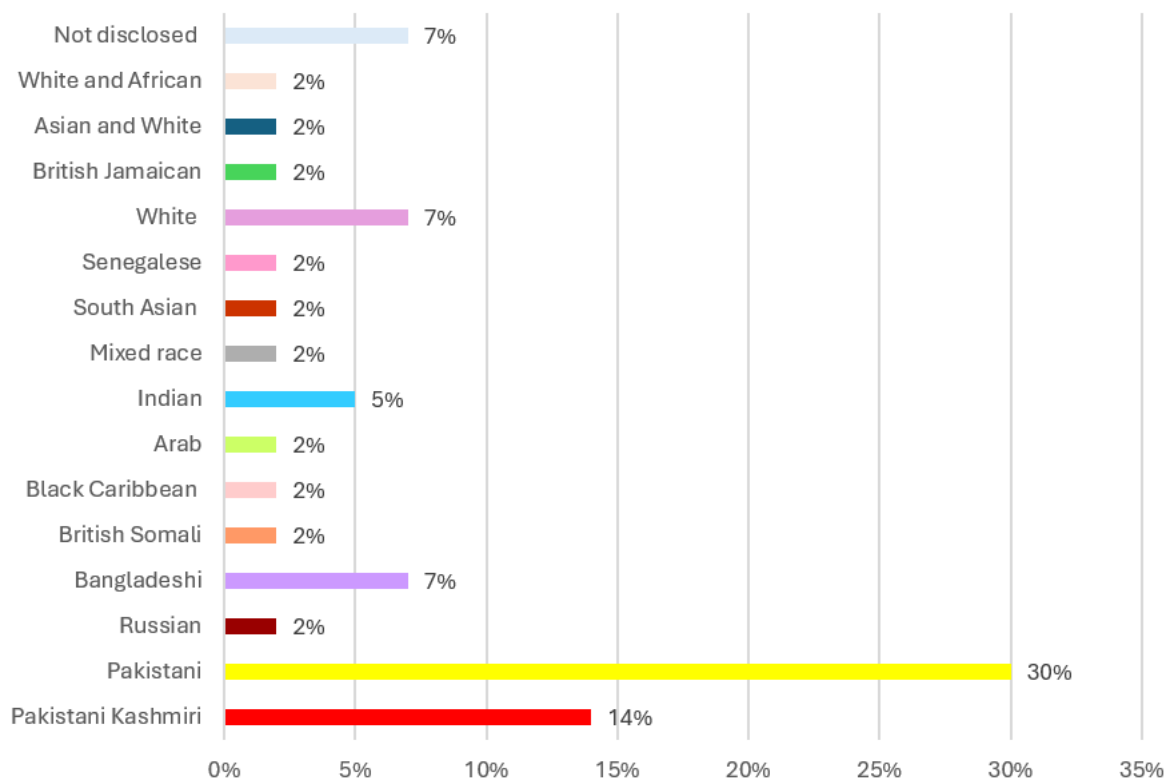


Figure 8: Ethnicity of Himaya Haven Clients

Figure 8 above highlights that **44%** of Himaya Haven's clients come from Pakistani and Pakistani Kashmiri communities and from the Birmingham/West Midlands area. With many members of this community, their lack of confidence and/or knowledge in speaking and reading English can substantially hinder their understanding of the information disclosed through the CJS and other organisations. Accordingly, Himaya Haven plays a crucial role in helping clients navigate this barrier by translating and relaying information into, for example, Urdu, Mirpuri, and Punjabi. We do this by asking the clients to send over the documents they are struggling with via WhatsApp, enabling us to read them and then translate the information either via telephone call or voice notes in the preferred language. We have found this to be the most efficient way,

proving cost effectiveness (clients don't need to pay for transport) and quickness (this can be done in a matter of minutes).

There is a Significant Impact on Family Members

The ripple effects of a person being arrested and imprisoned are far-reaching. A person'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.

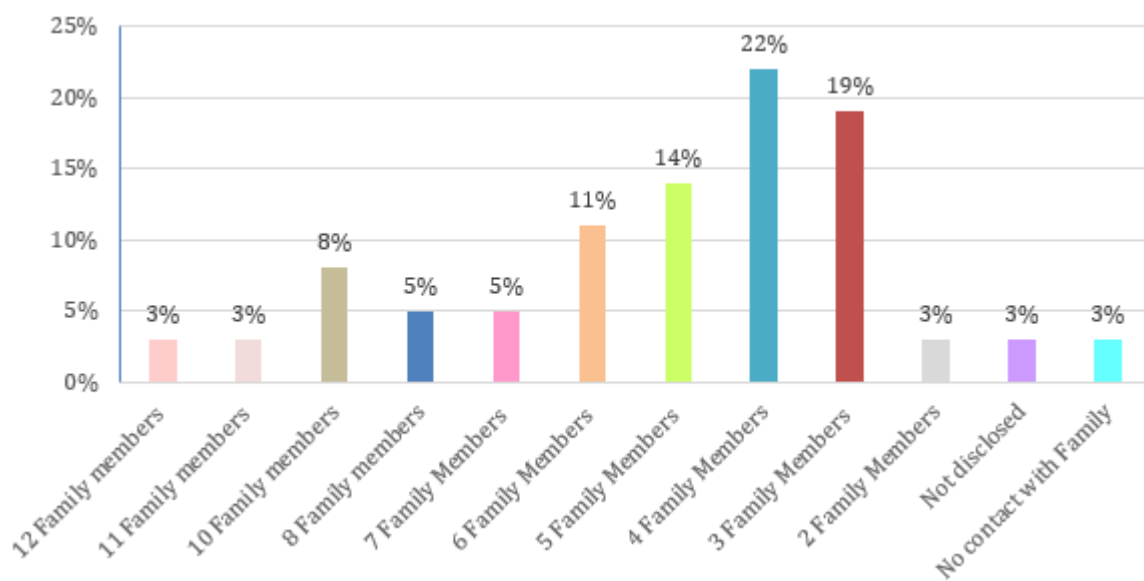


Figure 9: Graph Showing Number of Family Members Impacted

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) allowing us to receive more insight.

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. Children of prisoners were also at a greater risk of poor school attainment and mental health issues (Murray and Farrington, 2005).

In turn, the significant impact on family members results in multifaceted support needs, meaning that it is essential for Himaya Haven to make the necessary referrals to expert organisations when the support needs fall outside of the organisation's remit. So far, Himaya Haven has successfully done this. The referrals made in 2023/2024 for new clients are identified below in Figure 10:

Referrals Made/Signposting To	Number of Referrals
Community Events	35
Free Discounted Meals (for children)	18
Household Support Fund (HSF)	5
Food Bank	3
KIKIT	3
Baby Aid Birmingham	2
NCDV	2
Early Help	2
MECC Trust	2
Nartex	2
Share Community Monday Coffee Mornings	2
HMP Oakwood Website	1
Gov. UK Website (Travel Costs Form)	1
CourtNav	1
Saint Johns's House (Women of Work Session)	1
Local Councillor	1
Local MP	1
MMI Support Group	1
Solicitor Regulatory Authority (SRA)	1
Children's Trust	1
Adult Social Services	1

Figure 10: Referrals Made by Himaya Haven

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

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 five 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 and 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.

Conversations on what will replace BAME are needed with funders and frontline grassroots organisations such as Himaya Haven and communities. While it is unlikely everyone 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 needs to produce a manual advising staff on language use, which 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 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.

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.

Review Staff/Volunteer Engagement and Wellbeing

Building and sustaining a healthy work environment and space is pivotal but is 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 learn the organisation's structural facets where possible. In turn, Himaya Haven has created a strong volunteer partnership with Birmingham City University (BCU) and University College of Birmingham (UCB) —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, she 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). In the last financial year HH had five placement students from UCB. Placement focuses range from marketing and business development to administrative tasks and website development.

HH has also supported young people from the local community and the families it supports, giving them opportunities to gain skills through volunteering and work experience placements to help with their education and professional development as they prepare to enter the workforce. Another volunteer from BCU had the following to say:

This volunteer role complimented my marketing degree really well. I gained some valuable knowledge and practical experience, especially in areas such as website development and Search Engine Optimisation (SEO). Prior to my time at Himaya Haven I had no previous experience in such areas, so it was really beneficial for my development. A typical day at the office consisted of uploading photos/videos onto the website and creating and planning new posts to help boost their social media presence. Some other skills I learned included changing the images on each website post to an automatic slideshow with timings, how to add and build a new website page, changing the structure of and updating the donation page plus editing any audio files to upload to the website.

A placement student from UCB who was with HH in April 2023 asserted:

I was studying Computing and ICT Level 3 National Foundation/National Extended Diploma at University College Birmingham when I undertook my 10-day college placement as a Website Development Volunteer from the 5th of April to the 25th of April 2023.

During my time at Himaya Haven, I was tasked with monitoring the website, which gave me access to my creative side to unleash and go, making sure to implement ideas of my own that I thought would greatly benefit the website and Himaya Haven. Before taking this placement, I did not know what to expect when an interview took place, which did sort of spike my nerves.

However, after my interview was conducted and all my work placement days were completed, I can say this was a great experience. The team at Himaya Haven were amazing. They were constantly cracking jokes and always laughing, which made the work environment way more relaxed and entertaining. When I reached my fifth day, I didn't realise how quickly time had passed. Razia, Zobia, and Somia were just brilliant, always informing me of projects they undertook and giving me so much information that was fascinating to me.

All staff and volunteer feedback indicates that the Himaya Haven Managing Director Razia Hadait, Zobia Hadait the Website and Social Media Marketing Manager and Volunteer Coordinator Somia Bibi ensure that all feel they have autonomy over how they do their jobs and a measure of control over the broader organisation, such as participation in decision-making. This is significant as it 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 are 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, at present, this has not been possible.

HH Team Reflections: Zobia Hadait

Company Director & Website, Social Media and Marketing Manager



Has your role within the organisation expanded or evolved in this year (if not, is this an issue)?

With new projects comes new decision making. So, with that every project requires a different set of decisions – to meet different targets, to serve different people’s needs etc. So, in my role as director the decision making can be more or less each year. Within my social media role, we have taken up a new social media channel TikTok. This requires more work as it is video based and requires you to think of content based on what we are doing (projects), ensure that you are capturing it and editing it in a way that is creative, brings in more viewers, shows the work we do effectively and isn’t boring to watch.

[...] My role in social media hasn’t ‘expanded’ as such as this is still under social media however, I can say it has evolved as it also requires a different format of content to our other socials. This is more beneficial for us than other social channels as we can directly access those affected by imprisonment.

From the projects you have been involved in this year, which has been your favourite and why?

The Eid food project was my favourite one as it was the first time providing this for prisoners. The whole process of planning the boxes, picking them up, organising the delivery and delivering to the prisons whilst fasting so that they get it in time for Eid the next day was quite fun. Also designing the Eid card was also a favourite alongside the TikTok content that was created on it. These were very fun to make and allowed me to try something different.

Within your role, can you identify any areas where Himaya Haven needs to improve? (e.g., data collection, training, networking, engagement, client support, impacting policy, etc)?

I believe we are doing well. I think the main aspect that we need to improve on is in terms of salary for staff. Staff are underpaid for their education level, expertise, and workload. We need to find funders who can provide higher salaries for those who require it. This is a challenge that we continually face, as many funders do not want to provide this. It is also difficult, given the nature of our organisation, to try to raise funds for

ourselves via other options. We have purchased a yearly subscription to Canva, which is our main software to create marketing and social items.

In your view, what have been Himaya Haven’s biggest achievements this year?

- We have been nominated and won several awards this year
- Gaining clients through TikTok, which was the main aim for creating a TikTok page
- Providing Eid food for three prisons for Eid.



Himaya Haven Directors, 13th February 2024



Zobia Hadait engaging with families about Himaya Haven and prison, 26th July 2023



Has your role within the organisation expanded or evolved in any way in this year (if no is this an issue)?

My role within the organisation has not expanded as such, but due to having a small team, I end up doing hands-on work on projects such as food banks and prisoner projects, which then takes me away from the strategic work of HH. I decided to extend some of my duties and responsibilities outside of Himaya Haven. Participating on a panel assessment for (Inclusive Community Fund). This enabled me to bring in new training, development, and knowledge of how assessors scrutinise the applications. This was a valuable experience for me, and also gave me the opportunity to network across the West Midlands.

What projects have you been involved in at Himaya Haven, and what impact did they have?

I am an all-rounder just like a cricket player, I get involved practically hands on with the food hampers and the Ramadan Prisoner Welfare Pack.

The food hampers have a huge impact on the families that we work with, especially when they don't know where the next meal will come from; this work is out of our remit, but knowing how it helps our family's health and well-being is just worth all the trouble even if it means damaging my car on deliveries 😊.

We had to prepare 2000 bottles (attar) for the Ramadan Prisoner's Welfare Packs. I had the laborious job of putting the labels on each bottle and then filling them with the oil. These Attar bottles are very well received and appreciated by the prisoners. This project makes a huge difference to the prisoners' welfare, which makes it all worthwhile doing. I hope it helps with their rehabilitation and the knowledge that someone cares about them on the outside.

Quote from the Imam "Through your donations, you have provided prisoners with a sign of hope, a gesture that shows that they are valued and that they can still enjoy simple pleasures of life despite their current situation. The act of kindness that you have extended to the prisoners is immeasurable and will have a lasting impact. It is recognised that many prisoners come from disadvantaged backgrounds and have experienced social and economic hardships. Your donation has provided them with comfort and a sense of normality that is often missing in their daily lives."

Also, this year, we provided three prisons with Eid food. This was our first time doing this, and delivering to the prison the day before while we were fasting and smelling the food was painful.

From the projects you have been involved in this year, which has been your favourite and why?

The Ramadan prisoner packs have always been my favourite and being able to target 11 prisons and 2318 prisoners in the West Midlands this year has been extremely challenging but worth it. Having feedback and comments from the Imams about the difference it makes is valuable to me and makes all the difference to me as to why I do this project and put my heart and soul into it. The hours that go into this project is not recognised but the volunteers that help from start to finish are very much appreciated

How well are Himaya Haven performing against Himaya Haven's aims, objectives, and targets? How do you know?

Himaya Haven is performing above the targets we set with the funders (Reaching Communities) four years ago.

Looking at our business plan, which was developed for RC, highlights that we have gone beyond our aims and objectives. I believe we have done much, much more than what we had said on our business plan.

We consistently monitor our data and events that we have been attending and we can see the difference it is making. The feedback from the clients and families shows that HH is making a difference to the families, stakeholders, and people we work with.

Within your role, can you identify any areas where Himaya Haven needs to improve? (e.g., data collection, training, networking, engagement, client support, impacting policy, etc)?

Our data collection method is working well, and we improve on this as we progress and learn whether to continue to collect data in this way or an alternative way. What Himaya Haven can improve on and have training for is to work out the cost we are saving to the public purse, the social and financial benefits HH's work, and services bring to the area and communities. To analyse this data and social return on investments further, HH would benefit in having the training and a programme to do this. I believe that HH has good

networking competences and always attends wherever we can; HH has good networking skills and experience. Our client support from our engagement worker is excellent, but I feel that we need to empower the clients more and stop doing too much for them, encouraging more independence. HH must also look at how we can be involved in policy work, as this is something we have not got involved in.



Images of the attar bottles filled and labelled by the HH team for the 2024 Ramadan Prisoner Welfare Project. A significant number were filled and labelled by Razia T Hadait



CEO Razia Hadait and Director Tahmeena Suhail at International Women's Day Conference, 8th March, 2024



What is your role at Himaya Haven?

My role at Himaya Haven is administration and finance. I deal with any emails received daily and reply to any email enquiries. I record all invoices digitally and in hard copy, file client records, and keep client information up to date.

When and how did you join Himaya Haven, and what has your experience been like thus far? (please give details)

I joined Himaya Haven as a volunteer in July 2023 and later started my part-time role. It has been a knowledgeable and enjoyable experience.

What projects have you been involved in at Himaya Haven, and what impact did they have?

I have been involved in numerous projects at Himaya Haven. This includes the Sparkbrook Fun Day event, which was a community event and positively impacted many that day. The team's being out in the park was refreshing. I did two projects for food hampers; one was called Full Plates Full Hearts. These food hamper projects were an excellent way of helping the service users but also letting the community know there is this type of help if needed from the staff.

From the projects you have been involved in this year, which has been your favourite and why?

The Sparkbrook Fun Day has been my favourite as it brought joy that me and the rest of the team could provide a fun event that will include all and help bring happiness.



Tehreem Ali, Zobia Hadait & Somia R Bibi at Himaya Haven's Fun Day 9th September 2023

HH Team Reflections: Somia R Bibi

Family Engagement/Outreach Worker and Volunteer Coordinator



Has your role within the organisation expanded or evolved in this year (if not, is this an issue)?

Himaya Haven is a small organisation, so my role has not expanded per se; however, since the onset, I, like my colleagues, must wear many hats. My job role is Family Engagement and Outreach Worker; I provide frontline support to service users and am their main point of contact; this is my primary role. This role also ensures I continuously develop knowledge of resources and the wider support that is available.

I also help with writing funding bids and the small and large projects Himaya Haven undertakes, such as the food aid projects (last year, I successfully ensured we stayed in budget), Ramadan packs and community events. My expertise as a researcher and scholar means I write project grant reviews and evaluations, review internal policies, and design and amend internal documents such as client referral forms, risk assessments, volunteer contracts and official correspondences and statements.

I am also the volunteer coordinator, liaising with, for example, educational institutions to gain and support placement students, providing support to volunteers who are with us for weeks or months and helping them develop their skills. This has involved, for example, advice on CV and personal statement development. I have also been able to offer support to young people from the families we assist.

What projects have you been involved in at Himaya Haven, and what impact did they have?

I am fortunate to be involved in some way with all Himaya Haven's projects, and I can say the impact on the individuals/families and communities we support is profound. The impact is both emotional and literal, helping those struggling with the cost-of-living crisis, stigma, isolation, and guilt.

From the projects you have been involved in this year, which has been your favourite and why?

I have enjoyed each project we have undertaken at HH. If I had to choose, there would have to be two favourites, although it would be hard not to say three. The Empowering Communities project, where I delivered workshops across Birmingham communities and to professionals, allowed me to get away from the desk and signpost the work of HH and discuss critical issues of concern in different spaces. The interactions with community members and professionals were dynamic, filled with energy and invaluable.

Another favourite project is the Ramadan Prisoner Welfare Packs Project, where each year, I liaise with the prison imams to learn what items are needed and to organise delivery and collection. This project directly supports prisoners, highlights the community's generosity, and creates positive feelings for families with loved ones in custody and prison. We have had clients tell us that knowing their loved ones are receiving something during Ramadan and Eid alleviates the stress and guilt they feel on the outside.

Within your role, can you identify any areas where Himaya Haven needs to improve? (e.g., data collection, training, networking, engagement, client support, impacting policy, etc)?

Overall, HH is doing exceptionally well, especially given that we are a very small team. We are trusted by those we seek to help and the community. We need to encourage more service users to undertake tasks themselves.

Currently, staff are working with large workloads, which at times stretch them significantly thin. Daily tasks are occurring alongside supporting and assisting on short—and long-term projects. Due to limited funding and a small team, this can cause considerable strain. Successful outcomes occur due to the skills of individual staff, determination, and robust teamwork on projects.

A key focus now must be on vastly improving staff salaries, expansion, and capacity building. Himaya Haven is a brilliant organisation that promotes a positive work environment. Nevertheless, there is a need to secure stable staff salaries that reflect expertise and workload. Also, HH has staff with significant expertise in research and experience in engaging community members. Thus, as a trusted frontline organisation, HH could undertake research projects impacting communities and policy. However, this can only occur once funding is secured to expand and ensure the capacity and sustainability of such work and roles.



Somia R Bibi trying out some archery at Concord's Basketball Tournament Day, 26th July 2023

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, HMP/YOI Brinsford, HMP Dovegate, HMP Long Lartin and HMP Rye Hill. 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 and Outreach Worker remains pivotal to providing effective frontline practical and emotional support to clients.
- ❖ There is a need to gain long-term sustained funding to facilitate staff salaries in line with third sector salaries for the roles and staff skillsets, to avoid the risk of high-quality staff seeking more permanent and financially secure employment elsewhere.
- ❖ The team must continue delivering workshops within the community to advocate for the silent victims on the outside, gain community perspectives on crime/offending and highlight their services.
- ❖ HH's communication strategy needs to be developed and structured further. This should involve creating a language guide, which will help with Himaya Haven's communication strategy and interactions with the press. A recommendation from last year has not been initiated due to a lack of time and workload.
- ❖ Social Media engagement, specifically through TikTok, is essential for reaching community members and those needing HH's services and support.

- ❖ Ensure engagement with stakeholders and the community via digital platforms like Facebook, Twitter, Instagram, and TikTok. The team has sustained active promotion of the project on social media, with 624 followers on Twitter, 180 followers on Facebook, 211 followers on Instagram, and 785 followers on TikTok.
- ❖ Himaya Haven also highlight their work and activities through the organisational website. This year, the website has had 2.4k traffic, with an average engagement time of 51 seconds.



Figure 11: Website User Traffic Acquisition Overview

Top Page title and screen class by Views
Mar 27–Apr 2, 2024

PAGE TITLE AND S...	VIEWS
Supporting Prisoner...	25
About Us - Himaya ...	11
Get in Touch Conta...	6
Donate Help Us to ...	5
Prison & Court Infor...	5
Our Work Events - ...	4
Eid Food Delivery to...	3
British Muslim Awar...	2
March 2024 - Himay...	2
Our Projects Client...	2

Figure 12: Most Viewed Webpages

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

In 2022/2023, Himaya Haven successfully held meetings with West Midlands Police and officers to discuss implementing an effective referral pathway. Currently, only one referral has been made due to this, and this needs urgent development.

Additionally, Himaya Haven needs to look at how they, with some of their collaborative partners, can encourage prisoners 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 one's 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 of Reaching Communities funding, 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 prisoners 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 states and recognises in all they do, a unilateral and generic approach cannot be undertaken. Instead, nuances must be identified and considered when 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 to the UK economy and society. Indeed, as highlighted earlier in the evaluation data from the Ministry of Justice, prisons cost £4.2 billion in England and Wales in 2022/2023 (Webster, 2024). Himaya Haven's frontline grassroots support and programmes would positively impact offenders, their families, and wider society.

Weekly Staff Meetings

Upon reviewing staff comments and reflecting on daily office activities, structured weekly staff meetings need to occur. Communication between staff is robust and efficient. However, as staff undertake multiple tasks and projects, structured and regular meetings are needed. 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.

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 and Maintaining Existing 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 and 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 and 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.

At present, all staff are working with large workloads that, at times, stretch them thin. Daily tasks are occurring alongside supporting short—and long-term projects due to limited funding and a small team. There is also a need to ensure funding is secured to help retain skilled staff.

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 and financially secure employment elsewhere. The project must look at funding possibilities from pooled regional/national budgets or the Home Office and Ministry of Justice. These discussions need to take place urgently.

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 must be utilised. 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. For this to occur, there is a need for expansion and growth in capacity, as the two expert researchers on staff do not have the time to undertake research due to their existing roles and responsibilities.



Birmingham Awards Ceremony, 2023

Himaya Haven Awards

Himaya Haven ongoing work and focus on supporting families navigating the CJS continues to result in the organisation and CEO being shortlisted and winning awards across sectors.

Awards Received

- ❖ SME News – Legal Awards, *Best Culturally-Sensitive Prisoner Relative Support Service in the Midlands 2024*
- ❖ Corporate LiveWire Global Awards, *Community Empowerment Initiative of the Year 2023/2024*
- ❖ SME News, *Community Support CEO of the Year 2023*
- ❖ Corporate LiveWire Innovation & Excellence Award, under the category *Family Support NPO of the Year 2023*
- ❖ AI Global Media Female CEO of the Year Award, under the category *Offender Family Support CEO of the Year 2023*

Awards HH was Shortlisted/Finalists

- ❖ British Diversity Awards, *Charity or Not-For-Profit of the Year 2024*
- ❖ Birmingham Awards, *Social Enterprise of the Year 2023*
- ❖ The British Muslim Awards, *Charity of the Year 2023*



The British Muslim Awards, 2023



British Diversity Awards, 2023

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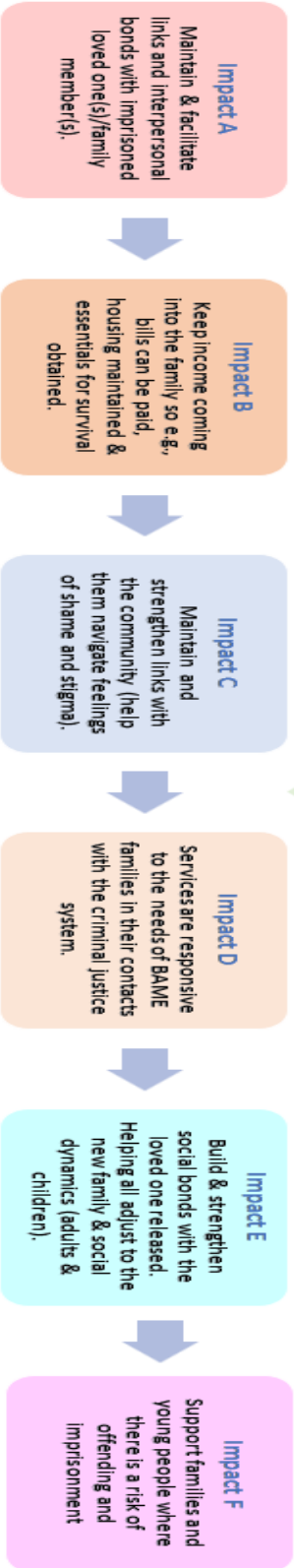
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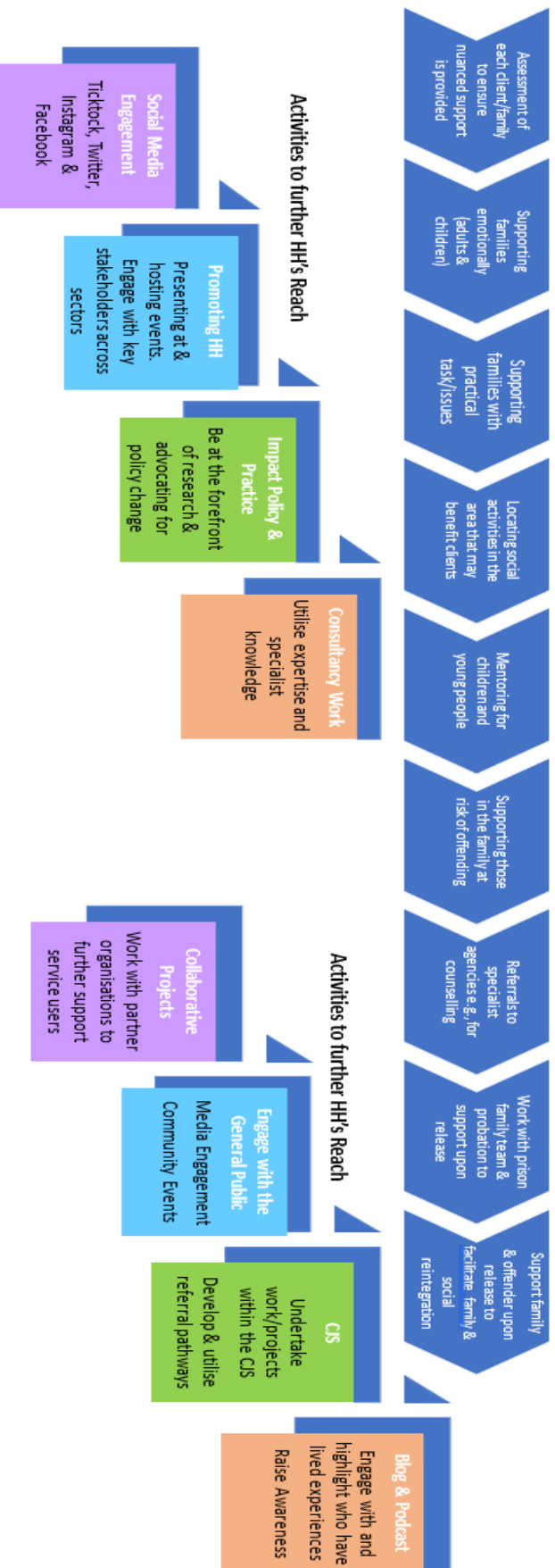
Overall Impact

(What Himaya Haven (HH) aim to achieve)

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.



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



Outcomes Himaya Haven will see if Successful

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



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