



Good Practice – Nominee

Kyle Hart –PACT (Sub-Contractor- Ixion)



Kyle Hart is a Case Manager who works for Pact, who are commissioned to deliver the CFO3 provision in custody by Ixion in the West Midlands Staffordshire and Shropshire region as well as a specialist support project around family support for the CFO3 cohort.

Kyle delivers the CFO3 Programme at HMP/YOI Swinfen Hall and has been working with participants on the PIPE wing- these are participants who have had severe mental health difficulties, have received psychological interventions and are then placed on the PIPE wing for 3 months to consolidate and bolster their treatment.

Kyle has developed robust and effective relationships with the wing staff who have been specially trained to work on this wing, promoting and demonstrating the benefits that the CFO3 programme can offer this cohort. As a result of this, Kyle has been able to engage with the participants and successfully address their barriers, and motivate them to journey through all the CFO 3 gateways.

Working with this cohort, presents a number of challenges that Kyle has addressed and he has developed a range of strategies that can be shared as good practice to be used with similar cohorts across the regions.

One of these strategies was arranging for courses to be held on the wing itself, as a safe and secure place to learn – surrounded by familiarity to reduce anxiety and increase the confidence and motivation of participants, to join in the learning. This had a positive result



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and a number of his participants have developed their life skills and have prepared for release by gaining qualifications that may otherwise not have been attainable. One such example of this was a recent Traffic Management course that was delivered on the wing, with all participants completing it successfully. It was the first time a course of this nature had been run on this particular wing and Kyle worked tirelessly with partners in the prison to ensure that it was a success. Kyle and PACT have been commended by the Governor for this, who is arranging an awards ceremony for these participants.

In conjunction with this Kyle has encouraged them to consider the 'whole family' approach to improving their social inclusion - repairing family relationships through participation in the specialist family intervention project, offered by PACT, though the CFO3 provision. Again, this has achieved positive results with the cohort and this good practice is being shared and promoted throughout the region.