



HM Prison &  
Probation Service



# Humanity, Decency and Fairness – Nominee

Teresa Windess – PACT (Sub-Contractor- IXION)



Teresa Windess is a Custodial Case Manager for Pact - who are commissioned by Ixion to deliver the CFO3 programme in HMP Rochester in the South East of England. She has worked on the programme since contract commencement and has consistently displayed excellent practices in Equality & Diversity in her work at HMP Rochester and as a result, was recently given a Governor's Award from the prison in recognition of her work in this area – having been nominated by one of her CFO3 participants.



Teresa constantly strives for inclusion for all of her participants, many of whom come from severely disadvantaged backgrounds or disadvantaged through severe learning needs. She ensures that decency and inclusivity are at the heart of her work, recognising the importance of this, leading by example and role modelling the behaviours that should be displayed by all.

Teresa remains mindful and knowledgeable regarding the difficulties and prejudices that participants can face, and works with participants to remove or minimise these, treating the individuals with decency, striving to create an inclusive and positive environment, and provide a fair and equal footing that all of her participants should be able to start their journey on.

Through her efforts and behaviours, a large proportion of her participants have found the confidence and motivation to gain qualifications and are participating in classroom activities for the first time; undoubtedly changing their future for the better. So far, Teresa has supported approximately 40 participants to make progress, gaining numerous skills and vocational qualifications, supporting their journey towards social inclusion on release.

Teresa sets an example to the rest of her colleagues by intensively and doggedly working with those perceived as the most 'difficult' to support - who have effectively been written off by society; breaking down the barriers that they face and successfully transitioning them into positive outcomes.