

10th April 2025

To: Chair of the Welsh Affairs Committee

**Ref - Your letter of 3rd April 2025 regarding HMP Parc.**

Dear Committee Chair,

Thank you for your letter of 3rd April regarding recent media reports, following unacceptable social media posts made by members of staff at HMP Parc. These messages, apparently sent between a small number of staff, are appalling and utterly unacceptable to the vast majority of employees at HMP Parc, to G4S, and of course the people of Wales.

Last week's media articles relate to an ongoing operation involving South Wales Police and G4S. You will recall that the operation commenced in September 2024 with the arrest of four staff members. A further four arrests were made in January 2025. The initial arrests were discussed at the Committee hearing that we attended with you in December 2024. So whilst the issue is not a new one, it gained attention in the media last week following disclosure of the details of the WhatsApp messages to the media.

Of course, the key issue is not the disclosure of the information; it is that members of staff engaged in such unacceptable behaviour. We are appalled and deeply disappointed at the disrespectful language used about the prisoners in our care by this small group of individuals.

In the investigation of the matter, we have rightly given primacy to South Wales Police colleagues and provided them with our full support. At this point, after arresting eight members of staff, the Police have concluded that no charges will be brought against six, and Police investigations continue into the remaining two. All eight members of staff were immediately suspended from all duties following their arrests and three of them have already been dismissed from our employment. Two others have resigned and the remaining three are subject to ongoing internal investigations.

Whilst we cannot pre-empt the outcomes of those investigations, I would like to assure you that we fully recognise that in this case, a minority of our staff have failed to uphold the values and expectations of our Prison. Over 800 people work at HMP Parc and the vast majority of our staff are working hard to ensure that prisoners are treated with decency and respect and that we provide a service that the people of Wales can be proud of. All of those people feel hugely let down by the behaviour of a small number of their colleagues. We are utterly determined to root out wrongdoing and we hope that the information we have provided has been helpful in assuring you that we are committed to ensuring that anyone involved in this case is held to account.



An ALLIED UNIVERSAL Company

G4S Care and Justice Services  
(UK) Limited,  
6th Floor, 50 Broadway, London  
SW1H 0DB

Regarding the use of force, we absolutely recognise that the language within the messages that have been published is utterly unacceptable, though it should be noted that the Police have not pursued charges of unlawful / excessive force or assault in the six cases they have concluded to date.

G4S prisons operate to the same use of force guidance, policies, training and governance as are applied at all HMPPS Prisons. We recognise that we should always be focussed on improving our practice on use of force and the de-escalation of incidents before they reach a point that force is necessary. However it is noteworthy that HMP Parc was Inspected by His Majesty's Inspectorate of Prisons (HMIP) in January 2025. We expect the report of that inspection to be published later this month. We also expect HMIP to report decreasing levels of use of force, prompt scrutiny of use of force incidents by leaders, and robust action taken with individual staff members when needed. We do acknowledge however that the report is also likely to suggest that governance arrangements need improving and that body worn video cameras, incident reports, and use of trend analysis data should be improved. We will, and indeed already are, taking action in response to those recommendations.

Inappropriate or excessive use of force would in most circumstances be considered as gross misconduct that would result in disciplinary action being taken, followed by termination of employment. All incidents which involve the use of force are scrutinised by our Use of Force Committee.

G4S has a social media policy that applies to all staff, and we are currently working to version 6.0 of that policy (last updated in April 2024).

Below are excerpts from our policy:

*4.11 Employees must remain aware at all times of the public nature of social media. Even content posted on a restricted forum can quickly be shared across other social media sources and must be assumed that anything published anywhere will sooner or later reach the public domain. When employees share content posted by others, it may be deemed as the employee giving tacit approval to opinions that could bring the Company into disrepute. Employees should always think before they post and ensure that comments are not made in the heat of the moment and are representative of how they would wish to portray themselves in real life and online.*

*4.13 Any serious misuse of social networking sites that have, or could potentially have, a negative impact on the Company, its employees, our customers and those in our care, may be regarded as a disciplinary matter and appropriate disciplinary action may be taken, up to and including dismissal.*

*9.1 Employees should remember that they are bound by their contract of employment, the G4S Business Ethics policy and the relevant business unit specific Our Way of Working policy and must conduct themselves at all times in accordance with these, which includes when using social media.*

*9.2 Any social media activity believed to be not in line with these and of which are believed to be defamatory, pornographic, harassing, libellous, create a hostile working environment or that may bring the Company into disrepute, may result in the relevant business unit specific Disciplinary and Performance policy being applied.*

Our policy is of course different in detail to that applied within HMPPS. Broadly speaking, however, they are aligned, in that they clarify that inappropriate social media posts may result in disciplinary action and dismissal.

We are sorry to learn that the briefings you have received regarding HMP Parc have not fully met the Committee's expectations. However, I know that HMPPS Wales colleagues, along with us (G4S), are committed to providing you with the necessary updates and information on progress at HMP Parc, and can assure you we work closely to ensure we effectively monitor improvements and progress here.

As you will know, the Prison Performance metrics are published annually, with the next publication due in July 2025. The MoJ are restricted in providing data which forms a subset of any future statistical release under their statutory commitment to follow the Statistical Code of Practice. Therefore, this prevents the MoJ from providing any early indication of the data and, as we (G4S) are not in control of the data, we are limited in what we can share and publish. However, I am aware that the Committee will hold a private briefing session with Ian Barrow (Executive Director) and MoJ statisticians, to discuss progress at HMP Parc in more detail in early May, and I am sure they will share data or management information if possible, during this session. I can assure you, HMPPS Wales and G4S remain dedicated to working closely with the Committee and all interested stakeholders to provide transparent updates on HMP Parc, wherever possible.

The scrutiny and monitoring applied to private prisons is significant and exceeds that applying to publicly run prisons. We have an onsite Independent Monitoring Board, are subject to HMPPS audits, HMIP Inspections and have an onsite full time HMPPS Controller Team who are responsible for monitoring our operations and delivery of our contract. Our intention is to operate with transparency and the aforementioned multiple monitoring mechanisms ensure that is the case. We will of course share your concerns with HMPPS regarding the information they have provided to you regarding HMP Parc.

We cannot overemphasize how appalled we have been by the content of the social media entries that you refer to, and understand the shock and anger that has been shown outside of HMP Parc. We would welcome you to re visit HMP Parc, and would be pleased to brief you on our robust response to the matters in question. It would also be a helpful opportunity for us to candidly talk you through the areas where we have made very significant improvements (of which we are very proud) and the ongoing challenges we face that have been more difficult to address.

Cofion gorau,



**Will Styles**  
Director  
HMP/YOI Parc

**Will Styles**  
Cyfarwyddwr  
CEF/STI Parc

**Gwasanaethau Gofal ac Adsefydlu**  
**Gwasanaethau Gofal a Chyfiawnder**  
**G4S (DU) Cyf**

Care and Rehabilitation Services  
G4S Care & Justice Services (UK) Ltd



**Gordon Brockington**  
President

**Gordon Brockington**  
Llywydd

**Gwasanaethau Gofal ac Adsefydlu**  
**Gwasanaethau Gofal a Chyfiawnder**  
**G4S (DU) Cyf**

Care and Rehabilitation Services  
G4S Care & Justice Services (UK) Ltd