

“ Maintaining family relationships can help to prevent prisoners reoffending and can assist them to successfully settle into the community. However support and advice for families is limited, visiting facilities often inadequate, and families are rarely involved in the process of tackling offending behaviour...”

Reducing Reoffending by ex-prisoners.  
Social Exclusion Unit. 2002



FAMILIES OUTSIDE  
ANNUAL REPORT 2002/03

“I’m afraid to go out – I live in a small town, it’s been all over the papers and people stare at me if I go out and call me names”

FAMILIES OUTSIDE IS THE ONLY ORGANISATION IN SCOTLAND WHICH WORKS EXCLUSIVELY ON BEHALF OF SPOUSES, PARTNERS, PARENTS, CHILDREN AND OTHER FAMILY MEMBERS OF PRISONERS.

THERE IS NO OTHER VOICE FOR FAMILIES AFFECTED BY IMPRISONMENT IN SCOTLAND.

The imprisonment of a relative can have a huge impact on their family:

- Risk to housing tenure
- Financial pressures
- Problems in caring for children and the impact on the 13,500 children who lose a parent to imprisonment each year in Scotland
- Anxiety, distress and health problems
- Rejection and stigma by neighbours and the community

Families Outside works to raise awareness and influence policy and services for families affected by imprisonment in Scotland.

We provide a free confidential national Helpline available to anyone who has a family member or friend in custody in Scotland which enables and empowers families by offering information, support and a signposting service.

We undertake research and development independently and in partnership with a range of agencies which have a role to play in meeting the needs of families affected by imprisonment.

We work positively with the Scottish Prison Service and other statutory and voluntary bodies in order to achieve positive change for families affected by imprisonment.

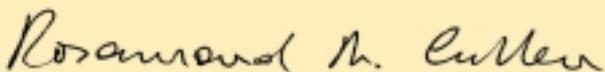
## Chairman's Report

I am delighted to be writing my first report as Chairman of Families Outside, a position I have held since June 2002. This has been a significant year for the organisation, during the course of which we changed our name from the Scottish Forum on Prisons and Families (SFPF), established the organisation as a company limited by guarantee and appointed our first full time Director who joined us in January 2002 and is doing a sterling job.

During this period of change we have prioritised the provision of direct support to families through the Prisoner's Families Information Line (PFIL). This service is the bedrock of our activity, providing the only independent help of its kind in Scotland. Elsewhere in this report you will read of the real difference this service makes to families coping with the impact of imprisonment of a family member. It is the experiences of these families which give us the evidence we need when speaking to policy makers and planners who have the power to make the changes that we know are needed. I am so grateful to the volunteers who help us to provide this service.

I must also thank members of the previous Management Committee of SFPF and current members of the Board, many of whom have been involved with this organisation since its early beginnings. I would like to single out in particular Kate Philbrick whose commitment to this area of need has been unsurpassed and congratulate her for being awarded an O.B.E. in the Queen's Birthday Honours list last year for 'Services to Prisoners Children'. My thanks also to the current staff and those who have moved on, Jennifer Leiper, our former administrative assistant, and Scott McNairn, who was seconded from the Scottish Prison Service.

We look forward to building on our well established partnership with SPS and developing new relationships with the broad range of agencies which have a role to play in meeting the needs of families affected by imprisonment.



Lady Cullen of Whitekirk

“He's my only son and we're so close – I don't know how I'll cope”

“This has never happened to me before  
and I feel it’s all out of my control”

### Director’s Report

During my first week as Director of Families Outside I listened in to callers to our Information Line. The very first call that I heard was from an extremely distressed mother, phoning from court, whose son had just received a custodial sentence. She had no idea where he had been sent to, or how she could contact him.

Assuming that this was an exceptional oversight or communication breakdown, I was stunned to be told that this is a typical phone call and that no-one is responsible for giving families information at the time that their relative disappears to a cell. The family member is, as this caller put it, left standing with their relative’s coat and their umbrella, not knowing what to do next.

This one example captures the impact of the lack of awareness and understanding that families affected by imprisonment continue to face and the vital role of this organisation in raising this awareness.

In coming in to this post I am fortunate to inherit a supportive and committed staff and Board of Management and a credible organisation which has already made some significant achievements through effective partnership work, particularly with the Scottish Prison Service. I am committed to building on this relationship and contributing to the opportunities which the SPS Inclusion initiatives present for involving and supporting families during, and beyond, the sentence period. There are also great opportunities to strengthen our presence and awareness of this area of need in the wider community – beyond the interface between families and prisons to the range of social care and inclusion policy and service initiatives which can and will impact on the lives of families affected by imprisonment in Scotland.

I look forward to the challenge ahead.



Angela Morgan  
Director

### Key Activities 2002/2003

- Over 1200 calls received to the Information Line
- Change of organisational constitution and name and appointment of new Chairman
- Business planning and development of organisational systems
- Delivery of training to new recruits at the Scottish Prison Service College
- Participation in SPS Family Contact Development Officer meetings
- Involvement in the SPS External Advisors Forum and contribution to the development of Inclusion policies and guidance
- Contributions to conferences through speeches and workshops
- Ongoing work on the Teenager Advocacy and Awareness project
- Planning phase for the Survey of Families needs in their communities
- Establishing contacts and building relationships with a broad range of organisations and individuals who have an interest in families affected by imprisonment

### Responding to the Expressed Needs of Families

During 2002, 25% of calls to the Information Line related to travel and transport issues. Callers needed to know how to get to a prison, how best to travel and what travel arrangements can be made if they are unable to use public transport due to mobility impairment, age or travelling with children. The cost of travel also emerged as a significant problem and calls indicated that many families have to stretch limited financial resources to make a prison visit.

In order to provide a more detailed analysis of this issue, a survey of the travel needs of families visiting a relative in Scottish Prisons was started during the year with the following objectives:

- To carry out a survey of families' experiences of accessing Scottish prisons.
- To identify current transport provision and highlight gaps in the services.
- To work with Prison Establishments to review visiting times, taking into account the availability of transport.
- To work with key organisations to formulate a plan of action to address the needs highlighted by the above.

The survey will be completed and disseminated in the autumn of 2003.

“It’s so difficult going to see her – she tries to put on a brave face for us”

## Prisoners' Families Information Line

It has been an exciting year for the Prisoners' Families Information Line in which many positive developments have been made. The highlights include:-

- 100% increase in calls
- Development and agreement of suicide/self harm policy with SPS and the National Suicide Risk Management Group (NSRMG)
- Solid working relationships established and developed with SPS Family Contact Development Officers, the National Family & Social Care Manager and the National Mental Health Co-ordinator
- A steady interest in the work of the Information Line by prospective volunteer enquirers
- A solid bank of committed, enthusiastic and dedicated volunteers
- In partnership with SPS, a review and evaluation of the work to ensure that the service is continuing to meet the needs of callers
- Working towards changing our name to: The Scottish Prisoners' Families Helpline

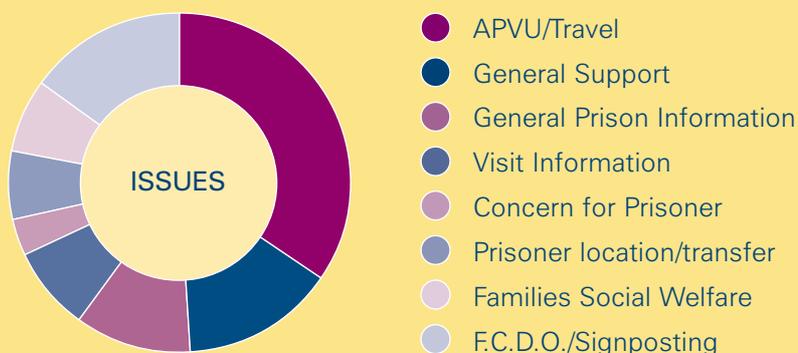
The significant increase of calls to the Information Line has brought new challenges to the work. Calls have become more complex and demanding and we have responded to this by developing the service to include follow up and intervention on a caller's behalf where appropriate. Many callers struggle to come to terms with and deal with, the many issues that impact on their lives once a relative is in custody. These issues range from requests for basic general information about the prison, visits and guidance on how to claim travel expenses, through to an overriding need to have someone who is willing to listen to their concerns, especially when they are worried about a relative in custody, or when they do not know where else to turn. My thanks go to the volunteers who have willingly offered their time and given of their energies to help us provide this invaluable service to these families.

*A. Hunt*

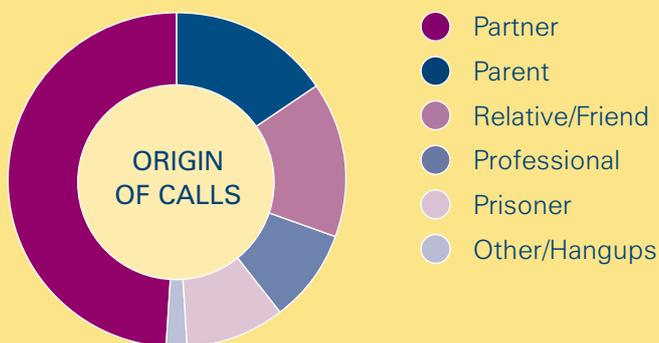
**Adrienne Hunt**  
Support Manager

“He was the breadwinner – how will we manage?”

## Information Line Analysis – April 2002-March 2003



“I can’t thank you enough – I really feel supported by someone”



### Mrs Smith’s experience

Mrs Smith rang the Information Line concerned about her partner in a Scottish prison. She was very worried about him as she had received a letter from him indicating that he felt suicidal followed by a phone call when he had sounded very depressed. Mrs Smith was inevitably anxious about him, not least because he had attempted suicide whilst in prison some years earlier. Mrs Smith said that on contacting the prison no one had been able to speak to her and she was especially concerned that her partner wouldn’t tell prison staff how he was feeling. In line with the policy agreed with SPS, it was explained to the caller that we would contact the prison and, respecting her confidentiality, inform them of her concern. We also gave information on the SPS suicide risk management strategy (ACT & Care). We were able to identify the appropriate officer in the prison who agreed to make a sensitive approach to Mrs Smith’s partner to assess the situation and then advised Mrs Smith how she could maintain her contact and involvement. We also offered follow-up support from the Information Line which she was pleased to accept as she had no other sources of support.

“My family disowned me when my partner went to prison – they didn’t want to know”

#### Business Plan Priorities 2003/2004

- An Advocacy and Awareness raising project on the needs of teenagers with a family member in prison aimed at the Police, Courts, Prison Service, Social Care and Education systems in Scotland and designed to implement the recommendations of our research report “Teenagers with a Family Member in Prison”
- Work with the Scottish Prison Service through contributing to the development and implementation of Family Support Guidance, participation in training for new SPS recruits and continued close liaison with Family Contact Development Officers in relation to Helpline enquiries
- In partnership with Tayside, pilot research into the needs of families affected by imprisonment which will contribute to Local Authority Criminal Justice Social Work Throughcare planning and development of supports for families
- Development of a comprehensive Communication Strategy for the organisation including the media, Scottish Parliament and Scottish Executive. “Partnership for a better Scotland: Partnership Agreement” (Scottish Executive May 2003) highlights a number of areas for Families Outside to draw attention to the needs of families affected by imprisonment e.g. the new children’s charter and commissioner and the proposal to develop a single agency to deliver custodial and non-custodial sentences in Scotland
- Strengthening the work of the Helpline. A priority development objective for the Helpline is to raise awareness with Court User Groups to ensure that families have access to the information they need during pre-trial and at the point of conviction.
- Continued analysis of themes arising from the Helpline and development work to address their root cause with priority given to supporting the implementation of the recommendations of our survey on travel for prison visits

## Advocacy and Awareness raising – Teenagers with a Family Member in Prison

In 2000, Families Outside (as the Scottish Forum on Prisons and Families), supported by the Diana, Princess of Wales Memorial Fund, undertook a piece of research on the experiences of teenagers with a family member in prison. This work was prompted by the reluctance of teenagers to visit imprisoned relatives.

The research identified:

- The context provided by the United Nations Convention on the Rights of the Child
- That due to experience of stigma and exclusion, young people for the study were hard to reach
- For young people the loss of a relative through imprisonment creates multiple problems
- The experiences of visiting an imprisoned relative indicate that an understanding of the needs of the young person are largely unrecognised and unmet
- Young people who are affected by imprisonment are not automatically entitled to support from any agency or department within any statutory service
- Work needs to be done to increase awareness amongst professional agencies as well as the public about the experiences and needs of teenagers with a family member in prison

The research identified a series of recommendations for Families Outside, the Scottish Prison Service and other agencies including: Scottish Association of Chief Police Officers, the Crown Office, Local Authority Directors of Education and Social Work, Voluntary Sector Children and Young people's organisations.

The next stage of the project is to raise awareness of the issues with these key audiences aiming to influence their organisational policy and strategy.

“Every morning I wake up and know he isn't there”

A key principle of the project is to involve teenagers in areas of project activity which are meaningful and empowering for them as individuals and ensure that the project is driven by their experience, needs and aspirations. During the course of this coming year further direct work with teenagers who have experience of imprisonment of a relative will shape and inform the delivery of the project.<sup>1</sup>

<sup>1</sup> The extent of the project will be determined by whether the Diana Princess of Wales Memorial Fund is able to fulfil funding commitments made to the work.

“ It’s the kids  
who get bullied  
at school  
because their  
dad’s in prison”

This is a summary of our audited accounts for Sept 02 – March 03. Full accounts can be obtained by contacting Families Outside.

1 Includes £5510 (02/03) and £4950 (01/02) donations from individual Prison Common Good Funds.

Summary of Accounts	Year to 31/03/03	Year to 31/03/02
<b>Income</b>		
Scottish Prison Service <sup>1</sup>	22,510	15,350
The Diana, Princess of Wales Memorial Fund	32,750	5,000
The Tudor Trust	35,366	17,500
The Robertson Trust	2,000	-
Lloyds TSB Foundation	-	4,080
Other	3,539	10,309
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	96,165	52,239
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<b>Expenditure</b>		
Fundraising & publicity	800	2,075
Cost of Activities in Furtherance of Charitable Objectives	57,465	63,395
Support Work	21,434	18,818
Management & Administration	3,368	1,058
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Total Expenditure	83,067	85,346
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Surplus/(Deficit)	13,098	(33,107)
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## Treasurers Report

We are pleased to be finishing the year with a small surplus – an improvement to last year end’s position. Thank you to all our funders for their vital support.

The Board has agreed a strategy to secure the resources required for our future activity and a plan to implement improvements to our financial and reporting systems in order to maintain accountability and efficiency in all our activity.



Thomas Buyers  
Treasurer/Company Secretary

# It's not just the prisoner who's being punished – it's the family as well"

## Board of Directors – Families Outside (from 1st September 2002)

Lady Cullen of Whitekirk – Chairman  
Kate Philbrick Kids VIP – Vice Chairman  
Thomas Buyers – Treasurer  
Sue Brookes – Scottish Prison Service  
Joe Connolly – NCH Action for Children  
Brian Gowans – Individual Member  
Hugh Mackintosh – Barnardos  
John Mcauley – Gingerbread  
Bernadette Monaghan – APEX Scotland  
Ian Patrick – Salvation Army  
Lisa Rodgers – Individual Member  
Ian Tierney – Hope  
Stuart Turner – Individual Member

## Observers to the Board of Directors

Donald Dickie – SACRO  
Gerry Hart – Social Work Services Inspectorate Criminal Justice  
Tony McNulty – Social Care Advisor SPS

## Management Committee – Scottish Forum Prisons and Families (to August 2002)

Kate Philbrick Kids VIP – Convenor  
Thomas Buyers – Treasurer  
Pauline Hood – WRVS  
Tony McNulty – Social Care Advisor SPS  
Ian Patrick – Salvation Army

## Staff

Angela Morgan – Director (from January 2003)  
Adrienne Hunt – Support Manager  
Jennifer Leiper – Administrative Officer  
Scott McNairn – Executive Officer, SPS secondee (to August 2002)

“ Although a strong inter-generational effect has been identified in offending behaviour, there is very little support for children with a family member in prison...”

Reducing Reoffending by ex-prisoners.  
Social Exclusion Unit. 2002

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