

beyond the prison gate

ANNUAL REPORT
2007/2008



making a difference

The needs of families affected by imprisonment extend much further than the prison gate; we plan to do the same.

voicing the needs of families

CHAIRMAN'S REPORT

This past year Families Outside has continued to consolidate and develop its work in raising awareness of the needs of prisoners' families. However, there have been two major changes.

We have had a change of director. Sean McCollum resigned in March. Dr. Nancy Loucks, already well-known to us as an honorary advisor to the Board, to say nothing of her national standing as an independent criminologist, offered to stand on a part-time basis until we found a replacement. Very quickly it became obvious that she would be the perfect replacement and she agreed to take up the position. This she will do on a full-time basis from 1st September 2008, with the title of Chief Executive. The Board could not be more than delighted with this outcome.

Dr. Loucks has already brought work with her and more is coming in. As I write it very much looks as though Families Outside will, in the future, have a greatly enhanced role to play in raising awareness of the needs of families and addressing some of the problems.

The second big change is that we have moved. The old lease was up and new premises were found. The move went smoothly, thanks to the heroic efforts of our staff, particularly Jonathan Goodfellow, our administrator. Families Outside is grateful to SPS for assistance with some internal redecoration.

The changes mentioned above have meant that this year has been marked with uncertainty. That everything has held together so well is due entirely to the staff, Elaine Stalker, Fiona Allan and Jonathan Goodfellow. The Board is indebted to them.

I am grateful to fellow Board members for their unfailing support and advice. We are all looking forward to a really exciting new year for Families Outside.

Rosamond M. Cullen

Lady Cullen of Whitekirk

CHAIRMAN

I am both delighted and honoured to be appointed as the new Chief Executive of Families Outside. Through my past life as a researcher in prison policy, I have worked closely with Families Outside for many years, both through research and eventually through my role as Honourary Advisor. The need from families has remained clear throughout my work, with comments such as these typical of many:

"I would like it if my partner could spend more quality time with his son. His actions should not punish the rest of the family. I don't think it's right that an innocent child should have to pay."

"At the beginning you have so many things going on, you just have to get on with it. Once things have settled, you really begin to feel lost.... It's difficult to describe.... You know the end is in sight, but it might still be a long while off. You're stuck between the two; everything gets you down, weighs upon you. And just before release – though this passes more quickly because you're so wound up about the release – getting things ready at home."

"(We're) just left completely in the dark... (it's) always 'pass the buck, pass the buck', put on to someone else... just like a vicious circle... like nobody cares."

I therefore made no hesitation in stepping in to post when Sean McCollum decided to leave as his probationary period came to an end.

I have come in to a very different organisation to the one founded in 1990 as the Scottish Forum on Prisons and Families. Moira MacLean, the family member integral in the inception of the Scottish Forum and who sadly passed away early this year, intended it to be a voice for families affected by imprisonment – a voice that previously did not exist. That aim remains central to our work, but this has moved from a part-time worker staffing a helpline to an organisation with input and influence at the highest national level.

Much of the growth of Families Outside came under the leadership of Angela Morgan, who remains both a truly inspiring individual and a good friend. Her departure

CHIEF EXECUTIVE'S REPORT cont.

for new professional challenges in the autumn of 2007 came after several years at Families Outside in which she raised the profile of the organisation beyond all recognition. We now have input into the National Advisory Board for the Cabinet Secretary for Justice, the Community Justice Authorities (CJAs), the National Suicide Risk Management Group, and the newly-formed SPS National Children & Families Development Group, among others.

You will see in this report that Families Outside has continued making an impact in a number of areas. The Annual Report for 2006/2007 described the work Malcolm Higgenbotham did on travel and transport issues while on secondment with us from Standard Life. We are following this up with a working group to look at this issue across the country, contributing to the work that individual prisons, CJAs, and the National Children & Families Development Group will be addressing. We hosted an event in the Glasgow City Chambers in November 2007 that presented ongoing work with the Helpline, the partnership with Routes out of Prison, and follow-up from the SPS on its

response to families of people with substance misuse issues. In addition to new information sheets for families regarding Integrated Case Management and Home Detention Curfew, we are currently developing a range of resources for children and young people, including age-appropriate booklets and a children's area on our web site. We look forward to launching this early in 2009.

I feel like a bit of a fraud, having contributed to none of this work myself over the financial year. In saying this, however, the changeover has provided an excellent opportunity to 'regroup', in a sense – to look at what Families Outside has achieved in the past and how we can continue to move forward in our work for families affected by imprisonment.

In joining Families Outside, I could not wish for a better staff team. Indeed, they were a primary reason for me taking up the post. Elaine, Fiona, and Jonathan have carried the organisation through a number of transitions over the past year, not least two changes of Director and a change of premises.

Rosamond and all of the Board have been an invaluable source of support both to the existing team and to me in my new incarnation.

I am very much looking forward both to continuing the excellent work to date but equally to using this foundation to develop our work further. The needs of families affected by imprisonment extend much further than the prison gate; we need to do the same.

Dr. Nancy Loucks

CHIEF EXECUTIVE

raising awareness

input and influence

HELPLINE

“When my husband was in Edinburgh, I was told about Families Outside who guided me through some issues I was having with the prison and listened to me when I needed someone to talk things through with. It was the Helpline that told me I could claim financial help through the Assisted Prison Visits Unit - and this proved indispensable when I had to travel to Dundee twice a month.”

Amy, partner of prisoner now released

The Helpline continues to provide support to families in their own right at a time when families themselves recognise they need this support. For Amy, this wasn't when her husband was arrested, or when he appeared at court. It wasn't even when he was first admitted to prison, but halfway through his sentence, when everything simply seemed overwhelming. The Helpline was able to support Amy by pointing her in the right direction for financial help but also by listening to her at times when she didn't have anyone else.

Emotional support within a telephone call to the Helpline remains a key component for many of our callers. Consequently the actual

length of calls has risen, with just under a quarter of all calls to the Helpline lasting 10 minutes or more and the majority of calls raising two or more issues on average. As always, the key themes continue to show that when a relative is imprisoned, the overriding needs of families are to have basic information, to be kept informed and involved, and to feel supported.

Recurring themes:

- Social welfare issues continue to show some of the major repercussions that imprisonment has on a family. The impact of custody on housing, benefits, debt, health and, in particular, how children and young people cope, have significant consequences for the family, however long the sentence or period of remand which is imposed;
- Nearly 20% of callers to the Helpline have an issue about travel and transport to a Scottish prison;
- Signposting callers to local and specialised services is an integral part of the service;

- The lack of direct services for families affected by imprisonment continues to be a source of frustration for families.

The number of calls from family members about the release of a relative from prison, whether on home detention curfew, extended home leave or liberation from prison has shown a marked rise this year. The experience of having a family member released on Home Detention Curfew (HDC) raises anxieties for many, and family breakdown plays no small part in almost 28% of people on HDC returning to prison.

Families Outside gave an overview of some of the more complex calls received in relation to a family member being released from prison at the November event in 2007. Concerns in each case were around relationships, finances and coping with the pressure of having someone at home on a curfew, or for a short period before returning to prison.

“My other concern is that A’s frame of mind has been very negative/depressive and she has expressed thoughts of suicide at the idea of going to prison so I’m really worried that the prison need to be made aware of this risk and keep an eye on her, she’s only 17 and I’m worried she won’t be able to cope.”

e-mail from concerned relative

“If they don’t add time on he will be expecting me to rush like mad trying to get the social work to process his application for a tag before next week but he won’t even listen when I tell him it is too much for me and I feel it putting too much temptation in his way over the festive time if he were to be out with a tag. I don’t want him in more trouble because of it.”

e-mail, mother of young offender

listen, learn, share

recognising the needs

“After three and a half weeks waiting for contact from C it seems that he is coping reasonably well and I don’t know what we would have done without you. We are so grateful for the information you were able to provide and the interventions you made on our behalf.”

Letter, family of offender

The Helpline continues to work to get information and give support to families and relatives in these situations and works with SPS, Relationships Scotland and the RooP project amongst others, in order to do so.

This further highlights that the work of the Helpline can not be carried out in isolation, and working in partnership with the many organisations we come into contact with is key to providing a significant service to the many callers to the Helpline. We thank them for their support.

This year has, in part, been a year of consolidation for the Helpline. However, we now look to the future and, having listened to what callers to the Helpline want, have plans to deliver the long awaited information for children and young people. We are also developing the Helpline database in order to provide more comprehensive statistical evidence and hope to extend opening times of the Helpline over the next year.

Elaine Stalker

SUPPORT & DEVELOPMENT MANAGER

The following example shows the type of pressure families can be under when someone goes into custody, even for a short period. These include pressures from both in and out of the prison.

Jill's husband Paul recently received a one year sentence and was informed at his induction meeting of his HDC qualifying date on an electronic tag. However, as his family and home are in London, he was also told that he was not eligible for HDC because at present no provision is in place for cross border transfers on HDC. Paul immediately contacted his wife and asked her to look for rented accommodation in Scotland for him, for her and for the two children - a daughter of school age and a newly born baby. Already in financial difficulties because of Paul's imprisonment, left alone to pay the mortgage and other bills, and now faced with further worries about where she will get rental money for additional property, Jill returned to work early from maternity leave. In the mean time, Paul was phoning on a regular basis to try and find out what has been put in place.

Jill was very upset when she contacted the Helpline to ask if there was any supported accommodation for Paul and for the rest of the family in order to be together on his release. Paul wouldn't even consider the possibility of going into supported accommodation on his own and obviously wanted released from prison at the earliest date possible. The situation was further complicated because neither Jill, nor any other member of the family, had been able to visit Paul at such a distance, and any telephone conversation usually ended in an argument.

We never heard back from Jill about the outcome of her difficulties. Proposals in the Prisons Commission report in 2008 may change the use of Home Detention Curfew, but the pressures on families overall - finances, accommodation, visiting, emotional pressure - remain the same.

the family is not guilty

NOVEMBER 2007 EVENT

"I'm totally shell shocked, my husband and I both suffer badly with depression and agoraphobia – what am I going to do if he goes to jail? We can barely look after ourselves together – it's going to be murder apart."

In November 2007, Families Outside hosted an event at Glasgow City Chambers as a way of looking back at what had been achieved so far. Areas of reflection included the following:

- Themes from the Helpline, focusing on Home Detention Curfew, Extended Home Leave and Mental Health issues affecting both the prisoner and the family;
- A synopsis of a Community Justice Authority Area Plan, delivered by the Chief Officer of the Lanarkshire CJA, which concentrated on family objectives and targets;

the knowledge to move ahead

an opportunity to reflect

This included the acknowledgement that a large percentage of those imprisoned comes from a small group of postal codes (Houchin 2005).

- An update on practical and practice issues from SPS and SAADAT as a consequence of Families Outside's "Playing our Part" Conference of 2006, which addressed the correlation between drug and alcohol misuse and offending behaviour and subsequently the effect on families;
- A presentation of individual accounts and reviews from key personnel involved in the Routes out of Prison project (RooP), which specifically provided: an introduction and a current overview of the project; some clarification of the family involvement work, including training; development and practice

issues; and an account of the relationship-focussed work and the challenges and opportunities this could present.

The opportunity for questions and answers and subsequent debate allowed for the introduction of plans to extend RooP throughout Scotland – an important outcome from the day in terms of providing a foundation and 'map' to move forward.

We appreciate the input from everyone who took part in the November Event. The Event provided an important means for us to 'take stock' of what we had achieved and how we could continue to develop our work at Families Outside.

Fiona Allan

SUPPORT AND DEVELOPMENT WORKER

INFORMATION

One of our main objectives this year has been to promote the work of the Helpline with new and additional material being sent to a wide range of statutory and voluntary agencies. This has included our professional pack of information sheets including information about what visitors can take into prison (Do's and Don'ts of Visiting a Prison) and how families can become more involved in their relative's prison sentence through attendance at case conferences (Integrated Case Management, or ICM). Our ICM Information sheet was developed with support from Enable Scotland's Accessible Information Unit, and we hope that families will be encouraged to take up the opportunity to participate in their relative's sentence management at annual case conferences.

We continue to revise the remaining information sheets, aware that they need to be up to date and relevant in order to

be meaningful. Our aim, to provide information to families at every point of their journey through the justice system, means that we need to work in partnership with other agencies in order to deliver this. This includes agencies outside the justice system which may not be aware of the impact that imprisonment of a relative can have on a family, especially where families are already in a vulnerable situation.

Families Outside is exploring additional information leaflets i.e. information for families whose relatives have been involved in serious offences and the consequences for family members, as part of the continuing information available to families. Production of further editions of our publication, *In Brief*, are underway, with topics including specific issues and provision for prisoners' children and a review of private family visits in prisons internationally.

Families Outside has also been delivering awareness-raising sessions with the NHS, education and social work agencies, ensuring that professionals who work with children and families recognise that their clients will include individuals affected by imprisonment and that these professionals are able to identify and support family members at this time. Additional sessions with volunteers from other agencies involved in the criminal justice sector such as Sacro's Community Links Centre, children's panel members and social work students have further raised the profile of the work Families Outside undertakes. Contacts within the police, developed last year, have been consolidated with the College at Tulliallan, and information about issues for families are now included in each new student's lesson notes issued for their personal use. This will also shortly be available to all Scottish Police Service staff via the College website.

We are continuing our work in partnership with the Scottish Prison Service College to provide joint training for new officers in order to further raise the issues for children, young people and families with a relative in prison, both within a prison setting and in the community. Our aim next year is to develop a training pack in order for this training to be delivered in a more cohesive fashion. We also make our training available to staff in the private sector establishments.

TRAINING AND AWARENESS

reaching out

sharing our experience

LINKS

consolidate and connect

exploring new paths

Community Justice Authorities (CJAs) across Scotland recognise the impact of the criminal justice process on families and the important role families can play in terms of prevention, early intervention, and resettlement. All have consequently recognised families in their Area Plans. Families Outside has been actively involved in Family Group meetings in the South West Scotland CJA, chairs the Lothian & Borders CJA Family Involvement Group, and benefits from the active input from the Lanarkshire CJA as an observer to the Board on behalf of all the CJAs. We also commend the work recently completed by the Glasgow CJA into the needs of prisoners' families.

Families Outside was privileged to contribute to The Scottish Commissioner for Children and Young People's report, "Not Seen. Not Heard. Not Guilty". Commissioner Kathleen Marshall argued that the children of prisoners are the invisible victims of crime and of our penal system. Also invisible, she says, are the rights and status of children of prisoners in Scotland. The report made 28 recommendations to Scottish Parliament, Scottish Ministers, SPS, CJAs Local

Authorities and Chief Constables.
We highly commend the report and its recommendations.

Early in the financial year, Families Outside was pleased to launch our report into travel and transport issues, entitled *Do Not Pass Go*. We highlighted the findings in our Annual Report from 2006/07, and we are continuing to follow up on the recommendations from this important work. The Scottish Prison Service responded positively to the report and drafted an Action Plan to address the recommendations. Further, the Community Justice Authorities all include travel and transport to prisons within their Area Plans, and some have allocated funding towards this at individual prisons. Families Outside has set up a Travel & Transport working group made up of representatives from the Prison Service, the CJAs, transport companies, and key voluntary organisations. Ownership of this group will return to the SPS once their new Offender Outcome Manager is in post. Travel and transport continues to be a major barrier for families in maintaining contact with prisoners, so we look forward to this group's progress.

Finally, Links with both Edinburgh and Perth Visitors Centres continue to be nurtured, with involvement in both Centres' Advisory groups from Families Outside and contact with key staff within each centre. Families Outside looks forward to being involved in the continuing development of both Centres over the coming year. We also encourage other prisons to consider setting up Visitors' Centres, as these offer an important source of support to visitors that otherwise does not exist.

LOOKING AHEAD

Families Outside is looking forward to an exciting time ahead. We are increasing the size of our staff team and branching out into new areas.

One major change for us will be to move beyond the Helpline into more direct service provision. The Routes out of Prison Partnership and the Lothian & Borders Community Justice Authority (CJA) have both provided funding for us to place family support workers in post in the east and west of Scotland, with plans in place for an additional worker for northern regions in 2010. We look forward to this as an opportunity to collaborate with existing supports in these areas, such as the excellent work of the Lighthouse Foundation and HOPE's Family & Addiction Support Project, filling gaps where no other provision is in place.

We have also sought funding to coordinate our work more effectively across Scotland. Dedicated and hard-working as the staff team is, the increased pressure for our input into meetings, working groups, and training

on top of an increasingly busy Helpline necessitates a more strategic approach and indeed a larger staff team than we have had in the past. We therefore hope to divide our work between Regional Coordinators to ensure consistency of contact for prisons, CJAs, and relevant organisations as well as better identification of gaps in support for families. This national coordination should also provide better support to agencies who offer services to families, both through improved access to training and networking and for improved awareness of what else is available in their area.

Increased opportunities to provide training both in and out of the criminal justice sector will continue as a priority. For example, Families Outside has been working with the Scottish Legal Aid Board and the Public Defenders Solicitors Organisation (PDSO) to increase awareness in this area. We are also in discussions to take forward use of the *It's No Holiday* DVD we developed in partnership with the Centre for Inclusion and Equity in Education as a training resource.

Finally, Families Outside plans to take full advantage of the new Chief Executive's background in research to extend its remit into research and consultancy. Families Outside is now responsible for the monitoring and support of a range of initiatives across Scotland on behalf of the Robertson Trust. These include SmileChildcare's parenting programme at HMP Edinburgh; Caledonia Youth's work with young prisoners on sexual health and relationships; HOPE's Family & Addiction Project; the Lighthouse Foundation's prison project; development work at the Prison Visitors' Centre at HMP Edinburgh; the Visitors' Centre at HMP Perth; and the pilot Moving On Renfrewshire partnership project for the resettlement of Young Offenders.

We look forward to progressing our work over the coming year and greatly appreciate the continued support of our Board, funders, partner organisations, associate members, and all those who take an interest in addressing the needs of families affected by imprisonment.

building on our foundations

a time for action

FINANCE

We are pleased to have had yet another successful year at Families Outside, one which has seen our income remain relatively stable with a drop of only £7,164 or 3%. We would like to thank all our funders for their vital support.

The net incoming resources for the year were £5,386 and we have increased our unrestricted reserves by £9,231, which brings the total unrestricted funds for Families Outside up to £38,533.

The cost of generating funds for the year was quite significantly lower than the previous year. This was, in part, the result of a lower expenditure being required on a conference during 2007/08 which was reflected by the reduction in fee and sponsorship income for events.

We would also like to thank Cruden Foundation Limited, our Associate Members and everyone else who made donations and supported our work throughout the year.

We continue to monitor and review our financial and reporting systems through the Finance & HR sub-group.

June Cowan

TREASURER

	2007/08 £	2006/07 £
INCOME		
The Scottish Government	151,478	129,369
The Scottish Prison Service	26,657	31,775
The Robertson Trust	15,000	21,100
The Wise Group	10,450	15,000
The Pyke Charitable Trust	6,000	-
Others	5,942	25,447
	215,527	222,691
EXPENDITURE		
Cost of generating funds	3,900	28,849
Charitable activities	197,928	177,863
Governance costs	8,313	7,019
	210,141	213,731
Net Incoming (Outgoing) resources for the period	5,386	8,960
Balance brought forward at 01/04/07	36,920	27,960
BALANCE CARRIED FORWARD AT 31/03/08	42,306	36,920
SUMMARY OF BALANCE SHEET		
Fixed Assets	4,334	9,247
Net Current Assets	37,972	27,673
	42,306	36,920
FUNDS		
Unrestricted	38,533	29,302
Restricted	3,773	7,618
TOTAL FUNDS	42,306	36,920

BOARD MEMBERS

BOARD OF TRUSTEES

Lady Cullen of Whitekirk MBE Chairman

Gillian M Stewart CB Vice Chairman

June Cowan Treasurer

Bernadette Monaghan Apex Scotland

Stephen Swan Scottish Prison Service

Diana Deeney Individual

Brian Gowans Individual

Annetta Bennett Kids VIP

Marjory Russell OBE Joint Faiths Advisory Board for Criminal Justice

Mairi McReynolds Treasurer *resigned 27 August 2007*

Joe Connelly NCH Scotland *resigned 5 September 2007*

OBSERVERS

Tony McNulty CJA Chief Officer, Group Representative

Christine Thomson Scottish Government

Tim Richley Sacro

Gary Waddell SPS

Derek McLeod SPS *to 5 September 2007*

HONORARY ADVISER

Dr Nancy Loucks Independent Criminologist *to 19 March 2008*

STAFF

Angela Morgan Director *resigned 31 August 2007*

Sean McCollum Director *appointed 8 October 2007 resigned 14 March 2008*

Dr Nancy Loucks Acting Chief Executive *appointed 19 March 2008*

Elaine Stalker Support & Development Manager

Fiona Allan Support & Development Assistant

Jonathan Goodfellow Administrator

ASSOCIATE MEMBERS

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Barnardo's Threshold Service
Gail Bowen
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Claire Brown
Morag Brown
William Brown
Tom Buyers
Patricia Cassidy
Agnes Craig
David Croft
Crossreach (Church of Scotland)
Faith In Community (Scotland)
Fife Criminal Justice - Throughcare
Jennifer Fleetwood
Tom Fox
Malcolm Higgenbotham
Neil Holgate
Home-Start
Heather Jack
Lindsay Jessiman
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Thomas Legget
Freda Lewis
The Lighthouse Foundation
The Liliias Graham Trust
Nancy Loucks
Jacqueline Mallon
Jackie McFie
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Angela Morgan
Heather Morgan
Elizabeth Murray
NCH Primary Support Project
Briege Nugent
Mary O'Neil
HMP Perth
Kate Philbrick
Pollock Family Support
Jodi Primo
PSS
Janine Rennie
Relationship Scotland
Charlene Riddell
Margaret Ryan
Sacro
Scottish Association of Alcohol & Drug Action Teams
Scottish Centre for Social Research
Julie Shepherd
Smile Childcare
Alec Spencer
Tayside Families Support Service
Sandra Tytko
Susan Whiteley
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