

CHAIRMAN'S REPORT

Exciting and challenging times lie ahead of us all. Families Outside is up to them.

Dr Nancy Loucks, who became our acting chief executive in March 2008, took up the full-time position on 1st September 2008. She is proving to be an inspirational leader in charge of a quite splendid team. Our thanks are due to them all.

Since Dr. Loucks' arrival we have doubled our staff numbers and seen an equally dramatic increase in our work. However, expansion of work and services is dependent on funds. We could do even more if more funds were available. The enforced move from our old premises – the lease had run out – was a blessing in disguise. We are now fully using all the additional space and have talked of obtaining more.

Families Outside has grown up. The Board is seeking to make changes to the Constitution to reflect this. They are more than grateful to those organisations which have given advice and encouragement but now want to have complete freedom in the appointment of directors and ensure that there is a planned rotation in place.

My sincerest thanks are due to all Board members: a more committed group of people could not be found.

Exciting and challenging times lie ahead of us all. Families Outside is up to them.

Rosamond M. Cullen – Lady Cullen Chairman

talk
about
progress

CHIEF EXECUTIVE'S REPORT

For families, prison is just part of the picture.

For families, prison is just part of the picture. Having a family member in prison impacts on issues as diverse as health and mental health, substance misuse, housing, debt, employment, child protection, education, victimisation, and crime prevention. The increasing prison population means that even more children and families have relatives in custody. This increase shows no signs of stopping, especially in view of the more difficult economic climate. While the temptation is to cut back our service in response to budgetary constraints, families need our support more than ever – and we are responding to this.

For the first time, Families Outside has extended its role into direct service provision, with casework currently delivered in five of the eight Community Justice Authority areas. We now have Regional Coordinators allocated to every part of Scotland to ensure that we act more effectively as a national umbrella organisation for services offering support to families. Our training has expanded from prison staff to social workers, secondary and university students, the police, Children's Panel members, Community Justice Authorities, the voluntary sector, and the NHS. We now conduct ongoing research on a range of issues, keeping us up to date on needs and current initiatives.

We have a number of additional successes to celebrate this year. The launch of new materials for children and young people created a new resource both to help the children themselves and the parents and carers who struggle to talk with them about prison. A new database for our Helpline has enabled us to provide even better information about the needs of families affected by imprisonment. We are also delighted with the progress made in partnership with the Scottish Prison Service in developing strategic objectives for children and families as well as national and local Children & Families Development Groups to progress the work.

None of this would be possible without a tremendously supportive, capable, and motivated staff team and Board. I would like to give them my repeated thanks, as well as thanks to our funders and Friends of Families Outside.

As this report will show, Families Outside has gained considerably in its strength and range of activities during the year. We look forward to building on this development in the years to come.

Dr Nancy Loucks Chief Executive

SCOTTISH PRISONERS' FAMILIES HELPLINE 2008/09

The Scottish prison population rose to an all-time high this year, but visits to prisons did not replicate this trend. The number of calls to the Helpline continued to show the difficulties callers face in keeping in touch with a relative in prison. Many spoke about the difficulties in finding information at an early stage which, for many, compounds the problems of keeping in touch with someone in prison.

For the first time, we received calls from people who explain that they simply want to know how their relative is coping but would not be visiting as the prison is too far away, the cost is too high, the sentence is "just a short one anyway", or they hate the whole process of visiting and "don't want to upset the children".

The total number of contacts made to the Helpline in 2008/09 rose to 2,309, an increase on the previous year of 13%. However, more than 3,500 issues were addressed during this period. Calls are becoming more complex, with some taking much longer to deal with, and repeat callers - those who want continual support while their relative is in prison - rose by 42%.

Although the number of calls regarding social welfare issues has dropped slightly, concerns for children and young people remain a high priority. These range from what to tell the children to dealing with their behaviour, both at school and at home. Difficulties in visiting and maintaining contact with a parent or close relative also feature.

The Helpline could not undertake its work without the good will of contacts within the Visitors' Centres, the Scottish Prison Service (SPS), and all the agencies we have been involved with throughout the past year. Our thanks to them.

Elaine Stalker
Support & Development Manager

REGIONAL CO-ORDINATORS

Each region now has a designated member of Families Outside to ensure consistency of contact and representation at local meetings.

In October we were fortunate to receive a three-year grant from the Robertson Trust that enabled us to appoint a new member of staff and to coordinate our work more effectively across Scotland. We divided our work across four regions, containing two Community Justice Authorities (CJAs) each, to coincide with the remit of the Scottish Prison Service's CJA Liaison Officers. Each CJA Chief Officer, CJA Liaison Officer and prison now has a designated member of Families Outside to ensure consistency of contact and representation at local meetings such as CJA sub-groups and prison Children and Family Groups.

Through regular coordinator meetings, we are able to keep each other up to date with services and practice throughout the country and consequently to provide coordinated feedback and examples of good practice to other areas.

One example of regional work in practice was a 'Family Engagement' workshop North Strathclyde CJA invited us to run for their criminal justice organisations (prison, social work, community projects). The aim of the day was to increase participants' recognition of the role families play in reducing re-offending, to examine their own organisation's practice in engaging with families and consider ways of increasing that engagement. Ideas generated were then incorporated into the CJA's Action Plan.

Susan Cross
Regional Coordinator

FAMILY SUPPORT WORK

From October '08 to March '09, two workers engaged with over 100 families.

Two Family Support Workers came into post in October 2008, providing direct support to families with a relative in prison. From October '08 to March '09, the two workers engaged with over 100 families.

Our Family Support Coordinator is seconded to the Routes out of Prison (ROOP) Partnership, covering the Glasgow, Strathclyde, Lanarkshire and South West CJA Areas. Her work focuses on support to families of people engaged with ROOP. Our Family Support Worker is part-funded by the Lothian & Borders CJA and supports families of prisoners throughout the Lothian & Borders area. She is based at the Edinburgh Prison Visitors' Centre, which enables families to access support directly.

Support for families is flexible and addresses issues such as housing, prison-based issues and financial difficulties. Both workers are building stronger links with community-based agencies, referring families to partner organisations where appropriate.

Tracey Burns
Family Support Coordinator

Kerry Knox
Family Support Worker

BOARD MEMBERS

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|--|--|
| Lady Cullen of Whitekirk, MBE | Chairman |
| Gillian M Stewart, CB | Vice Chairman |
| Jenny Stevenson
<small>appointed 8 October 2008</small> | Treasurer |
| Bernadette Monaghan | Apex Scotland |
| Stephen Swan | Scottish Prison Service |
| Paul Carberry
<small>appointed 10 September 2008</small> | Action For Children |
| Diana Deeney | Individual |
| Donald Millar
<small>appointed 2 June 2008</small> | Individual |
| Brian Gowans | Individual |
| Annetta Bennett | Kids VIP |
| Marjory Russell, OBE | Joint Faiths Advisory Board for Criminal Justice |
| June Cowan | Individual |
| Simon McLean
<small>appointed 10 November 2008</small> | Sacro |

Families Outside is a company limited by guarantee, registered in Scotland No 236539 and is recognised as a Scottish charity by the Inland Revenue No SC025366.

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FINANCE

Income (£'s)	2009	2008
The Scottish Government	151,285	151,478
The Scottish Prison Service	27,335	26,657
The Robertson Trust	46,207	15,000
The Wise Group	35,335	10,450
The Pyke Charitable Trust	-	6,000
Lothian & Borders CJA	23,000	-
Glasgow City Mission	2,600	-
Others	6,555	5,942
	292,317	215,527

Expenditure (£'s)		
Cost of generating funds	2,938	3,900
Charitable activities	259,708	197,928
Governance costs	8,890	8,313
	271,536	210,141

Net Incoming (Outgoing) resources for the period	20,781	5,386
Balance brought forward at 01/04/08	42,306	36,920
Balance carried forward at 31/03/09	63,087	42,306

Summary Balance Sheet		
Fixed assets	10,293	4,334
Net Current assets	52,794	37,972
	63,087	42,306

Funds		
Unrestricted	50,731	38,533
Restricted	12,356	3,773
Total Funds	63,087	42,306

We are pleased to have had yet another successful year at Families Outside, one that has seen our income increase by £76,790, or 36%. This was the result of the funding of three new staff positions as well as an increase in income from research. We would like to thank all our funders and Friends of Families Outside for their vital support.

The net surplus for the year was £20,781, and we have increased our unrestricted reserves by £12,198, which brings our total unrestricted funds up to £50,731. Charitable activities' expenditure has risen in line with the increased staff numbers, and the cost of generating funds and governance costs have remained relatively unchanged, with the cost of this year's conference remaining steady in comparison to the previous year's similarly sized event.

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

Jennifer Stevenson
Treasurer

LOOKING AHEAD

Activities for the 2009/10 financial year are well underway. These include:

- Investigating the use of Child/Family Impact Statements in court, as recommended by the Scottish Commissioner for Children and Young People;
- piloting a project offering support for families in court;
- progressing work on travel and transport for families; and

- building our relationships with the police to provide support and information to families from the earliest possible stage.

We look forward to continuing and expanding our existing relationships and partnerships in 2009/10. We will continue to work closely with the Community Justice Authorities to promote and address the needs of families within and beyond the criminal justice system. Our partnership in the Routes out of Prison project will build support for families and recognise their role in resettlement. Our training will extend to the implementation groups for 'Getting It Right for Every Child', the government's agenda of support for children.

Volunteers are playing an increasingly important role in our work and will continue to do so, especially if projects such as support in courts are viable. Such a valuable resource needs proper support, training, and management, which can be a challenge in a small organisation. Funds permitting, we hope to formalise and coordinate support for our volunteers. A new Helpline worker would also increase the hours of operation of the Helpline as well as the flexibility of existing staff for delivery of training, management support, and development work. In the longer term, casework should ideally be more readily available throughout Scotland and not depend on the status of the prisoner. We are also working to encourage playwork provision in prisons to improve support for children and families as well as health and safety during visits.

None of this work is possible without the continued support of our staff, Board, Friends, and funders. We hope you continue to find our work to be of value.

CASE STUDY 1

I haven't told them where their Dad is, as I didn't think they would understand.

"My children are aged 7, 5 and nearly 2, I haven't told them where their Dad is, as I didn't think they would understand. I think my oldest has a rough idea, as he makes comments like 'Why does all my Dad's work start with HMP?'"

He is now in his 3rd prison, 1 year into his sentence. My oldest... will be 10 before his Dad gets out. He is good at reading, so I think it's time to be honest with him.

I just don't want the kids growing up thinking prison is normal and [that] it's all right to go there. Thanks again for sending the booklets; they have given me a few things to think about."

CASE STUDY 2

Mrs C's son was in prison for assault and had previously assaulted Mrs C. She was concerned for her safety on her son's release and was experiencing stress, anxiety and panic attacks. Mrs C wanted to support her son as best she could, but she did not want him to stay in her home.

Mrs C's son was insisting that he return to her home on his release and was refusing to consider any other options or to engage with other services offered. Our Support Worker liaised with the Routes out of Prison (ROOP) Life Coach to enable the son to access services in a supportive environment, providing him with the opportunity to address his issues.

Upon release from prison, the son engaged with ROOP and received support from a Community Life Coach. Mrs C, in turn, was able to access ongoing one-to-one emotional support and advocacy, providing her with a supportive and non-judgemental confidante during a very difficult time in her life. Our Family Support

Worker also referred her to other agencies that were able to advise her of her rights.

Mrs C continues to support her son in addressing his issues while living safely away from her home.

Mrs C wanted to support her son as best she could, but she did not want him to stay in her home.

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CHILDREN'S MATERIALS

"Every morning I wake up I promise myself I'm going to tell him. I feel really guilty. You teach your kids not to tell lies and I'm telling him lies every single day..."

This is a dilemma many face when a close family member goes to prison and why Families Outside recently produced resources for children and young people to help them and their parents or carers to have this (sometimes difficult) conversation and to provide age-appropriate information for those trying to make sense of their situation.

After consultation with prisoners' families and a range of professionals, two booklets were produced: "Honest", which is aimed at children of primary school age, and "What's the story?" which is relevant for young people.

The material was launched on the 9th of February 2009 at the Scottish Storytelling Centre to a diverse audience traversing the range of the criminal justice system and beyond. The presentation, which included input from Kathleen Marshall, the then Scottish Commissioner for Children & Young People and chaired by Aileen Campbell MSP, was well received and the need for this kind of information, unanimously acknowledged and endorsed.

Fiona L. Allan

Fiona Allan
Support & Development Coordinator

Many spoke about the difficulties in finding information at an early stage.

FRIENDS

Action For Children (Moving On), Action for Prisoners' Families, Maya Alexander, Denise Boulton, Paul Barker, Claire Branter, Claire Brown, William Brown, Tom Buyers, Patricia Cassidy, Children 1st, Citizens Advice Bureau (Inside Out), Agnes Craig, Crossreach, David Croft, Faith In Community (Scotland), Forth Valley Substance Action Team, Tom Fox, Amy Graham, Katrina Gordon, Lisa Heggie, Malcolm Higgenbotham, HMP Aberdeen, HMP Perth, Neil Holgate, Home-Start, Home-Start Lochgelly, Hope, Includem, Lindsay Jessiman, Rita Johnson, Lighthouse Foundation, Thomas Legget, The Lilies Graham Trust, Alastair MacKinnon, Jacqueline Mallon, Max Marnua, John McCaig, Jackie McFie, Janice McGowan, Neil McGregor, Graeme Peter Andrew McLaughlin, Marie J McLafferty, Donald Millar, Susan Milligan, Angela Morgan, Elizabeth Murray, Briege Nugent, Mary O'Neil, Kate Philbrick, Pollok Family Support, Jodi Primo, Fiona Puntton, Relationships Scotland, Janine Rennie, Christine Richards, Graeme Richards, Tim Richley, Charlene Riddell, Margaret Ryan, Sacro, Julie Shepherd, Mandy Smith, Alec Spencer, Patricia Walker, The Wise Group

Our Regional Coordinators ensure that support and information is available from Families Outside throughout Scotland.

families outside

We now have specially designed materials for children and young people, which helps both them and their parents and carers to talk about having a family member in prison.

Our family support workers helped over 100 families in their first six months in post.

As prison numbers rise, so do the numbers of children and families who suffer directly as a result. We can help.

Families Outside has input into key local and national bodies for the development of policy and practice affecting vulnerable families.

Calls to our Helpline show that people are concerned about their relatives but are often not able to visit them in prison.