

Gillian M Stewart, CB	(Chairman)	as of 18 December 2009 (Vice Chairman until 18 December 2009)
Donald Millar	(Vice Chairman)	as of 18 December 2009
Jennifer Stevenson	(Treasurer)	
Paul Carberry	(Individual)	
Katrina Gordon	(Individual)	newly appointed 23 September 2009
Sheila Gupta	(Individual)	newly appointed 23 September 2009
Marjory Russell, OBE	(Individual)	
Christopher Sheldon	(Individual)	newly appointed 23 September 2009
Stephen Swan	(Individual)	
Annetta Bennett	(Individual)	resigned 23 June 2009
June Cowan	(Individual)	resigned 15 June 2009
Lady Cullen of Whitekirk, MBE	(Chairman)	resigned 18 December 2009
Diana Deeney	(Individual)	resigned 15 July 2009
Brian Gowans	(Individual)	resigned 23 June 2009
Simon McLean	(Individual)	resigned 9 June 2009
Bernadette Monaghan	(Individual)	resigned 15 July 2009

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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 T **0131 557 9800**
 E **admin@familiesoutside.org.uk**,
 W **www.familiesoutside.org.uk**

Income (£'s)	2009	2010
The Scottish Government	151,285	121,525
The Scottish Prison Service	27,335	28,176
The Robertson Trust	46,207	62,089
The Wise Group	35,335	45,584
The LankellyChase Foundation	-	15,000
Lothian & Borders CJA	23,000	16,855
The Dulverton Trust	-	2,000
Others	9,155	31,838
	292,317	323,067
Expenditure (£'s)		
Cost of generating funds	2,938	29,068
Charitable activities	259,708	281,245
Governance costs	8,890	10,255
	271,536	320,568
Net Incoming (Outgoing) resources for the period	20,781	2,499
Balance brought forward at 01/04/08	42,306	63,087
Balance carried forward at 31/03/09	63,087	65,586
Summary Balance Sheet		
Fixed assets	10,293	6,249
Net Current assets	52,794	59,337
	63,087	65,586
Funds		
Unrestricted	50,731	59,270
Restricted	12,356	6,316
Total Funds	63,087	65,586

We are pleased to have had yet another successful year at Families Outside - one which has seen our income increase by £30,750, or 10.5%.

We would also like to thank Cruden Foundation Limited, the Friends of Families Outside and everyone else who has made donations and supported our work throughout the year.


Jennifer Stevenson Treasurer

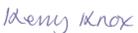
“Thank you so much for your help. This has been going on for so long, and the lack of information... is frustrating to say the least.”

Family Support work in the Lothian & Borders area has continued to be a success, supporting 84 new families in the last year. With this post now well established within the Edinburgh Prison Visitors' Centre, the referral routes have expanded. A close working relationship has developed with the Salvation Army Development Worker and the prison's Family Contact Officers. This has seen new opportunities arise for prisoners' families such as the development of a Homework Club, family-focused events and Integrated Case Management awareness sessions. This model of support earned a Butler Trust Award for the work carried out at the Visitors' Centre.

Family Support work through the Routes Out Of Prison partnership (ROOP) covers the Glasgow, Strathclyde, Lanarkshire & South West Community Justice Authorities. Key tasks include liaising with Family Contact Officers and other prison staff, integrating support and service directly in the prison Links Centres, and attending Family Induction sessions within the prisons.

In 2009/10, this work generated 99 referrals supporting families to identify and address issues such as coping with a loved one in custody for the first time; rebuilding family relationships; homelessness and housing; financial issues; one-to-one support; and attending Social Work and Education meetings and assessments. Most referrals have required one or (often) more of these issues to be addressed, and 70% were families with issues directly relating to children. Support is ongoing, always at the family's pace, and accessed in their local communities where possible.

Sheila (not her real name) is caring for her grandson as his father is continually in and out of prison. Sheila has health issues and financial problems as a result of providing for her grandchild from her state pension. The Family Support Worker helped Sheila apply for Kinship Care Allowance and access a support group as well as referring her to the Princess Royal Trust Young Carers Project for her grandson. This provided individual support for her grandson, a break from her caring role, and the opportunity for her grandson to experience outings and meet other young people in a similar situation.


Kerry Knox

Family Support Worker
 Lothian and Borders


Tracey Burns

Family Support Coordinator
 Routes Out Of Prison

“Scotland as a whole is trailblazing with respect to families. You have much to be proud of.”

(feedback from 2009 conference)

This year, Families Outside launched its new website. With a more informative, flexible and 'user friendly' platform, the site now has dedicated news and publications sections along with more detailed information on the services provided, including the Support & Information Helpline. Visitors to the site will now find it easier to support our work, whether by becoming a Friend of Families Outside or through sponsorship, awareness raising and even online shopping!

An important innovation to the website for 2010/11 will be the inclusion of a dedicated children's section. This will include a variety of child friendly material, a picture gallery, colouring, a quiz giving useful facts about imprisonment and a section on terminology young people may find confusing, as well as links for who they can contact for support or advice. Overall, the new website has proven to be very popular with users, evidenced by the ever increasing number of visits, currently averaging 1,000 per week.


Jonathan Goodfellow Administrator

Families Outside works to support families from their earliest contact with the criminal justice process.

From December 2009 to the end of March 2010, Families Outside conducted a pilot information project in Edinburgh Sheriff Court. The aim of the pilot was to assess the need for, and delivery method of, an information service to families at the Court. Following discussions with court staff, social workers, Reliance, solicitors and Victim Support Scotland's Witness Support service, Susan Cross and volunteer Donald Dickie were present at court every Monday, ready to provide information and support to families of those sent to prison.

For a variety of reasons, the demand for our services was lower than expected. Those families who did ask for help were provided with information on aspects such as what happens next, keeping in contact and how to book a visit. They appeared to value the support, but the numbers of families seeking help at this stage were very small.

Although this model does not seem to be the best way to access families who need information, we will continue to explore other ways of reaching families at court and continue to nurture the good relationships forged with all those working at Edinburgh Sheriff Court.


Susan F. Cross

Regional Coordinator

Step by Step: Key Stages for Families Affected by Imprisonment

In November 2009, Families Outside hosted a national conference at the University of Stirling Management Centre. The conference, chaired by The Rt. Hon. Lord Cullen of Whitekirk KT, hosted 172 delegates including speakers from throughout the UK and internationally. This included people from a broad range of interests including families, practitioners, and managers from the fields of criminal justice, social work, health, education, and the arts.

The conference deliberately looked outside of Scotland where possible to ensure that delegates heard perspectives they had not come across previously, but also examined new developments and progress within Scotland. Importantly, the day closed with input from families themselves, who spoke about their experiences and highlighted the types of approaches that helped them most.

Feedback from the day was exceptionally positive, and the event was deemed a great success by those who attended, both those in and out of the criminal justice system, and importantly by the families themselves.


Jonathan Goodfellow Administrator

Involvement with LifeTime has been an extremely positive experience for Families Outside and the work we undertake with families, children and young people.

The LifeTime crime awareness project was initiated and organised by HMP Edinburgh to raise awareness among young people in Lothian & Borders secondary schools of the consequences of their behaviour and to promote positive choices with them.

A wide range of partner agencies from Lothian & Borders, including the fire service, the Red Cross, the police and the Community Justice Authority contribute to this innovative project. Families Outside's role was to highlight the effect imprisonment could have, not just the on the young people, but on their family and friends and ultimately on their life choices.

Cabinet Secretary for Justice Kenny MacAskill formally launched the LifeTime project at Gracemount High School in March 2010. In one year, the project reached 1,800 pupils from 10 schools, and schools in the catchment area continue to request involvement with the project.

A review of LifeTime by the Scottish Prison Service in May 2010 recommended that the project be extended to develop provision for teenagers who visit prisons. Overall, involvement with LifeTime has been an extremely positive experience for Families Outside and the work we undertake with families, children and young people.


Fiona L. Allan

Support & Development Coordinator

creating positive futures for prisoners' families

We are well equipped to deal with the challenges – and the opportunities – that lie ahead.

This last year has seen a number of significant changes. Lady Rosamond Cullen stood down in December as Chairman of Families Outside after 8 years of committed and highly effective service. She will be greatly missed by staff and Board members alike. Our Constitution has been changed to allow for a smaller, skills-based Board which is designed to help us focus more strongly on strategy, pursuing our key objectives and – very necessary in the current economic climate – strong financial management. With regret, we have said goodbye to several Board members following this restructuring and are grateful for all they have done for us. We have also appointed two new members with HR and legal skills, which have already proved extremely useful to us.

The current financial climate poses very real challenges for us and for the voluntary sector as a whole. Chasing funding is an ongoing and time-consuming task, but we have a professional and highly motivated team of staff, very ably led by Nancy, alongside a supportive and committed Board, and we are clear about what we are trying to achieve for prisoners' families and why it matters. The demand for our services and expertise continues to grow.

I am delighted to be involved with such a worthwhile and effective organisation, and I believe we are well equipped to deal with the challenges - and the opportunities - that lie ahead.

Gill Stewart Chairman

This time of crisis is the time families need our support most. Families Outside continues to rise to this challenge.

In the last year, the global financial crisis has dominated the news and has consequently been part of every meeting, conference, training seminar, and planning session throughout 2009/10. This economic downturn has shown few signs of improving in the near future, with organisations in every sector facing job cuts and loss of essential services.

Think of what this means for families affected by imprisonment – families who are already hit by crisis; who already face loss of housing and financial difficulty; who already have to make the choice of paying for their own needs or paying to maintain contact with a loved one in prison; who already have children struggling with school performance and bullying; who already have issues with physical and mental health or substance misuse; or whose family member already has fewer prospects for employment after release due to their prison record.

This time of crisis is the time families need our support most. Families Outside continues to rise to this challenge. This includes provision of direct support to families and investigation of ways we can increase this. It also includes raising the awareness of other organisations that families affected by imprisonment are part of their remit as well, even though these families rarely identify themselves as such. It includes exploration of service provision in police stations and courts and promotion of the rights of children and young people.

A speaker at a recent training event asked delegates to list barriers and opportunities in relation to effective engagement with families. Funding cuts immediately hit the top of the list of barriers – but equally we placed it in the list of opportunities. While all of us will struggle with both the threat and reality of reduced resources, it also

forces creative and collaborative thinking, fresh starts and new ways of working. Essentially, it centres on input from families themselves through our Helpline, casework, events, advisory groups and Board.

Families Outside now coordinates regular meetings between organisations that support families affected by imprisonment on a local or national level. This has been tremendously helpful for all of us to learn more about what is available; to help families access the most appropriate support; to identify gaps; and to reduce overlapping resources as well as territoriality. Equally we continue to extend our influence locally and nationally through participation in key strategic groups such as the Scottish Government's Reducing Reoffending programme, the Scottish Prison Service's National Suicide Risk Management Group and the local and national Children & Families Development Groups, and Scotland's eight Community Justice Authorities.

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

As this report shows, Families Outside continues to grow each year in breadth and strength. With your support, we look forward to building on this success in the years to come.

Dr Nancy Loucks Chief Executive

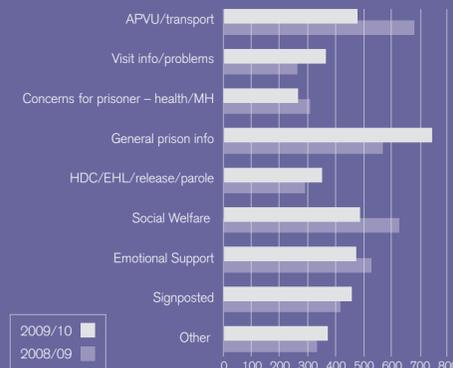
Imprisonment has a huge impact on every aspect of a person's life, emotionally and practically.

During the last year, the Families Outside Helpline has been strengthened and consolidated. As a result a more effective, reliable and consistent service has been provided. Developments include the following:

- Renamed the Scottish Prisoners' Families Helpline as the Families Outside Support & Information Helpline
- Increased publicity outlets including targeting of education, health and voluntary organisations with specific remits for children and young people
- Enabled more detailed analysis of calls through our new database;
- Added to Helpline information leaflets, bringing the total number to 14, making more information available to family members, friends and professionals;
- With help from SPS, translated publicity material to other languages; and
- Continued provision of training to new prison officer recruits and to other external organisations.

Whilst the level of calls has remained about the same as in 2008/9, the duration of calls has increased, with nearly a quarter of all calls (23%) taking 20-30 minutes to work through some of the issues. Calls on particular issues have increased as well, with calls relating to Home Detention Curfew (early release on an electronic tag) increasing by 81% over the previous year.

Calls relating to non-prison based issues have also increased, reinforcing the view that imprisonment has a huge impact on every aspect of a person's life, emotionally and practically. Callers repeatedly tell us that housing, benefits and the impact of imprisonment on



Families Outside and the Salvation Army won a Butler Trust Award for their support to families at the Edinburgh Prison Visitors' Centre.

Families Outside provides direct support to about 200 families every year through its family support staff.

families outside

Families Outside delivered training and awareness-raising sessions to about 2,000 people in 2009.

Our new website attracts roughly 1,750 'hits' every week, while our Helpline staff assist about 2,300 callers each year.

Imprisonment is a traumatic experience for families, and its impact is often significant and enduring. Families Outside works to mitigate the effects of imprisonment on children and families – and consequently to reduce the likelihood of reoffending – through support and information for families and for the people who work with them.

FRIENDS

Action For Children (Moving On)
Action for Prisoners' Families
Artlink
Denise Boulton
Claire Branter
Claire Brown
William Brown
Tom Buyers
Emily Callaghan
Patricia Cassidy
Ann Carr
Children 1st

Citizens Advice Bureau (Inside Out)
Agnes Craig
Crossreach
David Croft
Rosamond Cullen
Donald Dickie
Margaret Dobie
Faith in Community (Scotland)
Lindsay Jessiman
Rita Johnson
Ann Kenny
Tom Fox
Katrina Gordon

Amy Graham
Lisa Heggie
Malcolm Higgenbotham
HMP Aberdeen
John McCaig
Neil Holgate
Hugh McCallum
Donald Dickie
Home-Start Lochgelly
Janice McGowan
Neil McGregor
Marie J McLafferty
Graeme Peter Andrew
McLaughlin
Dr Andrew McLellan
Donald Millar

Alastair MacKinnon
Jacqueline Mallon
Max Marnua
Jennifer McAllister
John McCaig
Hugh McCallum
Jackie McFie
Janice McGowan
Neil McGregor
Marie J McLafferty
Graeme Peter Andrew
McLaughlin
Dr Andrew McLellan
Donald Millar

Susan Milligan
Angela Morgan
Elizabeth Murray
Brieghe Nugent
Mary O'Neil
Kate Philbrick
Póilok Family Support
Jodi Primo
Fiona Punton
Relationships Scotland
Janine Rennie
Tim Richley
Charlene Riddell
Dean Ryan

Margaret Ryan
Sacro (Edinburgh)
Sacro (Glasgow)
Julie Shepherd
Smile Childcare
Mandy Smith
Alec Spencer
Laura Thomson
Patricia Walker
Wise Group, The

“When listening to the children, it was clearly evident that many clung to the hope that their feelings would make a difference to the sentence given by the judge.” (Loureiro, 2010)

This year Families Outside had the pleasure of hosting Leonardo da Vinci Fellow Tânia Loureiro. She joined us in March 2009 to conduct a research into the use of Child and Family Impact Assessments in court. The main objective of this research was to learn more about the issues behind Child/Family Impact Assessments, particularly with regard to the UN Convention on the Rights of the Child. The Convention states that a child's interests must be taken into account for any decision that affects them; imprisonment of a parent is one such decision, yet courts do not routinely request such information.

The findings of this research suggest that the impact of imprisonment on children and families is not adequately recognised or addressed prior to custody. They showed that current methods such as Social Enquiry Reports are not usually enough to inform the courts of the consequences that the imprisonment would have on children and families. The Impact Assessment would not necessarily have a bearing on a court's decision, but it would alert officials of the need to initiate appropriate supports for the children and families who need them.

With support from the Scottish Commissioner for Children and Young People, Tânia conducted a second part of the research to speak directly with children and young people with a parent in prison. We wanted to know their experiences, their thoughts are about the arrest, trial, and imprisonment, what input would they want into the decisions that affect them, and how they wanted to provide this input. The report of this work, *Perspectives of Children and Young People with a Parent in Prison*, was published early in the 2010/11 financial year and informs the ongoing work into the use of Child and Family Impact Assessments in court.

The 2010/11 financial year promises a similar pace of achievement for Families Outside.

This Annual Report gives the 'headlines' of our activities in 2009/2010 – highlights of the work of a small but exceptionally busy team of staff whose dedication makes this organisation what it is. The 2010/11 financial year promises a similar pace of achievement for Families Outside. Anticipated activities and milestones include:

- Provision of training and tools for professionals to promote and increase engagement with families;
- Input into government guidance, draft legislation, and Parliamentary debate;
- Continued direct input into information and training for police and prison staff and managers; and
- Provision of direct support to families throughout Scotland, either directly or through locally-based partner organisations.

Our work in partnership with other organisations is increasingly important in view of current and anticipated cuts in available funding. We are already seeing an increased willingness to work together to ensure support is available to all families who need it rather than fighting over those who have managed to access support. The 2010/11 financial year will see broader cooperation and shared learning between like-minded organisations throughout the UK as well.

The need of more and more families due to the continued rise in the prison population in Scotland means that our service must expand, despite the ever-increasing pressure on resources. Funding from the BIG Lottery for the Routes Out Of Prison partnership, as well as funding from the Church of Scotland Guild for the Crossreach Prison Visitors' Centre at HMP Perth and an anonymous donor to Families Outside, will enable us to recruit two new members of staff. This will support the work of the Helpline, divide the work of the Regional Coordinators into four areas, and make direct support to families available throughout Scotland for the first time.

As a national charity, we will continue our efforts to deliver our work throughout the country, with Regional Coordination and expansion of support work the first steps in this. We are also developing an e-Learning resource to ensure that our training and awareness-raising packages are more widely available, especially in remote and rural areas.

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.

Elaine Stalker Support & Development Manager