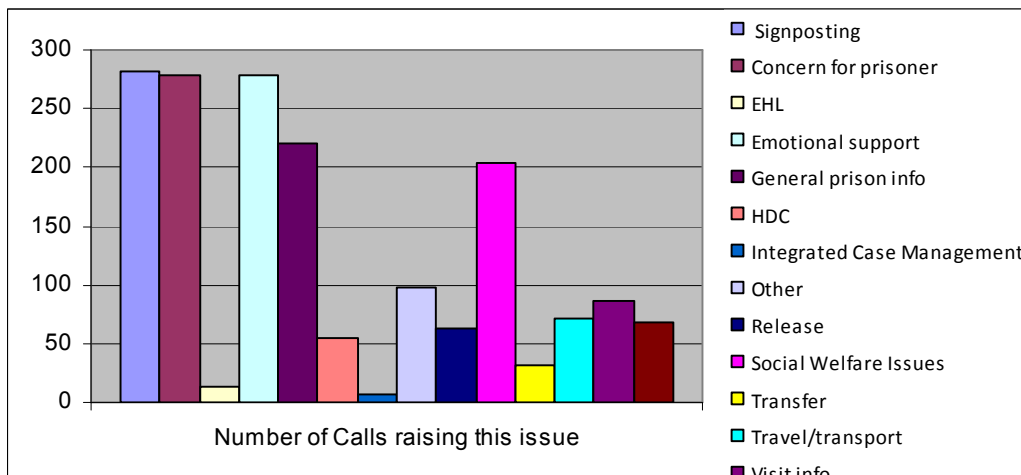


**Families Outside Support & Information Line
Bi Annual Statistics
April – September 2010**

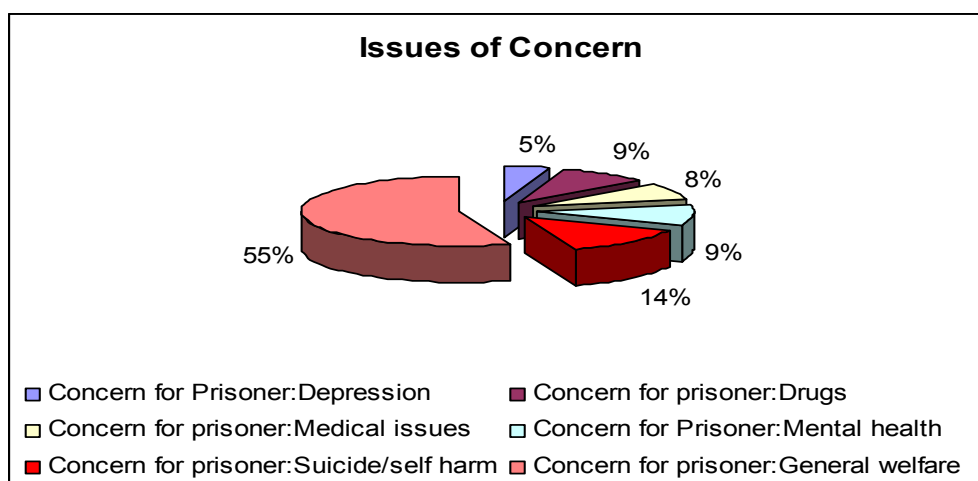


voicing the needs
of families affected
by imprisonment

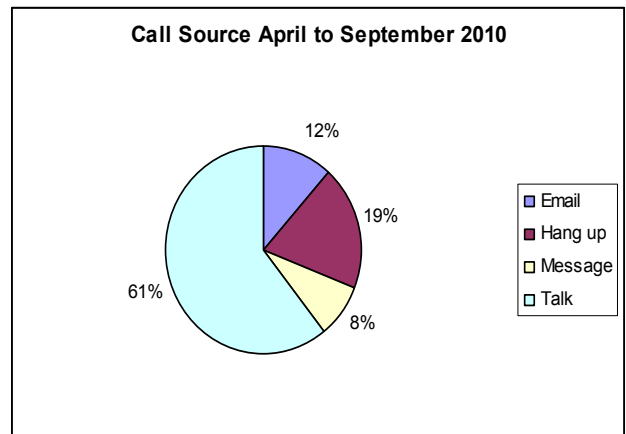
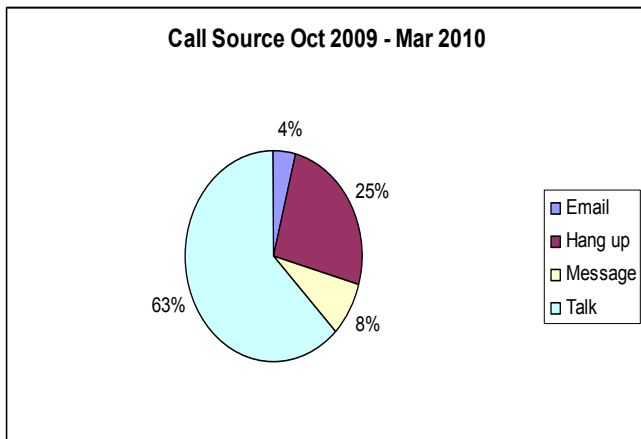
Most Frequently Raised Issues April to September 2010



The above chart gives an idea of the range of issues that have been raised on the Support and Information line over the last six –month period. Accurate **signposting** is a vital part of the support service. For example, benefits is a complex area so it is important to know the parts which directly link into imprisonment and signpost family members appropriately on areas where expert advice is needed. **Concern for prisoner**, forms **16%** of the calls and includes issues around the prisoner’s general welfare, bullying, suicide/self harm, drugs and medical issues. **Emotional support** will form part of many calls and increasingly calls to the line are more complex and tackle emotive issues. An increase in contact from the families of sex offenders has been recorded and this brings with it the need to up skill around issues pertinent to this particular group.



Concern for the prisoner’s **general welfare** is the most common concern and includes issues about how the prisoner is coping, when will he/she be allowed to phone, will they be allowed their own clothes. These concerns tend to be for first time offenders and their families and are generally underpinned by a lack of general knowledge about prison regimes. Some prisons are trying to address this issue by the introduction of **Family Induction Sessions**, which give families an opportunity to learn about the prison and raise any issues or concerns.



From the comparison above we have seen a growth in the number of people contacting the helpline by e-mail. E-mail is an excellent way to get information quickly, however its not the best medium where emotional support is needed and sometimes contact starts with an e-mail but ends up with a call to the helpline. The number of hang ups has decreased marginally and this is certainly a trend we would like to see continue. We have some additional capacity in the form of a new helpline worker and we hope this will offset some of the calls that cannot be taken.

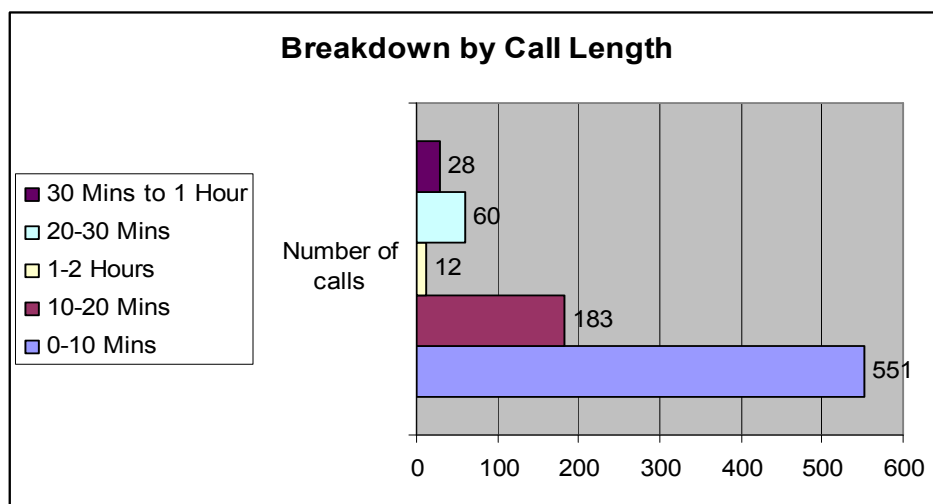
Some facts from the last six months:

51% of calls had 2 or more areas of concern

25% of calls were from parents, **16%** of calls were from professionals and **18%** from partners.

107 callers were either referred or the role of the Family Contact Officer explained.

32% of calls had a Travel, Transport or Assisted Prison Scheme element.



From the chart above **66%** of the calls fall into the “up to 10 minutes” category and represents the biggest portion of calls. Calls which last between 1 and 2 hours, represent just under 1.5% of total calls. Successful contact with callers should seldom take this long. However in complex calls where other interventions, such as contacting the prison on behalf of the caller or contacting another agency for the caller, contact time will be recorded alongside actual talking time.