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In times of financial austerity, collaboration with others is both beneficial and essential. Few of us bring about meaningful and sustainable change on our own. As a small organisation with a broad remit, Families Outside engages with other organisations to ensure that people have the support they need to cope with a family member's imprisonment.

Through collaboration, we see wider recognition of the impact of imprisonment. We are no longer alone in raising the issue and are gradually embedding the needs of families into the remits of other agencies. We are gaining the interest and willingness of others to include families of prisoners explicitly in their work. Such progress is slow but very exciting and builds the foundations for lasting change.

This report shows the expansion of family support work throughout Scotland; improved networking between organisations; collaboration in campaigning for change; joint initiatives to improve family contact; engagement with decision-makers locally and nationally; and research on key issues. Through this, we can make a meaningful difference to families:

**"Thank you for your support, I know I will continue to stay in touch and I'm just glad that I have you to turn to. Hopefully I will learn things that I can pass on to you to help others that may be in the same situation..."**

'Working Together' is not always easy, and organisations may not share an understanding of how best to support families of prisoners, even where they share a common aim and have the best of intentions. I am grateful for the successes we have achieved, both in collaboration and through the dedication of our staff at Families Outside. Thanks especially to volunteers Jenny, Donald and Michelle, and to our Board. We look forward to working together in the years to come.

**"I am writing to you after having browsed your website and listened to testimonials from families who have sought help. I am at the stage where I need help too."**

Information for family, friends and professionals who want to support a family member during prison can often be lacking. For many people, the internet opens a source of support and information when it is most needed. The Families Outside website now includes comments from individuals in the Criminal Justice sector and pages for children & young people.

Telephone calls to the Helpline this year remained relatively steady at 1,719, but emails have risen by over a third, from 51 in 2009/10 to 155 in 2010/11. 'Googling' help is often the first point of contact, which may account for this rise; initial queries are often tentative and anxious and, for some, putting a concern into writing is easier for them. Emails come from family members but also from professionals such as teachers, health visitors, social workers and mental health workers.

Calls to the Helpline are challenging and complex. 11% of the calls relate to social welfare, and this year the number of callers voicing concern about children and young people has increased (just over a third of social welfare calls). Issues include children visiting relatives in prison, how to help children cope with losing a relative to imprisonment, maintaining contact, and support and information specifically for children and young people. The LifeTime Project, within Lothian & Borders CJA and in conjunction with a range of criminal justice practitioners, has raised awareness of such issues for young people at school, and calls to the Helpline from teaching and guidance staff reflect this. This year also saw the launch of a texting service for the Helpline.

Thanks to all those who have supported the Helpline over the past year. We look forward to continuing this work, developing the Helpline further and rising to the challenges which the coming year will no doubt bring, forward to building on this work in the year to come.

**Support & Information Helpline 0500 83 93 83**  
Text **FAMOUT** to **60777**, followed by your message  
**support@familiesoutside.org.uk**

The Family Friendly Prison Challenge encourages prisons to help families maintain contact – a crucial element in reducing re-offending. This year Families Outside hosted the event in association with Action for Prisoners' Families and the Campaign for Drawing's UK-wide initiative, the Big Draw.

Nine of Scotland's fifteen prisons took part and shared their experiences at a Celebration event. They received commendation for their work from Tam Baillie, Scotland's Commissioner for Children and Young People, along with Turner Prize winner Susan Philipsz. The gathering gave establishments an opportunity to share practice and hear about the positive work done for families visiting prisons.

**The issues however remain all too familiar, for example:**

**Home Detention Curfew:**

"Hi I was wondering if you could help me, my boyfriend is in prison and I received an information sheet about home detention curfew..."

**...housing, employment and family relationships:**

"We only want to [give him a place to stay] so that when he comes out of prison he comes to some sort of normality rather than hopelessness."

**...and emotional support:**

"Thank you for your kindly and timely response. Your phone call was most welcome in a foreign land..."

**"I had no idea that all this support was out there and I feel that a burden has been lifted and that I am no longer on my own."**

**"You are the first person who has ever asked me how I am and how I have coped with what has happened, who has actually listened to how I am feeling and what I have to say. I wasn't the one who [committed the crime] but I am being made to pay the price, and it never ends. I just want some peace."**

For the first time, Families Outside's Family Support Work is available to all families of prisoners throughout Scotland. Support for families through the Routes Out of Prison partnership (ROOP) provided the most referrals, reaching 116 families during the year.

Support also continued to families through our worker based at the Edinburgh Prison Visitors' Centre, with 95 referrals in the year, reaching 108 adults and 48 children along with two families from the previous year. Our newest family worker has been based at the Perth prison Visitors' Centre since November 2010, supporting 20 families in the first few months alone.

Referrals come from a range of agencies, including ROOP Life Coaches, other voluntary organisations, self-referrals, social workers, prison staff and chaplains, and the Families Outside Helpline. The workers provide emotional and practical support face-to-face and by telephone. This support can extend to family events in the prison, homework clubs, ICM and HDC information sessions, and family induction sessions, most effectively where prison visitors' centres exist.

Support was most frequently related to family issues such as relationship breakdown and children in the 'looked after' system, the emotional impact of imprisonment, travel and transport, financial concerns and housing difficulties. Almost all referrals require more than one issue to be addressed.

We have had yet another successful year at Families Outside, with our income increasing by £60,473, or 18.7%. Funding from The Brook Trust was received in 2010/11 but will be carried forward in unrestricted reserves to 2011/12 when, by agreement, we will make use of the funds. We would also like to thank The Michael & Shirley Hunt Charitable Trust, Includem, the Friends of Families Outside and everyone else who supported our work throughout the year. In addition, we were grateful to receive a grant from The Gannochy Trust. This will be applied to the coming financial year 2011/12.

Income £s	2010	2011
The Scottish Government	121,525	134,348
The Scottish Prison Service	28,176	29,521
The Robertson Trust	62,089	35,230
The Wise Group	45,584	61,066
The LankellyChase Foundation	15,000	15,000
Lothian & Borders Community Justice Authority	16,855	17,145
The Dulverton Trust	2,000	-
RS Macdonald Charitable Trust	-	15,000
The Henry Smith Charity	-	25,000
Crossreach	-	6,652
Anonymous Donor	-	7,000
The Brook Trust	-	15,000
Others	31,838	22,578
	323,067	383,540

Expenditure	2010	2011
Cost of generating funds	29,068	12,154
Charitable activities	281,245	302,982
Governance costs	10,255	9,300
	320,568	324,436

Net Incoming (Outgoing)	2010	2011
resources for the period	2,499	59,104
Balance brought forward at 01/04/10	63,087	65,586
<b>Balance carried forward at 31/03/11</b>	<b>65,586</b>	<b>124,690</b>

Summary of Balance Sheet	2010	2011
Fixed Assets	6,249	4,678
Current Assets	59,337	120,012
<b>Net Assets</b>	<b>65,586</b>	<b>124,690</b>

Funds	2010	2011
Unrestricted	59,270	120,839
Restricted	6,316	3,851
<b>Total Funds</b>	<b>65,586</b>	<b>124,690</b>

**The last year has brought a mixture of challenges and progress, despite the difficult financial climate. The new Board has bedded down and is working well together. We have a new family member on the Board and plan to add another. We have also identified a skills gap and plan shortly to appoint someone with experience of business/marketing/advertising to our discussions.**

Because of financial pressures locally and nationally, we have concentrated our efforts as a Board on strong financial management and consolidating our core work and services. As you will see from this report, however, we are far from standing still. We continue to seek and find new ways of working with others to provide the kind of services the children and families of prisoners need, perhaps more than ever in these difficult times.

None of this work would be possible without our highly committed and effective staff team, led by Nancy, and I extend particular thanks to them on behalf of the Board.

Lothian & Borders Police... suggested the development of stencils with our Helpline information for use on the walls and ceilings of police cells.

Families Outside introduced a number of innovations this year. These include:

- Expansion of our Family Support Work
- Launch of Children's pages on our website
- Launch of a texting service for our Support & Information Helpline
- Three new information sheets for families:
  - > 'When Someone is Convicted of a Serious/Sex Offence'
  - > 'Information About the Sex Offenders Register'
  - > 'Housing Issues When Someone Goes to Prison'

Following her earlier work for us on child and family impact assessments, Tânia Loureiro wrote *Perspectives of Children and Young People with a Parent in Prison*, commissioned and published in collaboration with Scotland's Commissioner for Children and Young People.

Lothian & Borders Police, in turn, suggested the development of stencils with our Helpline information for use in police cells. The stencil is also in Edinburgh Sheriff Court and in HMPs Addiewell, Barlinnie, Edinburgh, Perth and the Open Estate.

Finally, families of prisoners often assume that 'everything will be ok' once the prisoner returns home. Unfortunately this is not the case in reality. The 'Prison is Harder Than You Think' card raises awareness of this and signpost families and professionals to the Helpline for information and support.

CASE STUDY 1

Mary's son was a repeat young offender, recently released from prison. Mary discussed her son's behaviour, the difficulties he has experienced from an early age and her struggle to access help for the family over a number of years. Mary was also the full time carer for her mother, who suffers from Alzheimer's as well as other health issues. Mary had a stroke a couple of years previously that prevented her from returning to work. The family support worker contacted the local Carers Centre, and Mary is now undergoing a Carer's Assessment for her dual caring role and her own health issues as well as support she required for her son to access an assessment for Autistic Spectrum Disorder. Mary now attends a weekly Carers' Support Group in addition to receiving 1-1 support and therapeutic services.

Running the Support & Information Helpline requires much more than 'just answering the phone'. A single phone call may only take 5-10 minutes, but the skills used in that time to assess the query, develop a relationship, provide additional support and follow up the call are considerable.

A family member may ring for directions to a prison but may not know about financial assistance for prison visits, that they need photo i.d., or about the support available from Family Contact Officers. Further, the follow-up required is both to support the individual caller but equally to inform wider policy and practice. As Helpline staff gain more experience, Helpline calls often get longer due to the knowledge of what questions to ask and what support callers are likely to need.

**Organisational Response**

- Raise awareness of patterns and trends
- Develop a strategic approach to address callers' needs

**Recording and analysis**

- Input data accurately
- Identify patterns
- Produce statistics

**Response**

- Send relevant information
- Signpost
- Make appropriate contacts

**Assessment, Engagement and Support**

- Assess need
- Establish relationship: Active Listening Empathy Genuineness

**Action Plan**

- Provide information
- Provide emotional support
- Set out options
- Engage jointly in problem solving

**Further Assessment**

- Identify additional information they are likely to need

'Engaging facilitator, good tools that I can and will use, good course... thanks!'

— feedback from 'Family Values' Training Day with Carol Shapiro, May 2010

Training and awareness-raising about the impact of a family member's imprisonment is an essential and ongoing part of our work at Families Outside. These sessions reach about 2,000 people each year, ranging from prison staff, police and court staff to social workers, voluntary organisations, social work and psychology students, Children's Panel members, health care professionals and secondary school students.

This year we were particularly pleased to have Carol Shapiro, founder of Family Justice in the USA, with us to conduct a full-day training event. Back by popular demand following our conference the previous year, Carol introduced the use of strengths-based genograms and ecomapping in the context of engagement with families of prisoners. Carol has made these tools and the training videos for these, along with information about the Relational Inquiry Tool developed for Family Justice, available on the Families Outside website.

CASE STUDY 2

'Anne' was struggling to come to terms with the fact that her partner was in prison and was extremely worried about his welfare, as he had seemed very low when she spoke to him and had a history of self-harm. Anne was experiencing harassment in her home, which restricted her life significantly, and was very isolated. The Family Support Worker supported Anne over a number of months to voice her concerns about her partner's welfare to the prison. As a result, she felt more confident about communicating with the prison and using opportunities such as case conferences to gain information. The Family Support Worker liaised regularly with other agencies that were supporting Anne and supported her to join a local activity group, which helped reduce her isolation.

The 2010/11 financial year has been a successful one for Families Outside, not least due to the support we have had from so many others. 2011/12 promises similar developments, building on the progress we must achieve to make a difference for the children and families of prisoners.

The Helpline continues to be a priority, as this remains our key source of information about the needs and experiences of families. We look forward to reinstating a dedicated post of Helpline worker and, funding permitting, to expanding this service to full-time provision.

Our forthcoming bi-annual conference will focus on the fact that prisoners' families are 'Everybody's Business'. It will highlight the relevance of children and families of prisoners to a wide range of agencies and develop a plan of action within the various agency remits.

Research and development will continue to inform our work. Work on the draft Child & Family Impact Assessment from our students from The Netherlands will be complete, as will a project to assess the health impacts of support work with families of prisoners. A new publication of *In Brief* will highlight our family support staff alongside that of other organisations.

Following on from this year's emphasis on collaboration with others, we look to develop stronger ties with organisations outside Scotland. This broader view informs our own work and provides a strong collective voice in campaigning for recognition of and support for children and families affected by imprisonment.

The 2011/12 financial year will be the 20th Anniversary of the organisation. We have a long way to go to give families of prisoners the information and support they need, and progress can be slow. However, we are proud of the progress in this area over the last 20 years and look forward to making further progress together.

FRIENDS

Claire Brown, William Brown, Emily Callaghan, Ann Carr, Patricia Cassidy, Agnes Craig, David Croft, Rosamond Cullen, Amanda Day, Donald Dickie, Margaret Dobie, Tom Fox, Amy Graham, Deborah Gray, Lisa Heggie, Malcolm Higgenbotham, Neil Holgate, Lindsay Jessiman, Rita Johnson, Ann Kenny, Donna Laurie, Alastair MacKinnon, Catherine MacKinnon, Jacqueline Mallon, Max Marnau, Jennifer McAllister, John McCaig, Hugh McCallum, Jackie McFie, Janice McGowan, Neil McGregor, Marie J McLafferty, Graeme P.A. McLaughlin, Dr Andrew McLellan, Donald Millar, Susan Milligan, Angela Morgan, Elizabeth Murray, Jim Nelson, Briege Nugent, Mary O'Neil, Kate Philbrick, Jodi Primo, Fiona Punton,

<b>Dr Nancy Loucks</b>	Chief Executive
<b>Elaine Stalker</b>	Support & Development Manager, Regional Coordinator (Glasgow/Fife & Forth Valley), Helpline Worker
<b>Fiona Allan</b>	Support & Development Coordinator, Regional Coordinator (Lothian & Borders/Lanarkshire), Helpline Worker
<b>Susan Cross</b>	Regional Coordinator (North Strathclyde/Southwest Scotland), Family Support Worker (including Routes Out Of Prison from Oct 2010)
<b>Tracey Burns</b>	Family Support Coordinator (Routes Out Of Prison)
<b>Kerry Knox</b>	Family Support Worker (Lothian & Borders/Fife & Forth Valley – maternity leave from 1 March 2011)
<b>Hazel Rendall</b>	Family Support Worker (Lothian & Borders/Fife & Forth Valley – maternity cover from 1 March 2011)
<b>Charlene Kenny</b>	Regional Coordinator/Family Support Worker (Tayside/Northern)
<b>Judith Cramb</b>	Helpline Worker (31 Aug 2010 – 31 Mar 2011)
<b>Jonathan Goodfellow</b>	Administrator

Janine Rennie, Tim Richey, Charlene Riddell, Irene Robison, Margaret Ryan, Dean Ryan, Julie Shepherd, Alec Spencer, Mandy Smith, Laura Thomson, Patricia Walker, Action For Children (Moving On), Action for Prisoners' Families, Artlink Central, Children 1st, Citizens Advice Bureau, Crossreach, Crossreach – The Mallard, Faith In Community (Scotland), Forth Valley Substance Action Team, Front End Media, HMP Aberdeen, HMP Perth, Home-Start, Home-Start Lochgelly, Hope, Includem, Lighthouse Foundation, Relationship Scotland, Sacro, Smile Childcare, The Lillas Graham Trust, The Wise Group

<b>Gillian M Stewart, CB</b>	Chairman
<b>Donald Millar</b>	Vice Chairman
<b>Jennifer Stevenson</b>	Treasurer
<b>Paul Carberry</b>	Individual
<b>Katrina Gordon</b>	Individual (resigned 8 September 2010)
<b>Sheila Gupta</b>	Individual
<b>Janice McGowan</b>	Individual (appointed 6 October 2010)
<b>Fiona Punton</b>	Individual (appointed 2 August 2011)
<b>Marjory Russell, OBE</b>	Individual
<b>Christopher Sheldon</b>	Individual
<b>Stephen Swan</b>	Individual

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. Address details: 13 Great King Street, Edinburgh EH3 6QW

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



working together