

families
outside

ANNUAL REPORT
2013–2014



Next Steps

CHAIRMAN'S FOREWORD

After five years on the Board, I was honoured to take on the role of Chairman in September 2013. In that period, I have seen Families Outside grow rapidly from a small staff group to 17 employees, and the income required to support that growth more than doubling. 2013-14 has seen this growth continue and consolidate. As a Board of Directors, we have overseen the growth of the organisation and have benefited from the input of Directors who are experts in their own fields.

We continue to seek to steer the organisation through the current period of particularly challenging and uncertain financial and political times. Our task is aided by the excellent relations we enjoy with Nancy Loucks and her staff team and volunteers. As the staff numbers have grown, so the management of the organisation has had to adapt. We joke in Families Outside about most staff doing two to three jobs, but in all seriousness, it is our people who make Families Outside the dynamic and influential organisation it is. Their commitment and dedication means we continue to 'punch above our weight'. It is thanks to their efforts that the issues of families affected by imprisonment are increasingly understood and acknowledged by the wider public sector.

We are grateful to the Scottish Government, The Scottish Prison Service, and the many charitable trusts who support our work plus our partners in the voluntary sector for their continued support and interest. Whatever the outcome of September's referendum on the future of Scotland, the issues faced by the families of prisoners will not change significantly and they will continue to need the advocacy and support of Families Outside in years to come.



Don Millar
Chairman

Next Steps

CHIEF EXECUTIVE'S REPORT

This year we celebrate the 'next steps' Families Outside has taken to develop the work we have built in previous years. Much has changed for us over the last year, not least in our staff numbers, which have again doubled. We remain a comparatively small organisation, but increased awareness of families affected by imprisonment means increased demand; we have worked to rise to that challenge, both in terms of new initiatives and in terms of the staff to develop and deliver them.

In taking the next steps outlined in this year's annual report, our central question is always "What will best support families?" The work of our Helpline, our Family Support staff, and now our prison visitors' centre at HMP Addiewell is critical not only to support families but also to inform our training and our input to policy and practice; through these services, and increasingly through our involvement of families in other ways, we can truly voice the needs – and indeed the strengths - of families affected by imprisonment.

We are very grateful for the continued support we receive from a skilled and committed Board. Particular thanks go to Gill Stewart, who stepped down after seven years of committed service, latterly as Chairman, and to Marjory Russell and Janice McGowan for their unfailing support and effort. My personal thanks go to my lovely team of devoted staff and volunteers, all of whom bring a compassion and expertise that shine through every aspect of their work. Our staff are our most important resource; through them, we are able to move forward and take the next steps we need to take to mitigate the experience of imprisonment for children and families.

Prof Nancy Loucks
Chief Executive

SUPPORT & INFORMATION HELPLINE

“Thank you again for putting my mind at rest. God knows how I would get through this nightmare if I didn't have Families Outside to turn to.”

In the 2013/14 financial year, we received 1,810 contacts from individuals at varying stages of the criminal justice system looking to access help and for someone to talk to about their experience. A feature of the Helpline service is that the growth in the complexity and variety of calls has been matched by the increasing knowledge, confidence, and experience of the staff handling them.

Calls to the Helpline can be considerably complex in nature, with the majority of calls covering two or more issues. A single call to the Helpline can involve a worker researching up to date, accurate, and often specialist information to provide holistic and solution-focused support to callers based on their individual needs. This can take a considerable amount of time, especially when support is difficult to source or identify.

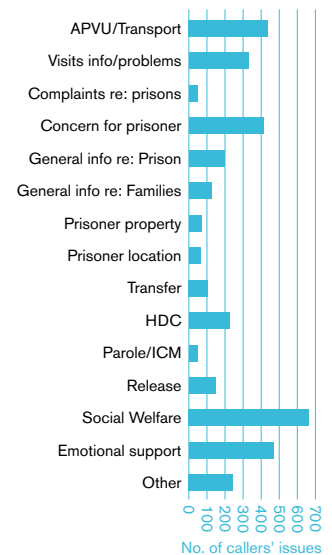
Common calls to the Helpline focus on a need for emotional support; social welfare issues such as health and wellbeing for families and children; housing and financial difficulties; as well as more prison based issues including information around visiting

procedures, parole, Integrated Case Management, Extended Home Leave, and Home Detention Curfew. This year the Helpline has supported callers with over 3,574 issues.

The Support & Information Helpline lets us hear families' voices directly about their needs and strengths. This information is essential to our work and to that of many organisations and interest groups across Scotland.

A report on the Helpline is available on our website.

Callers' issues



TRAINING

“I have already said to [my line manager] that it is probably one of the best CPD opportunities I have had in what is quite a lengthy career.”
(e-mail from a participant in training for teachers)

Training output from Families Outside doubled in the 2013-14 financial year to reach 5,000 participants. A considerable amount of our training this year has been invested in training for prison staff on the impact of parental imprisonment on children and child protection. For the first time, we were invited to deliver training at the Judicial Institute to raise awareness of issues for children and families amongst sentencers.

Our national conference took place at Hampden Park, Glasgow in May 2013, hosting 190 delegates and eliciting excellent feedback. The event focused on ‘Them and us?’, reflecting perspectives from victims, offenders, communities, and families affected by imprisonment. Shortly afterwards, we co-facilitated and contributed to an event at the University of Strathclyde on Child Impact Assessments, alongside Justice Albie Sachs from the South African Constitutional Court and Tam Baillie, Scotland’s Commissioner for Children and Young People and chaired by Sheriff Tom Welsh, Director of the Judicial Institute. A video of this event is available at

<http://www.strath.ac.uk/clcj/events/previousevents/>.

An important focus this year was our work with schools through development and delivery of a programme of training for teachers and teachers-in-training. This work is most often delivered in prisons, with nearly all prisons in Scotland taking part. We were also fortunate enough to contribute to an international training week on children of prisoners hosted by Wells of Hope - a school for children of prisoners in Kampala, Uganda.

At our instigation, the UK-wide ‘Women@Risk’ coalition was formed to bring international expert Dr Stephanie Covington to the UK to deliver a series of workshops on trauma-informed practice. We co-hosted the Scottish segment of this work with the Scottish Prison Service in March 2014 and are now working alongside Women@Risk, the SPS, and expert practitioners in trauma-informed approaches to discuss how the learning from these events might be promoted.

FAMILY SUPPORT

“I just don’t know how I would have coped without this support – it’s been a total lifeline. Thank you.”

Family Support through Families Outside provides holistic, solution-focused support designed to meet the needs of the individual family members. In 2013-14, Families Outside supported 458 families, totalling 1,142 people (756 adults and 386 children). This represents a 67% increase in referrals from last year. This includes an increase in the numbers of children and young people we are supporting in their own right, as we develop this aspect of our work. Most of our clients are aged from 41-60 (44%) or 26-40 (35%), and we support six times as many women as we do men.

The families we support identify their main issues as family-related ones such as relationship breakdown and children in the ‘looked after’ system or being cared for by family members. Other topics included emotional issues, substance misuse, mental health, and housing. Most referrals require more than one issue to be addressed. Much of this work involves identifying appropriate locally-based support and using links with existing services where possible.

Referrals come from a range of agencies including the New Routes Public Social Partnership, other voluntary organisations, self-referrals, social workers, prison staff and chaplains, and the Families Outside Helpline. Support can extend to family events in the prison, homework clubs, Integrated Case Management and Home Detention Curfew information sessions, and family induction sessions, most effectively where prison visitors’ centres are in place as a base for this work.

A full report of our Family Support work is available on our website.

In addition to our casework, the Addiewell Prison Visitors’ Centre is an increasingly important part of our work with families. The Visitors’ Centre makes contact with hundreds of visitors per month, providing more in-depth support to about 80 visitors each month during 2013-14. Our staff work in partnership with the prison for Family Days and prisoner induction as well as for new projects such as the In Tune family music workshops, in collaboration with arts-based charity Vox Liminus.

This year we divided our work in the Northern and Tayside regions between two members of staff; allocated an additional worker to Lothian & Borders; added to the staff team at the Visitors' Centre at HMP Addiewell; enabled part of the Visitors' Centre team to support families in Lanarkshire on an outreach basis; employed our first Child & Family Support Manager; recruited an additional Helpline worker; and ringfenced time for another member of staff specifically for project work and development.

In addition to this, we were pleased to host our first secondment from the Scottish Prison Service, brought into post to develop our use of volunteers. Through this post we developed our recruitment, training, and support for volunteers, focussing on work at the Addiewell Prison Visitors' Centre and starting up support for families at Edinburgh Sheriff Court.

New ways of offering support included funded relaxation sessions for families; a family feedback session (with childcare) at the National Museum of Scotland; more direct work supporting children

and young people; facilitation of support to young people through schools; and assistance to the new 'Inside Out' peer support group in Oban.

Finally, new publications included two new editions of our In Brief series, focusing on the financial impact of imprisonment on families (by Donald Dickie) and the role of families in desistance from offending (thanks to Cara Jardine). We published a booklet aimed at health professionals to mirror the valuable information published for teachers last year. Other new resources include an updated version of our It's No Holiday training resource on the experiences of teenagers with a family member in prison, now available on line, and a poster designed for GP surgeries and school/hospital staff rooms ('Reading Between the Lines'). We are also pleased to be part of the editorial board for the new journal, Scottish Justice Matters – a publication of the Scottish Consortium on Crime and Criminal Justice.

Tony's story

Tony is 18-years old. He had been living with his mum, but when she was sentenced to prison, Tony was not able to continue living in the family home, becoming homeless through no fault of his own. Families Outside worked with mum's in-prison mentor, a

homelessness service, and a local council to ensure that Tony secured suitable accommodation. This had a significant impact on his wellbeing and reassured his mum that her son was being supported in the community.

Teacher's story

A primary school head teacher contacted us regarding two children in her school. Their dad is serving a long sentence for a high profile crime that attracted a lot of media attention, and as a result, the family had to move, and the children had to change schools. Dad is imprisoned at a distance, and they are only able to visit him infrequently. We met with the head teacher to discuss the support the school was offering. This meeting led to further support

for mum from us as well as more focused support for the children from the teaching staff.

Recently, there was a meeting with mum, the head teacher, class teachers, and our Family Support Team to discuss the support and make any appropriate changes. The children are now more settled in school and engaging better in classes, and mum is less stressed and coping better at home.

“[Just received] some feedback from a campus officer who has acted swiftly with the info provided (he only received it an hour or so ago!!). I thought you would like to know that there have been some positives already.” (e-mail from Police Scotland)

The Cross-Party Group (CPG) on Children & Families Affected by Imprisonment, hosted by Families Outside and convened by Mary Fee MSP, continues as an important means of influencing policy and practice. Families Outside also continues to exert influence through active participation in key national and local fora, publications of briefings and reports, and response to consultations.

Our work on Child & Family Impact Assessments continues as a key focus and is gradually gaining ground. The Children & Young People Act allows scope for such assessments, which we plan to follow through in the coming year, plus adult criminal court cases have started to make reference to the impact on children (see for example *Stuart Gorrie v Procurator Fiscal*,

Haddington, 21 January 2014). Practitioners in and out of Scotland have sought guidance from us about conducting such assessments, and we are pursuing further work on this.

Our team continues to maintain its regional links throughout Scotland with five Regional Coordinators allocated to the eight Community Justice Authorities (CJAs). These posts give regular, dedicated links to relevant agencies such as prisons, police, social work teams and Chief Officers of CJAs. All of our Regional Coordinators do this work alongside other duties, which ensures that they bring extensive practical experience and local knowledge into their roles. It can also include in-depth work within particular regions such as chairmanship

of key working groups, development of a 'tool kit' for practitioners on behalf of South West CJA, and creation of a Framework for Families Affected by the Criminal Justice System, commissioned by Lothian & Borders CJA.

At the request of Scottish Government Youth Justice, we completed research with Dr. Margaret Malloch into the support needs of families of young people in secure care. The report was presented to the Secure Accommodation Network, which agreed to the report's recommendations.

Finally, our international links through Children of Prisoners Europe (COPE; previously the European Network for Children of Prisoners, or 'Eurochips') grow stronger every year, forming an important campaign mechanism as well as vital insights into practice outside Scotland. We had the pleasure of hosting COPE's annual conference and Network Meeting in Edinburgh early in the 2014-15 financial year, with details forthcoming in our next annual report.

Susie's story

Susie contacted Families Outside after her son was sentenced to Polmont Young Offenders Institution. Susie's son had a history of mental illness and received support from a psychiatric nurse (CPN) in the community. He had made a number of suicide attempts whilst at home, and the family was very anxious about his mental health in prison.

Families Outside arranged a meeting with the Family Contact Officers in Polmont as well as with key mental health staff and hall managers. Susie was able to share the family history, and the CPN shared medical notes with the mental health team. The prison staff allayed the family's fears around the prisoner's safety by sharing the prison's suicide risk management procedure. The staff also gave direct contact numbers to the family to ring if they had any concerns. This two-way, face-to-face conversation meant that the family's anxiety was reduced, and care for the prisoner was at its best due to the sharing of information.

“I just wanted to let you know that working with the children and families of prisoners is now on the agenda at the Department. A fantastic result!” (Department of Corrections in New Zealand following a study visit to Families Outside)

Anna's story

Anna was 15 when Police Scotland's early intervention team referred her to Families Outside. She was not offending but was identified at being at risk and was failing to attend school regularly.

Anna hasn't seen her mum for over 12 years, and her dad is serving a lengthy prison sentence. She lived with an aunt but felt excluded from the family and was not seeing her dad at all, as he was in a prison far from where Anna lives, making visiting very difficult. When Anna turned 16, she was asked to leave her accommodation. She tried to stay with another family member, but this did not work out. She ended up homeless, with no money, no belongings, and no identification.

She remained on social work's books, but Anna refused to engage with any of the help being offered to her. She consistently disappeared for days at a time, sleeping on sofas where she could. A member of our Family Support Team gradually got to know Anna, and she started to trust our service. She would talk

about her concerns and what she wanted out of life. We took on the role of Lead Professional, and when Anna's dad moved to the new HMP Grampian, we were able to help Anna involve him much more in her life.

Months of intensive work with police, education, social work, SPS, and housing resulted in Anna being settled in a supported flat and on income support. She has a housing support worker helping her with budgeting and adapting to independent living and a college place to study childcare. We are currently seeking a bursary to cover her rent.

Anna's dad has started to build a much better relationship with her, and through his prison-based social worker, we send weekly email updates so he can follow her progress. Anna has also attended supported visits with dad to discuss her future. He didn't know he could still be a parent from prison, so for both of them it has been a really important development.

The core elements of our work – direct support to families through the Helpline and Family Support team; training; and input to policy and practice - remain the basis of everything we do, informing and supporting all of our interactions on behalf of families affected by imprisonment. The 2014-15 financial year is already building on this and will include:

- hosting the Children of Prisoners Europe (COPE) conference and Annual Network Meeting, jointly with NIACRO;
- the launch of new resources including the videos, '27,000 Voices' and 'Hearing the voices of children';
- continuation of In Tune family music workshops at HMP Addiewell;
- pilot link work between schools and parents in prison at HMP Low Moss;
- a review of our organisational structure for forward planning;
- further action-based research into travel & transport;
- further promotion of Child & Family Impact Assessments; and
- a 'road trip' to all prisons in Scotland for the first time since 2005 to refresh our contacts, share practice, and take forward a national agenda.

Thanks to all of our supporters and partner organisations for your continued support for our work!

FINANCIAL STATEMENTS

We have had yet another successful year at Families Outside, with our income increasing by £151,995, or 37.3%. This is accounted for by a substantial increase in activity – growth of our direct family support work, management of the new family Visitors' Centre at HMP Addiewell, and hosting of conferences/ events throughout the year.

Funding from The Brook Trust was received in 2013/14 but will be carried forward in unrestricted reserves to 2014/15 when, by agreement, we will make use of the funds.

We would also like to thank The Michael & Shirley Hunt Charitable Trust, St Paul's & St George's Church, The Albert Hunt Trust, The Soroptimists, Waitrose, The Gordon Fraser Trust, Lady Edwina Grosvenor, the Friends of Families Outside and everyone else who supported our work throughout the year.

Income £s	2013	2014
Third Sector Early Intervention Fund – Families Outside	-	93,208
Third Sector Early Intervention Fund – Visitors' Centre	-	29,340
The Scottish Government	132,712	100,224
The Scottish Government/The Big Lottery Communities & Families Fund	-	10,000
The Scottish Prison Service	30,789	31,713
The Monument Trust	40,000	40,000
The Tudor Trust	-	30,000
Anonymous Donor	-	34,993
The Wise Group	26,657	59,459
Lothian & Borders Community Justice Authority	9,000	8,022
Fife & Forth Valley Community Justice Authority	9,500	-
Sodexo Justice Services	12,800	-
The Robertson Trust	15,000	-
The Gannochy Trust	10,000	10,000
The Dulverton Trust	10,000	-
Hugh Duncan	-	10,000
Nancie Massey Charitable Trust	-	5,000
The Volant Trust	-	20,000
RS Macdonald Charitable Trust	20,000	20,000
The Henry Smith Charity	25,000	-
The Big Lottery	10,000	-
Crossreach	11,786	-
Imagine Foundation	5,000	5,000
The Brook Trust	15,000	15,000
Kelly Charitable Trust	5,000	-
Alexander Moncur Trust	3,000	-
Others	15,911	37,191
	407,155	559,150
Expenditure		
Cost of generating funds	5,282	28,794
Charitable activities	376,922	484,615
Governance costs	10,055	11,057
	392,259	524,466
Net Incoming (Outgoing)		
Net Incoming (Outgoing)		
resources for the period	14,896	34,684
Balance carried forward at 31/03/11	168,439	203,123
Summary of Balance Sheet		
Fixed Assets	3,923	4,812
Current Assets	164,516	198,311
Net Assets	168,439	203,123
Funds		
Unrestricted	151,442	191,886
Restricted	16,997	11,237
Total Funds	168,439	203,123

FRIENDS OF FAMILIES OUTSIDE

Mick Armstrong	Jennifer McAllister	Connie Shields	Pollok Family Support
Denise Boulton	John McCaig	Carrie Smith	Relationship Scotland
Claire Branter	Hugh McCallum	Mandy Smith	Religious Society of Friends - Quakers
William Brown	Jackie McFie	Alec Spencer	Sacro
Claire Brown	Janice McGowan	James Thomas	Smile Childcare
Elyse Brown	Neil McGregor	Laura Thomson	Wise Group, The
Emily Callaghan	Alison McGuire	Linda Traynor	
Ann Carr	Sharon McHardy	Patricia Walker	
Patricia Cassidy	Marie McLafferty	Veronica Warrington	
Agnes Craig	Graeme P. A. McLaughlin	Linda Watt	
David Croft	Andrew McLellan	Jeanette Wilson	
Amanda Day	Donald Millar	Action For Children (Moving On)	
Donald Dickie	Susan Milligan	Action for Prisoners' Families	
Margaret Dobie	Angela Morgan	Artlink Central	
Abigail Elaheebocus	Heather Morgan	Children 1st	
Duncan Fisher	Frances Mullen	Citizens Advice Bureau	
Tom Fox	Elizabeth Murray	Croft, The	
Adelle Gardiner	Briege Nugent	Crossreach	
Amy Graham	Lady Cullen of Whitekirk	Crossreach - The Mallard	
Deborah Gray	Mary O'Neil	East Ayrshire Council (Vibrant Communities)	
Anne Harriet	Kate Philbrick	Faith In Community (Scotland)	
Lisa Heggie	Jodi Primo	Forth Valley Alcohol & Drug Partnership	
Malcolm Higgenbotham	Fiona Punton	Front End Media	
Neil Holgate	Janine Rennie	HMP Aberdeen	
Rita Johnson	Tim Richley	HMP Perth	
Ann Kenny	Charlene Riddell	Home-Start	
Anne Kent	Caroline Robertson	Home-Start Lochgelly	
Donna Laurie	Irene Robison	Includem	
Alastair MacKinnon	Dean Ryan	Lighthouse Foundation	
Catherine MacKinnon	Margaret Ryan	Lillas Graham Trust, The	
Jacqueline Mallon	Julie Shepherd		

BOARD

Donald Millar	Chairman	
Valerie Macniven	Vice Chairman	
Jennifer Stevenson	Treasurer	
Paul Carberry	Individual	
Glen Gilson	Individual	
Sheila Gupta	Individual	
Justin Hutton-Penman	Individual	
Brigadier Hugh Monro	Individual	appointed 11 March 2014
Fiona Punton	Individual	
Colin McConnell	Individual	resigned 11 March 2014
Janice McGowan	Individual	resigned 28 March 2014
Marjory Russell, OBE	Individual	resigned 25 September 2013
Gillian M Stewart, CB	Chairman	resigned 25 September 2013



"I'm very grateful that Families Outside helped me through this nightmare; looking back at the start were some of the darkest days I've experienced, so to have come through it, I'm proud."

For more information visit:

familiesoutside.org.uk