

CHIEF
EXECUTIVE'S
REPORT

CHAIRMAN'S FOREWORD

After seven years on the Board including almost four as Chairman, it is with some sadness that I write my final report for Families Outside. While this door is closing, so many others have opened in that time. We have entered into direct service provision, doubled the hours of the Helpline, opened our first prison visitors' centre, entered into strong national and international networks, and quadrupled the size of the staff team.

As the organisation has grown and developed, our Board has developed with it to support these changes. We have said good-bye to some long-standing supporters but also made some excellent new appointments. We continue to build the expertise and skills base of the Board – essential if we are properly to support the vitality and range of an organisation like Families Outside.

I would want to pay a particular tribute to Nancy, her staff team and to volunteers at Families Outside. We are very lucky to be able to work with and through such

impressive and dedicated individuals. Thanks to their efforts, we have watched the issue of families affected by imprisonment build momentum in wider sectors. We are also grateful to the Scottish Government, SPS, and many charitable Trusts for their interest in the issues and confidence in our work. While financial pressures will always be a challenge, their support has enabled us to sustain and build upon our work in 2012-13, helping us to reach more families with a loved one in prison.

I leave Families Outside in good heart and good hands, and I wish it every success in the future. The current financial pressures on our society mean that the support we seek to offer prisoners' families is more important than ever.



Gillian M Stewart, CB
Chairman

Imprisonment by definition closes doors, isolating people from their family and communities. This year Families Outside celebrates 'opening doors' to the thousands of families affected by imprisonment each year as we work to support them and to link them to their loved ones and to the opportunities available.

Families Outside has opened doors through a number of new initiatives this year. Our first ever family event at the Riverside Museum in Glasgow, the start of training and development work with schools and teachers, and the literal opening of doors at our new Prison Visitors' Centre at HMP Addiewell have all created new opportunities to connect with families. Meanwhile our Helpline continues to reach the 1,800 families and professionals who contact us, while our Family Support team reaches out to hundreds of people in their own areas.

An important part of our work includes opening doors in policy and practice as well. Input from Families Outside was instrumental to the UK Government's acceptance in 2012 of recommendations regarding children of prisoners in the UN's Universal Periodic Review of human rights. Work with the Community Justice Authorities directly supported the work of

the police and other agencies, and our training extended its reach to roughly 2,600 people this year. We continue to host the Cross-Party Group on Children & Families Affected by Imprisonment and are grateful to be included on key policy groups such as the Early Years Task Force.

Families Outside will continue to open doors to families in the years ahead, not least due to the energies of our staff and Board and the support of our funders, to whom we are continually grateful. We are committed to continuing our support the children and families affected by imprisonment until the need for this is no longer evident.



Prof Nancy Loucks
Chief Executive

SUPPORT & INFORMATION HELPLINE

"Hi, I just really need to write this to feel better as my partner was remanded today which was such a shock. A year ago, I was badly depressed and have attempted suicide, I'm not that way yet, but I think I need some help now..."

The Helpline is in a unique position to hear families' true voices. Contact from families through the Helpline offers an invaluable insight into the lives of families affected by imprisonment. While the majority of families we support contact our freephone Helpline number, a growing number find support via our email and text service, with some families even contacting us through our Facebook page. This year, we received 1,661 contacts from individuals looking to access help and find someone to talk to about their experience of having a loved one involved in the criminal justice system. Over a fifth of calls were from professionals including, but not limited to, teachers, health visitors, social workers, and Family Contact Officers.

Calls to the Helpline can be very complex in nature, with the majority of calls covering more than two issues. This year the Helpline provided support and information to callers on more than 4,100 issues. The Helpline is often a first point of contact for families and offers a unique opportunity for families to express their thoughts, feelings, and

needs and to seek help on their own terms without fear of stigma or shame. A single call to the Helpline can require a worker to seek up-to-date, accurate and often specialist information to provide a holistic and solution-focused support to each caller based on their individual needs. This can involve a worker making contact with relevant staff in the Prison Service and other agencies and services in the community to address each aspect of a caller's needs.

FAMILY SUPPORT WORK

"I am so glad to have a Family Support Worker as I don't know where I would have ended up. Keep up the great job you people do. Thank you so much."

Family Support work provides holistic, solution-focused support designed to meet the needs of families affected by imprisonment throughout Scotland. This year, our family support workers received 274 referrals, with the number of people supported totalling 693 (421 adults and 218 children). This is a slight decrease from last year's figures largely due to staff fluctuations in the Lothian and Borders region.

The highest number of referrals in 2012/13 came from prison Visitors' Centres; the value of having a FSW presence in these centres, as well as at family inductions and regular visit sessions, is evident in the number of self-referrals and referrals from prison staff. A significant number of referrals continued to be received from the Routes Out of Prison (ROOP) project and the Families Outside Helpline. The FSWs regularly promote their service

"Very helpful and supportive, lots of advice and much appreciated. I wouldn't have known about half the help I could get without her."

to statutory and voluntary sector services resulting in an increase this year in referrals from these sources.

In all referrals, FSWs provide one-to-one support, either by telephone or through face to face meetings. Most referrals take place while a prisoner is serving a prison sentence, when families are faced with a range of issues such as (most commonly) a need for emotional support; housing and financial difficulties; health and wellbeing of families and prisoners; and prison-based issues including visiting procedures, Home Detention Curfew and moving to the Open Estate.

Family Support Workers respond flexibly to the needs of families as they arise, helping them identify and address further areas of concern, and ultimately aiming to enable families to build resilience and resources to cope with their experience.

NEW FOR 2012-13

Families Outside is very pleased to have launched a number of new initiatives in the 2012/13 financial year including:

Publications

We published the findings of Sarah Roberts' Winston Churchill Fellowship on support to children of prisoners in schools, both in full and as a further edition of our In Brief series. Liz Brutus' report on the value of Family Support Work was also published in full. We produced a short guide for teachers about the role of schools in supporting families affected by imprisonment and updated our booklets for children.

The door to education

Sometimes doors that have previously been hard to unlock seem to open with ease, and that's exactly what happened when a former teacher joined the team. Using the 'keys' of her educational background and contacts, Sarah Roberts has increased the profile of Families Outside among educational professionals and has developed a model of Continuing Professional Development (CPD) sessions for teachers which helps them enter into the stories of children whose parents are in prison. Run in partnership with the Scottish Prison Service, the in-prison sessions provide an opportunity to experience what it's like to visit a prison and give some practical ways teachers can make a difference to some of the

most vulnerable children in their classes. In 2012/13, Families Outside co-facilitated three sessions in HMP Edinburgh and two in HMP Aberdeen (in addition to several workshops in teacher training institutes), and several other prisons are interested in this model. The feedback from teachers has been overwhelmingly positive:

"It was very insightful! There really is such a stigma attached to families who have someone in prison. Put (this) in the curriculum."

"Very, very useful experience and information was extremely relevant. First time we have had any input about children who have parents in prison – should definitely be more widely available for those working with children."

In her role in 2013/14 as Child & Family Support Manager, Sarah is now developing direct support for children and young people and is working closely with our partners in education, social work, and the voluntary sector.

Addiewell Prison Visitors' Centre

In January this year, the doors opened to our first prison Visitors' Centre at HMP Addiewell. A full inspection of the prison by HM Chief Inspector of Prisons in November 2010 commended Addiewell for, amongst other things, their family work, and recommended further development of this through a prison Visitors' Centre. The prison wholeheartedly agreed and invited Families Outside to take this forward.

Families Outside and HMP Addiewell commenced discussions in late November 2011, which culminated in a Ceremonial Launch of the Visitors' Centre on the 14th of February this year. The launch was presided over by HMCI Brigadier Hugh Monro alongside senior managers from both the prison and Families Outside.

The service is now flourishing, supporting the friends and families of prisoners and, in 2013/14, enjoying the enthusiastic support of volunteers.

'Museums At Night' Event

Families Outside held its first ever Family Event in Glasgow. Along with staff at the Riverside Museum and Tall Ship, and through loans of sleeping bags from the Prince's Trust and funding from the Big Lottery Awards for All, we organised a 'Museums at Night' event for 25 children of prisoners and their carers that included a torchlight tour of the museum, building and racing our own toy cars, stargazing, pizza and DVDs, a sleepover, and breakfast the next morning. This provided respite for the children and carers as well as an informal means of peer support. Feedback has been excellent, and we look forward to further events in future.

For more information visit:

familiesoutside.org.uk



I wanted to write and convey my deep gratitude for all your help and support through Families Outside.... On my first prison visit, I noticed the Families Outside poster on the wall of the waiting area. Next day, I rang the number and what a relief it was, to hear an understanding and sympathetic voice! ...You will never know just how very much I appreciate your help and guidance through these difficult months.

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FINANCE

We have had yet another successful year at Families Outside, with our income increasing by £8,885, or 2.2%.

Funding from The Big Lottery 'Awards For All' and Brook Trust was received in 2012/13. Both income streams will be carried forward in reserves to 2013/14 when, in line with the agreement of both grants, Families Outside will make use of the funds.

We would also like to thank:

- The Michael & Shirley Hunt Charitable Trust,
- Austin & Hope Pilkington Trust,
- The Moffat Charitable Trust,
- Trust Greenbelt,
- Aberbrothock Skea Trust
- Cash For Kids,
- the Friends of Families Outside and everyone else who made donations and supported our activities throughout the year.

We are grateful to The Big Lottery 'Awards for All' for funding our Riverside Museum Sleepover for the children and families of prisoners in September 2012. In addition, we were very grateful to have received restricted grants from The Tudor Trust and The Nancie Massey Charitable Trust. These funds will be applied to the 2013/14 financial year.

Income £s	2012	2013
The Scottish Government	132,712	132,712
The Scottish Prison Service	29,892	30,789
The Robertson Trust	18,040	15,000
The Monument Trust	40,000	40,000
The Wise Group	53,228	26,657
The LankellyChase Foundation	24,750	-
The Dulverton Trust	-	10,000
Lothian & Borders Community Justice Authority	-	9,000
Fife & Forth Valley Community Justice Authority	-	9,500
Glasgow Community Justice Authority	-	1,000
Sodexo Justice Services	-	12,800
The Gannochy Trust	5,000	10,000
The RS Macdonald Charitable Trust	15,000	20,000
The Henry Smith Charity	25,000	25,000
The Big Lottery 'Awards For All'	9,446	10,000
Crossreach	15,804	11,786
Anonymous Donor	5,000	-
The Brook Trust	15,000	15,000
Imagine Foundation	-	5,000
The Kelly Family Charitable Trust	-	5,000
The Alexander Moncur Trust	-	3,000
Others	9,398	14,911
	398,270	407,155

Expenditure		
Cost of generating funds	15,390	5,282
Charitable activities	344,012	376,922
Governance costs	10,015	10,055
	369,417	392,259

Net Incoming (Outgoing)		
Resources for the period	28,853	14,896
Balance brought forward at 01/04/11	124,690	153,543
Balance carried forward at 31/03/12	153,543	168,439

Summary of Balance Sheet		
Fixed Assets	1,038	3,923
Current Assets	152,505	164,516
Net Assets	153,543	168,439

Funds		
Unrestricted	146,935	151,442
Restricted	6,608	16,997
Total Funds	153,543	168,439

PLANS FOR THE FUTURE

The year will include our first ever full-time secondment from the Scottish Prison Service and other new staff due to increased funding and people having babies.

We anticipate new publications including two further editions of In Brief. One of these will focus on the financial impact of imprisonment on families, while the next will outline the role of families in desistance from offending. A resource for professionals equivalent to the one produced in 2012/13 for teachers will also be available, as will our updated training video on young people's experience of having a family member in prison, It's No Holiday, available for the first time as an online resource.

We look forward to continuing our good work with families through our Helpline and Family Support Work as well as through continued delivery of training, campaigning, and development of policy and practice. Release of the Framework for Families will contribute to this, as will a new planned programme of training more widely available and advertised to practitioners throughout Scotland.

Key partners continue to play an important role in our work, not least through our involvement in national Public Social Partnerships such as New Routes and the Prison Visitors' Centre Steering Group, and less formally through the Criminal Justice Family Support Network. We look forward to building on these links to ensure that families affected by imprisonment access the support they need and have their voices heard.

POLICY & PRACTICE

A primary focus of our work continues to be influencing policy and practice that have an impact on families affected by imprisonment. Invitation to and active participation in groups such as the Ministerial Early Years Task Force, the SPS National Steering Group for the improvement of Service Delivery to Women in Custody, the Scottish Government's Reintegration and Transitions Champions Group (Young People Who Offend – Whole Systems Approach), the Parenting Across Scotland National Steering Group, and the European Network for Children of Imprisoned Parents (EUROCHIPS) opens doors to families and gives them a voice that might otherwise remain hidden. Here are just a few examples of how we do this.

Universal Periodic Review

The Universal Periodic Review (UPR) is a mechanism used by the UN Human Rights Council to examine the human rights situation in all Member States. Each State is examined every four years, with the UK's second review in 2012.

Families Outside, Together Scotland, and Scotland's Commissioner for Children and Young People drafted a briefing to highlight the issues faced by children of prisoners. The briefing was supported by 34 children's groups, 13 MSPs and 20 other interested professionals. It requested other governments ask specific question of the UK on children of prisoners. The briefing also suggested recommendations the UK could make to improve support for children of prisoners, namely "to improve support for children with a parent in prison across the UK and devolved governments, including by:

- using child impact assessments
- establishing visitors' centres at all prisons
- ensuring that visits are a right of the child rather than a privilege of the prisoner that can be withdrawn as a disciplinary measure."

In September 2012, the UK government accepted the recommendations and will be reviewed on these in a further four years' time.

Police family contact cards

In recognition of the stress and anxiety following arrest, a South West Scotland Community Justice Authority working group of representatives from Strathclyde Police, Families Outside, and the Lighthouse Foundation developed a contact card for arresting officers to leave with family members when an individual is arrested. The cards contain local and national contact details of sources of support and information the family may require at any point after an arrest.

Whilst this information is available from other sources, what is unique is that it is pulled together in one place in this card and that the police can actively promote it at the point of arrest - a time which can be frightening and bewildering for families and children.

The card was officially launched in May 2012 at Kilmarnock Police Station at an event hosted by Chief Superintendent John Thomson, Ayrshire Divisional Commander, Strathclyde Police. The hope is that other police areas will adopt this example of good practice for their own locality.

Development of a Framework for Families

The Lothian & Borders Community Justice Authority's Family Outcomes Group, chaired by Families Outside, worked to develop a framework to highlight the rights and needs of families when someone goes to prison and what key agencies can do to support people in this situation. Consultant Adelle Gardiner has been taking this work forward on behalf of the group, with the Framework ready for launch in 2013/14. Support from the other Community Justice Authorities has already ensured that this work will benefit other parts of Scotland as well.

Cross-Party Group

Our Parliamentary Cross-Party Group on Children & Families Affected by Imprisonment, convened by Mary Fee MSP, continues to attract good attendance and to raise awareness within the Scottish Parliament of the issues affecting families. In 2012/13, the CPG looked at the role of schools and Additional Support for Learning; women's imprisonment and the Angiolini Commission; proposed reforms to Legal Aid and its impact on families; the Human Rights Act and the Right to Family Life; and a discussion of the developing Framework for Families. The Convenor actively took issues from the discussion forward to the Parliament and has raised the profile of these families considerably. We are grateful for her continued support, for the support of Deputy Convenors Richard Lyle and Margaret McDougall, and for the hard work of Mary's team, Gareth Brown and Daniel Cairns.

Training

Requests for specialised training from Families Outside have increased this year with a number of requests made over a wide geographical area, which reflects the organisation's reputation for delivering quality training on a national basis. Our bespoke training is for a range of professionals whose work brings them in contact with prisoners' families, and this year, for the first time, includes the introduction of Continuing Professional Development for teaching staff. The training we deliver gives a clear overview of the issues facing prisoners' families and provides a range of strategies and resources to help professionals support them. Some that has been further developed and implemented during this year includes Safeguarding Children in the Prison Environment - a tailored package for the prison environment that both highlights and challenges some of the difficulties staff may face in their day to day work. Feedback has been extremely positive: "Highlighting importance of vulnerability especially in kids and giving staff knowledge and confidence to deal with it". Families Outside continues to develop and share best practice concerning all aspects of families affected by imprisonment through the delivery of training that underlies good policy and practice.

Opening Doors

ANNUAL REPORT
2012-2013

STAFF

Prof. Nancy Loucks	Chief Executive
Elaine Stalker	Deputy Chief Executive Regional Coordinator (Glasgow/Fife & Forth Valley)
Jonathan Goodfellow	Executive Officer
Fiona Allan	Helpline & Development Manager Regional Coordinator (Lothian & Borders/ Lanarkshire)
Susan Cross	Regional Coordinator (North Strathclyde/ Southwest Scotland)
Tracey Burns	Family Support Coordinator (West of Scotland)
Kerry Knox	Family Support Worker (Lothian & Borders/Fife & Forth Valley)
Sarah McHardy	Family Support Worker (Lothian & Borders/Fife & Forth Valley) – maternity cover
Hazel Anderson	Family Support Worker (Lothian & Borders)
Lindsay Jessiman	Regional Coordinator (Tayside/Northern)
Jacky Close	Family Support Worker (Tayside/Northern)
Michelle Martin	Helpline & Information Administrator

Sarah Roberts	Child & Family Support Manager
Dimitra Perrou	Family Service Coordinator (SPS secondment)
Janice Quinn	Visitors' Centre Coordinator
Dawn Henderson	Visitors' Centre & Family Support Worker
Diana Fraser	Visitors' Centre Worker

BOARD OF TRUSTEES

Gillian M Stewart, CB	Chairman
Donald Millar	Vice Chairman
Jennifer Stevenson	Treasurer
Paul Carberry	Individual
Glen Gilson	Individual (appointed 5 November 2012)
Sheila Gupta	Individual
Justin Hutton-Penman	Individual (appointed 25 June 2013)
Valerie Macniven	Individual (appointed 12 November 2012)
Colin McConnell	Individual (appointed 8 November 2012)
Janice McGowan	Individual
Fiona Puntton	Individual
Marjory Russell, OBE	Individual
Christopher Sheldon	Individual (resigned 25 September 2012)
Stephen Swan	Individual (resigned 12 November 2012)

FRIENDS

Denise Boulton	John McCaig	Patricia Walker
Claire Branter	Hugh McCallum	Linda Watt
William Brown	Jackie McFie	Action For Children (Moving On)
Claire Brown	Janice McGowan	Action for Prisoners' Families
Emily Callaghan	Neil McGregor	Artlink Central
Ann Carr	Marie McLafferty	Children 1st
Patricia Cassidy	Graeme P A McLaughlin	Citizens Advice Bureau
Agnes Craig	Andrew McLellan	Crossreach
David Croft	Donald Millar	Crossreach – The Mallard
Rosamond Cullen	Susan Milligan	Faith In Community (Scotland)
Amanda Day	Angela Morgan	Forth Valley Alcohol & Drug Partnership
Donald Dickie	Margaret Dobie	Front End Media
Margaret Dobie	Margaret Mortimer	HMP Aberdeen
Abigail Elaheebocus	Elizabeth Murray	HMP Perth
Tom Fox	Briege Nugent	Home-Start
Amy Graham	Mary O'Neil	Home-Start Lochgelly
Deborah Gray	Kate Philbrick	Hope
Anne Harriet	Jodi Primo	Includem
Lisa Heggie	Fiona Puntton	Lighthouse Foundation
Malcolm Higgenbotham	Janine Rennie	Pollok Family Support
Neil Holgate	Tim Richley	Relationship Scotland
Lindsay Jessiman	Charlene Riddell	Sacro
Rita Johnson	Irene Robison	Smile Childcare
Ann Kenny	Dean Ryan	The Liliias Graham Trust
Donna Laurie	Margaret Ryan	The Wise Group
Catherine MacKinnon	Julie Shepherd	
Alastair MacKinnon	Connie Shields	
Jacqueline Mallon	Mandy Smith	
Max Marnua	Alec Spencer	
Jennifer McAllister	Laura Thomson	

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