

Milestones: 25 Years of Families Outside

2006
It's No
Holiday
DVD

2001
SFPF
becomes
Families
Outside

1998
Helpline
founded

1992
SFPF
recommends
introduction
of FCDOs

2008
Direct service
delivery

2010
Children's
Booklets

2016
National
oversight of
prison visitor
centres

1991
Scottish Forum
on Prisons and
Families founded

2015
Framework
to Support
Families
Affected
by the CJ

families
outside

voicing the needs
of families affected
by imprisonment

Chairman's Report

It has been an honour and a pleasure to take over from Don Millar as Chair of the Board of Directors of Families Outside, after 3 years as a Director and 2 as Vice-Chair. Don handed over an organisation in good heart and full of enthusiasm. Under the expert direction of Nancy Loucks and her senior staff team, the organisation has continued this upward trend. Don has been much missed for his quiet authority, sense of humour and total commitment. One practical expression of his dedication was his impressive fund raising effort, walking from Polmont Young Offenders Institution to Saughton Prison – not something I am rushing to emulate!

I got to know Families Outside many years ago in my days in the Criminal Justice Directorate of the Scottish Government and have always been a keen admirer. This is an organisation that knows what it is trying to achieve and sticks to its main aims. You could say that if it did not exist someone would have to invent it – such is the need for the work it does. Time and time again we get unsolicited testimonials from families that have benefited from what Families Outside has done to make their bleak situation when a family member is in custody a little more bearable.

I was fortunate to take over leadership of a very experienced and knowledgeable Board of Directors. Each year some Directors retire in rotation and in the past year the reputation of the organisation has helped us to replace them with other excellent people. We aim to provide strategic direction and support while leaving the day to day running to Nancy and her staff team.

Probably the highlight of each of our Board meetings is the opportunity to hear directly about the work of our teams. The presentations are always of a high standard, reflecting the quality of the work and we enjoy the chance to meet more of the staff.

We will report next year on our 25th Anniversary event at Edinburgh City Chambers. Enough to say now it was a really happy and inspiring occasion. We now look forward with enthusiasm and confidence to the remainder of our 25th anniversary year and beyond, secure in the knowledge that we are meeting the needs of some of our society's most needy and vulnerable families.

Valerie Macniven

Chief Executive's Report

Amazing as it seems, 2015-16 takes us in to our 25th Anniversary year – 25 years of work on behalf of families affected by imprisonment in Scotland. From (then) prison governor Alec Spencer's founding of the Scottish Forum on Prisons and Families Outside in 2001 and beyond, we have passed several milestones we shall be commemorating throughout 2016.

Growing from 2 members of staff to 29 over our 25 years and developing an increasing range of positive links with other organisations, we have spent much of 2015-16 implementing the organisational restructuring we developed over the previous year. This included welcoming a number of new members of staff, which increased our staff hours as well as our reach to Kilmarnock and more recently to Inverness and (soon) Dumfries. It also included new funding, for example from the NHS for the first time as well as increased support from the Scottish Government, not least in relation to prison visitors' centres.

Changes can also mean parting with some people, and some truly excellent staff have moved on to promoted posts elsewhere, to more conventional working hours, and to new married life in Liverpool. Some Board members have also moved on after many years of invaluable support for our work; we thank them and welcome the new members, equally devoted in terms of their time and energies. After 24 years, our funding and support in kind from the Scottish Prison Service also ended, though thankfully our positive relationships have not ended with it.

We remain grateful for a prison service that recognises the importance of support to families as well as for the increasing interest of wider agencies involved in community justice nationally.

I am pleased to share our progress over 2015-16 with you in this report. This includes another successful national conference; new initiatives such as KIN, national oversight and support of the development of prison visitors' centres, and greater input into the issue of families affected by imprisonment throughout Europe and internationally; and an update of our long-standing core work supporting families and contributing to policy and practice.

We could not have reached our 25-year milestone without a devoted and hard-working team of staff and volunteers as well as a tremendously well-qualified and supportive Board. We are also grateful for the continued interest and support of our funders; of the many agencies we work alongside; and especially for the families who share their experiences and expertise with us. We could not have come this far without you.

Prof Nancy Loucks OBE

Helpline

The Helpline supported just under 1,700 callers during 2015-16 and remains the first point of contact for many of the families and professionals seeking support and information.

“In one phone call you directed me to the right person to speak to about my concerns about my son’s health. The prison are now following things up. This is such a relief. Thank you.”

Positive outcomes for callers is our prime motivation, and we go through a process of Assessment, Support and/or Referral to ensure callers are getting the right support, at the right time, and by the right person.

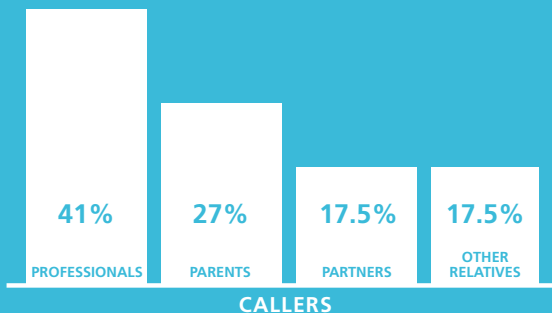
In order to collect and use callers’ data effectively, a new database has been implemented and, as a consequence, we are able to analyse call time much more accurately. This has evidenced our long held belief that our calls are more complex and demanding in terms of helpline time. We have also seen an increase in the volume of professionals using the Helpline, both to refer and to work together to best support clients.

Emotional support is the baseline in a large number of our calls—active listening, empathy and understanding go a long way to mitigating our callers’ anxieties and concerns.

Some of the most frequent issues we helped with this year included housing, concerns about children, financial concerns, travel and transport to prison visits, concerns for a prisoner, and mental health problems affecting the caller.

In order to comply with Ofcom regulations, the Helpline was required to introduce a new number—**0800 254 0088**. This number is running in tandem with our existing number, until that is no longer viable next Spring.

A full report on the work of the Helpline is available at <http://tinyurl.com/zch85q1>



Family Support Work

The Family Support Team provides specialist one-to-one support to families across the country. The team are key contributors to two of the three targets in Families Outside's Strategic Aims, working to:

- Provide and increase direct support and information to families; and
- Raise awareness and influence policy and practice regarding families affected by imprisonment.

In 2015-16 the Family Support Team supported 500 families, totalling 1,048 family members (642 adults and 406 children). As in previous years, most clients were adults, and we continue to support six times as many women as men. However, as we further develop our work with children and young people, we saw a 32% increase in the number of under 18s supported as clients in their own right, while, a further 86 adult family members were supported around concerns they had for their children.

The Family Support Team connects with all 15 prisons in Scotland, establishing strong links and working with prisons to influence and support child and family friendly policy and practice.

As prisoners can be moved between establishments around the country, or not located close to family, the families we support benefit from Families Outside being a national organisation. Team members based in different areas are able to work together to support families both at the prison and in the local area where they live. Each team member also establishes links with local statutory and non-statutory organisations, allowing them to help families access the most appropriate support.

Family members can face a range of complex issues, and we take time to work with them to establish the best starting point. Emotional support remains the most prevalent need for families. Family members often feel isolated – that they don't have someone they

can openly express their emotions to without feeling judged. One of the most important aspects of our work is to reassure people that they are not alone, offering them a non-judgmental listening ear. Other significant areas we work with family members on include support around visiting and prison procedures; managing financial difficulties; housing problems; concerns for family members and prisoner welfare; and support with investigating and raising prison-based issues.

The impact of imprisonment for family members can be enduring, and the Family Support Team continues to apply a wealth of knowledge, understanding, skill and empathy to support families across the country at times of significant need. A full report of our family support work for 2015-16 is available at <http://tinyurl.com/hpzmtvt>

“The support I've received from [FSC] has been amazing! If it wasn't for her and the team I don't know what myself and the family would have done.”

Visitors' Centre at HMP Addiewell

The Visitors' Centre at HMP Addiewell is a key contributor to one of three targets in our Strategic Aims: to provide and increase direct support and information to families.

The staff are always available to offer practical and emotional support to visitors before and after visits. Families Outside has been fortunate to employ staff and volunteers who are dedicated to supporting families but also have a wealth of knowledge and experience ensuring a quality service for visitors.

The Visitors' Centre supported 3,914 families in some way when they visited Addiewell prison from April–March 2016. On average, we offer more in-depth support to about 70 families each month. As the figures indicate, we make informal contact with considerably more of the 4,000+ visitors to the prison each month. The majority of the visitors are female (about 81%) and often attend with children, who can be tired after a long journey.

In the main, we give visitors information and support about the prison and its procedures, though emotional support remains the greatest demand. We supplement this support by liaising and working alongside other agencies such as NHS Lothian, Circle, Dads Rock, and the Citizens Advice Bureau, for a variety of events each month. We facilitate support and access to visits; give support regarding the health of the visitor and prisoner; and help with filling in forms—something often very daunting for families.

Knowing there is an 'on site' support can be very helpful for families, even when they don't visit. In 2015–2016 we received 674 phone calls from families and made 524 outgoing calls to families. We also received 246 calls from prison staff and made 415 outgoing calls to prison staff.

This demonstrates the high level of calls that we receive from families and also the high level of partnership working that occurs within HMP Addiewell.

A full report of this year's work of the visitors' centre is available at <http://tinyurl.com/j5pu8f5>

"I would not have survived without you. You have made me realise that there is light at the end of the tunnel."

Case Studies

Fran's Story

'Fran' came in for a prison visit one Friday and disclosed to our Family Support Coordinator (FSC) that she was pregnant and homeless and had no place to sleep that evening. The FSC gave her the address of her local housing office in Renfrewshire and phone numbers in case she was unable to get there in time. He then arranged to ring her later that day to see how she got on.

At 16.30, Fran informed the FSC that the housing office had not given her a place to stay and told her she would need to go to Glasgow to be accommodated. The FSC called the emergency number several times before they eventually called Fran back to say they had nowhere for her to stay. The FSC helped Fran arrange a temporary bed with her (Fran's) daughter for the weekend, ensured she was safe, and agreed to meet her at the housing office back in Renfrewshire on the Monday. Fran and the FSC, ended up being passed between the two housing offices two more times, each time waiting over an hour and at one point being told they were not allowed to wait inside the building and had to find shelter from the rain in a nearby café before returning. Only after the FSC insisted that the housing staff try to find her a place for that evening

"I want to say thank you for everything you've helped me with. I would never have been able to do it without your help. I'm so grateful you really don't know how much you've done. So thank you so much!"

was Fran's application accepted. They waited for a further hour and a half before they were informed of a space for her at a shelter in Govan.

Fran is now happy with the support she is getting in the shelter. She has applied for a PIP form and changed her address with the DWP. Fran said that, had our FSC not been there, she would have walked out long before the end.

Jamie's Story

'Jamie', age 14, was having difficulties at school, with poor concentration and poor behaviour. Jamie's dad has been in prison all of Jamie's life. He visited dad regularly until dad transferred prisons, however he regularly speaks to his dad over the phone. Jamie has anxiety around the visit sessions at the prisons and dislikes the noise and all the people that are there. Jamie wished to know why his dad was in prison but had never been told. He had a strong relationship with his mum, but the anxiety and anger of not knowing why his dad was in prison was causing difficulties in their relationship; mum wanted to tell Jamie, but dad was determined to be the one to tell him.

The Families Outside Family Support Coordinator (FSC) worked with mum, the school guidance teacher, and the

Family Contact Officer from the prison to arrange a special visit. This began by doing some work with dad around what he would say to Jamie and how he planned to tell him. The FSC supported dad to do this, providing information about talking to children about imprisonment. She also worked with mum to support her through this time, and with Jamie to make sure this was what he wanted and how he felt about things.

The visit was arranged out with normal visiting times, and dad was allowed to wear civilian clothes. The FSC liaised with school to allow Jamie to take time off from school for the visit and spoke with Jamie about the process of going into the prison for the special visit. Jamie's behaviour and demeanour improved markedly following the visit, as did relations between Jamie and his mum.

"It feels like a huge weight has been lifted and now it's time to move forward for us all."

Training

Families Outside's first Strategic Aim is to 'Raise awareness and influence policy and practice regarding families affected by imprisonment'. A major part of meeting this aim is through our training sessions, talks and presentations. This year we continued to offer bespoke input regarding the issues for children and families affected by imprisonment, though we also have 'set pieces' for specific settings.

In 2015-16, we delivered our message to **2,949** participants, including **300 prison staff**, and **375 teachers** through our In-prison Teacher CPD (16 sessions in 8 prisons).

This is a lower figure than in recent years due to staff turnover during the year. Nevertheless, it has included opportunities to deliver our message to local, national, and international audiences such as:

- South Lanarkshire College (Social Care Students)
- SPS International Symposium on the future of women in custody
- Children's Panel members
- Judicial Institute
- Barnardo's Cymru conferences (Cardiff and St Asaph)
- University of Oxford seminar on the impact of long-term imprisonment on families
- Conference of Balassagyarmat Penitentiary Institute, Hungary (via Skype!)

We were delighted to have more families contributing directly to our training this year.

We were also pleased to assist with a second training event from international expert Dr Stephanie Covington, specifically to inform prison staff working with women on trauma-informed practice.

"Myself and my co-workers found this a very informative session and would love for it to have gone on longer. When we returned to work we told our Deputy Head about the course and the information packs that you gave us. He has said that this would be a great tool for our base and Support for Learning Assistants...."

2015 National Conference

“Hearing from those with lived experience brings an extra potency to events and these are the lessons and messages that stay with you more so beyond the conference.”

Inspired by the National Prisoners’ Family Conference in Texas earlier in the year, we organised a very different national conference of our own, in which family members led or contributed to group discussions on topics important to them.

Under the dynamic chairmanship of John Carnochan, 162 people gathered on a very snowy December day in Perth to share their experiences and to hear from families, ending the day with a comprehensive list of good practice and recommendations for change. These were subsequently circulated to delegates and to the organisations they represent, all of which are in a prime position to effect change.

This year included other experiments as well such as supporting ‘notes’ from artist Graham Ogilvie; a prison art competition; and a Family-Friendly Information competition, won by HMP Shotts for its birthday cake scheme. Notable entries included HMP Low Moss and Early Years Scotland for their baby massage classes, and HMP Inverness for its comprehensive visitor information booklet.

The full report of the conference is available here: <http://tinyurl.com/jcggts>



“We’ve got our own voices; we just sometimes need a bit of help in them being heard.”

Policy & practice

While support to families offers immediate respite, Families Outside's work to develop policy and practice promotes longer-term change. Informed throughout by the experiences of families, we have seen a number of notable changes this year:

- The Framework to Support Families Affected by the Criminal Justice System received national endorsement from all eight Community Justice Authorities. Based around four key principles, the Framework helps all agencies in contact with families to recognise and action their roles in providing support: <http://tinyurl.com/jd4w9rl>
- The Parliamentary Cross-Party Group we host, chaired by Mary Fee MSP, informed politicians, practitioners, and families again this year.

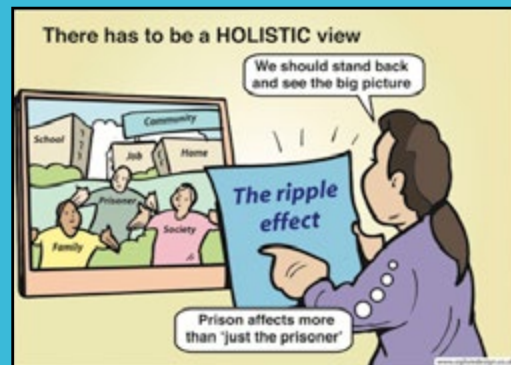
This included:

- a Q&A with HM Chief Inspector of Prisons David Strang;
 - a discussion and action plan following responses to Mary Fee's Private Member's Bill on Child & Family Impact Assessments;
 - a presentation from the Scottish Prison Service National Young People & Families Manager about what prisons are doing to support families;
 - input from Police Scotland regarding Serious & Organised Crime; and
 - a presentation of European research into the impact of Electronic Monitoring on 'co-residents'
- Through the work of Mary Fee MSP, with support from Barnardo's Scotland, Families Outside, and the NSPCC, the Criminal Justice (Scotland) Act 2016 included a requirement for Scottish Ministers to collect information about children when a person goes to prison to ensure children have access to support from the earliest opportunity. Guidance for this is currently being developed.

- Alongside Barnardo's Scotland, we were commissioned to write a Family Strategy for the Scottish Prison Service, now awaiting sign-off.

In 2015-16 we are also privileged to work alongside Evaluation Support Scotland, commissioned by the Scottish Government to develop ways of measuring impact on policy. We remain involved in key strategic groups in justice, parenting, education, and health to address the cross-cutting impact a family member's imprisonment can have.

"I just wanted to drop you a quick email to congratulate you all on the amendment to the Criminal Justice Bill being passed yesterday. This is wonderful news for everyone who has campaigned over the years to improve the visibility of children affected by parental imprisonment. Your vision and tenacity on this issue has been amazing. A great achievement!"



New for 2015-16

Much of the focus for 2015-16 was on developing our (expanding) organisational structure to find the best ways of supporting families more effectively. However, more exciting changes were also afoot.

In addition to the Framework for Families, **new publications** for this year included a chapter on the role of schools in supporting families¹; an essay on the importance of assessing the impact of imprisonment on the children and families left behind²; and *Rendering Them Visible*, an extensive updated review of the literature of the impact of imprisonment on families, thanks to volunteer Candice McGillivray, available at <http://tinyurl.com/zzzqanq>

Other new developments included:

- Children of Prisoners' Europe's development of our 27,000 Voices video into 800,000 Voices, broadcast in Bucharest at the 20th Council of Europe Conference of Directors of Prisons and Probation Services <https://vimeo.com/128154625>

@Networkcope: We could not have made this video without @FamiliesOutside We've so much to learn frm ur fantastic campaigning skills! Notmycrimestillmysentence.org

- Instigation of the KIN project –an arts-focused national reference group of young people aged 15-25 with experience of a family member's imprisonment, run jointly with Vox Liminus
- Work with Dads Rock in HMP Addiewell, and moving our work with Vox Liminus on In Tune music workshops to HMP Barlinnie
- Invitation onto the Board of Children of Prisoners Europe, now with the post of Secretary General
- First-time participation in the National Prisoners' Families Conference in Dallas, Texas
- Assistance with the development of the International Coalition for Children of Incarcerated Parents (INCCIP)
- Hosting of the Project Coordinator for Scotland & Northern Ireland for the Prison Reform Trust's 3-year programme to reduce the use of imprisonment for women
- Contribution the Positive Routes project in the west of Scotland, alongside the Wise Group and the Scottish Association for Mental Health (SAMH)
- New responsibility for the National Prison Visitor Centre Coordinator post

Alongside these notable developments, we were delighted to receive recognition for our work through the Tayside Community Justice Authority Equality & Diversity Award, and through an OBE in the 2016 New Year's Honours List for our Chief Executive for her contribution to Education and Human Rights.

¹ Roberts, S. & Loucks, N. (2015) "The Role of Schools in Supporting Families Affected by Imprisonment". In A. Eriksson and C. Flynn, eds., *Children of Prisoners*. Annandale, Australia: The Federation Press.

² Loucks, N. (2015) "Time to Assess the Impact." In *Justice Matters: Essays on Improving Scotland's Justice System*, 25-27. <http://www.scottishconservatives.com/wordpress/wp-content/uploads/2015/01/Justice-Matters-Final.pdf>

Future developments

A number of new developments for 2016-17 are planned or are already well underway. These include:

- Marketing and embedding our new Helpline number: **0800 254 0088**
- Hosting our main 25th Anniversary event, with comments from key players featured here: <https://vimeo.com/171387237>
- Launching the first national resource from KIN, available here: <https://vimeo.com/167891263>
- Publishing the next edition of *In Brief*, summarising the updated literature review in *Rendering Them Visible: A Review of Progress*

Towards Increasing Awareness and Support of Prisoners' Families

- Completing, launching, and circulating our new book for primary school children, *My Diary*, written with Scottish children's author Mike Nicholson
- Child & Family Impact work and publications
- Completing, launching, and circulating our new resource to support for families of people convicted of a sexual offence, *Picking Up the Pieces*
- Circulation of a 'Toolkit' for schools developed with Glasgow City Council to supplement their work on loss and bereavement

- Working with Greater Glasgow & Clyde NHS to improve the reach of our training to universal services, including specific resources for health professionals and youth workers
- Re-launching Free Speech – formal training in of a family member's imprisonment to help them share their stories

We are excited about these developments and look forward to sharing them with you throughout 2016-17.

Financial Statements

We have had a successful year at Families Outside, with an increase in our income of £153,414, over 21%. Part of this is £50,000 from an anonymous donor required to be reported in the 2015/2016 year, but will be placed in restricted reserve to be used in 2016/2017. The additional income increase was offset against an expansion in our direct family support work across Scotland, as well as restricted short term project work. Overall we finished the year with a £55,185 surplus, made up of £1,741 unrestricted income and £53,444 restricted income, the latter including the £50,000 grant noted above.

In addition the funders already listed, we would like to thank the Dr Guthrie's Association, Seedbed Christian Fund, The Michael & Shirley Hunt Charitable Trust, Cash For Kids, The Scottish Military Ball, The University of Edinburgh Law Society Ball, Soroptimists and Don Millar for his charity walk, "Don till Dusk". Finally, thank you to the Friends of Families Outside and everyone else who made donations and supported our activities throughout the year.

Income	2016 £	Restated 2015 £
The Scottish Government	118,613	100,000
The Wise Group	70,910	60,014
Lothian & Borders CJA	5,750	275
The R S Macdonald Charitable Trust	15,000	–
The Brook Trust	15,000	15,000
The Volant Trust	20,000	20,000
The Gannochy Trust	–	10,000
Imagine Foundation	5,000	5,000
The Tudor Trust	30,000	30,000
The Rayne Foundation	20,000	–
Third Sector Early Intervention Fund – Families Outside	101,500	103,000
Third Sector Early Intervention Fund – Visitors' Centre	33,645	35,554
Nancie Massey Charitable Trust	5,000	5,000
The Robertson Trust	16,500	16,500
Sodexo Justice Services	10,020	5,845
Kelly Family Charitable Trust	–	5,000
Anonymous Donor	50,000	34,993
The Big Lottery Young Start Fund	31,808	–
STV Appeal	17,500	17,000
Fife Council	14,413	12,000
Scottish Legal Aid Board	72,865	23,991
Royal Bank of Scotland Community Fund	2,500	–
Greater Glasgow and Clyde NHS	8,944	–
NHS Grampian	1,261	–
Barnardo's	6,200	–
Prison Reform Trust	4,288	–
Scottish Prison Service	6,944	32,664
Other	26,124	24,535
	709,785	556,371

Expenditure		
Expenditure on raising funds	9,716	10,721
Charitable activities	644,884	541,834
	654,600	552,555
Net incoming resources for the period	55,185	3,816
Balances brought forward at 31 March 2015	201,454	197,638
Balance carried forward at 31 March 2016	256,639	201,454
Summary of Balance Sheet		
Fixed assets	6,073	5,654
Current assets	250,566	195,800
Net Assets	256,639	201,454
Funds		
Unrestricted	192,218	195,452
Restricted	64,421	10,977
Total Fund	256,639	201,454

Board Members

@YCSA: Excellent staff team, fantastic leadership and a real understanding of issues facing #FABI

Valerie Macniven	Chairman	
Justin Hutton-Penman	Vice Chairman	
Kevin Havelock	Treasurer	appointed 16 June 2016
Rona Fraser	Individual	appointed 17 September 2015
Dan Gunn	Individual	
Anne Kent	Individual	
Laura King	Individual	appointed 17 December 2015
Janice McGowan	Individual	appointed 17 December 2015
Brigadier Hugh Monro	Individual	
Satwat Rehman	Individual	appointed 17 December 2015
Jennifer Russell	(Individual)	
Donald Millar	Chairman	resigned 17 September 2015
Douglas Middleton	Treasurer	resigned 16 June 2016
Paul Carberry	Individual	resigned 17 September 2015
Amie Robertson	Individual	resigned 17 September 2015

Friends of Families Outside

We would like to thank the Friends of Families Outside for their continued support to the work in supporting families affected by imprisonment. Their support helps us to maintain the profile of Families Outside and raise awareness of the issues that impact families affected by imprisonment.

The payments they give each year go towards our Discretionary Fund, allowing our Friends to help families in a more tangible way, to see the good that is being done for those families affected by imprisonment.

Gillian Ash
Claire Brown
Elyse Brown
William Brown
Louise Campbell
Ann Carr
Agnes Craig
David Croft
Rosamond Cullen
Amanda Day
Donald Dickie
Abigail Elaheebocus
Sharanne Findlay
Tom Fox
Adelle Gardiner
Shereen Gordon
Deborah Gray
Tina Harris
Lisa Heggie
Malcolm Higgenbotham
Iona Johnson-Ferguson
Ann Kenny
Anne Kent
Elaine Lavan
Alastair MacKinnon
Catherine MacKinnon
Margaret Main
Jacqueline Mallon
Hugh McCallum
Janice McGowan
Alison McGuire
Andrew McLellan

Donald Millar
Susan Milligan
Angela Morgan
Margaret Mortimer
Briege Nugent
Louise Park
Kate Philbrick
Tim Richley
Charlene Riddell
Caroline Robertson
Christina Rodgers
Chris Sheldon
Julie Shepherd
Alec Spencer
Sharonjane Stewart
Laura Thomson
Veronica Warrington
Linda Watt
Jeanette Wilson
Barnardo's Scotland
Breathing Space
Children 1st
Croft, The (HMP Barlinnie Visitors' Centre)
Crossreach
East Ayrshire Council (Vibrant Communities)
Faith In Community Scotland
Includem
Parenting Across Scotland
Positive Prisons Positive Futures
Relationships Scotland
Sacro
Wise Group, The

Families Outside is the only national charity that works solely to support the families of people affected by imprisonment in Scotland. Our purpose is to improve outcomes for children and families affected by imprisonment so they can live healthy, active lives free from stigma and impediment.



Support & Information Helpline
Freephone 0800 254 0088
(answerphone if not available)
support@familiesoutside.org.uk

Text Service: Text FAMOUT
then your message to 60777

www.familiesoutside.org.uk

The Families Outside logo, consisting of the words "families outside" in a lowercase, sans-serif font, is enclosed within a blue speech bubble shape that has a folded top-right corner.

families
outside

voicing the needs
of families affected
by imprisonment

Families Outside is a company limited by guarantee registered in Scotland No. 236539 and is recognised as a Scottish charity by the Office of the Scottish Charity Regulator No. SC025366. We acknowledge the support of the Scottish Government through a CYPFEIF and ALEC fund grant.