



supporting families affected by imprisonment

A central graphic featuring a teal starburst shape with the text "Impact Report" in red and "2019-20" in white. The starburst is surrounded by white stylized human figures holding hands in a circle, with white circles representing heads.

# Impact Report

2019-20

**Families Outside is the only national charity in Scotland that works solely to support children & families affected by imprisonment.**

## Chair's Report

This has been a particularly challenging year when Families Outside took two significant steps that reflected their strong and successful growth – a major business restructuring, and relocation of the head office in Edinburgh.

Discussions between the Trustees and senior managers came to the conclusion that the existing structure was no longer the best one for achieving our strategic aims. It took a huge effort amongst all the staff to make the changes and realign the structure to fit the three strategic aims of direct support and information; awareness raising and policy influencing; and business effectiveness. After much internal discussion and some external help, the new structure was agreed, roles clarified, and posts filled. All was ready to go live on 1 April - though some follow-up recruitment had to wait until the resources were assured.

The office relocation proceeded in parallel. Thus, in time for the start of the new business year, two major transformations were in place, and Families Outside was in great shape to move ahead. Then came COVID-19, and everything changed. However, the reorganisation went ahead except everyone had to start working from home and still deliver services that were more needed than ever - more of that next year.

For now, I want to say thank you and congratulations to Nancy and the whole staff team for an amazingly successful year, rising to new challenges and continuing to provide excellent services and influence. The Trustees are especially pleased that all was achieved within the budget, even the costs of the move. This reflects the strong standing we enjoy with funders and careful stewardship of our resources.

**Valerie Macniven**  
Chair

## Chief Executive's Report

2019-20 has been a year of considerable change for Families Outside. We have matured as an organisation, which has required redevelopment to ensure we have the infrastructure to support the work we do; and a move for our head office from the space originally rented for four of us, to a space able to accommodate the 20+ staff, student placements, and volunteers now based there.

Such processes are not always painless, but in keeping with their character, the staff rallied admirably and have moved forward with creativity and enthusiasm. The introduction of our first Policy & Parliamentary Officer enabled an improved focus on policy change as well as better engagement with staff and families for this. Our office move in December, while disruptive, nevertheless breathed new life into the Head Office, providing much-needed additional space and, with it, new energy and opportunities. We were able to recruit and accept social work student placements for the first time and to host a number of volunteers.

The lockdown restrictions have of course altered our work considerably, especially in combination with the other major changes Families Outside introduced over the course of the year. Again, our team adapted admirably, implementing home-based working without any loss of direct support to families, and introducing new means of delivering training and group work. Demand for our input has increased dramatically, with all staff engaged in addressing this.

I am pleased to share our progress over 2019-20 with you in this report. Families Outside can only achieve its outcomes through devoted and hard-working 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 of the families who share their experiences and expertise with us. Our work would not be possible without you.

**Prof Nancy Loucks OBE**  
Chief Executive

## Helpline



"I feel so much better after talking to you. It's great that I've been able to speak to someone who listens."

## Regional Support



"You're the first person who's asked me how I'm feeling, you've given me more info about prison than anyone."

## Campaigns



"The address that my children stay at was also printed, even though the person convicted was not living here at the time. I have small children and it doesn't take much to find a place nowadays. My kids are victims too and should have the same protection." Petitioner Supporter

## Training and Awareness Raising



2,581

professionals and students who come into contact with families affected by imprisonment attended our Training & Awareness-Raising sessions.



"I found the Continued Professional Development event most informative, making me question my practise and perhaps my prejudice. My eyes were opened to the struggle families have when partner is in prison."

## Prison Visitors' Centres



made visits through Scottish Prison Visitors' Centres

"I honestly don't know what I would have done without Families Outside and the visitors' centre. I was a mess and didn't know where to turn, I'm so grateful for the support and help you give."



**130**

**delegates**

attended the National Prison Visitors' Centre 'Coming Home' Conference looking at the support families might need as they prepare for release.

## Research & Publications

We published new research looking at the specific and significant issues families face regarding Travel, Transport, and Visiting. We also published two new editions of our In Brief series – the first one on contact with siblings in prison, and one on the 'cost' of imprisonment for families in terms of perceptions of legitimacy and justice.

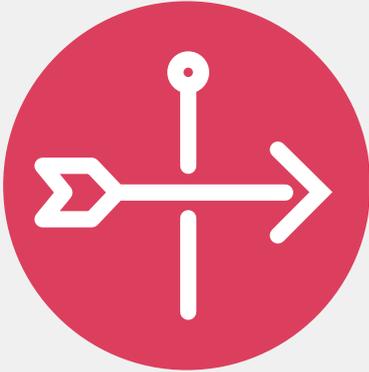


### Our other highlights include:

- **New publication**  
"Coming Home" was created to provide greater support to families as they prepare for their family members' release.
- **Research Report**  
The full report of our research with the University of Salford into the experiences of children with a parent in the justice system, on behalf of NHS Greater Glasgow & Clyde, was released.
- **A Chapter on the work of Families Outside**  
A chapter on the work of Families Outside was published in The Palgrave Handbook of Prison and the Family.  
<https://www.palgrave.com/gp/book/9783030127435>

## Influencing Change

We develop policy and practice along with a number of national and local partners as well as internationally through our membership of Children of Prisoners Europe (COPE) and the International Coalition for Children of Incarcerated Parents (INCCIP). During 2019/20, our policy highlights include recruiting a dedicated Policy and Parliamentary Officer and increasing our work with Community Justice Partnerships to share knowledge and ensure families' voices are heard at a local level.



### 15 Consultations

Families Outside contributed to 15 consultations carried out by the Scottish Government, Parliamentary Committees, and external organisations, ensuring that families' voices are heard.

### 7 Parliamentary Cross-Party Groups

We fed into and participated in 7 Parliamentary Cross-Party Groups, including the Cross-Party Group on Families Affected by Imprisonment, convened by Mary Fee MSP and for which we act as Secretariat.

### 2 Co-chaired Reviews

We Co-chaired the Justice & Care work stream of the Independent Care Review and the Independent Review into the Response to Deaths in Prison Custody.

## Peer Support



28 peer support groups

were delivered throughout Scotland, bringing children, young people, and adults together to support each other through their shared experiences.

"I want to meet other young people like me who know, just know what it's like!"

## Donations

**£1250+**

donated  
to our Festive  
Fundraiser on  
top of...

**49 + 16**

children &  
young people

adults

who received physical gifts  
thanks to the kind donations from  
individuals, community groups, and  
organisations across Scotland.

### Plus...

A quarter of the female population at HMP Edinburgh created personalised Christmas gifts which were delivered directly to their children, thanks to a new partnership with APS Group. The project was specifically designed to support family contact following our research alongside the Prison Reform Trust into children affected by maternal imprisonment and relationship breakdown.

"My little boy hasn't stopped playing with his car, and he was delighted to get the Lego figures, it's his favourite movie."

## Volunteering

**26**

staff

have attended  
'Including & Supporting  
Volunteers' Training

**6**

volunteers

became active, helping  
to improve the outcomes  
for children and families

**13**

volunteers

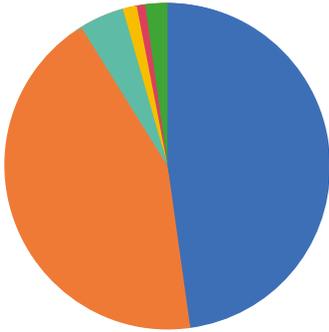
have completed  
bespoke training

"Volunteering with Families Outside has given me a sense of purpose, coupled with building relationships and connecting with the wonderful young people & adults. I now realise I have something to offer." Linda - Group Work & Peer Support Volunteer

## Finance

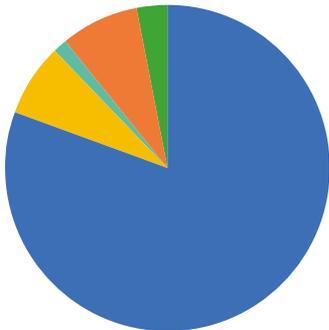
We have had another successful year at Families Outside, with a steady increase in our income in line with an increase in our expenditure. This rise in expenditure was mainly due to new staff enhancing of our regional support provision to children and families affected by imprisonment.

We would like to thank the many organisations, charitable trusts (both large and small), local authorities, and statutory agencies, along with the many individuals who donated funds to Families Outside during the year. Without your help, we could not provide the support we give to families affected by imprisonment in Scotland.



### Income 2019/2020

- Statutory income – £512,410
- Charitable Trusts and companies – £463,948
- Local Authority – £48,666
- NHS – £14,561
- Donations – £10,198
- Other income – £21,517



### Expenditure 2019/2020

- Staff costs – £853,745
- Activity costs – £76,218
- Governance – £15,330
- Office running and premises costs – £81,995
- Other expenditure – £29,811

**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 lives free from stigma and disadvantage.**

**For information and support:**

**Freephone 0800 254 0088**

**Text FAMOUT followed by your message to 60777**

**Email [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)**

**Visit [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk)**

