

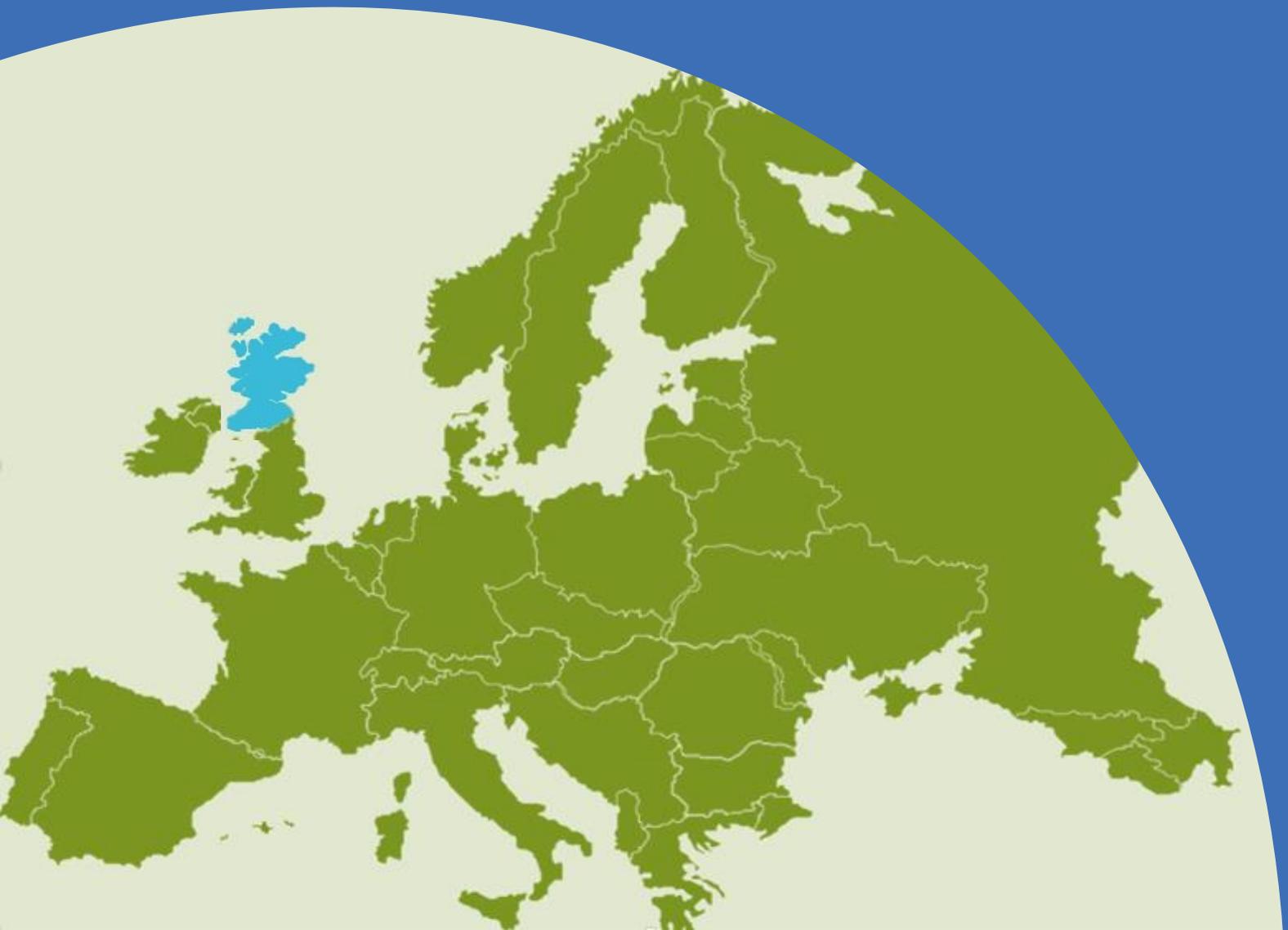
# Families Outside

Impact Report 2017/2018

families  
outside

voicing the needs  
of families affected  
by imprisonment

## A World of Difference



**Families Outside is the only national organisation that works exclusively on behalf of children and families 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 disadvantage.**

When someone goes to prison, the children and families left behind often face considerable disadvantage practically, emotionally, and societally. Families tell us about being “in a dark place”, “going into freefall”, or being “totally lost with nowhere to turn”.

**“Your service is a lifeline to people like myself. Right from the start you’ve been a brilliant help.... I didn’t know anything cause I’d never been in a situation like this before and I was completely in the dark, but she told me what I needed to know... Your service makes the world of difference.”**

### **Chairman’s Report:**

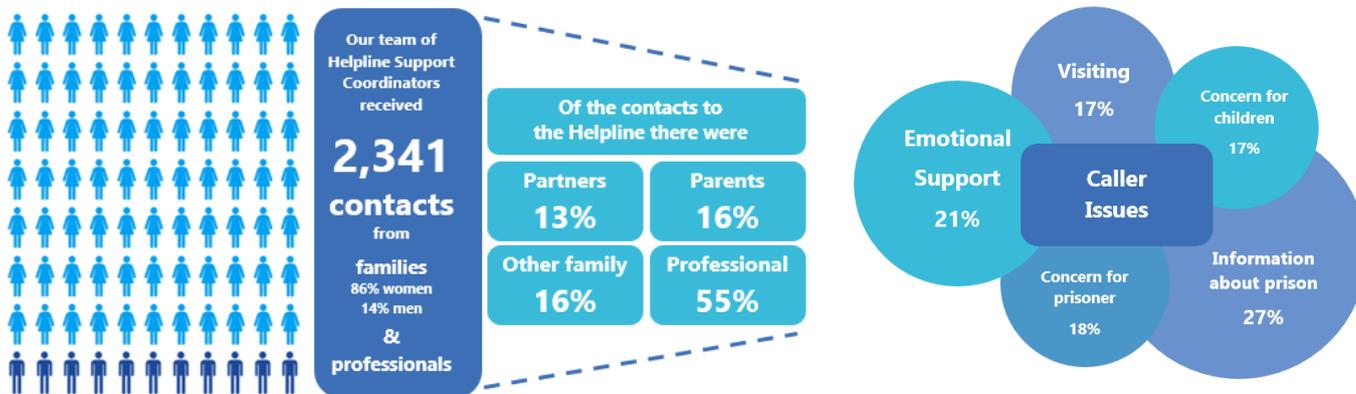
Families Outside continues to grow in size and reach. Our profile within Scotland and further afield is bigger than it has ever been, reflected in requests to join many key forums and developments involving children experiencing family imprisonment amongst other Adverse Childhood Experiences. Meanwhile our day to day work with families through support services continues to be central to our priorities. After 27 years we might think we can consolidate at the level we have reached. This is not so. There is no standing still. This is not easy in a world of ever tightening resources and changing working structures, such as the shift away from Community Justice Authorities to Community Planning Partnerships. The continuing enthusiasm of people to join us as staff and Board members is a very positive reflection of the high reputation of Families Outside, so ably led by Nancy Loucks and her senior management team. We now look forward to another exciting year ahead.

### **Chief Executive’s Report:**

This year has been one of highlights and challenges. Highlights included the successful introduction of a Communications & Marketing Manager; our national conference focusing on support for families from the point of arrest; the launch of the first ever National Performance Framework for Prison Visitor Centres; and implementation of a new comprehensive database, as well as a Family Support Wheel to measure a family’s progress on key issues over time. Training delivery continues as a popular and critical extension of our efforts to support families, both within Scotland and through wider UK and international interest in the shared learning from our work. This year we again added to our resources for families and professionals through new publications including a second edition of our e-Resource for schools and a chapter on the experience of families of people convicted of a sexual offence. Through these achievements, challenges have arisen with increases in demand on staff workload. Families Outside is incredibly grateful to its devoted and hard-working staff and volunteers as well as a tremendously supportive Board. With our skilled and enthusiastic staff, Families Outside has influenced support for children and families and consolidated a reputation for excellence that increases our opportunities to develop our work further.

## Helpline:

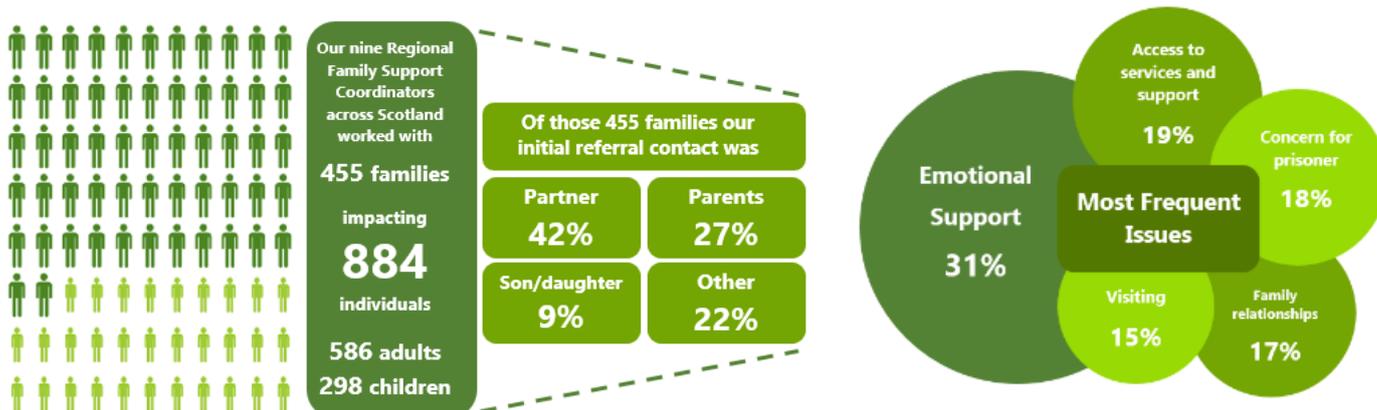
The Families Outside Helpline, **0800 254 0088**, continues to provide a free and impartial support service for families affected by imprisonment. With the introduction of our new Webchat system, we can now provide simultaneous translation in and out of most modern languages.



"I felt so safe knowing that someone was at the end of the phone to give me advice when I really needed it. When leaving a voice message someone always returned my call. An excellent service, thank you!"

## Direct support:

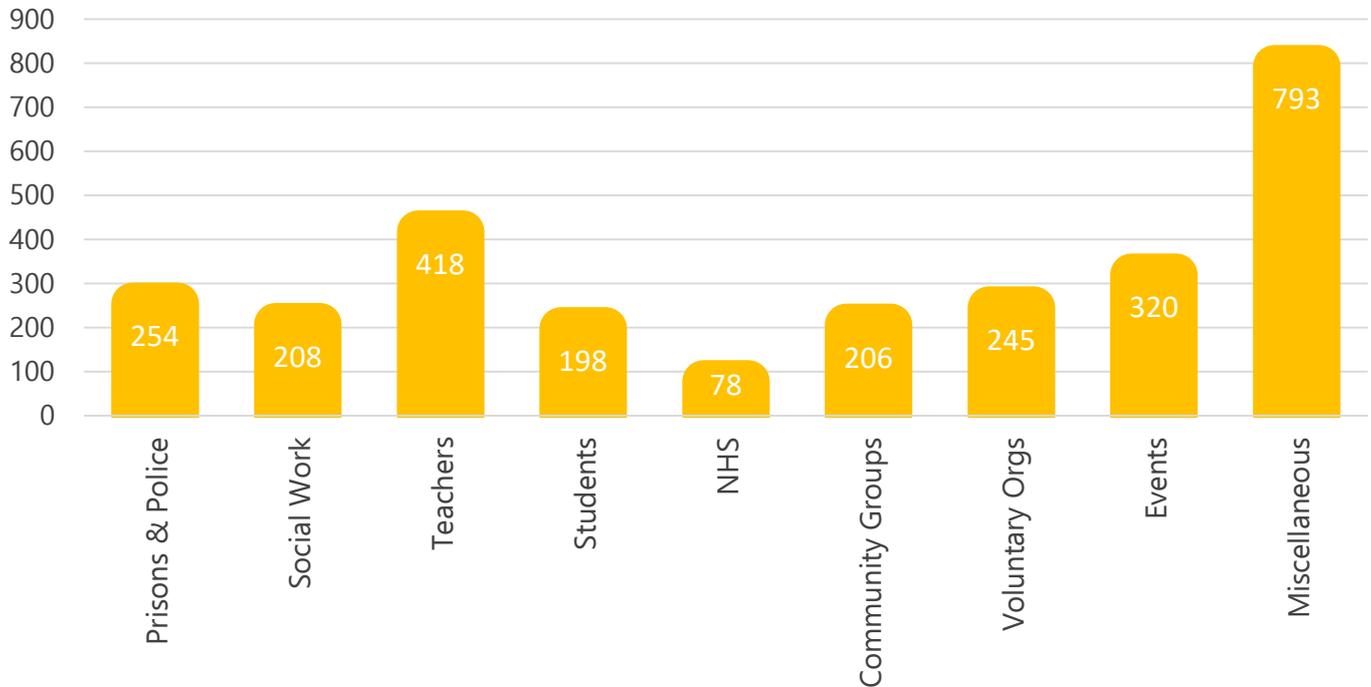
We offer 1-to-1 support to children and families affected by imprisonment, and now that we have extended our reach into Orkney and Shetland, we are officially the only charity to support families affected by imprisonment across the whole of Scotland.



"Sometimes I felt that you were the only person who actually managed to get anything done when we were struggling with the system and everything else that goes with a family member in prison. So thank you for being there."

### Training/awareness-raising:

Our training and development opportunities for prison staff, teachers, police, Children's Panel Members, social workers, social work and psychology students, NHS staff and other professionals continue to ensure that families affected by imprisonment receive informed and meaningful support through a range of sources. We cannot reach all families alone, and engagement from trained staff with positive relationships can make all the difference. This year our training reached 2,720 participants.



**“Fantastic opportunity to walk through the life of a child that enabled me as a teacher to fully understand and empathise with our children. This course was invaluable!”**  
(Teacher)

### Prison Visitors’ Centres:

Prison Visitors’ Centres continue to provide a crucial service for families – not only in improving the visitor experience but also providing information and support to families on the ground. Families Outside continues to manage the coordination, development, and oversight of family visitors’ centres, and over the course of 2017/18 we were delighted to:

- Launch the first ever National Performance Framework for Prison Visitor Centres;
- Support the establishment of new Visitors’ Centres at HMPs Kilmarnock, Low Moss, Glenochil, Shotts and Inverness.

**“This is an amazing facility; it makes such a difference to our family. Visiting a relative in prison is a horrible experience, but this gives it a little happiness. Thank you.”**  
(Visitor, May 2017)

### Policy & practice:

Families Outside develops policy and practice to ensure the needs of families are recognised and addressed in the longer term. We do this with local and national statutory agencies as well as internationally through our membership of COPE (Children of Prisoners Europe) and INCCIP (International Coalition for Children of Incarcerated Parents). We also host the Parliamentary Cross-Party Group on Children and Families Affected by Imprisonment, convened by Mary Fee MSP.

**We recognise that maintaining and supporting family links can be an important element in promoting desistance among offenders and that family centres in our prison system have an important role in helping to support and maintain those relationships. We have been taking forward work on that and have provided additional resource for facilities to be established in a number of our prisons, and we want to continue to move forward on that in the months and years ahead.**

**(Cabinet Secretary for Justice Michael Matheson, 15 Nov. 2017)**

In all of our policy facing activities, we are always 'voicing the needs of families affected by imprisonment'. This year this included:

- Research alongside the University of Salford, commissioned by NHS Greater Glasgow & Clyde, into the experiences of children and young people with a parent in the justice system;
- An active role with NHS Scotland, as a member of the ACEs Hub, in promoting awareness of Adverse Childhood Experiences such as imprisonment of a household member.

### Working in Partnership:

**Provided input for a two-part play called 'A Family Sentence', written and performed by men in prison at Barlinnie in May 2017 and by their families at the Citizens Theatre in June 2017.**



**Provided input for a short film called 'HOLD', premiered at the Edinburgh International Film Festival.**

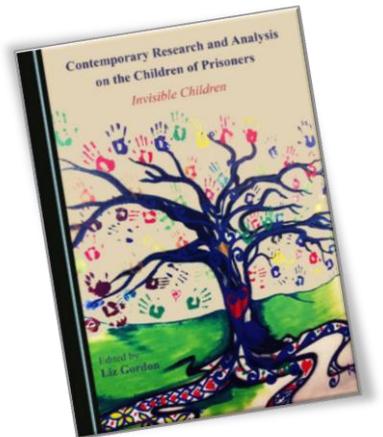
We also continued our partnership with the Prison Reform Trust to host the Project Coordinator for Scotland & Northern Ireland for their 3-year programme to reduce the use of imprisonment for women, including research into the experiences of children when their mother goes to prison.

**Publications:**

Families Outside created new publications to improve support to the families we work with, the professionals who come into contact with them, and for policy makers so that they have a greater understanding of the issues families face. These included:

- "Invisible Children – Contemporary Research and Analysis on the Children of Prisoners," edited by Liz Gordon and published in the Cambridge Scholars Publishing. We contributed to this international publication about children of prisoners to raise awareness of concerns for the families of people who are convicted of a sexual offence, once more using our expertise to influence an international audience.

<http://www.cambridgescholars.com/contemporary-research-and-analysis-on-the-children-of-prisoners>



- Additions to our *In Brief* research focusing on:
  - ✓ "The impact of parental imprisonment: an exploration into the perspectives and experiences of children and young people affected," by Maria McGinley, University of Strathclyde. **Published February 2018**
  - ✓ "Lost time, stigma and adaptation: the experiences of long-term prisoner's partners," by Dr Anna Kotova, University of Exeter. **Published August 2017**
- Translation of our 'Reversible Thinking' video which is now available to an international audience.

**Future:**

At Families Outside, we look forward to making "a world of difference" in future to children and families affected by imprisonment. This will include:

National events focusing on the Scottish Government's Year of the Young Person in relation to children and young people affected by imprisonment

.....  
Publication of a new edition of the Framework for Support to Families Affected by the Justice System  
.....

New work to develop a sustainable national model of volunteering as well as peer support for children and young people in the west of Scotland

.....  
Building on the Scottish Government's agenda regarding Adverse Childhood Experiences to increase awareness of, and responses to, the traumatic impact of imprisonment of a household member  
.....

Input to the Independent Care Review as Co-Chair of the Justice & Care work stream  
.....

New publications on the impact on children when their mother goes to prison; research into the experiences of children with a parent in the justice system; an In Brief on the impact of electronic tagging on families; and a new resource to help families prepare for release

### Case study:

(Mum) spoke with a worker from The Croft during one of her first visits to HMP Barlinnie, who gave Mum the contact details of Families Outside. The family was experiencing imprisonment for the first time (dad, mum, children aged 9 with ADHD, 4 years, and 2 years). All were finding it emotionally and practically difficult to come to terms with the imprisonment. Dad had been the main breadwinner prior to his imprisonment as well as being a huge everyday part of his children's and partner's lives. The family faced many challenges including emotional, financial, housing, transport, visits, prison-based, and education.

The 9-year old did not understand why his routine had changed and why his dad was not at home anymore and was finding it difficult to manage everyday life at home and school. The 4-year old was becoming withdrawn in nursery, isolating herself from teachers and family and experiencing nightmares and anxiety. The 2-year old felt her dad's absence as well as the change in her siblings and mum. Mum was finding it difficult to come to terms with imprisonment and could not contemplate explaining this to her children.

After speaking with mum, our Regional Family Support Coordinator (RFSC) for Glasgow contacted Barlinnie's Family Contact Officers (FCOs), who arranged an initial children's visit within days, followed by a 'Learning through Play' 2-hour visit for the whole family. In preparation for the visits, the RFSC answered questions about imprisonment, daily routine, contact, visits, HDC, and talking to children about imprisonment to make this transition as seamless as possible. She also supported mum to speak with nursery and school staff about the change in their family circumstances. They worked together with mum to support the children, allowing them time out from school to attend the contact visits.

Dad's imprisonment also had financial implications for the family. They lived in a private let and were not in receipt of any benefits. Our RFSC supported mum regarding what benefits to claim and how to claim them. Her landlord was unsure of the change in circumstances and indicated that he required the family to vacate the property, causing additional stress and anxiety. The RFSC supported mum to have open discussions with her landlord during the transition; her benefits are now in place, and the matter has been resolved. She also provided guidance about claiming travel costs, supporting her to contact the Assisted Prison Visits Unit as she is unable to travel on public transport with the oldest child due to his ADHD and behaviour issues. Her application to travel by taxi to the 2-hour visit was successful.

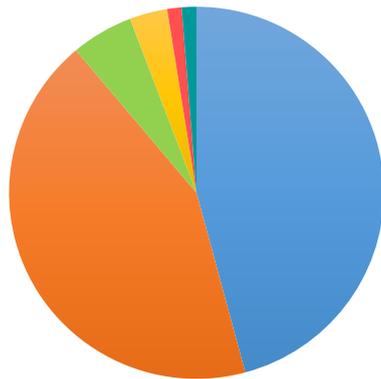
As a result of this support, the oldest child has now had 3-4 visits with dad. His behaviour has returned to normal, as he knows where his dad is and why and that he can see him on a regular basis in a friendly environment. He has particularly identified with one FCO, often talking to his mum about going to see her as well as his dad. The 4-year old has begun to reintegrate in her nursery, interacting with the other children and her teachers. She is less anxious at home, and her nightmares have reduced. The youngest has picked up on the improvement of her siblings, and mum and enjoys contact with dad. They all find it difficult when their visit comes to an end and have to leave dad behind, and we are working on various ways they can cope with this. The improvement in her children's wellbeing has had a positive effect on mum, and she is finding her circumstances more manageable as a result of the support and interventions put in place.

**Looking back, I hoped for a point of contact from the court to explain what was ahead of me, where to go to for help. Questions I had to ask. Like a social worker, someone, somewhere to give direction to prisoners' families... we are all different and have different needs. I didn't have this until I found the guts to walk in to the prison, and then I found the Families Outside support group, but in between those stages, I was in no man's land.... Hope is what prisoners' families need to survive on; we need to turn it around from hope to help.**

**(Family member speaking at Parliament, Nov. 2017)**

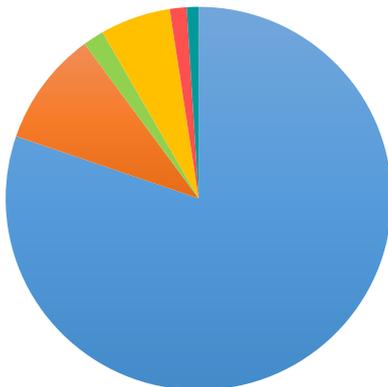
## Funding:

We have had a successful year at Families Outside, despite a drop in our income. This was partly due to receipt of income at the end of 2016/2017 having to be recognised, which was placed in restricted reserve to be used in the 2017/2018 year. This timing of income resulted in Families Outside declaring a small deficit for 2017/2018. Overall we finished the year with a £10,837 deficit, made up of a surplus of £28,874 in unrestricted funds and a £39,711 deficit in restricted funds. Overall the free reserves of Families Outside increased to £226,906, a rise of 13%. In addition, we would like to thank Cash For Kids, the Edinburgh Quakers, Price Waterhouse Coopers, Dunfermline Soroptimists, and everyone else who made donations and supported our activities this year.



### Income 2017/2018

- Charitable Trusts and companies - £341,965
- Statutory income - £321,500
- Local Authority - £39,949
- NHS - 24,332
- Donations - £9,236
- Other income - £9,438



### Expenditure 2017/2018

- Staff costs - £611,688
- Activity costs - £73,768
- Governance - £13,426
- Office running and premises costs - £44,990
- Conference and events costs - £10,734
- Other expenditure - £7,552

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For information and support:

Helpline **0800 254 0088**  
Email [support@familiesoutside.org.uk](mailto:support@familiesoutside.org.uk)  
Website [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk)  
Chat private webchat service  
Text text FAMOUT then your message to 60777



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