



supporting  
prisoners,  
ex-offenders  
and their  
families

ANNUAL REVIEW 2010/2011



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I would like to thank everyone who has supported us, encouraged us, worked with us, and shared their experiences and knowledge with us in 2010-11

**OUR MISSION, OUR CORE VALUES AND OUR VISION**

**OUR MISSION** is to support prisoners and their families to make a fresh start and to minimise the harm that can be caused by imprisonment on offenders, families and communities.

**OUR CORE VALUES**  
 Respect for the innate dignity of every human being.  
 A commitment to being as good at what we do as we can possibly be.

A belief in the power of human relationships.

A focus on family, friendship, community, identity, faith and culture.  
 An understanding of what can inspire people to change.

**OUR VISION** is of a society in which justice is understood as a process of restoration and healing, in which prisons are used sparingly and as places of learning and rehabilitation, and in which the innate dignity and worth of every human being is valued.

This has been a year of great change and challenge for **pact**. We have been forced, through competitive tendering, to hand over services we spent more than a decade building up from scratch. This has been a tough lesson for us. But, we take great pride in knowing that services we created, developed, and campaigned for, have now become mainstreamed.

As one door closes, several more open. With support from the National Offender Management Service, we have developed a model of Integrated Family Support, building stronger links between prisons and local authorities, and developing an innovative, outcomes-focused approach to both supporting families with multiple problems and reducing re-offending. We have also secured the support of the Department for Education, for the first time, for this fresh approach.

We welcomed into **pact** the Kids VIP charity, strengthening our expertise and focus on children, our portfolio of training and resources, and our Board of Trustees.

Our JustPeople programme offers the practical solution to the challenge of building the volunteer workforce for befriending, mentoring and other work to reduce reoffending and to support people affected by the consequences of crime. And our Basic Caring Communities volunteers continue to offer men leaving prison the real hope and chance of a fresh start.

We continue to offer high quality caring support services for prisoners' families at

many prisons across the country. These services remain the bedrock of our work. But **pact** has also diversified and developed, and continues to innovate and inspire.

Everything we do is founded on a profound belief in the innate dignity of every human being. We believe that as human beings we flourish when we live in healthy

relationships with one another and in a spirit of community. We aim to be reliable and resilient, to listen to and respect those to whom we offer services, and to be inclusive, welcoming and hospitable. Through enabling stronger families, and nurturing people's sense of self-worth and optimism, we offer the hope of change to those who have so often been written off as hopeless.

We've no doubt more challenge and change lies ahead. But thanks to our friends and supporters, our innovative, caring and dedicated volunteers and staff, and our strong sense of who we are and what we believe, we look forward with confidence and hope.





where we operate...

WE WORK IN 13 PRISONS IN THE UK SUPPORTING PRISONERS & THEIR FAMILIES

**Integrated Family Support Service (in partnership with NEPACS)**  
 The Integrated Family Support Service is our innovative project which responds to the needs of offenders' families and children through services at prisons and in local communities.

**Kids VIP**

Kids VIP is the name for the **pact** programme which supports the children of prisoners. We offer training to prisons on safeguarding, the impact of imprisonment on children, and on how to structure visits to be child-friendly. We support a network of play workers to help develop and share best practice concerning all aspects of visits in prisons. We have also written a toolkit to help prisons run successful Family Days.

**Family Visitors' Centres**

**BRISTOL • BRONZEFIELD • EASTWOOD PARK • FOREST BANK • NOTTINGHAM • WOODHILL**  
 You can find **pact** centres attached to a number of prisons. These are generally called Visitors' Centres, and offer child-friendly facilities, information, advice and guidance for families and friends visiting prisoners. We also welcome local service providers.

**'pact lunch'**

**BRISTOL • FOREST BANK • NOTTINGHAM • WOODHILL**  
**pact** runs catering services for prisoners and their families – selling drinks and snacks, providing healthy options, and giving people the chance to eat together as a family.

**Basic Caring Communities**

**BRISTOL • BRIXTON • WANDSWORTH**  
 Our Basic Caring Communities project links up ex-prisoners with groups of supportive, trained volunteers who help them to settle back into society and not re-offend.

**'First Night in Custody' support**

**WANDSWORTH**  
 For prisoners arriving in prison, **pact** has pioneered 'First Night in Custody' services. Our aim is to help reduce the very high levels of anxiety felt by some prisoners on their first night in jail, and to reduce the possibility of self-harm and suicide. We also identify children and vulnerable adults left at home or who may be at risk.

**'Critical friend' reviews**

We support prison Governors by acting as a 'critical friend', reviewing how their prisons treat the children and families of prisoners, and how prisoners are treated in the first days of their sentence when they are at the highest risk of suicide and self-harm.

**JustPeople**

**LONDON • CORNWALL • DEVON**  
 JustPeople recruits, trains, vets and matches volunteers with agencies working on interventions to prevent or reduce re-offending in London, Devon and Cornwall.

**Kinship Care**

**HOLLOWAY**  
 Our Kinship Care Support Manager is developing a range of pioneering support, aimed at people who find themselves looking after a friend or relative's children when that person is sent to prison.

...and what we do

## New Family Centre at Wormwood Scrubs opened by Minister for Prisons

Over one hundred people gathered on the 16th June to see the Minister for Prisons, Crispin Blunt, officially open the new Family and Visitors' Centre at HMP Wormwood Scrubs.

The event marked the end of a project ran by **pact** to develop and build the new centre. The project was made possible by a generous gift of over £1 million from the Tudor Trust.

The new building replaces the current centre which was opened back in 1991 by The Bourne Trust (the former name for **pact**). Over the last two decades hundreds of thousands of people have come through the doors. In the last year alone we have supported over 36,000 visits by relatives and children of men held in the prison.



Photo by Mike Benwell

# news in brief

## Archbishop of Westminster gives lecture at HMP Brixton

**pact** were proud to welcome our president the Archbishop of Westminster, Vincent Nichols, to Brixton Prison in early October to deliver an address at the Sir Harold Hood Lecture.

The Archbishop gave his support to our Basic Caring Communities project, in which groups of trained volunteers, linked to local churches, befriend and support a prisoner in the crucial three to six months after release: "Basic Caring Communities provide, in effect, a foothold in the community for those who have none of their own... I commend it most warmly."

Archbishop Nichols also spoke about his admiration for our work: "**pact** has long helped in supporting prisoners' families... (who) have committed no crime but bear the effects of the punishment too. And a stable family is a great help in reducing re-offending."

The lecture was held in memory of Sir Harold Hood, the Catholic journalist who was vice-President of **pact** until his death in 2005.



## Important news about our London services

We have run Visitors' Centres and supervised play areas for children at prisons in London for several decades. Many of the services we run were pioneered and developed by us to meet needs which we had identified. Earlier this year the Ministry of Justice announced a tender competition to run Visitors' Centres at the eight prisons in London. The results were announced in June, and unfortunately **pact** was not awarded the contract.

This news does not affect the remainder of our work in London, or across the country. We will continue to run our Integrated Family Support Service at HMPs Belmarsh and Wandsworth, as well as our Kinship Care service at HMP Holloway, our 'First Night in Custody' service at Wandsworth, and our Basic Caring Communities project for ex-prisoners at HMPs Brixton and Wandsworth. This year has also seen the London start-up of JustPeople, our flagship Volunteer hub, which will be officially launched in January 2012.



## Merger with Kids VIP

Throughout 2010 and 2011 we worked hard to organise a merger between Kids VIP and **pact**. We are proud to announce that in May 2011, following a transfer of assets and liabilities into **pact**, we merged with Kids VIP to form a single charity.

Kids VIP and **pact** have a combined experience of over 125 years, meaning that the new charity is now the leading organisation in the country working with the families and children of prisoners, with a dedicated team focusing on the needs of prisoners children. Kids VIP is now a programme of **pact**, and the Kids VIP name has been retained as the brand for all of **pact's** existing services to children. As part of the merger process, two Trustees from Kids VIP have joined the **pact** board.

[www.kidsvip.org.uk](http://www.kidsvip.org.uk)

## New Kinship Care website launched

We are proud to announce the launch of our new Kinship Care website which offers support for Kinship Carers and provides information about our Kinship Care Support Service at Holloway.

Kinship care is a type of care and living arrangement for a child who has to live away from his or her parental home, and is cared for full-time by a member of the child's extended family or a friend.

If you are caring for children while their parents are in prison then this website is for you.

[www.kinshipcareuk.org.uk](http://www.kinshipcareuk.org.uk)



# a community's centre



Over the last year we have supported over 36,000 people on visits at HMP Nottingham by providing a warm, caring welcome at our Community and Visitors' Centre. We asked several people to share their experiences of providing, and benefiting from, **pact** services here.

## A DAY IN THE LIFE OF HMP NOTTINGHAM COMMUNITY AND VISITORS' CENTRE

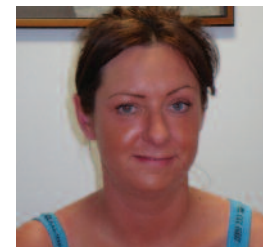


### Jodie Lynch - Volunteer

I heard about **pact** through an organisation based in Nottingham called Double Impact, who I was volunteering with.

A big part of the role involves being here to advise the families when they come in, whether they come in to visit someone in prison or just to come and get some support around any issues. If they want to have a little chat, I can listen to any issues that he or she might have, and then talk them through any extra

support we could provide or any services we could refer them on to.



I think it's really important that the services **pact** provide here keep going, and keep improving, as it can change communities and the way people live their lives. It's very important for this place to be here.

### Simon Dean - Visitor

My son was held on remand, and nobody had contacted us about it. My wife and I phoned around to find out more but no-one would tell us what was going on, so we just came here not knowing what to do.

Helen (**pact** team leader at Nottingham) brought us into a private room and explained to us how to get permission to see our son and how the whole thing works. While we were waiting for our clearance to pass she went up to visit our son. She then called my wife and made her feel better about what was going on.

A few weeks later I was diagnosed with epilepsy. On top of trying to come to terms with this, I was worried about how it would affect me visiting my son. We spoke to Helen again, and she put us in contact with people who could help, and also informed the prison of my condition - so that they'd have advanced warning if anything happened while I was on a visit.



The services that **pact** provide are excellent in my experience. I can't say anything less than excellent. This experience would have been very difficult without them. I just think these guys do a fabulous job. They really do. I can't rate them highly enough.



### Gina Kelly - Family Services Manager

I manage the practical side of running the centre, and I also manage the staff here. We operate as a signposting and referral agency, often liaising with outside agencies and with the prison. Occasionally we act as an advocate for the visitors. Also we do the day-to-day things like meeting and greeting the visitors, ensuring that they have all the correct information before they go into the visits hall, selling refreshments and just generally being a friendly and welcoming face.

One of the best parts of my job is the smiles and comments from the people we've supported. It means a lot to you when someone comes to you and says "Thank you. You've no idea what your help has meant to me". Also, seeing the kids happy and seeing them play. They're not stressed, they're not concerned - they're looking forward to going to see their relative. Seeing that means a lot.

# integrated family support

In the last few years there has been a growing recognition that one of the best ways of reducing reoffending, and preventing intergenerational offending, is to strengthen ties between prisoners and their families and to provide adequate support to prisoners' families. New guidance from the Ministry of Justice and the Department for Education will make meeting the needs of offenders' families, and providing them with clear access to support, a priority. **pact's** new Integrated Family Support Services do just that.<sup>[1]</sup>

## BUILDING THE BRIDGE BETWEEN PRISONS AND COMMUNITIES



**pact** is working in partnership with NEPACS to develop a new model of Integrated Family Support. The service is located in ten prisons and five Local Authorities across England and Wales.

The aims of the service are to improve the outcomes for children and families of offenders by helping to ensure that prisoners and their families:

- gain more and faster access to support within their community
- are known to local authority services when a parent is imprisoned, thus ensuring early intervention, which can help prevent greater problems later on
- can access all of the local resources to which they are entitled
- and work together to decrease the chance of intergenerational crime affecting the community.

Working within prisons, the Integrated Family Support Workers perform a unique, distinctive, professional role which acts as a bridge between prisons and communities. The flexibility of the support enables the role to develop to meet the needs of specific groups within each prison, including the following: Women, Young Offenders, Foreign Nationals, Resettlement prisons and Remand prisoners.

As part of the project we also have Integrated Family Support Advocates based within a number of local authorities in London, Kent and the North East. These advocates will establish a joined-up, multi-agency approach to working with the children and families of prisoners, and provide links between services from a wide range of agencies, including Integrated Offender Management services, Children's Centres, the voluntary sector, and prison-based Family Support.



**This project would not have been possible without generous funding from the Department for Education (DfE), who gave £658,000, and from the National Offenders Management Service (NOMS) who gave £330,382. We would like to thank them for their support.**



Integrated Family Support builds closer links between prisons and local authorities

<sup>[1]</sup> Prison based family support – an evaluation by Prof G Boswell <http://www.prisonadvice.org.uk/files/Prisonbasedfamilysupport.pdf>

# JustPeople: volunteering for justice

JustPeople is our social enterprise which provides trained, vetted and security cleared volunteers for the Criminal Justice Sector.



ESTABLISHED IN 2009, JUSTPEOPLE IS NOW IN ITS THIRD YEAR

The innovative project, which was funded by grant aid from Tudor Lankelly Chase and a three year contract with the Devon and Cornwall Probation Trust, has been successfully developing long-lasting and mutually beneficial relationships between volunteers and Criminal Justice Sector organisations in Devon and Cornwall since 2009.

Following the success of the pilot project in the South West, and thanks to generous support from the Monument Trust, *JustPeople* started to operate in London in August 2011.

*JustPeople* volunteers are equipped with the appropriate skills, abilities and motivations to transform the services of Criminal Justice Sector organisations. And *JustPeople* doesn't stop at



the recruiting stage: we also provide these organisations with on-going volunteering support and problem solving.

Our goal is to encourage and facilitate the involvement of volunteers and of community and faith-based organisations in work to reduce the risk of offending, and to support those affected by crime. *JustPeople* offers the missing link between those wishing to volunteer and those seeking volunteers.

➔ If you are interested in finding out more please contact the JustPeople Team on 0207 735 9535 or email [justpeople@prisonadvice.org.uk](mailto:justpeople@prisonadvice.org.uk)

Visit the JustPeople website at [www.justvolunteer.org.uk](http://www.justvolunteer.org.uk)



# thank you

A huge 'thank you' to everyone who has supported our work over the past year and enabled us to achieve all that you can read about in this review. We are very grateful to all our donors – individuals, charitable trusts and foundations, church congregations, schools and volunteers. Your commitment and

extraordinary generosity are a daily inspiration to us as we carry the work of the charity forward. We would like to thank the Department for Education, the National Offender Management Service and other statutory organisations who have funded specific areas of our work over the year.

Funders and supporters who have given £1,000 or more are listed opposite. We are also very grateful to the individuals and small charitable trusts that made donations under this amount. Their contributions are no less vital to our work.

The 29th May 1961 Charitable Trust  
The Albert Hunt Trust  
Amethyst Second Chance Trust  
Awards for All  
BBC Children in Need  
The Beatrice Laing Trust  
Big Lottery Fund  
Casa Stella  
Charlotte Marshall Charitable Trust  
The City Bridge Trust  
Daughters of Jesus Provincialate  
The David and Marie Grumitt Foundation  
Devon & Cornwall Probation Service  
The Dick and Charles Williams Charitable Trust  
Esmée Fairbairn Foundation  
Garfield Weston Foundation  
Help a London Child  
Holy Trinity & St Peter, Wimbledon  
The Hilden Charitable Fund  
John Lyon's Charity  
The Joseph Rank Trust  
The LankellyChase Foundation  
The Leathersellers' Company Charitable Fund  
London Housing Foundation  
Mary Strand Charitable Trust  
The Mercers' Charitable Foundation  
Miss Jeanne Bisgood's Charitable Trust  
National Offender Management Service  
The Noel Buxton Trust  
Odin Charitable Trust  
Order of Franciscan Friars Minor - Provincial Curia  
PiggyBankKids  
Porticus UK  
Sir Halley Stewart Trust  
Sir Harold Hood's Charitable Trust  
The Sir Jules Thorn Charitable Trust  
The St John Southworth Fund  
St Joseph's Church, Hartlepool  
The Swan Mountain Trust  
The Tudor Trust  
The Violet and Milo Cripps Charitable Trust  
The Volant Charitable Trust



# finances

## INCOME

	2010-2011 £	%	2009-2010 £	%
Voluntary income	122,886	4%	95,789	3.4%
Ministry of Justice and other Government funding	1,260,379	39%	1,154,721	41%
Trust grants	965,162	30%	802,962	28%
pact lunch service	894,364	27%	767,053	27%
Investment and other income	2,398	0.1%	5,718	0.2%
<b>TOTAL</b>	<b>3,245,189</b>	<b>100%</b>	<b>2,826,243</b>	<b>100%</b>

## EXPENDITURE

Services for children and families	1,255,129	39%	1,177,275	42%
First night in custody services	100,875	3%	92,128	3.3%
Other projects (charitable activities)	752,149	23%	561,835	20%
Fundraising and Communications	269,339	8%	208,076	7.4%
pact lunch service	855,282	27%	758,080	27%
Governance	4,554	0.14%	3,979	0.14%
<b>TOTAL</b>	<b>£3,237,328</b>	<b>100%</b>	<b>£2,801,373</b>	<b>100%</b>

# services & products for sale

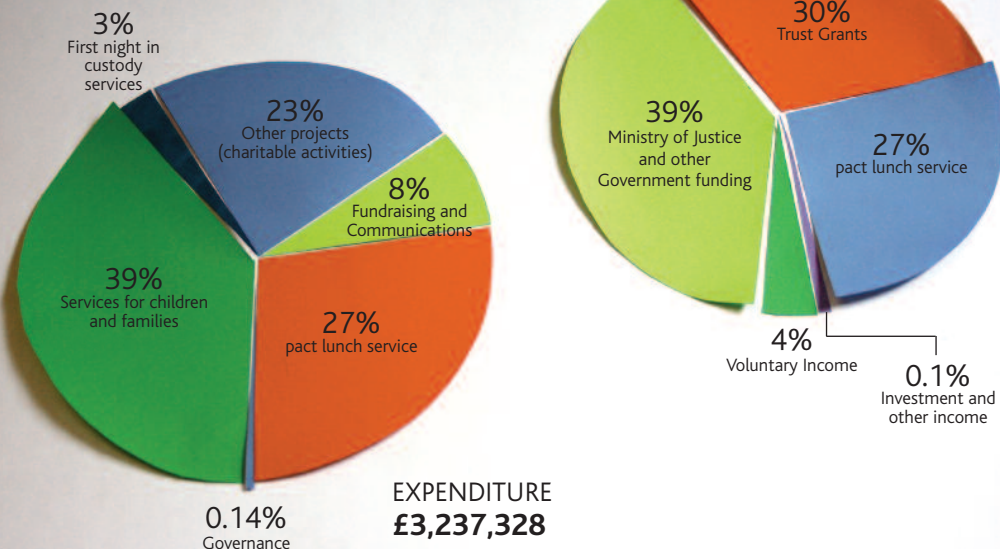
**Hidden Sentence Training** pact's 'Hidden Sentence' training is a one day introductory training course for any employees and volunteers working with families with multiple needs who may be affected by imprisonment. It is suitable for children's centre staff, teachers and school staff, play workers, health visitors, voluntary sector family support organizations and others. 'Hidden Sentence Training' costs £350 per session, and each session lasts around six hours. Groups should have between eight and 20 participants.

**pact** offers a range of training programmes, services and products. If you think any of these items would benefit your organisation please contact us

<http://www.prisonadvice.org.uk/files/Hidden%20Sentence%20Training.doc>

020 7735 9535 or email [info@prisonadvice.org.uk](mailto:info@prisonadvice.org.uk)

INCOME  
£3,245,189



## Kids VIP

Our Kids VIP now offer two new innovative programmes: 'Time to Connect' and 'Practitioner Training'.

### 'Time to Connect – Building Relationships Through Play'

'Time to Connect' aims to develop and strengthen positive relationships between imprisoned parents and their children. By drawing on simple and achievable positive parenting techniques, parents on the course will feel more confident and better prepared to spend time with their children and interact with them appropriately and responsively.

### 'Kids VIP Practitioner Training Programme'

This five module programme is designed for prison and probation staff, and other practitioners from the public, voluntary and private sectors, whose remit requires them to have a basic awareness of the issues around children and families visiting people in prison, and how to help prisoners and their families maintain and nurture positive relationships during custody and on release.



➔ For more information please visit <http://www.prisonadvice.org.uk/kidsviptraining>

➔ To find out about other pact products, including many useful publications, please visit <http://www.prisonadvice.org.uk/order>

## JustPeople

JustPeople provides organisations working in the criminal justice sector – whether they are statutory criminal justice agencies, small charities or community-based organisations – with trained and vetted volunteers who are equipped with the appropriate skills, abilities and motivations to transform their services. And JustPeople doesn't stop at the recruiting stage: we also provide these organisations with on-going volunteering support and problem solving.

➔ To find out more please contact Alex Wakefield on 020 7735 9535 or email [alexandra.wakefield@prisonadvice.org.uk](mailto:alexandra.wakefield@prisonadvice.org.uk) For more information visit [www.justvolunteer.org.uk](http://www.justvolunteer.org.uk)