

POPS

Valentine House
1079 Rochdale Road
Blackley
Manchester
M9 8AJ

T: 0161 702 1000

E: mail@partnersofprisoners.co.uk

W: www.partnersofprisoners.co.uk

Registered Charity Number: 1048152

Registered Company Number: 3067385

Registered VAT Number: 883 303 130



Making the Connection

ANNUAL REVIEW 2010-11



Bill's Introduction



Welcome to POPS Annual Review 2010-11 in which we are presenting another year of high activity for POPS. At a time when youth unemployment is rising, family budgets are squeezed and prisons are even more overcrowded, these difficulties not only

create more need for our service, they also widen the range of help required. POPS has responded this year with continued development of our "Continuum of Care" model. In this report you will see how we are building models of good practice and the foundations for much needed family support from the point of arrest through to release and beyond.

The 'continuum of care' has been one of many visionary ideas introduced and established under the committed leadership of POPS' Chief Executive, Farida Anderson, supported by her team, to ensure that the families who come to POPS can be supported at any stage of their journey through the criminal justice system.

Bill Ashberry
Chairman

Board of Trustees

- Bill Ashberry Chairman
- Jim Dobson
- Steve Cook
- Anna Davie
- Stuart Wallace
- Christine Verduyn
- Retired
- Christine Knott CBE
- Kay Aspinall
- Yasmin Aslam

Farida's Introduction



Welcome to POPS' annual review highlighting and celebrating the achievements and successes for the year 2010-11. Together this year we have assisted many thousands of families, making a positive difference to their lives. This year's annual review is presented through the eyes

(and words) of the staff and volunteers involved in the various services we offer, in particular the staff and volunteers who deliver the national Offenders' Families Helpline. My hope is that as you read this review you will gain an insight into what we do and how our work unites the detached elements of the criminal justice process, too often the most disjointed process families can experience. POPS grew from very humble beginnings and our focus on user involvement has placed the service we provide within a 'continuum of care' model which ensures families receive a 'one-stop' service.

We recognise that families have a significant role to play in reducing risks that impact on reoffending. Providing opportunities for family involvement at all stages of the criminal justice system, is integral to improving the lives of families and making our communities safer. Before I close, I would like to extend my special thanks to all the staff at head office; to the finance department for ensuring our compliance with audits; to the board for their strategic direction, governance and accountability, and to the managers for their oversight and commitment to deliver excellent services. Last but not least, my thanks go to Diane Curry OBE, Director of Operations.

Most importantly I would like to thank the families who continue to use our services, advising us on how we can improve what we do to better meet their needs. We hope you enjoy this year's review, 'Making the Connection'.

Farida Anderson MBE
Chief Executive Officer

Contents

Welcome	01	Community Sentence	12
Introduction	02	Resettlement.....	14
Arrest	04	A Race for Equality.....	16
Court.....	06	And there's more	18
Visitor Centres.....	08	Crystal Hearts Awards.....	20
Family Link Workers	10	Financial Overview	21



POPS – Who are we?

POPS, Partners of Prisoners and Families Support Group, was established in 1988 by family members experiencing the stigma and distress of supporting a relative through a custodial sentence. Since that time our remit has broadened as we have identified and responded to the needs of families. Today we provide support services at all stages of the criminal justice system, from the arrest of a loved one through to the first steps towards resettlement. This is POPS' 'continuum of care', a model in which support for offenders' families is consistent, committed and continuous. We continue to be guided by need, involving users at every stage to direct service development and delivery. Families themselves are our greatest resource in assisting other families in need and we are active in encouraging those who have experienced the system to get involved.

Based in Manchester, our work has expanded over time to include the national Offenders' Telephone Helpline and multiple projects across the North-West and Yorkshire and Humberside. We have Family Support Workers attached to a variety of prison, probation and youth offending initiatives as well as running eight prison visitor centres, all with the aim of empowering families through the provision of timely information and targeted support. In our early years we were particularly active in promoting the needs of Black, Minority and Ethnic (BME) families and we continue to be committed to the development of support services which tackle the barriers faced by diverse communities to improve social inclusion.

As our influence has grown we have become more involved strategically in local, national and international arenas. Partnerships have been key in bringing about a shift in the way families are approached and treated within the criminal justice system. The working relationships we have forged with HM Prison Service, the National Probation Service, the Youth Offending Service and the Department of Education have resulted in the integration of family support interventions into statutory services as families have been recognised as essential contributors to an offenders' progress through the criminal justice system.

Making the Connection

POPS. We're not backwards in coming forwards. If there is an issue that needs tackling, we'll be there, bringing with us all the creativity, expertise and innovation which has been our benchmark these past twenty years.

Families started POPS and families remain at the very heart of what we do, identifying the issues and finding the solutions. Being the solution!

Our work this year has continued to expand across our 'continuum of care' responding to the needs of families as they arise. As a result we have seen the initiation of a family support service in partnership with the youth offending

service and the launch of an exciting social enterprise, 2nd chance, providing volunteering and placement opportunities for offenders on license in the community.

We were also successful in our bid to deliver the national Prisoners' Families Helpline, due in part to our ambition for the service. Our vision was of a helpline which encompassed families at all stages of the Criminal Justice System. As such the service was re-launched in 2010 as the Offenders' Families Helpline, providing information and support to families and friends of offenders who have received a community or custodial sentence.

www.offendersfamilieshelpline.org



Introducing the Team

The team of staff and volunteers who work on the helpline are a fantastic example of the diversity of background and experience that we consider vital in delivering a holistic service. Most importantly the team as a whole benefits from the essential knowledge and understanding of team members who have experienced supporting a family member first-hand. This experience is replicated across POPS and is one of our unique characteristics.



With the team growing week by week we decided that this year we would give helpline team members, old and new, the opportunity to get out and about to find out more about what the rest of the POPS team has been up to this year. Come with us as Rosie, Amie, Marlene, Paul, Gill, Emma and Debbie take us on a whistle-stop tour of the year's activities. **Over to the team.**

Stuart's Diary



Late in 2010 POPS were privileged to be chosen as hosts for the PricewaterhouseCoopers (PwC) Responsible Leadership Programme. PwC senior managers Aileen Stewart and Stuart Wallace spent six weeks

with POPS working alongside our staff and managers looking at what we do, how we do it and how they could input their skills and experience. As part of his experience Stuart kept a diary, extracts of which are included throughout this year's annual review. Turn the page to read his first impressions...





The Helplines
Association
Member

Ministry of
JUSTICE
National Offender
Management Service

Arrest



Rosie sat down with helpline team member Andrew, to find out more about the support available to families at arrest and why early access to support is so important. Andrew began his career at POPS as a volunteer on the POPS Arrest Referral Line. He explains here why the Arrest Referral Line was established and the role now fulfilled by the Offenders' Families Helpline.



What?

"The Arrest Referral Helpline was set up to help families by providing information about what could happen after an arrest, as well as basic emotional support in coming to terms with what has taken place. The Arrest Referral Helpline provides a referral route for families to access targeted support and signposting to other community agencies. Through the provision of support at this early stage families are given the confidence and information they need to support their relative through the early stages of their contact with the criminal justice system."

Why?

"POPS established the Arrest Referral Helpline in partnership with Greater Manchester Police in Trafford to help alleviate the distress experienced by families at the point of arrest. It can be a traumatic and difficult time. Once in custody the person detained will only have the briefest of phone calls to inform their family of their whereabouts and wellbeing. Families may have been unaware up to this point that their relative had been arrested. Or it could be that the arrest took place in the home which can be particularly traumatic for any children present. It can be a challenging time as often family members know only what their loved one is prepared to tell them, and there is little support available. We've talked to countless families who describe feeling isolated, stressed and stigmatised."

OVER 30%

OF HELPLINE STAFF
/ VOLUNTEERS HAVE
PERSONAL EXPERIENCE
OF SUPPORTING A
RELATIVE IN THE CJS

'I would like to say thank-you to the Offenders' Families Helpline. We hit brick wall after brick wall when trying to get answers on my husband's transfer application to be closer to his family. I drive for four hours, sit for one, see him for two, then drive four hours back. Mostly in tears as I know because I work full time it will be another 3 weeks before I see him again. It felt like our application had disappeared into thin air.

The Offenders Families Helpline helped us establish what stage the application had reached and opened the doors of communication. A few weeks later we heard that his application had been successful. Maintaining family relationships is hard enough without having to travel vast distances. Now he's closer to home life is just that little bit easier. Thanks Offenders' Families Helpline!

Anna
Family Member

SINCE THE RE-LAUNCH CALL NUMBERS
HAVE INCREASED MONTH ON MONTH TO
OVER 900 CALLS
PER MONTH BY MARCH 2011



Expanding the Service

"In early 2010 POPS were successful in securing the contract to deliver the Offenders' Families Helpline (formerly the Prisoners' Families Helpline). This NOMS funded contract has allowed the Arrest Referral Helpline to expand its reach to families at all stages of the Criminal Justice System. Families phone asking all sorts of questions but we receive a lot of enquiries about what will happen when they go to court, prison procedures and the different types of community sentence.

Families Key to Development

"One of the keys to the success of the helpline has been the involvement of families themselves. We have a lot of volunteers with personal experience which is invaluable to the service we provide. Families have also been involved from the beginning of the contract helping us to re-brand the helpline. With the help of the print shops at HMP Doncaster and HMP Manchester the ideas generated by the family consultations were developed into various publicity materials including translated elements to reflect the diverse communities coming into contact with the Criminal Justice System."

Stuart's Diary Week 1

'Last week proved to be an interesting and challenging week. The learning curve has been a steep one. Issues which figure strongly include mental health, drugs dependency and lack of access to financial support. Many of the issues are systemic, re-offending rates are huge. POPS' work seems to be about creating an opportunity for people to break out of the cycle.

I was honest with my host; my initial impression was that charities working with prisoners were slightly less deserving than others. We had a laugh about that as the week went on and my perception shifted massively. Bull in a china shop, me....'

Stuart



Court



Marlene, volunteers on the helpline every week. She took time out to talk to Anna the POPS Family Support Worker, based at Manchester City Magistrates Court, about the importance of early intervention and ensuring families are well-informed through the court process.



Why?

"Attending court can be an upsetting and confusing experience with families unsure of court procedures and the possible outcomes. It is important that families have access to the information they need and that support is easily accessible. Multiple issues can arise either prior to, or as a result of, an arrest and subsequent sentence, and early intervention is essential. Families can be key contributors to an offender's future rehabilitation but in order to effectively engage families as an asset we must make contact with them as early in the process as possible. POPS staff have a key role to play, identifying family members and making courts and other agencies such as children's services, aware of their needs."

What?

"POPS family support service at Manchester City Magistrates Court is delivered by a full-time Family Support Worker and a team of dedicated volunteers, recruited from a variety of sources including Manchester Metropolitan University Law School. Some of our volunteers have experienced first-hand the challenges of attending court and this combination of life experience and legal knowledge has proved extremely useful when supporting families in this environment. The family support service provided by POPS engages families to become a part of the journey, promoting and supporting family relationships at a time when solicitors, police and court staff have neither the remit nor resources to do so."

Integration is the key

"The project was originally established in partnership with Greater Manchester Probation Service and funded by the National Offender Management Service (NOMS). Key to the project's success has been the working relationships established with other court staff. This has included cultivating good working relationships with ushers, security officers and external users such as solicitors and other support agencies. Training by POPS around the importance of family support has been delivered to serving magistrates and in turn magistrates have provided POPS staff with training on court processes. Strong links with the Witness Service have also led to training opportunities for POPS staff and volunteers."

Volunteers are the back-bone

"In order to provide a court-wide service volunteers were an essential. With funding for my full-time post due to end in March 2011, volunteers will soon become central to delivery of the service. Plus having a team of volunteers instead of a lone individual enables us to provide a much more diverse service, reflective of the various communities which use the court."

387 FAMILY MEMBERS ENTERED THE CONTINUUM OF CARE

THROUGH CONTACT WITH POPS' FAMILY SUPPORT PROJECT AT MANCHESTER CITY MAGISTRATES COURT.



'POPS has supported our family on many occasions. Through the complex and frightening world of the judicial system we have learnt the hard way and if I can use our knowledge to make it easier for others then I am doing something worthwhile.'

Elsie

Family Member, Helpline Volunteer and former Magistrate

Stuart's Diary Week 2

'I've found myself really having to listen to people to understand the issues. I mean really actively listening. It did cause me to question when the last time was that I really listened to anyone so intently.'

The guys here are toying with a social enterprise project to employ ex-offenders on release. I'm attracted by that project but will wait for the week to unfold before deciding whether it is for me to spend time on. Here's to making a difference, I hope!!'

Stuart



POPS Visitor Centres at:

HMP Buckley Hall
HMP Doncaster
HMP Garth
HMYOI Hindley
HMP Liverpool
HMP Kirkham
HMP Risley
HMP Wymott



Visitor Centres



Gill, helpline team member and coordinator of HMP Buckley Hall's Visitor Centre visited HMP Kirkham to talk to fellow coordinator Karen about family visits and how we help to build and strengthen family relationships through the course of a prison sentence.



serco



Why?

"Visiting a prison can be a very daunting experience full of unknowns and uncertainties. Maintaining a relationship by means of phone calls, letters and fortnightly visits, can be extremely difficult. The family 'outside' may be facing multiple issues in their day-to-day lives, from financial demands to stigma within their local communities which can leave them feeling isolated. Maintaining, and in some cases re-building, relationships through prison walls can be a challenging process but ultimately it is these relationships that can hold the key to successful rehabilitation and resettlement."

What?

"Part of the coordinator's role is to ensure that families have access to relevant services. In addition to the emotional and practical support POPS provides through the visitor centre, we also arrange family days, bringing the family together to take part in fun activities that the children can do with both parents. This helps to strengthen relationships and parenting skills and plays an important part in preparing families for a prisoner's release."

OVER 130,000 VISITS



SUPPORTED BY POPS VISITOR CENTRES IN THE NW. OF THESE OVER 30,000 VISITS WERE BY CHILDREN

Partnerships are important

"We have built partnerships with external agencies and various departments within the prison such as the Offender Management Unit and diversity teams."

At HMP Kirkham we arranged for the Citizens Advice Bureau to visit the centre regularly to distribute information about their service and provide advice. We also have links with Homestart who provide help around resettlement and housing issues.

Lancashire Libraries have helped us to establish a play library and, together with Bookstart, have provided us with loads of fantastic resources to support the project.

Lancashire Travellers Education Department have helped us provide services for families from within the travelling community. With their assistance we have been able to provide fun days with culturally relevant activities."

"My brother has been in and out of prison since he was 16. I volunteer on the helpline because I never had any help and I wouldn't want anyone else to go through it on their own, as I did. I can relate to the people who call and understand their situations, because I have been there."

Amanda
Family Member and Helpline Volunteer

Outside In



Prison Visitor Centres are an essential component of the visitor experience. By providing a welcoming and supportive environment Visitor Centres can reduce the stress of visiting, encouraging regular contact between a prisoner and their family. Frequent visits assist in maintaining family relationships thereby increasing the likelihood of an offender having accommodation and support at the end of their sentence. POPS is committed to ensuring families have a positive experience providing a range of activities and services.

At HMP Doncaster local drama group Doncaster Little Theatre worked with families delivering confidence building drama workshops. At HMP Risley National Rhyme Challenge week inspired Daddies Rhyme Week with specially arranged activities to encourage active play between children and their dads in the visits hall play area. During Breast Cancer Awareness Month POPS staff at HMP Wymott took the initiative and promoted the ASDA Tickled Pink campaign. At Christmas the visitor centre at HMP Garth ensured visits were that extra bit special by setting up a nativity scene utilising donated items from the local community. POPS Visitor centre at HMP Liverpool benefited from a donation of play equipment and sessional play work provided by Surestart.

Stuart's Diary Week 3

'What a week... It has now been agreed that by the time I leave I will have an answer as to whether the social enterprise is a runner or not. Really challenging and very exciting. We also visited HMP Manchester one of only eight Category A prisons in the UK. The area we visited was the 'lifer' wing where we went into a cell. What staggered me was the pure lack of space. I'm not a big fella, but I had to move into the cell sideways. I never want to go back there!

What has become very clear this week is that it is not always about people from large city centre estates where the son is caught up in gang culture. How quick I was to judge.'

Stuart



Family Link Workers



Jane, Charlotte and Michelle are POPS Family Link Workers delivering support to families visiting HMP Manchester through POPS' partnership with Manchester Drug and Alcohol Strategy Team (DAST). Amie, a member of the helpline team for 6 months, met with Jane and Charlotte to find out more about their role and the importance of working in partnership.



Why?

"The imprisonment of a family member can have serious implications for the family who remain on the 'outside'. Families supporting a prisoner with substance abuse issues face further uncertainty as their imprisoned relative becomes subject to treatment regimes and resettlement planning from which families often feel excluded, unable to contribute towards a process in which they should have a critical role. Our role is to provide a stable link between the family, the prisoner and the work being undertaken. By empowering families 'outside' to make a meaningful contribution towards an offenders' rehabilitation we support a reduction in substance misuse and contribute to the resettlement process."

What?

"We help families understand the drug treatment process by providing information and emotional support. This then provides a platform through which a wider range of issues can be identified and addressed. To support this process we have established good working relationships with departments across the prison including the chaplaincy, safer custody and offender management teams. Our links with a wide-range of agencies in the community mean that if a family needs specific support around a particular issue we can refer them on as part of the continuum of care. This is particularly important in the case of families with multiple problems, especially for those whom personal substance misuse is an issue which could negatively impact upon the work being undertaken with the prisoner."

Partnerships are important

"By partnering with Manchester Drug and Alcohol Strategy Team POPS have been able to bring our extensive experience of working with local communities to complement and strengthen the work already undertaken by the DAST, promoting a fresh approach towards prisoners' families and contributing towards a more holistic way of working with prisoners to address substance misuse and rehabilitation."

We have established a family forum through which families can have their say about a range of issues. This has included a consultation event to discuss the issues facing families affected by substance misuse and how they might get involved in the Integrated Drug Treatment System."

The Bigger Picture

"Although the main focus of the service is to support the families of prisoners who have a substance misuse issue the bigger picture is about creating a culture in which families are not treated as 'guilty by association' but recognised as essential contributors to the rehabilitative process."

34%

OF FAMILIES WERE REFERRED TO THE SUPPORT SERVICE BY A SERVING PRISONER

Above and beyond

Our working partnership with HMP Manchester has gone from strength to strength this year. POPS has facilitated a series of 'Meet the Governor' sessions in which the number one governor met families directly to discuss the visits process and how it could be improved. As a result POPS conducted a 'Walk-the-walk' evaluation of the visitor experience. We were also invited to deliver training to operational staff, raising awareness of the issues affecting families and how that may impact upon the visiting experience.

This year POPS has also established our first 'Think Family' strategy meeting at HMP Manchester bringing together senior managers from across the establishment on a regular basis to identify the needs of visiting families and look at how these needs could be addressed across all departments and at all levels. This has led to a number of key successes. The first was the production of a 'customer information guide' entitled '10 things you need to know'. This was informed by families themselves and is now distributed directly to families following a prisoner's reception. Through 'Think Family' we are also looking at evaluating the property submission process and improving the safer custody procedure for families with concerns about a relative's safety. POPS are now in the process of establishing 'Think Family' strategic meetings at a further 5 prisons.

Stuart's Diary Week 4

"This was the week that I felt we really started to get down to work. I went out to visit the POPS tea bar at HMP Buckley Hall to try to understand how the catering operation works at present. I also got my POPS uniform on to work at HMP Garth & Wymott, booking families in for visits and serving sandwiches. In truth, this was really helpful in giving some context to the work that POPS do."

I am also preparing a board paper and looking at potential funding sources for the social enterprise. At present, we have several potential sources and an option on free employees, so it seems we are pretty risk free to get this started."

Stuart



Community Sentence



One of the most innovative probation initiatives in recent years has been the Intensive Alternative to Custody (IAC) project. POPS have partnered with Greater Manchester Probation Service since 2009 to provide integrated support for families of offenders subject to an IAC order. Emma went to speak to POPS' Family Support Worker, Asaf, about his role engaging families affected by an IAC order and the importance of working with the family as well as the offender to address issues and improve compliance.



What?

"Our work with families begins with meeting the offender to identify the key family and friends who are a part of their everyday lives and who provide the most support. The interview is also helpful in identifying if there are any issues facing the family that could impact upon the order, which we can assist in addressing. The offender then nominates a supporter whom we contact to offer information and support."

Why?

"By working with an offender's family we aim to inform and involve them in order to assist and support the offender. Issues that affect the whole family can be identified and work can be done to resolve these. This in turn helps build better relationships between the offender and their family which can help to reduce the potential for recidivism. In addition an offender may gain insight into the effects of their behaviour on their family which can often be a motivator for change."

Accessible services

"Too often the issues families face are compounded by a lack of information or motivation to change. By providing targeted support we are able to help the family become a more effective supporter. In turn the work undertaken with an offender can affect the family unit. Substance misuse and in particular binge drinking and heavy cannabis use are common issues with the young adult offenders subject to IAC orders and this can place particular pressure on families and personal relationships. We have contributed to the development of a new partnership between IAC and ADS (Addiction Dependency Solutions) and are helping to support a family focus to the service now being offered."



Case Study - Breaking the cycle

One case in particular demonstrates the impact of a family approach to successful rehabilitation. Whilst interviewing an offender he disclosed that he smoked cannabis. On speaking to the offender's mother she shared that she had been a victim of domestic violence at the hands of the offender's father and that his father had smoked cannabis. As a result I arranged to facilitate a meeting between mother and son. The mother was able to explain to her son how she felt as a result of the domestic violence and how her son's recent actions were making her fearful of him. The offender acknowledged the impact his behaviour was having on his mother. Three weeks later I received a letter from the mother explaining that her son no longer smokes cannabis and had secured a full time job.

'The goal of POPS involvement with IAC is to strengthen families and where appropriate involve them in supporting rehabilitation. IAC's holistic approach to offender work is significantly enhanced by POPS involvement and recently led to IAC receiving a Butler Trust Award. I look forward to building on the successful partnership between POPS and IAC in the year ahead.'

Paul Pandolfo
IAC Business Manager

Stuart's Diary Week 5

'I have been flat out on the social enterprise project this week. We have been meeting with two possible partners and I have also identified about eight potential funding sources. I've built a detailed implementation plan, prepared a board paper and done some financial modelling. It all needs to be delivered this week. When I was feeding back on the competition around our potential location I found myself saying "you need to be distinctive. Unless you have exceptional quality or can really differentiate, why would people use you?" I turned to my PWC colleague, laughed and said, "I could be talking about PWC here; we're not that different!"'

Stuart



Resettlement



Debbie and Sharon both have personal experience of supporting a relative through the criminal justice system. In her role as a helpline volunteer Debbie sat down with Sharon, POPS Family Support

Worker, to discuss the importance of POPS' new initiative partnering with the Youth Offending Service (YOS) and the positive impact that effective family support can have on reintegration and resettlement.



Why?

"A supportive family can have a massive impact on a young person's compliance and rehabilitation. If a custodial sentence has been served, early engagement with a family can assist the release process. By involving families early in the process, whether the sentence be custodial or community-based, we can reduce the stress experienced and address issues as they arise. It's like giving families their spine back. Offenders need to be confident that their family is not going to give up on them and parents need help to shed labels they may have become subject to like 'bad parent' or 'negative influence'. Families are a vital resource, especially when working with young people in the Criminal Justice System, but they may need support in order for them to establish positive parenting or to address drug, alcohol or relationship issues."

What?

"I work with the YOS providing a vital link between the youth offending team, the offender and their family. Spending time with each family enables us to identify what the real issues are and empowers them to find their voice. By signposting families to specific support groups and helping to identify solutions to issues, we offset some of the difficulties that families face and contribute towards a stable family environment which can help reduce the risk of re-offending. I am based at the central YOS office and we have a second worker at Manchester City Magistrates Court. Initially the project was funded by the YOS for 6 months but as a result of the projects success, both posts have been extended."

Forging a Future

User involvement in our service delivery is a vital and unique element of our work. The Prison Reform Trust report 'Barred Citizens' 2002 argued that prisoners should be treated as citizens and given opportunities to take responsibility in order to reduce re-offending after release. In the context of prisoners, community placements are known to provide a significant step on the road to successful resettlement.

During the course of 2010-11 POPS played host to a prisoner who had qualified for Resettlement Day Release (RDR) from category D prison HMP Kirkham. Rehan came to POPS as part of an arranged placement with the prison to gather valuable experience in a working environment, contributing towards his resettlement. During his time with POPS staff found his knowledge base to be invaluable in understanding the prison system's approach to Ramadan and prayer and how religious beliefs are accommodated by prisons. With POPS for 4 months, Rehan has since been released and gone on to full-time employment.



'The support offered by POPS to families allows the YOS workers to focus on the offending behaviour of the young person and reinforces the positive messages about effective parenting within families. Supporting the family gives parents the confidence to respond to and deal with their child's behaviour. This compliments the work of any agency that is supporting the young person and makes the response so much more effective.'

Marie McLaughlin
Youth Justice Manager
Manchester Youth Offending Service

Stuart's Diary Final thoughts



'Today we met with NOMS (National Offender Management Services) on our social enterprise venture. What a way to end. They signed off on funding us to the tune of £18,000 for year 1. They also agreed to co-ordinate releasing prisoners to us on license to help with the refurbishment works at our premises. All of a sudden the project sprouted real wings. We should now be able to employ ex-offenders or prisoners on license and give them a leg up into normal life.'

When I got home I was delighted to see the family, but I confess to feeling very low as I write this. It was a real gift that PWC let me do this. I hope I made a difference in some small way. I left behind some great friends in Manchester, people who were selfless and truly inspirational in what they do. I can't wait for the first opportunity I get to go back and see them all. The outcome seems to be that I will be invited to take a seat on the board of the charity and I will bite their hand off!'

Stuart

To date Stuart is still employed by PricewaterhouseCoopers and is now a member of POPS' board of trustees. POPS' social enterprise '2nd Chance' is now firmly established providing opportunities for offenders on license in the community and supplying sandwiches to prison visitor centres across the North-West.



Stephen Brook, Anna Burke, Farida Anderson and Wazir Muhammed at Breaking through the Barriers conference



A Race for Equality



Diane Curry OBE, POPS' Director takes a moment to reflect on the vital contribution POPS has continued to make in promoting equality and diversity.



"POPS has continued to promote the equalities agenda, particularly around the area of racial difference. For many years POPS has been a driving force behind the development of the National Body of Black Prisoner Support Projects. This year saw a re-launch of the project to include a focus on influencing policy and raising awareness of the issues that pertain to Black people as they enter and proceed through the criminal justice system. As part of the process we are pleased to announce the newly named Coalition for Racial Justice (UK). Our aim is to continue to attract new board members, promote our mission and vision and deliver constructive and informed contributions to the race agenda. CRJ (UK) has participated in round table discussions and developed a strategy for the future funding of the project."



Routes2Roots in the community

"Projects which support successful resettlement recognise that every family is part of some kind of community, whether it be social, religious or cultural. POPS understands the importance of exploring personal identity and developing a sense of belonging in empowering offenders and their families to bring about change. In 2007 we developed the 'Routes2Roots' course which was delivered to men in custody. However, this year we facilitated R2R in the community in partnership with Merseyside Probation Service. Utilising community-based facilitators the programme promotes personal and social responsibility by exploring the roots of offending behaviour and alternative life choices. Targeted at Black and Minority Ethnic (BME) young people at risk of re-offending, the course uses the context of understanding Black History, positive Black role models and basic skills development to deliver its outcomes. As a result participants are better equipped to engage with educational and employment opportunities which in turn reduces the risk of them re-offending. This year has seen the development of the course content and the pursuit of funding to deliver the course in a community setting with an emphasis on earlier intervention and prevention."



Breaking through the barriers

"Evidence suggests that BME communities are disproportionately represented in both the Criminal Justice and Mental Health Systems. POPS has worked in this area for a number of years working to ensure that BME communities have a voice and are included in policy and service delivery development in order to directly address some of the root causes of these inequalities. In 2010 POPS partnered with NHS North West, National Mental Health Development Unit and Shift anti-stigma campaign to host the 'Think Mental Health for BME Offenders – Breaking through the barriers' conference. Bringing together service users and professionals from across the criminal justice, social care and mental health sectors the event aimed to raise awareness about mental health issues and to share good practice. This was followed up in 2011 by the 'Delivering Race Equality in Mental Health' conference delivered by POPS and NHS North-West. The event provided a platform to share the best practice identified by the Delivering Race Equality in Mental Health programme."

Creative Expression

"We were also able to support a creative arts project delivered by students from Derby University at HMP Dovegate that promoted discussion with staff and prisoners about the 'six strands of equality'. We were approached in 2010 by a family member who was studying for a qualification in Creative Expressive Therapy. Using their past experiences they developed the drama-based project with other students on their course. The resulting piece encouraged the audience to engage with and contribute to the resolution of issues portrayed in three scenarios covering disability, race and gender discrimination. A special thanks to Sorayah Anderson for her role in co-ordinating the project."

Black History Month

"POPS has been a supporter of Black History Month for many years celebrating the on-going contributions and achievements of black people in shaping world history. In October 2010 Farida Anderson MBE, POPS' Chief Executive, was invited to share her experiences as a key speaker as part of Trafford Council's launch event which focused on the theme of 'Struggles and Triumphs'."



Sorayah Anderson takes a giant leap for mankind to raise money for POPS



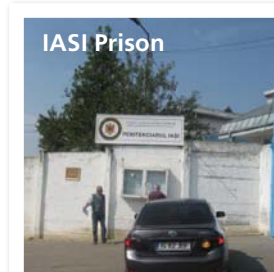
And there's more...



POPS have been instrumental in influencing local and national policy across many different arenas this year. We have also been committed to developing tools and training which we hope will benefit all areas of the continuum of care. Paul from the helpline shares a snapshot of the year's activities.



COPING Giving families a voice



POPS travelled to Romania as part of the COPING project. As part of the trip we visited Iasi prison and were warmly welcomed by the Director who provided us with an opportunity to tour the prison, meet the men in custody and see their visiting conditions. From this meeting we have agreed to share good practice in order to improve their current visits area and are working with Alternative Sociale NGO to continue to develop positive relationships."

"This year POPS has been part of the pan-European research initiative COPING, led by the University of Huddersfield and in partnership with research institutions and NGO's from Germany, Sweden and Romania. COPING is a child-centred project which aims to investigate the characteristics of children with imprisoned parents, their vulnerability and resilience to mental health problems. As part of the research POPS staff and researchers from Huddersfield University have been visiting prisons across the North-West to interview over 200 children and their families about their experience of visiting prison and the impact it has had. The research has enabled children and families to have their say and will contribute towards a significant body of evidence around the repercussions of prison sentences on children.

Measuring Impact

POPS are embarking upon a process of developing a measurement and metrics resource that will allow us to measure the impact of our service interventions. This will achieve various outcomes including cost effective interventions that will satisfy the commissioner, provider and the end user.



POPS' Published

"POPS has this year been invited to contribute regularly to the publication insidetime, the monthly newspaper for prisoners. Each month over 60,000 copies of insidetime are distributed free of charge to all prisons and special hospitals plus many secure units and hostels throughout the UK. POPS has been using this fantastic opportunity to highlight families' issues and promote solutions"



Family Voice

"In a year of significant political change POPS took the opportunity to ensure the voice of offenders' families was represented across a number of public consultations. This included the Drug Strategy consultation early in 2010 and the government's consultation on proposals for reforming sentencing and improving the rehabilitation of offenders, 'Breaking the Cycle'. POPS also partnered with Action for Prisoners' Families (APF) in 2010 to deliver an awareness and training event for families affected by

imprisonment as part of a wider APF initiative across the UK to address issues raised by their family member's advisory group. The event was attended by families from across the North-West, APF and POPS staff and local prison governors. Families were given the opportunity to raise the issues that mattered to them and to share good practice around how to make their voice heard."

Out and About

"Last year Farida and Diane Curry OBE, POPS' Director, were invited to travel to Cork in Ireland following an earlier visit to POPS by family members representing the St Nicholas Trust, a family support group set up in 2008 in response to the needs of relatives of people sentenced to prison in Ireland. Farida was asked to speak at the 'Doing Time - Outside' conference which was organised to promote the effects of imprisonment on families and was attended by representatives from the Irish prison and probation services as well as other organisations from across the third sector.

Ian Brown, of Stone Roses fame and more recently his own ground-breaking solo career, has been a long-time supporter of POPS. In 2010 Ian invited POPS to have a stand at a fundraising concert in Manchester giving us the opportunity to get out into the local community, collecting vital funds and raising the profile of POPS and the work we do to support offenders' families. To top the year off Diane enjoyed the enormous privilege of being asked to speak at the House of Lords."



Crystal Hearts Awards



In November 2010 POPS hosted the fourth Crystal Hearts Awards as part of the 2009-10 Annual Review 'Real people, real lives'. The event celebrated the work of individuals and projects from across the voluntary, private and statutory sectors who go 'above and beyond' in supporting offenders' families.

The Annual Review was also an opportunity for the families to share their stories with delegates from across the voluntary, private and statutory sectors. This year, in the lead up to the review, Fink On theatre company were invited to facilitate a series of drama workshops culminating in a powerful and engaging drama, 'In our own words'. The families transported the audience through the complex and challenging world of the Criminal Justice System highlighting the realities of life for the families of offenders.



Phil Tarbuck Award
Alicia Craythorne
POPS



Family Ties Award
Brenda Fraser
Families First Initiative at HMP & YOI Doncaster



Outstanding Achievement Award
Choose Change Project
at HMP Manchester



Race and Diversity Award
Darren Rogers & Mayling Diskaya
Black Mentoring Project Merseyside Probation Trust



Volunteer of the Year Award
Ann Hayes
Riverside ECHG



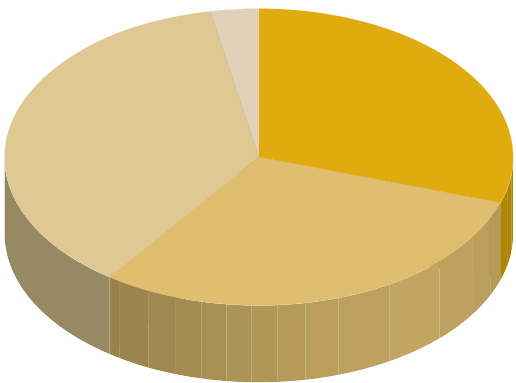
Positive Partnerships Award
Amy Poulson
Greater Manchester Probation Trust

With thanks to our sponsors Mitchell Charlesworth Accountants, HMP Manchester, and Serco (HMP Ashfield and HMP&YOI Doncaster). We would like to particularly thank the print department at HMP&YOI Doncaster, Kevin Hartley and the team of prisoners who worked on the design and creation of the Crystal Hearts Awards.

Financial Overview

INCOME

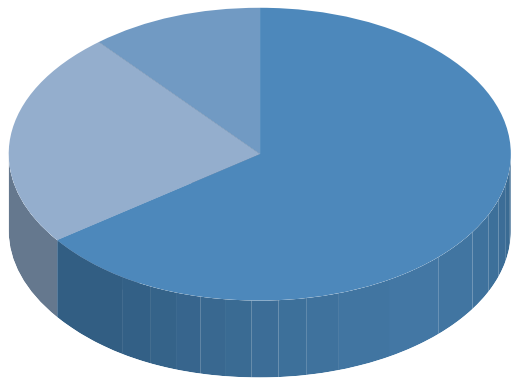
Contracts	30%
Projects including DAST, IAC and the Offenders' Families Helpline	
Contracts	30%
Tea Bar*	
Contracts	37%
Visitor Centres	
Fund Generation	3%
Rent, Training and Consultancy, Events and Donations	



- Visitor Centres**
- HMP Buckley Hall*
 - HMP Doncaster
 - HMP Garth*
 - HMYOI Hindley*
 - HMP Kirkham
 - HMP Liverpool*
 - HMP Risley*
 - HMP Wymott*

EXPENDITURE

Salaries	65%
Contract and Project Costs	24%
Overheads	11%



Despite a challenging economic environment POPS has ended 2010-11 in a very healthy position. Our gross income (£1,390,402) was significantly greater than our total expenditure (£1,234,887). A 31% increase in our total reserves to £648,748 places us in a very strong position to develop the work of POPS in the coming year. The breakdown of our income and expenditure by percentage are illustrated above. If you would like to receive a copy of the full audited accounts for 2010-11, please contact our finance department.

PARTNERS, SPONSORS AND FUNDERS

We are grateful to the following organisations and agencies for their support through partnerships and/or funding over the course of 2010-11:



THANK YOU

This year's annual review is testament to the staff, volunteers and family members who deliver services throughout the continuum of care. Your commitment, character and resilience define POPS. Thank-you for all your hard work this year. POPS would particularly like to thank the Offenders' Families Helpline team for their work in preparing this review. Our congratulations also to photographer Matt Slack and his wife Jen on the safe (but early!) arrival of their daughter Suzie.