

Welcome to the POPS kitchen

POPS began with prisoners' families, in a kitchen, supporting each other over a cup of tea.

"I found myself in an impossible position following my husband's imprisonment. I did not know what to do or where to turn to for help"

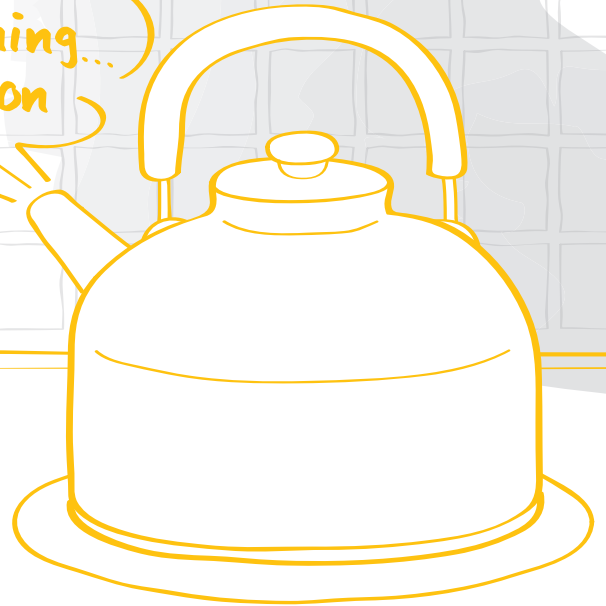


Farida Anderson MBE set up POPS in 1988 to provide support for prisoners' families, enabling them to cope with the stress and isolation they experienced. In 1990 prisoners staged a riot and rooftop protest at HMP Manchester in response to their treatment and living conditions. The protests became known as the Strangeways riots and were followed by a series of protests in other prisons leading to a public inquiry. The riots were key in POPS history, highlighting on a national level the lack of support for families of those affected. POPS contributed to the resulting Woolf Report which recommended major changes to the prison system.

We now support over 200,000 families a year across our continuum of care, employ 85 staff and are supported by 150 volunteers. From humble beginnings we have grown beyond our wildest dreams, but we never forget where it all began.

**Come with us as we explore the
POPS kitchen and discover what
makes POPS unique**

Helping a person
to help themselves.
Begins with listening...
Put the kettle on



Helping offenders' families to help themselves

Offenders' families face many challenges. Without the right support families can become isolated and vulnerable. POPS believe in empowering families to be the solution; supporting them emotionally and practically to identify and overcome the issues they face.

At **HMP Manchester** support for families of prisoners, provided by POPS, is an intrinsic element of the Drug Recovery Wing and the Integrated Drug Treatment System (IDTS). Integrating family support into the 'Recovery Through the Gate' programme enables families to contribute to a prisoner's recovery and resettlement. Alongside individual family support the programme activities developed by POPS encourage prisoners to consider the impact that their drug use and offending has on their family unit. The programme looks at resettlement issues, managing conflict and building family strengths.

Funded by **Manchester DAST**, POPS Family Support Workers are also strategically placed to promote the family voice and improve communication between the prison and families, particularly around the health and well-being of prisoners. Through POPS participation in the Safer Custody task force at HMP Manchester, family-friendly information has been developed about Safer Custody procedures, which is now sent straight to families following a prisoner's reception at the prison. Family engagement can be crucial to a prisoner's wellbeing in the early stages of a custodial sentence, providing vital information and support. POPS 'Think Family' strategic partnerships have also expanded to include HMP Liverpool, HMP Wakefield and HMP Wymott, identifying local family needs and influencing change at the strategic level within the prison.

Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

Every year families of drug users save the taxpayer

£747 million

through the support they provide*

*UK Drug Policy Commission 'The Forgotten Carers' 2012



Families
are like water...
a basic necessity.



Families started POPS and families remain at the heart of everything we do

Families are essential. Their experience influences everything we do. POPS would not be where we are today without the creativity and vision of families who established POPS, and those who have joined us on the journey. We strive to promote the voice of these hidden families and provide them with a platform to influence change.

One such opportunity has come about through our partnership with the University of Huddersfield and the pan-European research project **COPING**. POPS has supported children and their families to contribute to this important research which examines resilience amongst children of prisoners. This has included supporting two young people to attend the **UN's Day of General Discussion** in Geneva, on the Convention on the Rights of the Child. With a focus on the rights of children with imprisoned parents, it was fitting that the teenagers were invited to address the panel of 250 international delegates about their experiences.

2012 saw the release of **'Prisoners' Wives'**, an original British drama by the BBC which told the story of four women supporting a relative through the criminal justice system. POPS families acted as consultants to production company Tiger Aspect Productions, sharing their experiences and ensuring that offenders' families were sensitively and accurately represented.

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70%

of POPS head office staff have supported a family member in the Criminal Justice System



Celebrating diversity. Acknowledging difference. Challenging discrimination.

The diversity of POPS users is our strength, weaving a rich tapestry of background and experience to form the bedrock from which we challenge discrimination. POPS was formed at a time when offenders' families faced significant discrimination through social stigma and the blight of racism. Establishing the National Black Prisoners Support Group (now the **Coalition for Racial Justice**, CRJ UK) was just the beginning. As the equalities agenda has grown in strength POPS has continued to contribute our considerable experience to tackling inequality.

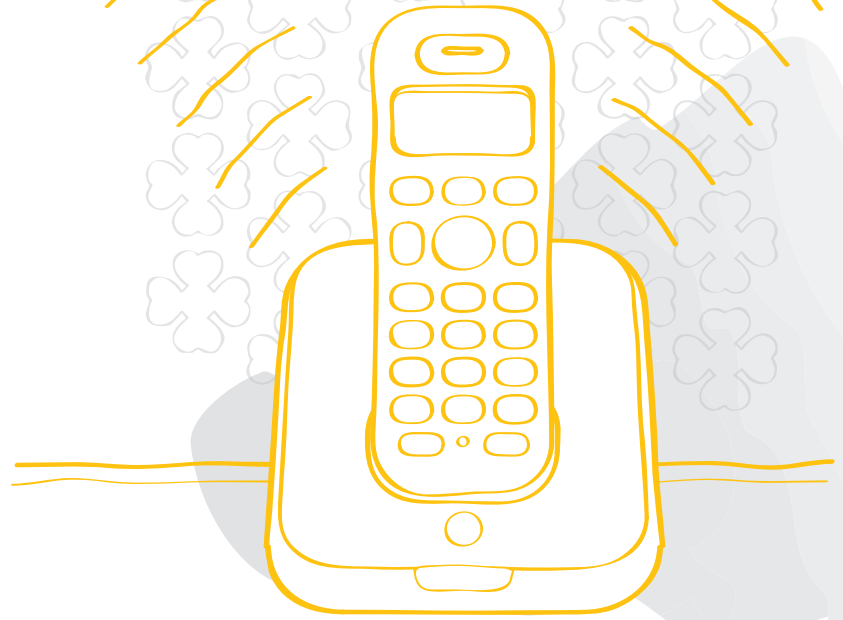
Building on the success of POPS acclaimed 'Roots to Routes' training programme, POPS have designed a series of drama workshops entitled '**7 Strands Equality Workshops**'. Utilising live performances, hot-seating and group work, the workshops explore nine of the protected characteristics of the Equalities Act 2010. The workshops address the effects of inequality and raise awareness and understanding of differing opinions and beliefs amongst prisoners and prison staff. Piloted in 2011 at HMP Dovegate, this 'problem-solving' approach targets local concerns and as a result is now being replicated at other establishments.

Visit: www.crjuk.org

**"It's ok to have
an opinion,
it's what you
do with it that
counts"**

Prisoner and participant on
7 Strands Equality Workshop

Connecting
families to
essential
services



Making a difference by making the connection

Faced with the stigma of visiting a prison, many offenders' families chose to conceal their situation, distancing themselves from the support of their peers or local support agencies. Prisoners' families are often hidden from public view, compounding any troubles they face, as they try to overcome them alone. In circumstances such as these a prison visitor centre becomes a key conduit for connecting families to the support they need.

In early 2012 POPS were delighted to be awarded the tender to deliver the visitor services at nine prisons across the North-West. Our delivery model '**Making the Connection**' recognises the prison visitor centre as an essential hub through which vulnerable families can be identified and supported to address a diverse range of issues including accommodation, substance misuse, debt and parenting.

POPS are focused on enriching the visiting experience. At **HMP Wakefield** a POPS Family Services Coordinator role was commissioned to look at ways of improving the services available for families. We also partnered with various prisons to deliver family days which promote the parent-child relationship through enhanced contact and age-appropriate activities. The content of such days is guided by our prison-based family forums placing users at the heart of our service development.

Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

POPS Visitor Services at:

HMP Buckley Hall

HMP Garth

HMYOI Hindley

HMP Kennet

HMP Kirkham

HMYOI Lancaster Farms

HMP Liverpool

HMP Risley

HMP Styal

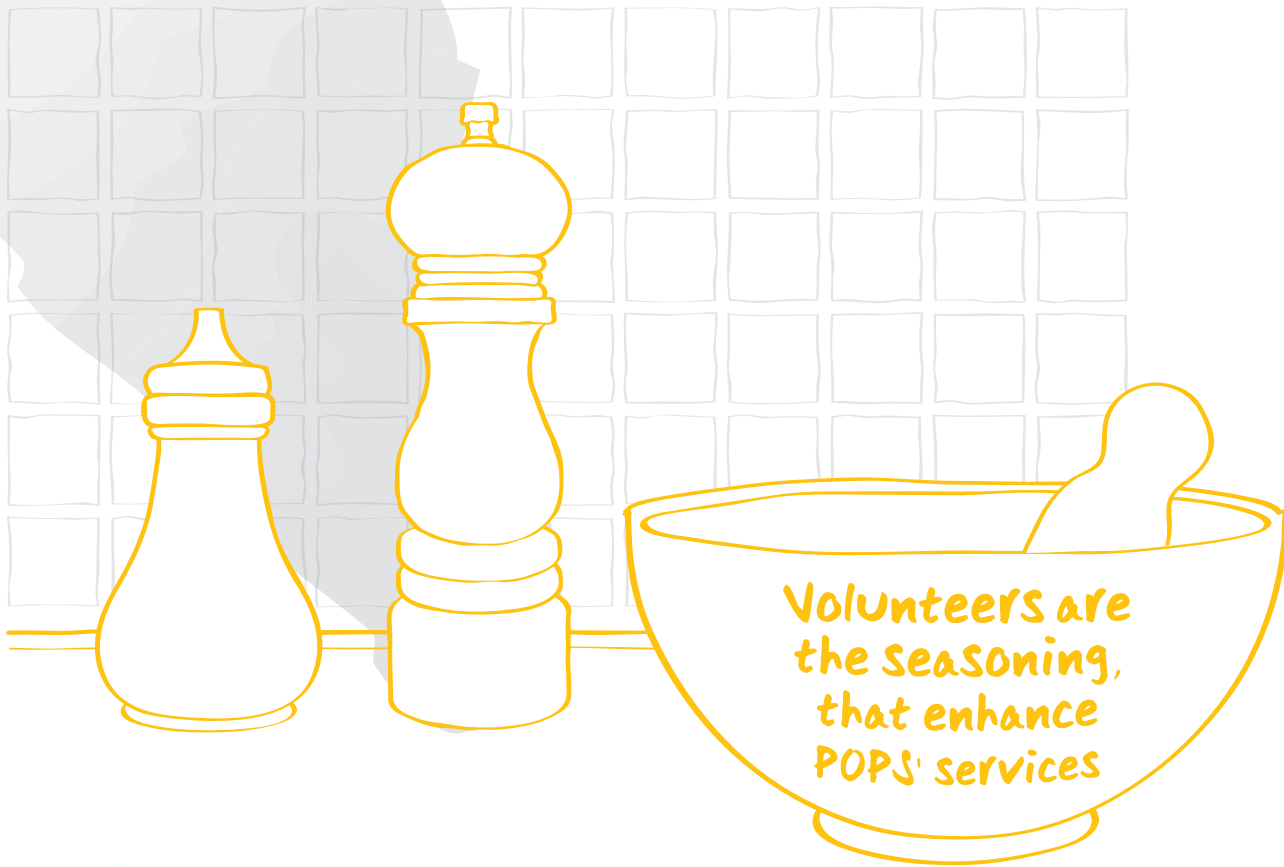
HMP Wakefield

HMP Wymott

177,000

Visits supported by POPS
Visitor Centres*

*April 2011 - March 2012



Volunteers are
the seasoning,
that enhance
POPS' services



Valuing volunteering

Volunteers bring great breadth and depth to POPS work, reflecting local communities and enhancing the services POPS provide. Since our beginning volunteers have played a key role in the work of POPS. Their commitment and passion has contributed significant added value across the organisation, from project delivery through to our board of trustees.

In 2011 POPS received funding from the **Department for Education** to deliver an innovative project across Manchester, Tameside and Doncaster utilising volunteers to deliver family support services in the court environment. Employing a dedicated Volunteer Coordinator has resulted in the recruitment and training of over **150** additional volunteers through the course of 2011-12. These volunteers now support projects across the courts, visitor centres and at POPS social enterprise, 2nd Chance.

Volunteering for POPS brings great rewards, improving employability through invaluable work experience and training. POPS believes in investing in volunteers, recognising their potential to become incredibly valuable team members. This year in particular we have seen a number of volunteers successfully apply for positions as paid members of the POPS team. Many of POPS volunteers are looking for a means to give back, volunteering as a result of their personal experiences and bringing with them a wealth of knowledge and insight. This includes members of POPS' board of trustees who play a vital role in ensuring that POPS runs effectively.

Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

Volunteers
contribute
1000
hours
each month
worth
£63,390
a year!*

*Based on minimum wage in 2012 with 75% aged 18-20, 25% over 21.



YOUNG PEOPLE...
INGREDIENTS
★ FOR THE
FUTURE



Promoting desistance: starting young

Early intervention is two-pronged: early stage and early age! Engaging with the families of young people facing a custodial or community sentence at the earliest opportunity is critical in addressing issues which can quickly escalate. Provision of family support is also key to a young person's stability and engagement with the justice system.

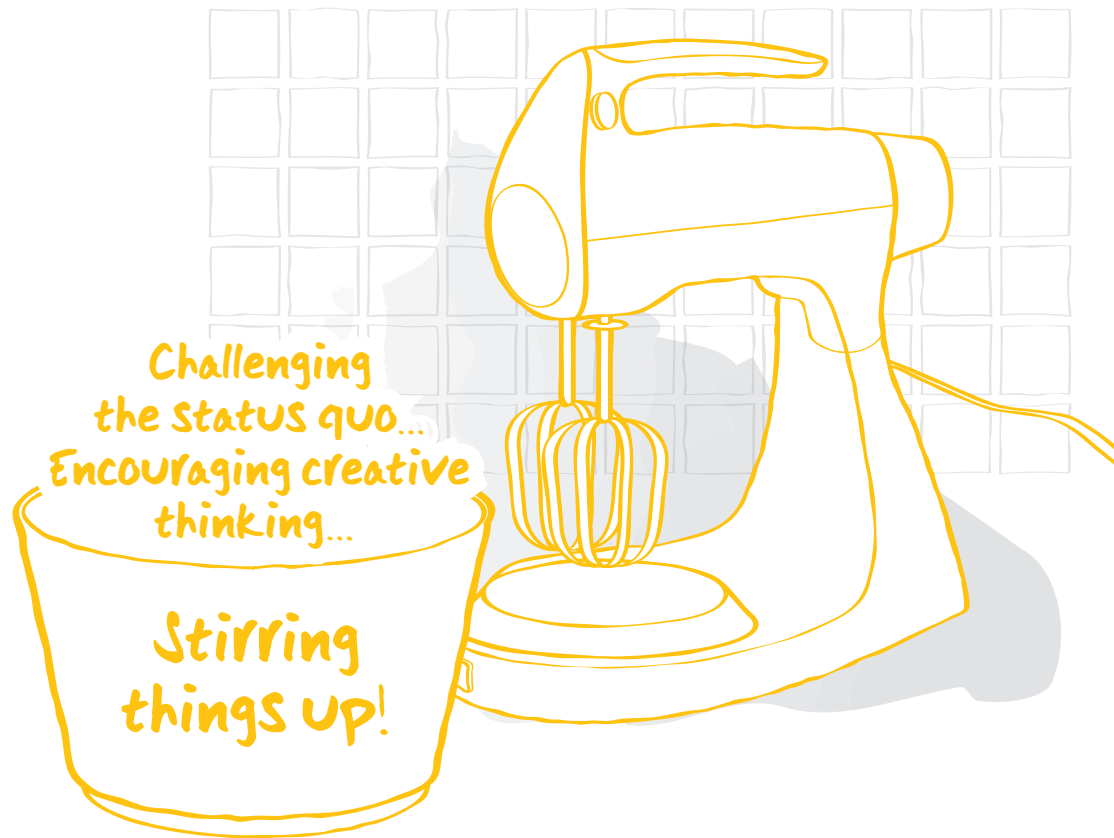
POPS partnership with **Manchester Youth Offending Service (YOS)** reflects these two priorities, with integrated support services working with families of young people from their earliest appearance at court. The focus of POPS work with the YOS is to improve outcomes for families thereby contributing to a reduction in youth crime and re-offending. The transition to adulthood can be a vulnerable time. Adopting a holistic approach and supporting families to participate in the process helps them become part of the solution to addressing young people's offending behaviour.

In early 2012 the project was extended with the placement of a POPS Family Support Worker within the Intensive Supervision and Surveillance (ISS) team. Building on our successful partnership with **Greater Manchester Probation Trust** in the multi-agency Intensive Alternative to Custody team, this opportunity ensures that support for families of young people is now accessible throughout the youth justice system in Manchester.

Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

365

*Every single day of
the year another
young person
receives support
to desist from crime
through POPS work
with their families.*



Challenging
the status quo...
Encouraging creative
thinking...

Stirring
things up!

Stirring up change

POPS is known for our position as a 'critical friend', bringing our user expertise to bear upon the policies and procedures of statutory agencies, challenging the status quo and encouraging creative thinking.

POPS influence extends to the political arena, contributing to national and international policy conversations and consistently promoting the importance of offenders' families and their role in encouraging desistance. POPS was privileged to be invited to speak at **Safe Ground's** symposium 'Reading, 'Riting and Relationships' at the House of Lords in 2011 and prior to that contributed to the Conservative Party's roundtable which brought together experts to evaluate the role of community-based justice. Internationally, POPS attended the **UN's Day of General Discussion** in Geneva on the Rights of the Child following our submission to the committee which examined the rights of children at the point of parental incarceration.

Change can come from the bottom up or the top down – POPS works both ways! We continue to write regular articles for publications including prison newspaper **Inside Time** informing of the issues affecting offenders' families. Our Family Information Network (FIN) guides our stance, engaging families in consultation and encouraging family members to get involved as volunteers.

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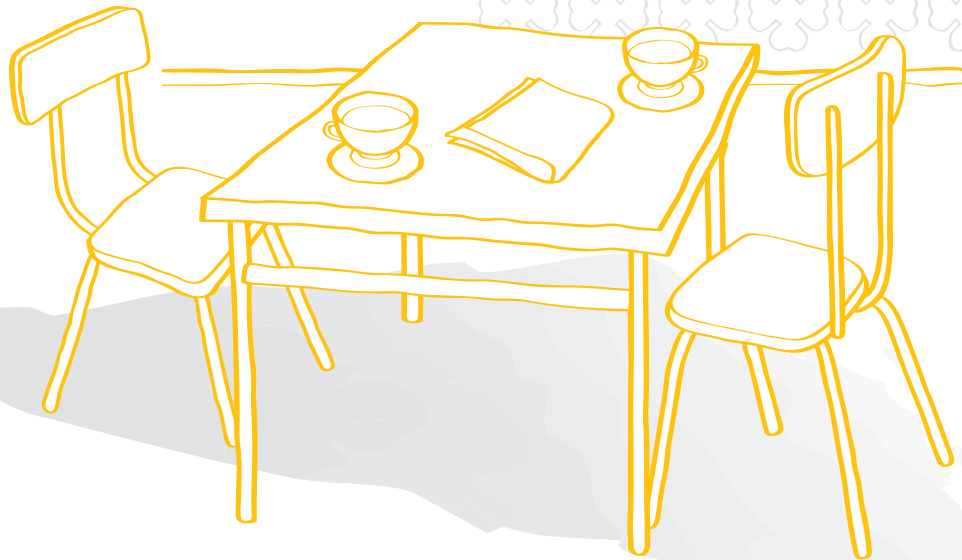
800,000

*Children estimated to
be affected by parental
imprisonment in the EU**

*Ayre, L., Philbrick, K. and Reiss, M. (2006) Children of Imprisoned Parents: European Perspectives on Good Practice Paris: EUROCHIPS

Coming together,
Sharing ideas

Engaging
COMMUNITIES



Thinking ahead, thinking families

At times it is good to pause and consider what is required to be 'roadworthy' for the journey ahead. This year saw POPS undertake internal reviews with the intention of ensuring that we are fit for purpose at this critical stage in our growth as an organisation. We have been assisted in this process by external bodies who have helped us iron out the creases and focus our vision for the future.

As part of the **Department for Education** funding received in 2011, POPS were supported to undertake an organisational diagnostic assessment. The assessment highlighted key areas for development, and has subsequently resulted in a review of our governance and the development of financial and communication strategies. POPS have also benefited from the **Coalition for Efficiency's** 'Practical Approach' scheme which pairs charitable organisations with skilled business professionals to identify and improve impact measurement.

Being fit for purpose places POPS in a strong position to participate in pilot programmes such as the **Transforming Justice** initiative in Greater Manchester. Designed to improve outcomes for local communities and reduce demand in the criminal justice system, the pilot is developing new models of practice at critical points of transition with a specific focus on families with complex needs.

Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

"From the moment I was involved with POPS I knew I had done the right thing. It was a charity full of dedication to its mission... I was inspired by the people and the work they did in a difficult area... I hope to remain involved in some way in the future."

Gil Black

Director/Consultant
Volunteer with the Coalition
for Efficiency



It all began with
SANDWICHES...
lots of them!

Strengthening communities

POPS social enterprise, **2nd Chance**, provides work placements for offenders on license in the community as an aid to resettlement. Specialising in catering, 2nd Chance now operates as a local community coffee house and bistro as well as providing a professional catering service for businesses and events.

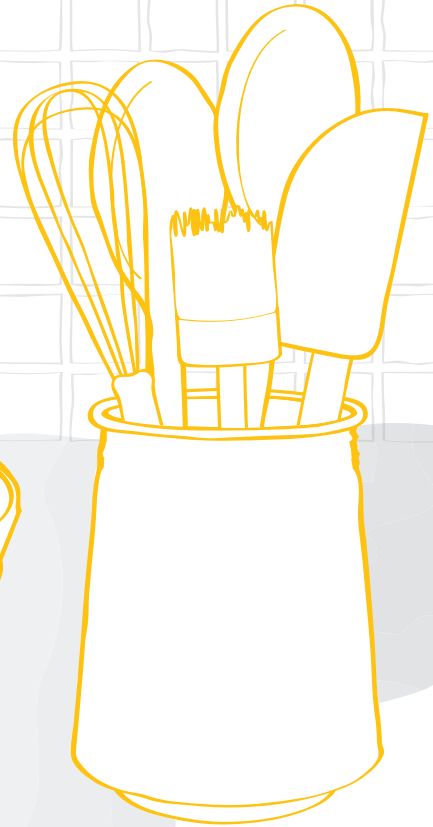
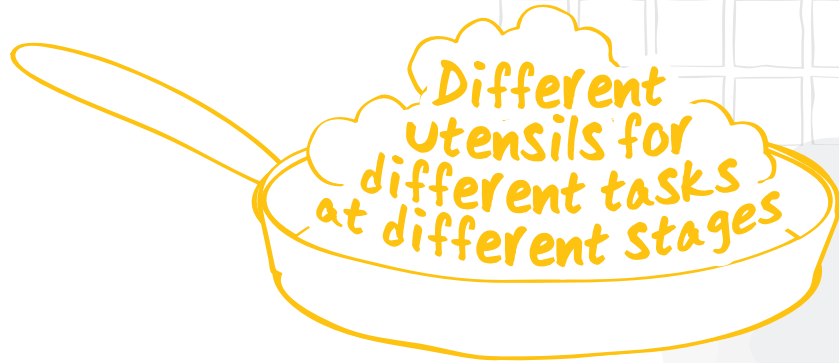
Gaining employment is one of the greatest challenges facing an individual with a criminal record. Working with **Greater Manchester Probation Trust**, POPS provide placements for offenders undertaking unpaid work in the community. Placements at 2nd Chance enable ex-offenders to gain essential work experience and qualifications within the catering industry, improving their employment prospects and encouraging desistance. A sense of social responsibility and trust is re-built through interacting with the local community through the café environment.

2nd Chance has provided buffets for many esteemed clients, including HRH Princess Anne and Crispin Blunt MP. As well as corporate buffets, 2nd Chance has catering contracts with six prisons across the North-West, providing sandwiches for social and domestic visitors. POPS plan to develop this successful model in a number of other locations, addressing the needs of different groups of offenders through specialist, targeted support.

Call: 0161 798 0200 **or visit:** www.partnersofprisoners.co.uk

758
unpaid work hours
completed by
ex-offenders at
2nd Chance*

*December 2011-September 2012



Services at every stage

Our work with families is underpinned by our commitment to the POPS **Continuum of Care** model. Families engage with the criminal justice system at different points and with different support needs. The Continuum of Care promotes the development and delivery of services which reflect the needs of families at every stage of the criminal justice system and beyond. Fundamental to the model is a commitment from agencies to robust data sharing processes which support onward referrals throughout the system enabling families to access the support they need when they need it.

An offenders' family can, if supported, act as an influential and critical factor in an offenders' rehabilitation and re-integration upon release. POPS work through our partnerships to change perceptions of offenders' families and encourage our partner agencies to recognise and engage with families as key contributors to rehabilitation and desistance.

The **National Offenders' Families Helpline (0808 808 2003)**, funded by the **National Offender Management Service (NOMS)**, is a crucial component of the Continuum of Care, providing support to families throughout the process. The helpline is an essential service, particularly for families in contact with the criminal justice system for the first time, providing emotional support and directing families to local services pertinent to their needs.

Call: 0808 808 2003 **or visit:** www.offendersfamilieshelpline.org

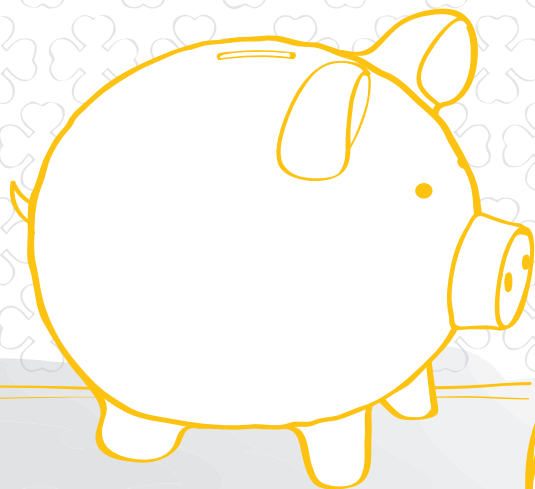
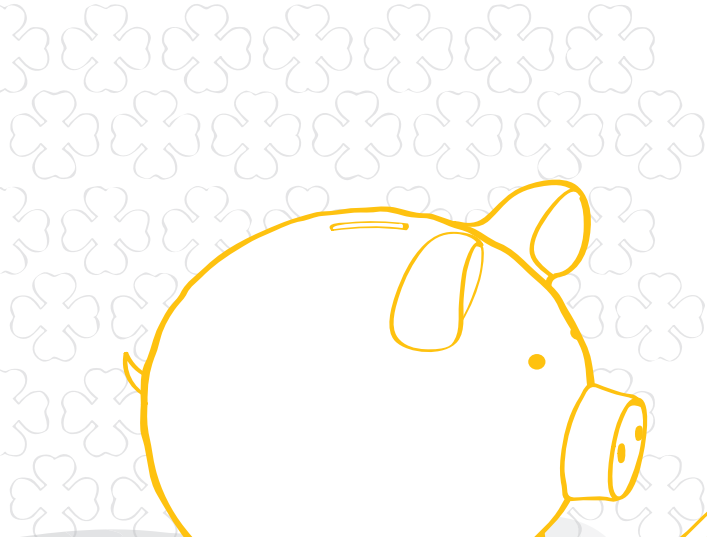
*The Offenders' Families
Helpline receives*

13,000

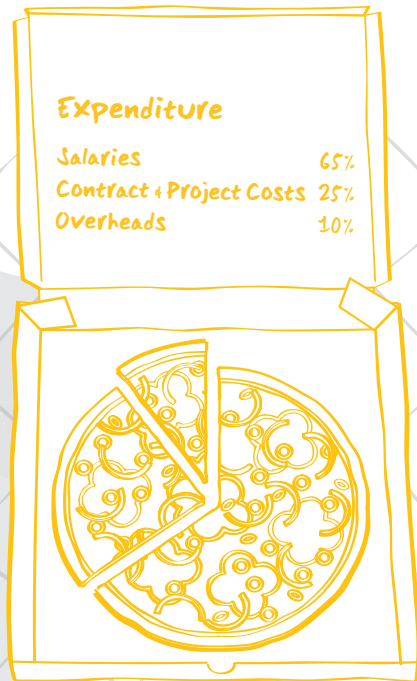
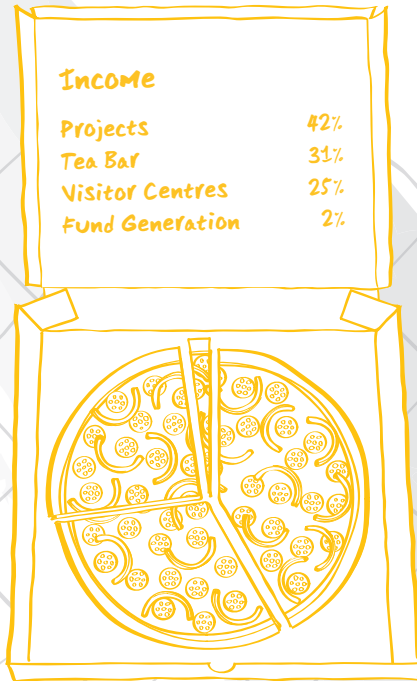
calls and

52,000

*visits to its website
each year*



Breakdown of POPS income and expenditure



Gross Income £1,484,275

Total Expenditure £1,471,129

Total Reserves £ 661,895

If you would like to receive a copy of the full audited accounts for 2011-12 please contact our finance department.

Trustees

Bill Ashberry, Chair

Jim Dobson

Stuart Wallace

Selina Sanders

Anna Davie

Steve Cook

Christine Verduyn



A final note from POPS CEO Diane Curry OBE

I have been with POPS for 17 years and have never shied away from articulating that I am **passionate** about the work we do, the people we do it with and on behalf of. I am blessed that POPS have developed and nurtured a workforce that functions in this way. For me, a **passionate** workforce is the life blood of POPS, constantly striving to better its own delivery and more importantly, that of others. My thanks to the board of trustees, POPS staff and volunteers for their passion and commitment throughout 2011-12.

*"**Passion** is one of the most powerful engines of success. When you do a thing, do it with all your might. Put your whole soul into it. Stamp it with your own personality. Be active, be energetic, enthusiastic and loyal, and you will accomplish your objective. **Nothing great was ever achieved without passion.**"* **Ralph Waldo Emerson**

With thanks to our partners, sponsors and funders



HM Courts
& Tribunals
Service



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