

Signs

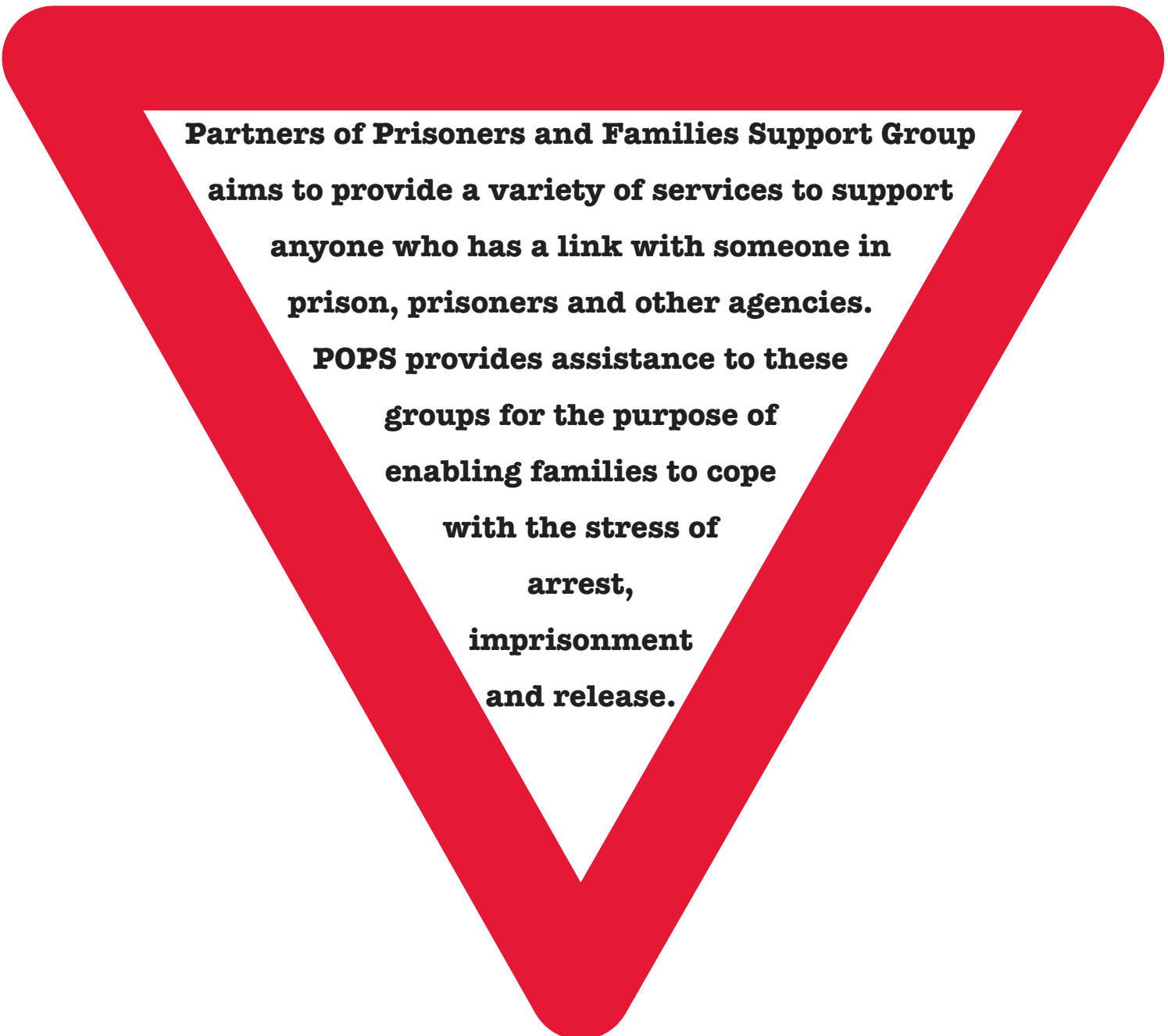


Change...



Annual Review 2005/6

...Mission Statement...Mission Statement...



**Partners of Prisoners and Families Support Group
aims to provide a variety of services to support
anyone who has a link with someone in
prison, prisoners and other agencies.
POPS provides assistance to these
groups for the purpose of
enabling families to cope
with the stress of
arrest,
imprisonment
and release.**

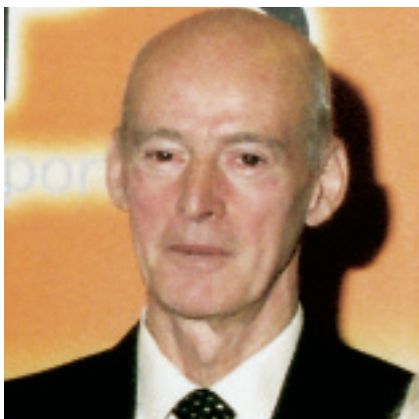


Farida Anderson MBE
Chief Executive Officer

For many families a telephone call from the police station or an arrest taking place at the home is the first time they will experience the Criminal Justice System and their need for impartial advice at that stage is vital. It is also evident that there is a growing demand for the services we can provide at that stage. However, our success is not necessarily measured by this demand, but by satisfying the need for help and reducing the problems offenders' families face throughout the whole process. POPS prides itself on providing a service to anyone who reaches out for help, and often this means working with some of the most disadvantaged groups in society. In that respect this annual report will attempt to highlight the route that families will travel, the signs they will follow and some of the "pit stops" that they will require along the way.

Of course, the work we do could not be done without the remarkable group of staff who work for POPS and our dedicated volunteers. Our organization is built upon a nucleus of all who endeavour to make a difference; those who ensure POPS is run efficiently, professionally and within humanity and decency principles. It is this personal, non-judgmental approach that leads families to POPS and enables us to make the difference.

I hope that you all enjoy the Annual Review, which will take you closer to understanding and discovering what lies at the heart of POPS work. Here's to another year in which I hope to work with as many of you as possible in striving for further success.



Bill Ashberry
Chair of the Board of Directors

Amongst the responsibilities of the Trustees are the compliance with the aims and intent of the charity, and prudent management of its affairs. These gain more importance when dealing with a greater pace of change.

POPS is a charity experiencing high growth in the range and sites for delivery of its services. It is also in an area of activity with extensive review and evaluation by government, media, researchers and stakeholders. While we need to be aware of the value of the positive image they associate with our services, it is essential that we remind ourselves that we exist to support the families and partners of offenders themselves. We appreciate the encouraging feedback from families and aim to provide these welcome services to even more of the families who could benefit from our support. It is therefore important that we continue our record of sound financial results to enable us to maintain the scope for prudent expansion and development.

...Prisoners Families National Free Phone Helpline

- ★ The service was established because, whilst there were several regional support groups, there was no central point of information and support for offenders' families and friends.
- ★ Calls are taken nationally by two operating organisations – Partners of Prisoners and Families Support Group (POPS) and the Ormiston Children and Families Trust.
- ★ Since 2003 the Helpline has received over 30,000 calls.
- ★ POPS has taken on specific development, influencing and profiling responsibility in the area of promoting the service to BME families. Some of the initiatives implemented so far include the facilitation of a weekly advice surgery at a community solicitors based in Moss Side, Manchester. This surgery enables POPS, via the

'I heard about POPS whilst my son was seeing his solicitor before appearing at court. I went with him to Robert Lizars office and was told that POPS could offer me some help whilst I was supporting my son.

I didn't ring at first but decided to get in touch when my son was sentenced to 15 months in a young offenders prison. I was totally devastated and was worried about my son who said he felt like killing himself.

I phoned the helpline number and spoke to Ali who asked me if I wanted her to speak to the prison and let them know how my son was feeling so they could keep their eye on him. I gave her the details and she said she would call me back as soon as possible.

I was amazed when the phone rang an hour later and she told me that she had spoken to the duty Governor and that he was arranging for a member of staff to see my son and reassure him that things would be ok.

Later in the day I was even able to speak to my son and that made me feel ten times better and I slept that night for the first time in days.

I can't explain how grateful I am to Ali for helping me through this and I have rang many times since then.

My son is now nearing the end of his sentence and is feeling more positive about his future.'

Family member.



...Prisoners Families National Free Phone Helpline...

Prisoners' Families Helpline, to be available at the earliest point in order to assist families to cope with the stress of arrest and to continue this support through the term of imprisonment and onto release. This initiative has also given POPS the opportunity to promote the Prisoners' Families Helpline to the BME community living in Moss Side. Our service has run concurrently with advertisements placed in Local BME community newspapers.

Did you know...?

We helped over 13,500 families last year.

'I phoned the helpline because my head was in bits...!! we had not experienced this before and I was really confused.

Jamal talked me through the process, how to book a visit, get to the prison, send in postal orders and get help with the cost of traveling.

He also explained to me about what to expect when I arrived at the prison as I was totally nervous about going on a visit. He told me that POPS had staff working at the Visitor Centre at the prison and that they would help me when I got there.

He even arranged for the staff to meet me on arrival at the prison and go through the whole process with me. POPS even had a worker based on the same wing as my son and she became a valuable link for me and my family.

It is still very hard for us to deal with but without the National telephone helpline, POPS visitor center staff and the POPS family link worker it would have been impossible for us.

I am eternally grateful.'

Family member.



Legal Advice



...Visitor Centres...Visitor Centres...Visitor Centres

- ★ Provide a warm and friendly environment where families can sit down and relax before and after a visit.
- ★ They can often act as a link between the family and the prison, particularly in establishments where we provide a Family Link Worker.
- ★ All our visitor centre staff are instantly recognisable by their informal uniform which bears the POPS logo – they see the uniform and know immediately that they will be receiving the same standard of service and support as they have at the previous establishment.

Fathers Days

'We arrived at 9am, one hour early for the special day, but there were no worries as the Visitor Centre was open and we waited there. We were going to the Dad's Day they had organised for all the lads who were Fathers.

There was something to do everywhere you looked. Then I saw my son. He had the biggest smile on his face. It was so strange to see him being able to hold his son. His girlfriend and me took a back seat and just let him take his son to each of the activities and play... my son had a chance to really be a proper Dad.

My son told us he really felt closer to his boy, he realised how much he was missing out on, he was going to be a 'proper good dad' when he comes home!

Family member.



POPS Visitor Centre Grand Opening

'I got invited to the HMPYOI Forest Bank Visitor Centre in June. I was so delighted to be asked to attend. I had been told me that the event was aimed at celebrating the good work that POPS was doing in the Centre and also promote the impact imprisonment has on prisoners' families. At first I was worried about it... governors and other scary people! But I found out other families were going and knew it would be a good day.

When I got there it was packed. The POPS Chief Executive gave a presentation about the history of the organisation. I never realised that it was set up by families for families, and it was really refreshing and inspirational to see how far she has come and how she took the negative and made it something positive.

After that Carol introduced me to the prison Director. I had never seen him before, but had always kind of felt intimidated about the power they could have over my partner in prison. Anyway he came over and introduced himself as Ivor and was really interested to know what I thought of his prison. I was shocked! It was nice to be asked my opinion for once. I have heard that POPS is trying to set up a family forum, so that families can give suggestions and give the prison feedback on how they are doing. I will definitely get involved.'

Family member



...Visitor Centres...Visitor Centres...Visitor Centres...

- ★ Are strategically linked to Pathway 6 of the North West Reducing Re-offending Action Plan through the visitor centre steering groups.
- ★ Visitor Centres encourage user involvement by setting up visitor forums – these forums will provide a link from the visitors to the steering groups.
- ★ Are members of the NW Visitor Centre Forum, this forum promotes the sharing of training and good practice, and developing quality standards in all the centres.

Did you know...?

POPS manages six Visitor Centres across the North West region:

HMYOI Hindley
HMP Kirkham
HMP Liverpool
HMP Buckley Hall
HMP Risley
HMPYOI Forest Bank

Our workers helped over 300,000 people last year.



When he returns home...

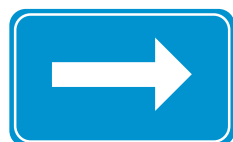
'I arrived at the Visitor Centre absolutely petrified. My family and me had been waiting for this day for months and as the time flew past it got closer and closer.

'Then I noticed Joanne. She brought me over a coffee and asked me how I was feeling. I don't normally do this, but I started to cry. I just sobbed my heart out and told her how I was worried about what it would be like when he came home, would we get on still? how would I cope if him coming home made me lose my independence? I was filled with doubt. Joanne just listened. When he first came to prison, I was pregnant.

Joanne has seen me through my pregnancy, got to know my children and helped me with so much. I know it sounds weird, but I am really going to miss the people here... but not the place!

'Then I looked up and there he was! It was so strange to see him out. I was so happy. Joanne left us to have a moment alone. We didn't stay there long, but on the way out my partner walked over to all the staff and shook all their hands. He thanked them for supporting the kids and me over the last few years, I could see there was not a dry eye in the room.'

Family member.



One Way

HOPE GARDENS

...Family Link Workers...Family Link Workers...Fa

- ★ POPS' Family Link Workers are based in prisons and act as a broker between families and offenders ensuring that families are able to support the offender effectively.
- ★ POPS feels that families are often left out of the decision making process and we believe that they can play a role in the reduction of re-offending, if included in the sentence planning of the offender and acknowledged as an 'Offender Supporter'.
- ★ Our Family Link Workers are integrated with the other prison services and not seen as a 'bolt on service' or optional extra.
- ★ The Family Link Work service is introduced to an offender at the induction stage. Our workers deliver an introductory presentation to groups of offenders or talks to them individually about the services they provide. Information can be sent out to families upon request within 48 hours of their introduction

'We always thought he had a problem with drugs, but we just didn't know how to bring it up without upsetting him...that would have been the last thing we wanted to do. After working with Debbie, he finally admitted the problem to her and told her to explain it to us. We were not surprised at all, but I was worried about him. We didn't know anything about drugs or how we could help him to cope. I cried with relief when she told us what support was available for him. She explained to us about the drugs he was having problems with and has kept us informed of his progress every step of the way. Next week he is being released. Meeting him at the gate and taking him over to the Resettlement Centre where they will introduce him to his Addaction Project Worker who will help him with getting a place to live and finding him a job.'

Family member.

'... on one visit I could see things were slipping for him. He didn't look himself and kept asking me the same things over and over again and was really paranoid. When I came off the visit I was so worried I had to sit in the Visitor Centre and calm myself down. Sylvia (POPS Visitor Centre Co-ordinator) sat with me and got me a hot drink. She then told me about the POPS Family Link worker based in the prison and told me to ring her when I got home.

As soon as I got home I rang and told her everything: the state my partner was in, the weird things that he was saying on the visit and concerns for his mental health. She listened to me and then went to see him on the wing. She rang me back and advised that Health Care were now looking after my partner, I was so relieved. He is now receiving treatment whilst in prison and the Family Link Worker has supported me through a very bad time. However, I feel so much better knowing that a link worker is in the prison. I know that she can help me through this and I don't feel like a nervous wreck all the time now! ! ...'

Family member.



Family Link Workers...Family Link Workers...Family

to our service. We publicise our services in a variety of ways at each prison including the TV channel, memos to staff and posters in the prison and Visitor Centers.

★ IMPACT Ascend Strand also funds two family link workers based at HMYOI Thorn Cross and HMPYOI Styal. A research development manager is also funded to pull together an evidence base that will highlight the positive effect that providing services to offenders families can have on reducing re-offending.



Did you know...?

We have 7 Family Link Workers in prisons across the North West, which include:

**HMP Manchester
HMP Risley
HMYOI Hindley
HMYOI Thorn Cross
HMPYOI Styal**

We helped over 2000 families last year.



'My daughter is serving a sentence in Styal. I knew I would struggle financially to visit her as often as I wanted to as I live over 50 miles away and now have to bring up her two young children. The father went off the scene after they were born.

I got a phone call from Mary. She said she was a Family Link Worker and could offer me support to deal with my situation. It was just a huge relief to hear from someone, someone who sounded like they cared and understood. It was so kind to know somebody had taken the trouble to look at my situation and do what they could to help out.

Mary sent me lots of information, including a form to help me claim for help with the costs of visiting Styal. This was really important, as

otherwise my two grand-daughters would have missed out on seeing their mum.

Mary visited my daughter again the next day and phoned to reassure me she was safe and well and that she sent her love. Since then Mary has been in touch on a regular basis and just knowing I can pick up the phone if I'm worried means so much to me.

'I think now my daughter realises the impact of what she has done to the family. But, if it wasn't for Mary and POPS, I don't think what would have happened. Now I am really hopeful that we can make things work when she is released, and be a real family again – and no more trouble with the law.'

Family member



...Black Prisoner Support Project...Black Prisoner

- ★ The Black Prisoner Support Project has once again been at the 'cutting edge' of creative and innovative service delivery to Black Offenders this year. We have continued to provide one to one support to Black Prisoners from the Greater Manchester region and we have continued to deliver groupwork sessions to Black Prisoners in various establishments
- ★ We have also been involved in the development of innovative projects for Black Offenders via the IMPACT Ascend Strand. IMPACT is a research project funded by ESF and managed by the Prison Service. Its remit is to research barriers to employment for particular groups of offenders and develop innovative ways of addressing these barriers. As chair of two

Ascend working parties, we are pleased to be currently involved in the development of an empowerment course for BME Offenders that will be piloted in two establishments in the near future. We are also working collectively with other agencies to develop a pre-release information leaflet for BME prisoners and their families.

- ★ Our involvement in Race Equality Policy has been extended to us having representation on HMP Service Race Equality Action Team and have contributed to the recently revised PSO2800 on Race Equality. This document will be launched at the REAG Conference in Keele and will go live in October 06.

I have attended the Black Prisoner Support Group at HMP Lindholme for the past 10 months. In that time we have met together as a group of Black men and discussed issues such as Black History, positive communication, roles and responsibilities and other cultural topics. All of these are delivered from a Black perspective and help us to deal with our situation and understand how racism impacts upon our progression through the system. We are encouraged to believe we can help to bring about change in both ourselves and others and the guys that POPS bring in to deliver the sessions come from our communities and understand what our issues are. It is a space for us to voice our opinions and to learn about lots of things that we were never taught at school or at home. I now have more confidence and my family have noticed that I can express my feelings better than I could before. I am taking part in education now and understand what I need to do to get through this sentence and get home to my family as soon as I can.

Black Prisoner

One night I went out for a drink with some mates and got involved in a fight that ended up with me getting arrested and being charged with Affray. I was sentenced to 100 hours unpaid work supervised by the Probation Service. Initially I reported to a local probation office on a Sunday morning at 8.30 a.m, and we were then taken by bus to a local park where we were allocated the task of scraping paint off railings for five hours!!!

However, my employment commitments meant that it was not always possible to attend on the allocated days and I was in danger of being breached but through some negotiation with my probation officer I was offered the chance to finish my hours with POPS and the times I was able to work for them fitted with my employment commitments. I was also able to use my work based skills as a sales advisor for a large company and was allocated work on the Prisoners Families National Telephone helpline. I was fully trained in confidentiality and data inputting and was able to offer information and practical advice to families who called for assistance.

I have just successfully completed my allocated hours and feel that I have satisfied the conditions of my order in a much more productive way than scraping paint off railings for hours on end. I am now contemplating a compete career change and would like to thank POPS for giving me the chance to work with their staff in providing a much needed service to prisoners families.

Community punishment offender.



Support Project...Black Prisoner Support Project...

- ★ POPS have completed on a 'Diverse Maps' interactive CD-ROM in conjunction with the National Probation Service and Andrassy Design. This will be an innovative tool for training purposes around the subject of race, culture and communication.
- ★ Our Black Prisoner groupwork programme is being evaluated to ensure that it is reflective of the current issues pertinent to both Prison staff and prisoners themselves. This evaluation will hopefully influence the content and style of group activity over the next 12 months.
- ★ We are also currently in the early stages of facilitating a research activity in partnership with UCLAN. This activity will

offer Black Prisoners training to undertake the role of peer researchers. The focus of the research is to investigate the perceived negative perceptions of Black Offenders and Mental Health Issues.

- ★ It is an exciting time for POPS in relation to its Black Offender work. The recently published Mubarek enquiry findings and subsequent recommendations will hopefully assist organisations like ours to continue to deliver and develop services to Black Offenders in custody and in the community. Although there are sometimes complex issues to be addressed, most of what we promote in our work in this area is concerned with decency and actually acknowledging the similarities amongst us as people as well as the differences.

Did you know...?

We have worked in 7 prison across the North West and Yorkshire/Humberside regions:

**HMP Risley
HMP Garth
HMP Lindholme
HMP Liverpool
HMP Wealstun
HMPYOI Moorland
HMPYOI Doncaster**

We supported 2000 Black offenders last year.

'I had heard of POPS before and when they came into Risley and spoke to us about training us to be researchers, I thought they were mad! However they explained that being a researcher didn't mean that you had to have been to university or be some kind of psychologist. They told us as it was about teaching us skills that would help us get information about what we were researching from the other guys in the jail and it made sense that we could speak to other prisoners and get them to talk about stuff easier than they could.'

The research was to find out why black men don't use drug services and we started our training by learning about drugs and how to put together a questionnaire.

We then went on the wings and talked to the guys and got them to fill in the forms. Surprisingly

everyone was quite keen as long as their names weren't on it. We then took this back to POPS staff and between us started to write up the results. POPS came into the prison regularly to help us do things.

Once the research as written we presented it to a group of people from outside from drug agencies, and I stood up and spoke about what I had learnt from it all.

I had learnt that I could do things I didn't think I could. It was interesting, I met lots of people I would never have met and it made me think.

POPS even got a Caribbean chef to cook food for the whole prison on that day to celebrate the launch of the report and the prison felt like a different place for a few hours.'

Black prisoner.



S A F E P L A C E

...Operational Overview...Operational Overview..

What a year!! I can't believe that another year has passed and that POPS has undertaken further growth in its service provision and its core staff team at Head Office. Strategically the development of a new management structure has allowed for POPS to "take the bull by the horns" and really look at how we improve our capacity to continue delivering quality services in the future.

Managing a voluntary sector organization is beginning to resemble managing "big business" and we are now working at enhancing our finance, corporate and human resource departments to cope with that shift.

We are planning for the future and have organized strategic away days and regular meeting with both Managers and Board members in order that we are fully prepared for new opportunities that may present themselves. However, this growth and expansion of services is driven at all times by our passion and commitment for working with prisoners and their families and also our desire to ensure that they receive the best service possible, not only from ourselves but from other Criminal Justice Agencies.



We have also been providing support locally in the form of Chairing the Community Safety Network which has seen a rise in the number of voluntary and community sector organizations that engage with Manchester City Council and the Crime and Disorder Strategy.

We have hosted forums to look at pertinent issues and how they can be tackled on a strategic level and in partnership with appropriate agencies. Following on from these networks we have had the opportunity to attend the A Division Partnership Business Group and also the Executive Partnership Group based within Manchester City Council.

The introduction of the resettlement agenda for prisoners and the now firmly established pathways have allowed for POPS to lead the way in the development and provision of services to prisoners families via the children, families and community pathway.

We have chaired the local pathway for three years and are pleased to say that POPS have been able to influence services at prisons throughout the North West and beyond. Both myself and Farida Anderson, POPS CEO, have continued to promote the advantage of including families in the resettlement plans for offenders and have profiled their particular issues at events including: IMB conferences in Northern Ireland and Scotland, ROMS Standing Conference, Bolton and the Family Link worker Forum in Birmingham.

As our Annual Review is suggesting, this is a time for change within the Criminal Justice System and families and friends of offenders. We hope we can offer them signs to help them "map" their way along the route and successfully complete their journey.

Diane Curry OBE
Director



Did you know...?

Diane was awarded the OBE in the Queen's Birthday Honours list for her work with Black Offenders and their families.

...Corporate Department...Corporate Department...

As POPS has grown over the last few years, so must our approach to corporate marketing and fundraising. With this in mind POPS introduced a Corporate Department to their new organisational structure in 2005.

The department works strategically to profile the charity by selling our ethos to service users, current and future contractors, donors and other stakeholders.

Over the last year, we have been very busily setting up systems to allow for the development of our image, logo, fundraising and most importantly our ethos.

We aim to introduce methods of new media marketing and fundraising, which will involve utilising current technology to maximise the recognition of our services and achievements. This will take the form of a new and interactive website, updated IT systems and internal services, articles on the radio/television/newspapers/journals/online and hopefully, as technology develops, much more. We would like POPS, now and in the future, to be recognised as the first choice for offenders' family services.



Charles Clarke, Home Secretary
visits POPS Head Office. February 2006



Hazel Blears MP for Salford
visits Forest Bank Visitor Centre.

Did you know?

We held the following Conferences...

- Dissemination conference for the final report of our Black Offender Peer Research Project at HMP Risley.
- 'Exploring the potential' conference. Jointly organised by POPS and Action for Prisoners Families (APF) to raise the profile and awareness of the benefits of having Family Link Workers based in prisons across the country.
- Supported the National Body of Black Prisoners Support Group (NBBPSG) with their 'The Power Within' Conference.

We were successful in gaining the following funds...

- Lloyds TSB Foundation
- Tudor Trust
- Pike Charity Trust
- Manchester DAST
- UCLAN and NIMHE
- Commission for Racial Equality
- Big Lottery Fund

...Human Resources...Human Resources...Human

Recent times have seen a dramatic rise in the size and influence of POPS. As with any expanding organisation, this leads to the necessity to formulate a management structure that can cope with current organisational needs, and to be able to respond to future predicted growth. This year we are piloting a new department for Human Resources as we feel that it is important to develop and support one of our greatest assets – the people that work at POPS.

Did you know...?

The Human Resources Manager is there to supply a broad range of support and services to a set population of employees within an organisation. These services include the development, communication of, and advice upon the application of HR policies on issues such as maternity, performance management, equal opportunities and employee relations. HR is also there to provide support in areas such as recruitment, change management, organisational development, training and development and compensation and benefits.

Policies and procedures are vital to any organisation. They provide the framework for how people go about doing their jobs. This means looking at every policy and procedure to see how it can be updated to the benefit of the charity and the people who work for it, and provide a charity handbook. This will then lead into other areas, such as training, development and performance management.

...Financial Review...Financial Review...Financial

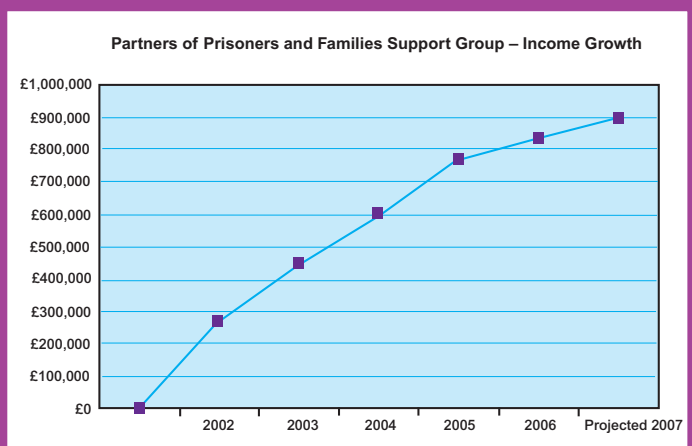
Income has risen from £268,722 in financial year ending March 2002 to over £830,000 at March 2006 a 309% increase!

The outstanding debt on the mortgage loan for the POPS Head Office premises was substantially reduced in the year with additional payments totalling £50,000 on top of the normal loan repayments.

Expenditure in the year increased by 17% and was matched by the increase in income percentage.

The total reserves at the end of the financial year amounted to £305,815 in line with the reserves policy of the Trustees of between three and six months of expenditure.

The financial performance activity of the charity for the year ending 31 March 2006 was totally in line with the Trustees Budget Plan for the year and further consolidated and supported the progress of POPS in meeting the requirements of the three year Business Plan.



Did you know...?

You can request copies of full audited accounts 2005/06 from our finance department

...Thank you...Thank you...Thank you...Thank you...

None of the services we provide would be possible without the people working behind the scenes and of course the people that provide the funding for us to do so. We would like to dedicate this page to them.



Our Funders

Lloyds TSB Foundation
Tudor Trust
Pike Charity Trust
IMPACT (ESF)
DFES
Manchester DAST

UCLAN and NIMHE

CRE
Trafford DAAT (CJIP)
Big Lottery Fund
HMPS
National Probation Service
Comic Relief

Our Board of Directors

Bill Ashberry (Chair)
Carole Truman (Vice Chair)
Marcus Johnstone (Secretary)
Seth Appiah-kubi (Treasurer)

Phil Tarbuck

Yasmin Aslam
Stewart Whelpton

POPS

**Valentine House
1079 Rochdale Road
Blackley
Manchester
M9 8AJ**

**0161 702 1000
mail@partnersofprisoners.co.uk
www.partnersofprisoners.co.uk**

*Community
Legal Service*



Registered Charity Number: 1048152 Registered Company Number: 3067385
Registered VAT Number: 883 303 130



INVESTOR IN PEOPLE