

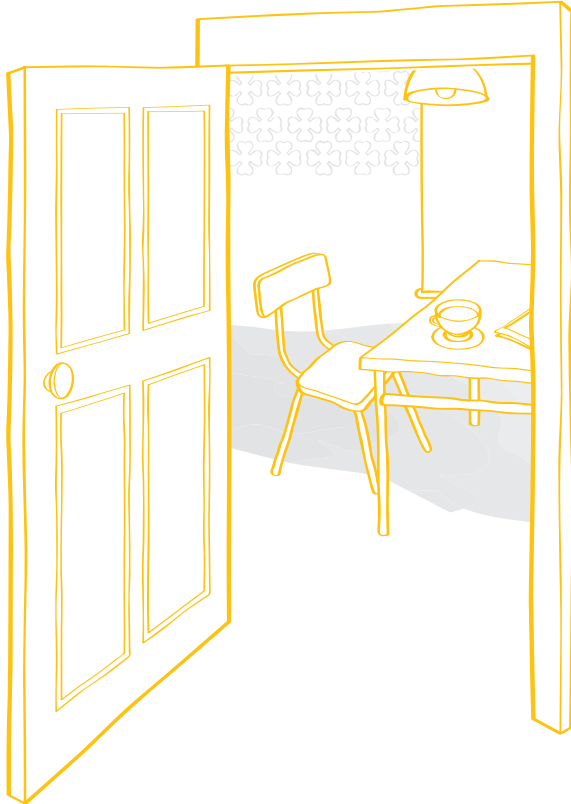


All the right ingredients

POPS Annual Review 2012-2013

Welcome to the POPS kitchen

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



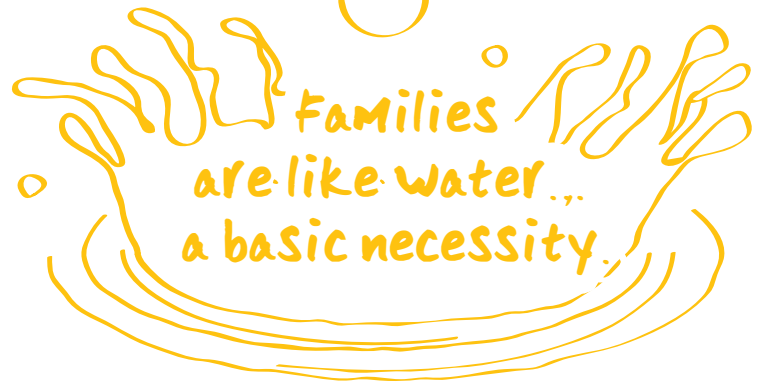
“I found myself in an impossible position following my husband’s imprisonment. I did not know what to do or where to turn to for help”

That first meeting was a quarter of a century ago. On that occasion the seeds of determination to achieve fair treatment for the families of prisoners were sown. Now in 2013, we have already developed into a strong regional influence, challenging the quality of provisions for families visiting prisoners. This is supplemented by a range of initiatives and the helpline services based at our head office in North Manchester which stretch across the country to provide national support. New people infused with the same spirit as our founders have come along and continued the building of POPS into a unique voice to influence policy and champion the involvement of families as a key factor in the rehabilitation of offenders.

From humble beginnings we have grown beyond our wildest dreams, but we never forget where it all began.

Bill Ashberry, Chair of Trustees

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



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

POPS story began with families and we continue to grow thanks to the creativity and vision of those who have joined us on the journey.

2012 saw the completion of the pan-European **COPING project**. One of the largest studies of its kind, COPING examined the resilience and wellbeing of children of prisoners. Led by the **University of Huddersfield**, POPS was the UK partner in a project which spanned Germany, Romania, Sweden and the UK.

COPING recognised that schools, health and the child's rights agenda are vital if we are to progress the principles of **'Every Child Matters'**. The final dissemination event in Brussels was opened by speeches from the **Right Hon Baroness Hale** and **Jean Lambert MEP**. Young people from the UK and Sweden were supported by POPS to take part, presenting their own recommendations to policymakers from the **World Health Organisation**, the **Quaker United Nations Office** and the **European Commission**. Since then POPS have facilitated a number of young people-led workshops focused on the findings of COPING at conferences across the UK.

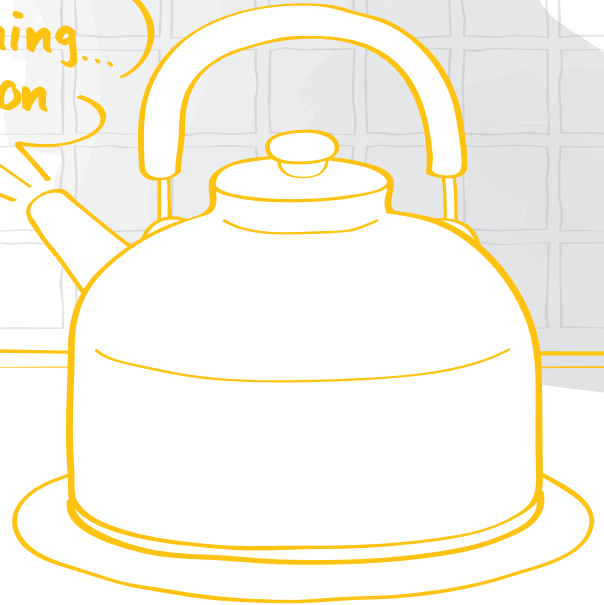
2013 saw the release of series 2 of BBC drama **'Prisoners' Wives'**. POPS families acted as consultants to **Tiger Aspect Productions** ensuring that offenders' families were sensitively and accurately represented.

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

62%

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

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



Helping offenders' families to help themselves

Offenders' families face many challenges but with the right support at the right time they can become essential 'factors for change'. **POPS family forums** empower families to have a voice within the criminal justice system and to access valuable peer support.

Prison-based forums enable families to influence their visiting experience and become vital contributors to the progress of their imprisoned relative. Listening to the needs of families shapes services such as the **Recovery Through the Gate** project at **HMP Manchester**. The forum for families engaged with Recovery Through the Gate is facilitated by POPS Family Support Workers, funded by **Manchester DAST**, and enables families to share concerns as well as promoting the aims of the course.

Recommendations arising from POPS family forums have repeatedly been demonstrated to influence prison policy and practice. Visits processes have been streamlined, visits times changed to reflect need and visiting environments enhanced to improve access for disabled visitors.

In September 2012 **Greater Manchester Probation Trust (GMPT)** commissioned POPS to engage families who had supported a relative caught up in serious, violent or gang-associated crime. The project highlighted the stigma families' face within their local communities as a result of their children's behaviour. Recommendations were developed by the families involved to improve statutory interventions.

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"It's such a relief to open up and talk. In a forum you're not judged. I'm so glad I went, I'd recommend it to any family member."

Family Forum Member



Celebrating diversity. Acknowledging difference. Challenging discrimination.

Our commitment to supporting BME offenders and their families remains a vital aspect of our work. 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. Recognising that racism is still inhibiting the experience of young people from BME backgrounds POPS, working with Patrick Williams (Senior Lecturer at Manchester Metropolitan University), Community Change Foundation and Manchester Active Voices, set up the Manchester BME roundtable to tackle this issue and formulate a collective strategy to keep race on the agenda.

POPS have also maintained our commitment to the Coalition for Racial Justice, CRJ UK (formerly the National Black Prisoners Support Group) working alongside others within the forum to devise and develop a website.

POPS '7 Strands of Equality' drama-based workshops continued to develop in 2012. Utilising live performances, hot-seating and group work, the workshops explore protected characteristics under the Equalities Act 2010. This year the team focused on issues surrounding disability, gender and race, running workshops in HMP Manchester and HMP Wymott to raise awareness and understanding amongst prisoners and prison staff.

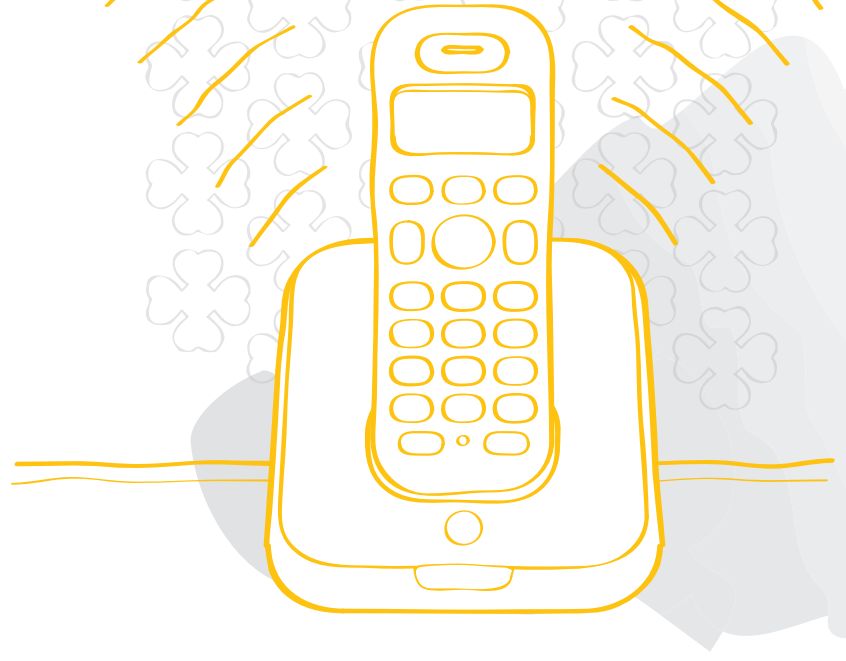
Visit: www.crjuk.org

"The BME Roundtable has given smaller 'grass roots' organisations a voice within the National BME agenda. It has been a great support to Community Change Foundation enabling us to develop our strategic networks. POPS have played an integral role assisting us with the benefit of their experience, thank-you POPS!"

Steven Giles

Head of Delivery Community
Change Foundation

Connecting
families to
essential
services



Making a difference by making the connection

Faced with the stigma of visiting a prison, many families chose to conceal their situation, distancing themselves from the support of peers or support agencies and compounding any troubles they face. In circumstances such as these a prison visitor becomes a key conduit for connecting families to the support they need.

Since July 2012 POPS has implemented our visitor centre delivery model **'Making the Connection'** at 11 prisons across the North-West. Working in partnership with prisons and community agencies POPS aim to create a more joined up approach, streamlining support for families and improving resettlement outcomes. Building relationships with organisations such as **Sefton CVS** and the **Women's Turnaround project**, has brought specialised support services into the visiting environment enabling families to access support around benefits and debt management, offending behaviour and domestic abuse. Representatives from **Job Centre Plus** and the **IMB** also hold sessions within visitor centres responding to the needs of families.

POPS are focused on enriching the visiting experience and partner with prisons to deliver family days which promote parent-child relationships through enhanced contact and age-appropriate activities. **Family days** integrate community agencies to better equip families in areas such as money management and parenting, helping to prepare the offender and their family for resettlement together.

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

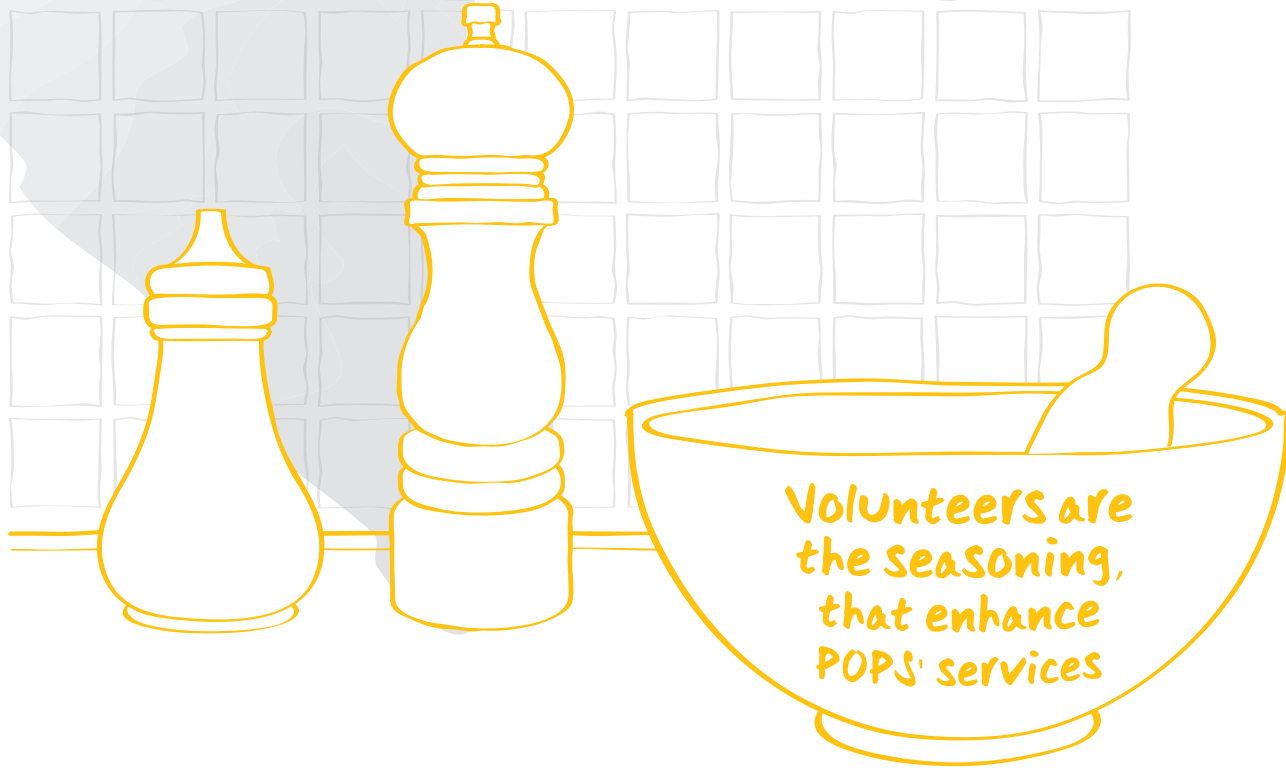
HMP Wakefield

HMP Wymott

182,730

Visits supported by POPS
Visitor Centres*

*April 2012 - March 2013



Volunteers are
the seasoning,
that enhance
POPS' services



Valuing volunteering

Volunteering for POPS brings great rewards, improving employability through work experience and training. POPS believes in investing in volunteers, recognising their potential to become valuable team members. This includes members of POPS' **board of trustees** who play a vital role in ensuring that POPS runs effectively.

The '**Volunteers at Court Project**' funded by the **Department for Education** has this year continued to raise its profile across Manchester, Tameside and Doncaster. The project provides support, advice and information to families at court through a team of 150 volunteers. It has delivered 2000 hours of training and supported over 200 families.

"It can be horrible when you are all alone and your world feels like it is falling apart. POPS took that feeling away. They supported me so I no longer felt alone or scared" Family member

A dynamic dissemination event targeting key professionals was held in 2012 to present the progress to date and to discuss the development of the project. The model has subsequently been considered as part of the **Transforming Justice** plans for Greater Manchester. Volunteers bring great breadth and depth to POPS work, reflecting local communities and enhancing the services POPS provide. Volunteers support projects throughout POPS, enabling a strong, diverse workforce to grow and develop professionally.

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

Volunteers on
the Offenders'
Families Helpline
contributed
2064
hours, worth
£18,390*

*Based hourly rate for a paid Helpline Worker. April 2012 - March 2013.



YOUNG PEOPLE...
INGREDIENTS
★ FOR THE
FUTURE



Promoting desistance: starting young

Families can play a key role in the rehabilitation of young offenders, reducing the risk of reoffending. POPS assist families to support compliance and promote the rehabilitative process.

POPS **support for families of young offenders** begins at Manchester Youth Court, offering practical and emotional support pre and post-sentence. POPS strong working partnerships with **Manchester Youth Offending Service (YOS)** and **HMYOI Hindley** underpin the support provided by POPS Community-based Family Support Workers as part of a seamless 'continuum of care' for families navigating their way through the youth justice system towards resettlement.

At HMYOI Hindley, support for families has been expanded, with a revived family forum driving the representation of the 'family voice' within the prison. This year also saw POPS **'Making the Connection'** Visitor Centre model established at **HMYOI Lancaster Farms** as part of the North-West Visitor Centre contract, developing close working relationships with prison and community-based agencies to improve visitor services.

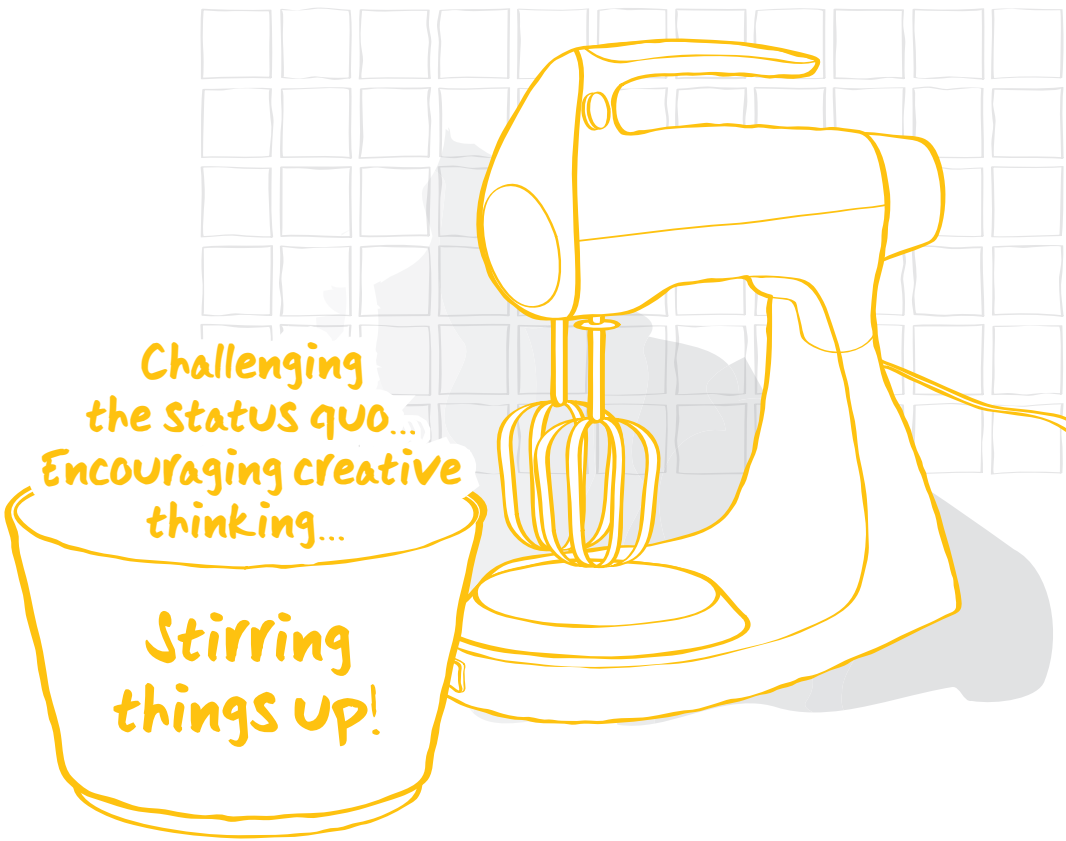
POPS model of family support was extended through the placement of a Family Support Worker within the Intensive Supervision and Surveillance (ISS) and through the expanding reach of the **Intensive Alternative to Custody (IAC)** to Trafford. There are plans to replicate this model across the **AGMA** regions as part of the **Transforming Justice** agenda in 2013-14.

'POPS Family Support Service promotes an inclusive approach to achieving desistance from crime, identifying those closest to offenders in order to build trust, provide support and strengthen positive relationships. This unique approach helps the Intensive Alternative to Custody partnership achieve success.'

Paul Pandolfo

Strategic Planning and
Implementation Manager,
Greater Manchester Probation Trust

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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. This year POPS has been invited to speak at two **Westminster briefings** looking at the **'Troubled Families'** agenda and two probation-led events on the role of families in desistance.

The pan-European **COPING research**, led by the **University of Huddersfield** reached its conclusion this year providing us with a solid evidence base for the impact of parental incarceration on children. The publication of the **final report** catalysed POPS attendance at numerous events, including **Barnardo's** national conference, **'200,000 Silent Children'**, to present the findings alongside young people involved in the study.

POPS 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.

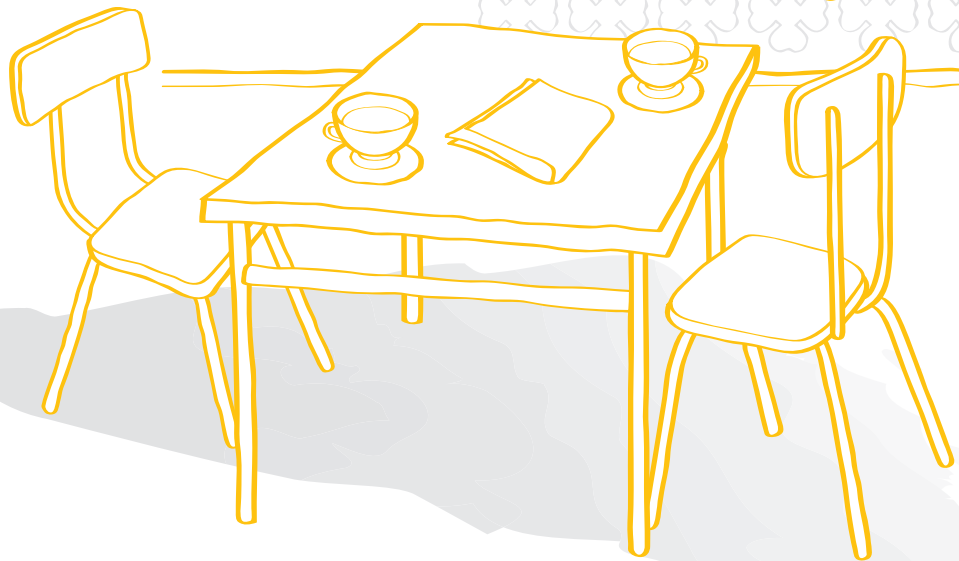
Call: 0161 702 1000 **or visit:** www.partnersofprisoners.co.uk

25%
of children
of prisoners
are at higher risk
of mental health
issues*

*The COPING Project; Interventions and Mitigations to Strengthen Mental Health 2012

Coming together,
sharing ideas

Engaging
communities



Thinking ahead, thinking families

In 2012 Greater Manchester was selected as one of four national pilot areas for **Whole Place Community Budgets**, an initiative aimed to improve outcomes through joint working across the public, private and voluntary sectors. POPS took part in the city-wide consultation for the **'Transforming Justice'** strand ensuring families were positioned at the heart of the plans.

'Troubled Families' also fell within Community Budgets. According to national statistics 8090 families in Greater Manchester fit the Troubled Families Unit definition. As part of the Troubled Families pilot POPS was asked to join the Local Authority Implementation Group to shape the offer for families identified as 'troubled'. Consequently we were approached by **Westminster Briefings** to deliver a seminar promoting the role of the voluntary sector and families in developing solutions within the 'Troubled Families' programme.

POPS were also invited by the **Social Action & Research Foundation** to join their steering group to support the delivery of the Open Society Foundation's 'At Home in Europe Project'. The research explored the social, cultural and economic participation of working class communities in North Manchester as part of a study into marginalised groups in Western Europe.

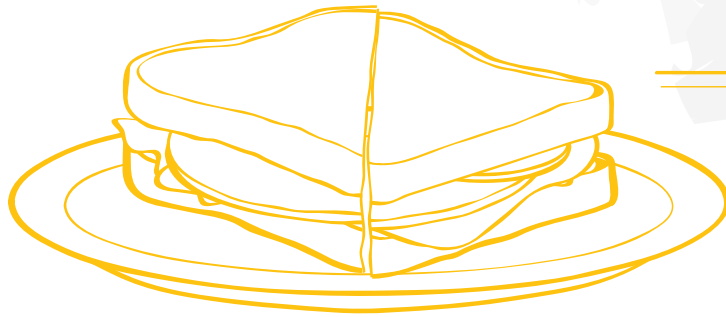
Consultations around the government's strategy, **'Transforming Rehabilitation'**, provided numerous opportunities for POPS to highlight the absence of families within the proposals.

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

"POPS provided invaluable support around our research into white working class communities in north Manchester, enabling discussions with families who provided unique insights. Through POPS participation on our advisory board we gained strategic insight and on-the-ground knowledge."

Dan Silver

Director SARF (The Social Action
& Research Foundation)



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

Strengthening communities

2nd Chance, established in 2011, offers those experiencing the impact of the Criminal Justice System, or deemed to be vulnerable, a way to **get a hand up and not a hand-out**.

2nd Chance specialises in professional catering in the community as well as producing the **61,400** sandwiches supplied annually to 2nd Chance tea bars at **POPS Prison Visitor Centres**. Clients catered for include FC-United, Bolton Lads & Girls Club and Manchester City Council as well as a plethora of small businesses across Greater Manchester. A **2nd Chance cafe** was also launched in 2012 in Swinton, providing placements for individuals affected by worklessness to assist them back into employment.

In 2012 pre-release offender placements commenced at the 2nd Chance Tea Bar at **HMP Buckley Hall**, a scheme which will be extended to other prison establishments during 2013/2014. Through our links with the Probation Service and prisons offenders can access placements at either of our community-based 2nd Chance outlets. Each placement is supported by work-based training around catering, customer services and personal development.

The highlight this year has been the movement of two placement participants into permanent employment as a result of their work experience at 2nd Chance.

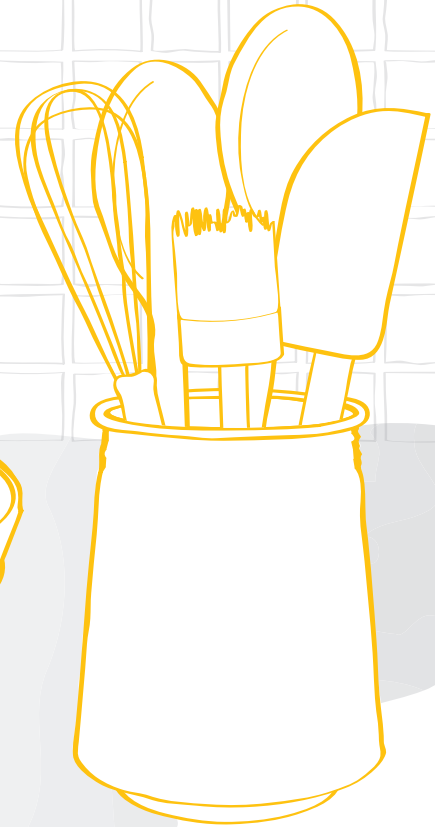
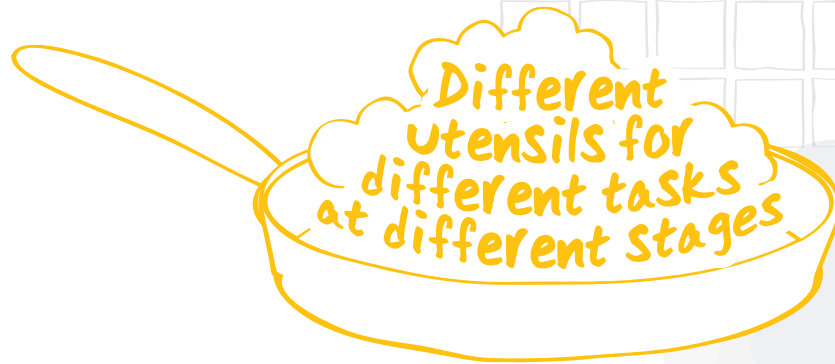
Listen to Liam share how he came to work for 2nd Chance and how it has changed his life.

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

980
Volunteer Hours

1040
Community
Payback Hours

*April 2012-March 2013



Services at every stage

Families engage with the criminal justice system at different points and with different support needs. **POPS Continuum of Care** is a model of delivery which promotes the development of services that 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.

Funded by the **National Offender Management Service** (NOMS) the **Offenders' Families Helpline (0808 808 2003)** is an essential service providing practical and emotional support for families who come into contact with any criminal justice agency. The helpline offers support at every step of the offender journey from arrest to release and beyond, underpinning POPS Continuum of Care model.

"A very useful and informative helpline...professional, friendly and sensitive"
Family Caller

Data from the helpline has driven crucial changes at an operational level within the prison estate. Family concerns about constantly engaged booking lines evidenced by the helpline, resulted in alterations to the visits booking system at **HMP Risley**, empowering prisoners and minimising disruption to families.

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

**The Offenders' Families
Helpline received**

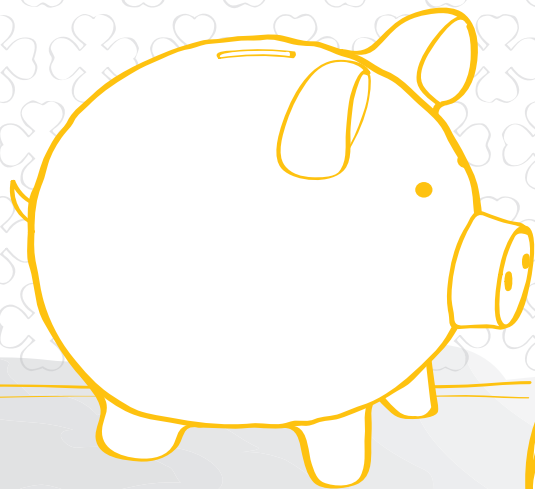
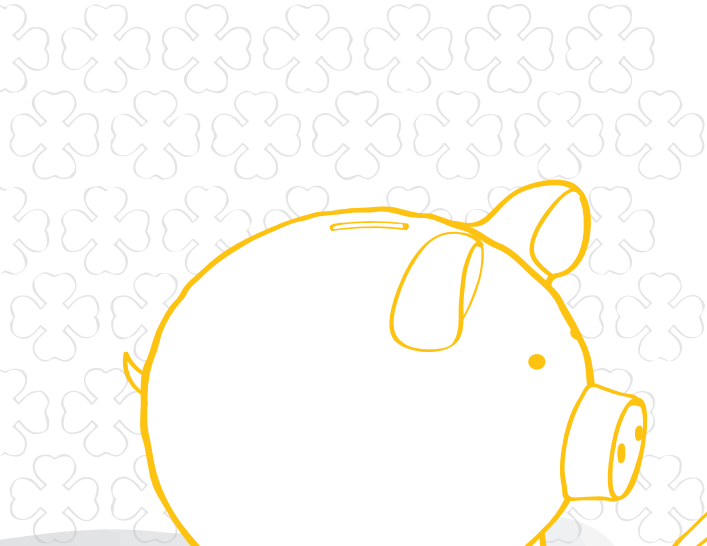
12,000

calls and

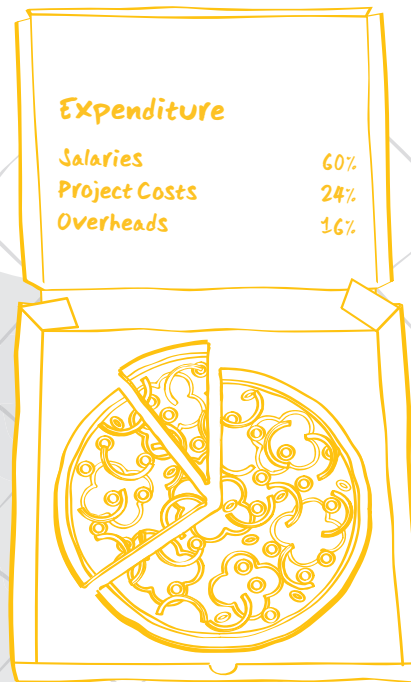
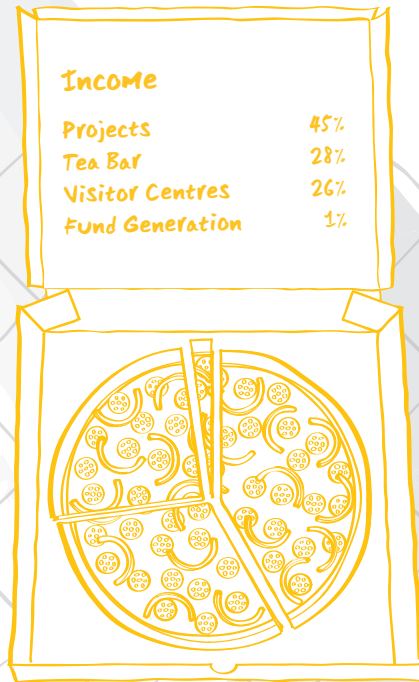
112,747

visits to its website

*April 2012-March 2013



Breakdown of POPS income and expenditure



Gross Income £1,669,080

Total Expenditure £1,673,484

Total Reserves £639,511

If you would like to receive a copy of the full audited account for 2012-13 please contact our finance department.

Trustees

Bill Ashberry (Chair)

Stuart Wallace

Anna Davie

Steve Cook

Christine Verduyn

Sue Leach

Gil Black

Vicky Charles

Evelyn Asante-Mensah OBE

Mark Rowlands



"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

A final note from POPS CEO Diane Curry OBE

This has been a bit of a rollercoaster year, full of the proverbial ups and downs. The full brunt of the government's cost efficiency drive has hit and I have been tempted to batten down the hatches and hope that we come out of the hurricane relatively unscathed. However that is not what POPS do. In order to maintain and develop our delivery to the families we support we have had to confront our fears and to some degree take a risk on how we respond to the situation.

So what did we do? We spent money and invested in staff in order that we would be able to identify opportunities, convince funders and complete project reviews. This approach has meant that POPS will go forward with a much stronger, vibrant group of people who have a passion and desire to grow our work for the benefit of those who may need to use our service. My thanks go to POPS board of trustees for supporting the vision and of course to all the staff and volunteers who make the organisation so special.

My final thanks is to the families themselves, especially those who are brave enough to share their experiences to influence change for others. Without you – we wouldn't exist.

Diane Curry OBE, POPS CEO

With thanks to our partners, sponsors and funders



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