

Supporting children with a parent in prison

A review of the London Prisons Visiting Service: 2014





Spurgeons is committed to ensuring the children, young people and their families that we help flourish. It's clear to me that children and families of prisoners are often under extreme pressure and can encounter many difficulties in accessing important services. The London Prisons Visiting Service is a vital part of our mission to journey alongside vulnerable children and young people and create a lasting impact. This report marks a key moment in our work within the criminal justice sector - we have collected important data and best practice and we wanted to share this with our colleagues and partners. We are committed to continually improving our service, always with a child-centred approach and holistic core values whilst focusing on the most vulnerable of the children we work with. I hope you find this report useful.

Ross Hendry
Chief Executive

'91% of people visiting loved ones in a London prison identified Spurgeons as delivering a 'good' or better service in our recent customer satisfaction survey.'[†]

† Based on 2,183 survey responses received in the London Prisons Visiting Service during the period 1 January to 30 September 2014.

Spurgeons specialises in working with disadvantaged children and is committed to giving children the best chance to realise their potential in life. We provide services nationally for families affected by the criminal justice system, young carers and teenage parents, as well as offering early help and family support, delivering almost 100 services across the country.

What do we do?

Through the Visitors' Centres in London prisons we receive more than **230,000** visitors each year, which includes over **36,000 visits** by children. Annually we provide a one-to-one support service for more than **1,350 high need families** and supervised support to over **10,000 children** who are visiting a loved one in custody. This gives us a unique insight into the effect of imprisonment on the family.

We ensure:

- > the provision of a safe and welcoming environment for all visitors;
- > the availability of trained staff who offer access to other support services and a 'listening ear' to issues within the family;
- > supervised play during the visit itself to help young visitors have a positive experience of visiting their loved ones in prison;
- > availability of refreshment services, enabling prisoners and their families to relax over a light meal together as part of their visit.

Working in close partnership with each establishment, we also foster strong links with the local community to deliver an average of **40 Family Days** a year across the London prisons as well as other family events. This is a core part of our service and places are in high demand, as prisoners benefit from a rare opportunity to bond with their families within a more interactive and child-friendly structure than is possible on a normal prison visit.

Each year our volunteers give more than **2,600 hours** of their own time to help support families of prisoners in London. Our close ties with local colleges and universities mean the service benefits from a further **1,100 hours** a year given by students in placements. We partner with social care and health services, education, community and faith groups, employment, adult education and voluntary organisations, signposting and collaborating where specialist support is required.

London Prisons Visiting Service

As part of the work we do within the criminal justice system, Spurgeons has been contracted by the National Offender Management Service (NOMS) since September 2011 to run the London Prisons Visiting Service in all eight HMPS London prisons:

- | | |
|-------------------|-----------------------|
| > HMP Wandsworth | > HMP/YOI Holloway |
| > HMP Brixton | > HMP Wormwood Scrubs |
| > HMP/YOI Feltham | > HMP Belmarsh |
| > HMP Pentonville | > HMP/YOI Isis |

Visiting loved ones in prison can be a daunting process. We pride ourselves on offering a warm welcome, tailored advice and comforting support to those coming through prison Visitors' Centres across London.

Context

Some of the most vulnerable children have a parent involved in the criminal justice system. Every year in England and Wales around 200,000 children experience having a parent in prison¹. It is estimated that more than 17,000 children were separated from their mothers by imprisonment in 2010² and 35,000 children experience the incarceration of a sibling³. We know that more children face family breakdown each year through having a parent in custody than the number taken into care or who are under a child protection plan⁴.

Our teams work tirelessly in support of these most vulnerable children. Through our prison visiting service, we have found that many children of prisoners can be hidden from support services and the whole family can be in need of complex support from Spurgeons and our partner organisations. Focused and expert attention is often required to meet the needs of these children and young people – while seeking to maintain the all-important relational bond with the family member or carer in custody.

This report

As part of our delivery, we strive to enhance the impact of the service offered and understand further the needs of our service users – especially children. This report summarises a series of insights gained from analysis of the qualitative and quantitative data drawn from our work to date.

Children of offenders are an 'invisible group: there is no shared, robust information on who they are, little awareness of their needs and no systematic support.'

Ministry of Justice and Department for Children, Schools and Families (2007) Children of Offenders Review, London: MoJ

1 Ministry of Justice (2012) Prisoners' childhood and family backgrounds, London: Ministry of Justice

2 Wilks-Wiffen, S. (2011) Voice of a Child, London: Howard League for Penal Reform.

3 Meek, R. (2006) When big brother goes inside: the experiences of younger siblings of young men in prison, London, GB: Howard League for Penal Reform

4 Barnardo's Cymru (2012). Family support for children and families affected by imprisonment: A handbook for Families First services in Wales

Strengthening family ties through prison visits

We believe it is possible to make a real difference to the lives of children affected by the imprisonment of a family member or carer. By creating a child-friendly prison visiting environment, we aim to help children cope with the separation from their imprisoned parent and adjust well when the parent returns to the family home.

Positive parenting and secure attachments play an important role in a child's life and we understand the problems that can result when these are disrupted. Although parental imprisonment is known to be a strong risk factor for insecure attachments in children⁵, maintaining visits to a parent in custody is recognised as a protective factor, enabling children to cope better⁶. Strong family ties supported by regular visits while a prisoner is serving their sentence also play a key role in ensuring their return to the family unit afterwards is a success⁷.

However, research shows that children of prisoners can suffer from fragile wellbeing as a result of their situation⁸. Whilst valuing the chance to see their imprisoned parent, they often reported finding visiting a difficult experience practically and emotionally, the absence of their imprisoned parent leaving them sad, anxious, confused and angry⁹. Many children avoided speaking to others about having a parent in prison, fearing negative reaction¹⁰. We know how stressful and exhausting visiting can be for children - a survey undertaken by Spurgeons covering 398 children who visited a parent in a London prison during July to September 2014 revealed that 15% had travelled two hours or more to reach the prison. Of this 15%, over half were aged under five.

Through our London Prisons Visiting Service, we aim to work constructively with this complex situation, striving to make the visiting experience as child focused as possible.

Family Days

A key part of how we achieve positive outcomes is through our Family Days which we run throughout the year in each of the eight prison establishments, as well as other family focused events. We know the beneficial impact these can have for families:

- > **Of 398 families with children we asked during July to September 2014, 37% had previously attended a Family Day and 89% of these reported a positive impact on the family relationship as a result.**

'I would appreciate more events like this. Myself and my daughter would love to come to more events and activities. She is three years old and loves seeing her father. If visits were extended she would enjoy them a lot more and she might cry less if she saw him more often for longer periods of time.'

(Visitor on Family Day at HMP Belmarsh)

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- 5 Murray, J. & Murray, L. (2010). Parental incarceration, attachment and child psychopathology. *Attachment & Human Development*, 12(4), p289-309.
 - 6 Dallaire, D.H. (2007). Children with incarcerated mothers: Developmental outcomes, special challenges and recommendations. *Journal of Applied Developmental Psychology*, 28, p15-24.
 - 7 Dixey, R & Woodall, J (2012). The significance of 'the visit' in an English category-B prison: views from prisoners, prisoners' families and prison staff. *Community, Work & Family*, 15(1), p29-47.
 - 8 Losel, F., Pugh, G., Makson, L., Souza, K., & Lanskey, C. (2012). Risk and protective factors in the resettlement of imprisoned fathers with their families (Final Report). University of Cambridge and Ormiston. Retrieved from www.crim.cam.ac.uk/research/fathers_in_prison/final_report.pdf
 - 9 Ibid.
 - 10 Ibid.
 - 11 Parker, A., Meek, R. & Lewis, G. (2014) Sport in a youth prison: male young offenders' experiences of a sporting intervention. *Journal of Youth Studies*, 17(3), p381-396.
 - 12 Meek, R. & Lewis, G. (2012). The role of sport in promoting prisoner health. *International Journal of Prisoner Health*, 8(3/4), p117 - 130.
 - 13 Nevill, C. & van Poortvliet, M. (2001). *Teenage Kicks: the value of sport in tackling youth crime*. London: Laureus.

Case study

Helping a child cope better at school

During a Family Day visit at HMP Wandsworth, Spurgeons staff noticed that 14 year old Jade*, visiting her imprisoned father Mark*, was sitting with him crying and obviously in distress. Staff mentioned to Jade's mother Carol* that she seemed upset and asked how things were going. Carol confided that the family was having a difficult time. Jade was upset and struggling to cope emotionally with her dad being in prison and her school work was really suffering. Carol had asked the school for help, but they seemed unable to do anything for them. Staff checked out which school Jade attended and recognised that it was one linked to another Spurgeons service in the local community.

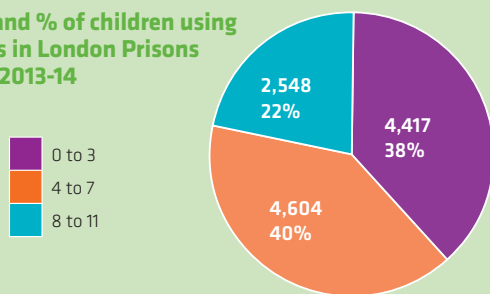
Members of the service had been invited to assist on the Family Day as part of joint partnership work. The manager of the diversionary activities service spoke with Jade and Carol about their situation and took their details as a referral, arranging for the link worker based at Jade's school to visit them and put an appropriate support plan in place. Jade successfully engaged with the service and completed a series of one to one sessions with the Spurgeons link support worker.

Carol was extremely grateful for the intervention and told Spurgeons that although she had been asking for help since Mark was taken to prison, this was the first time anyone had been able to offer the family any support for their situation.

Play

We also help make visiting much easier for younger visitors through our supervised play service in the prison Visits Halls. 78% of children using our play service are aged between 0-7 years and trained play staff, supported by volunteers, plan activities using books, games, puzzles and crafts to help them feel secure and at ease in what could otherwise be an intimidating environment for them.

Number and % of children using play areas in London Prisons by age in 2013-14



In our delivery of Family Days and other family based interventions, we proactively partner with local agencies. With this community-based approach we build positive social networks, stronger families and ultimately stronger communities, as children and families visiting a loved one in prison are connected to their local support networks.

Partnering with faith groups

Founded by Baptists, Spurgeons has worked with churches throughout its 147 year history to add value to its work with children. Spurgeons Network supports churches and faith organisations involved in community based work with children and families. We build connections and partnerships with Network members and faith organisations, sharing resources and skills to increase the scope of what we can achieve together.

Spurgeons Network is working with the Community Chaplaincy teams at HMP Wormwood Scrubs and HMP Wandsworth, contacting churches in the boroughs closest to the prisons to raise awareness of the impact of imprisonment on individuals, their children and families. We find out what support already exists through the church or elsewhere in the community to signpost families to, as well as engaging volunteers to work alongside staff during visits and Family Days.

'I loved being part of the Wormwood Scrubs Family Day last October half-term. I was struck by how young many of the families were, and it was very special to see the children and their dads interacting together during the craft time. There were smiles and laughter, and it was over far too soon, but as the dads made their way back to their quarters and the mums and children made their long journeys home, I felt very much that the warmth of a happy afternoon together went with them.'

Spurgeons Network member,
Children and Families Pastor at a local church

Partnership profile: Arsenal in the Community

Spurgeons believe that sport is a valuable resource for working creatively with young people and their families and that it has a key and innovative role to play when working with families visiting a close family member within the custodial setting.

Studies increasingly suggest that sport offers benefits to those in custody¹¹. Within the prison setting, engagement in physical exercise is linked to psychological benefits for prisoners such as increased self-esteem, increased feelings of motivation and empowerment. Sport has been recognised as an effective way of working with hard to reach groups within the prison population¹² and is a powerful tool in diverting young people from anti-social and criminal behaviour¹³.

Understanding this, Spurgeons approached Arsenal in the Community, Arsenal Football Club's outreach and community department, to help facilitate sports-based family events at HMP Pentonville. Working in partnership, Spurgeons, the prison and Arsenal in the Community have run six half day events at HMP Pentonville per year since May 2013. Each session is based around sporting activities for families, all supervised by trained sports coaches.

'Our work with Spurgeons has been really successful. Staff at the Visitors' Centre have been a real driving force behind the partnership. Together we plan the activity days as far in advance as possible, in order to accommodate the prison's schedule and Spurgeons staff are very proactive and easy to work with. The opportunity to work with this client group is a real privilege. We see it as an opportunity for the prisoners to take responsibility in their role as fathers – teaching their children and taking a leadership role within the activities themselves. This gives them the opportunity to make a contribution to their family and is really rewarding to see.'

Jack, Arsenal in the Community

Over the course of 10 events held to date, Spurgeons and Arsenal in the Community have helped 69 prisoners, 78 adult family members (over 18s) and 137 children aged between 18 months and 16 years physically engage and relate to each other through the medium of sport. In this way, their ability to bond in a positive and rewarding way as a family during the enforced separation of custody has been immeasurably boosted.

Supporting particularly vulnerable children

Spurgeons identifies and gives targeted support to the most vulnerable among children of prisoners through the London Prisons Visiting Service. We know that some children have a higher level of need than others and require extra attention from us to ensure they are identified and appropriately helped.

We believe that it is crucially important to encourage and enable family contact with an imprisoned family member if a child has a particularly high level of physical or emotional need. Prison visits can be very traumatic for these children, being either practically challenging, or causing stress and anxiety to a degree that in some cases makes it impossible for them to access the usual visiting service at all.

Families often understandably do not want others to know the details of their situation or have not been routinely asked in the past about their children's needs. Children with additional needs can remain hidden - their presence unacknowledged within visiting systems. Through routinely enquiring about children in the family and facilitating self-referrals from prisoners and families, Spurgeons staff identify and help children who are particularly vulnerable due to age, special needs or disabilities, including:

- > autistic spectrum disorder
- > attention deficit hyperactive disorder
- > learning disability, e.g. through Downs syndrome, dyslexia
- > physical disabilities, e.g. cerebral palsy, visual impairments

In our supervised play service we work inclusively - tailoring our activities to meet all children's individual needs. In addition, we work closely with prison staff to ease the physical and emotional stresses of children unable to cope with usual prison visits.

Recognising the special vulnerability of newborns and how difficult visiting is for families with a new baby, Spurgeons staff at HMP Belmarsh Visitors' Centre, with full support from the prison, have set up a system to routinely identify and approach expectant mothers in advance of the birth. Workers pre-arrange an initial bonding visit in a family contact room for when the baby arrives.

In the normal environment of the Visits Hall, the prisoner stays seated, interacting with children at their allocated table, and cannot move to the play area or have toys at their table - for children with a high level of need this can be difficult to understand. Spurgeons pursue measures to provide more appropriate alternatives which address this difficulty. For example, at HMP Wandsworth, Spurgeons staff with support from the prison, organise visits in a contact room for families in this situation, enabling them to have quality time together within a setting the child can cope with. These carefully planned sessions are held in a smaller room away from the Visits Hall and if appropriate, Spurgeons staff provide specialised play suitable to the child's needs. These measures ensure that children with additional needs are given the best opportunity possible to bond with their parent.

'I would like to request the use of the private visit room... I have not seen my son for three months and he is severely disabled with cerebral palsy. It is a much better environment for him as he as to be put on his back, laid down if he becomes distressed.'

(Request for support to Spurgeons from prisoner at HMP Pentonville via self-referral form.)

Case study

Father and son bond returns after visit

Since being at HMP Wandsworth, Ahmed* had not seen his young son Imran* due to his child's severe autism. Ahmed's partner Meryam* confided in Spurgeons that she was unable to bring Imran in to visit his father as the level of his autism meant he would be unable to cope with the number of people and level of noise involved in a regular Visits Hall visit. Recognising the importance of maintaining the relational bond between the father and son and knowing that Imran's fourth birthday was approaching, Spurgeons liaised with prison staff for a visit to take place in a quieter environment. Due to his autism the visit was only short, but Meryam later contacted Spurgeons to thank them for their help. Ahmed was granted bail the next day, and Meryam reported that the specially arranged visit had helped their son greatly in adjusting to his father's return home.

Safeguarding children visiting prison

Safeguarding vulnerable children is the highest priority for Spurgeons. The prison visiting environment has an important role to play in supporting children and young people, both by providing an opportunity to identify those at risk and through contributing to existing multi-agency support arrangements.

All Spurgeons staff are trained to a high level in safeguarding awareness, policies and procedure. Spurgeons has a national Safeguarding Advisor role that gives focus and strategic oversight across the organisation, ensuring quality practice, policy and compliance with procedure.

The nature of our services regularly presents safeguarding concerns which have to be swiftly acted on. Nationally, we acted on more than 500 safeguarding incidents to protect children last year across all our services, with some of the most extreme safeguarding concerns arising from our work in the London Prisons Visiting Service. These situations resulted in Spurgeons working in close liaison with the prison visit teams, prison Public Protection Units, local authorities, as well as the police and courts if necessary, until it was established that the child was safe. If Spurgeons prison visiting service was not a proactive, child-focused service these issues may not have come to light – resulting in missed opportunities to help children at risk of harm.

In a review of those safeguarding incidents recorded in the London Prisons Visiting Service during a two year period between September 2012 to September 2014 the following key trends were identified across establishments:

- > **19%** related to a child with presenting injuries.
- > **19%** involved a child left unattended by their parent or carer in the Visitors' Centre.
- > **27%** occurred on a weekend.
- > **38%** resulted in referral to local authority children's services.
- > **65%** related to abuse witnessed by staff or disclosed by the child during the visit.
- > **69%** related to children aged five or under.

It is also noticeable that safeguarding concerns at the only female establishment, HMP Holloway, predominantly involved grandparent care – a trend not reflected generally across establishments.

The key information-sharing role that prisons and Spurgeons have in safeguarding children is highlighted by our observation that in **80%** of the referrals made to children's services following a safeguarding concern during prison visits, the family was already known to the relevant authorities – but until Spurgeons staff made contact, they were often not aware that there were current concerns about the child's welfare.

Case study

Protecting children during prison incidents

A Spurgeons playworker received a recognition award in 2013 for her bravery and quick thinking in safeguarding the welfare of a young visitor while working in the Visits Hall of a Young Offenders' institute. After a fight broke out in the Visits Hall which spilt over into the supervised play area where Sarah* was looking after a three year old child, she took swift action to protect the child and move him out of the area, preventing a potentially serious injury, but sustaining injuries herself. Sarah was presented with a commendation for bravery by Nick Pascoe, NOMS Deputy Director of Custody.

Following this incident Spurgeons took the decision to temporarily close the play service until the area could be made more secure for children. Spurgeons Safeguarding Advisor carried out a joint investigation with the prison, and helped re-design the play area, giving expert advice and guidance from a safeguarding perspective to protect the future safety of children and staff within a potentially volatile setting. The new play area, funded by Friends of Feltham, has been reopened and the changes received very positively by staff and families.

This incident highlights how pressured the work environment can be for our prison-based staff. It also shows the unique and crucial role staff have to offer in safeguarding children within prison establishments and the positive and practical working relationship between Spurgeons and prison staff as they act together to consider the safeguarding needs of children.

Engaging children and families with complex or multiple needs

We understand the particular issues faced by children and families visiting prison and link them into appropriate community and statutory services in response to their needs, with a strong focus on effective joint partnership working.

Families can face unexpected pressures when a family member goes to prison. Just one example can be the additional financial pressures involved including loss of earnings and travel to and from prison visits - in 2007 it was estimated that the financial cost to families was £175 per month. It is now likely to be around £200 per month - all of which needs to be sourced from within the existing family budget¹⁴. Yet although they often face serious hardship, prisoners' families can be reluctant to seek help for their difficulties due to the social stigma associated with their situation which can leave them struggling alone¹⁵.

To ensure that families with complex issues have the best possible access to help, a key priority for Spurgeons London Prisons Visiting Service has been to facilitate on-site involvement from partner agencies. We arrange drop-in sessions, typically monthly in the Visitors' Centres or on Family Days, where staff from appropriate locally based

support agencies are available in person to offer on the spot professional support and advice directly to families. We know that for families who traditionally do not engage, forming this personal connection with the right support agency often leads to longer term one-to-one support that they need to fully resolve their difficulties.

Over the course of the contract so far, we have:

- > facilitated drops-ins in prison Visitors' Centres or on Family Days from over 35 different support agencies across London, some on a short term basis, others which have been running regularly for more than two years.
- > provided families direct access to a wide range of additional services, ranging from befriending services to agencies dealing with substance misuse, sexual health, legal advice and grandparent support.
- > referred families in need of help to over 60 further support services across London through one-to-one case work.

'Prisoners' families, including their children, often experience increased financial, housing, emotional and health problems during a sentence.'

Social Exclusion Unit (2002) Reducing reoffending by ex-prisoners, London: Social Exclusion Unit

¹⁴ Smith, R., Grimshaw, R., Romeo, R. and Knapp, M. (2007). Poverty and Disadvantage among Prisoners' Families, Centre for Crime and Justice Studies and Joseph Rowntree Foundation.

¹⁵ Murray, J. & Murray, L. (2010). Parental incarceration, attachment and child psychopathology. Attachment & Human Development, 12(4), p289-309.

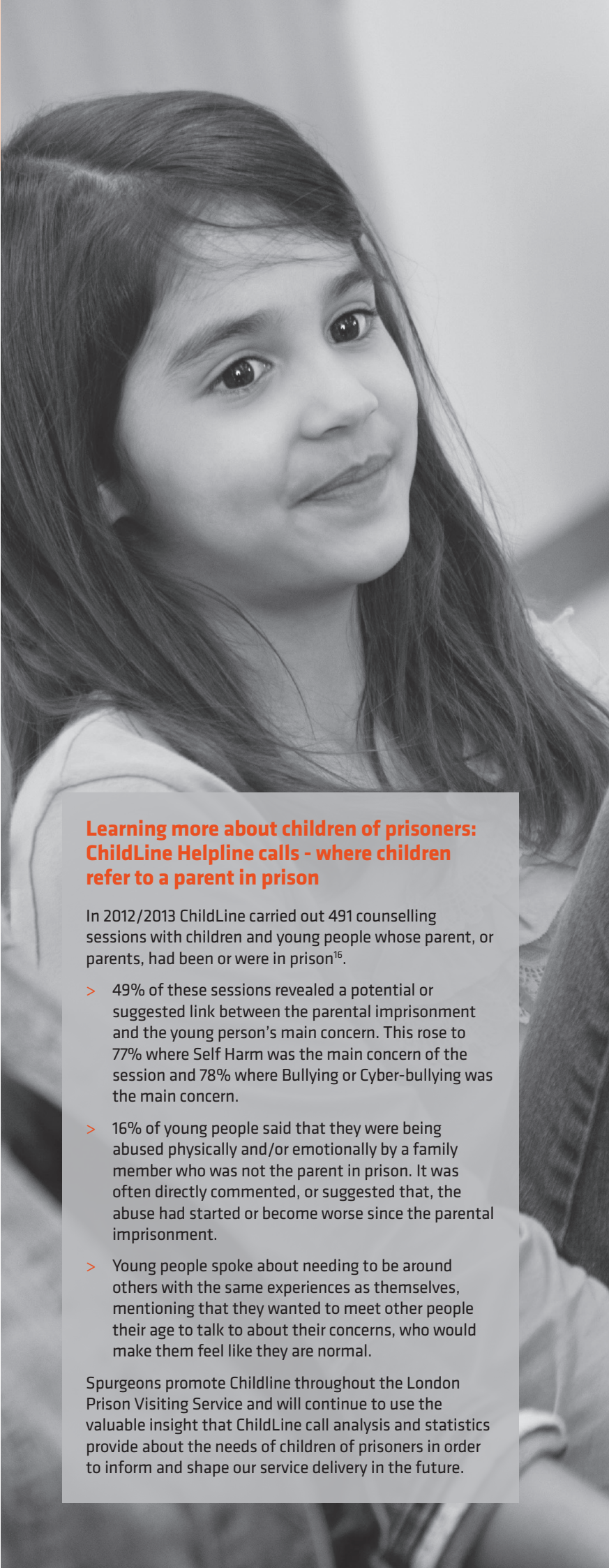
Case study

Family with complex needs kept safe after prison visit intervention

Olusola* was left struggling to look after her newborn baby and two young children and keep a roof over their heads after her husband was placed in custody. A Spurgeons family support worker noticed that Olusola seemed upset during a visit and sat with her to find out how she was. Olusola revealed that, having previously not had any control or knowledge over family finances, she had found a letter advising the family of their imminent eviction. She also told the worker that her family's immigration status was under review and she felt it would cause her young children much distress if she told them their daddy was in prison.

Spurgeons moved quickly to put support in place for Olusola. We made a series of targeted interventions including a referral to social care services and another telephone assessment with the Housing Service whilst Olusola was still in the Visitors' Centre. We then arranged a meeting with housing to assess her situation. As a result of these actions, social care services undertook a visit to Olusola within 24 hours, arranged benefits payments for her and secured a loan from the local authority based on an emergency assessment so that she could buy food for the family. Next, Spurgeons provided details and information of immigration lawyers to work through issues around the family's status in the country, providing ongoing support while her husband was in custody.

These interventions were successful, the family stayed in their house temporarily before more permanent accommodation was secured. Olusola was able to feed her family and they felt more able to communicate with immigration agencies. By linking Olusola and her family with other agencies and developing a rapid response plan for their care and wellbeing, we were able to be there for them at a crucial moment.



Learning more about children of prisoners: ChildLine Helpline calls - where children refer to a parent in prison

In 2012/2013 ChildLine carried out 491 counselling sessions with children and young people whose parent, or parents, had been or were in prison¹⁶.

- > 49% of these sessions revealed a potential or suggested link between the parental imprisonment and the young person's main concern. This rose to 77% where Self Harm was the main concern of the session and 78% where Bullying or Cyber-bullying was the main concern.
- > 16% of young people said that they were being abused physically and/or emotionally by a family member who was not the parent in prison. It was often directly commented, or suggested that, the abuse had started or become worse since the parental imprisonment.
- > Young people spoke about needing to be around others with the same experiences as themselves, mentioning that they wanted to meet other people their age to talk to about their concerns, who would make them feel like they are normal.

Spurgeons promote Childline throughout the London Prison Visiting Service and will continue to use the valuable insight that ChildLine call analysis and statistics provide about the needs of children of prisoners in order to inform and shape our service delivery in the future.

Partnership profile: Brent Samaritans

At HMP Wormwood Scrubs Visitors' Centre we have partnered with Brent Samaritans since 2012 to support families of prisoners who are suffering from emotional distress.

The Samaritans already play an invaluable role within the prison setting through the Samaritans' Listeners Scheme whereby prisoners in emotional difficulties can turn to another prisoner for support¹⁷. Understanding that families of prisoners face a significant struggle to cope when a loved one is in prison, Spurgeons approached Samaritans to expand their role to the London Prison Visitors' Centres through monthly drop-in sessions. Volunteers from the Samaritans provide immediate emotional support and a listening ear and also signpost visitors to their other services, reaching an average of 20 visitors per session.

'Spurgeons staff understand our service well and often refer visitors and service users to us. We tackle issues of isolation, loneliness and practical issues by giving visitors the opportunity to talk about how these issues make them feel and what are their emotional needs around this – as well as asking around suicidal feelings.

Working at the Visitors' Centre provides a real opportunity for us to 'go outside the branch' – reaching out to vulnerable groups. Spurgeons is a gatekeeper to those people. Without them giving us that supportive environment and base, we wouldn't be able to be so proactive. We see new people each time and widening our reach is very rewarding. Volunteers who work at the Visitors' Centre say that it is one of the most rewarding things they do as a volunteer in Samaritans.'

Natasha, Samaritans

'I really feel that we are appreciated and people who talk to you, really want to talk to you. Some families have nobody to talk to. There can be financial difficulties. They aren't locked up themselves, yet the whole family suffers.'

Eve, Samaritans volunteer

¹⁶ ChildLine Business Support Team (August 2013), ChildLine Helpline - Parent(s) in Prison - 2012/13
¹⁷ Samaritans (2013) Annual Report 2012-13, Surrey: Samaritans

Next steps: continually improving our service

- > We will be introducing a greater focus on Early Years Foundation Stage curriculum in our supervised play service. We want our play workers to take an active role in supporting school readiness. Our experience of running play services in the prison setting so far has highlighted that children coping with having a parent in custody would benefit from extra support with this due to the added stress of their situation.
- > We will be starting a weekly homework club at HMP Holloway from the Autumn term 2014, in partnership with the prison.
- > We will continue piloting using local authority's neglect toolkit – providing a framework for our safeguarding reports which links into the local safeguarding board's assessment.
- > We will continue to expand our range of drop-in sessions and family-focused partnership events within the prisons, to further realise our aim of establishing London Prison Visitors' Centres as a significant and effective referral hub for prisoners' families.
- > Spurgeons Network will continue to work with other Christian organisations as an active member of Prisons Week, a national campaign run annually in November to raise awareness for all those involved in criminal justice.
- > We will further promote ChildLine services to children and young people visiting a parent in prison in order that they have someone to turn to 24/7 and can talk in confidence about their problems and any concerns they have about either their or another child's safety.
- > Having recently been awarded a joint funding bid, Spurgeons Network and Inside Out (through-the-gate mentoring service) at HMP Wormwood Scrubs, will run a series of multi faith events in the Tri-Borough in support of local faith community engagement. Working together to pool our experience, contacts and expertise we will not only raise awareness and promote volunteering opportunities among Christian and Muslim faith communities, but will also aim to encourage a greater understanding between Christians and Muslims of societal and cultural factors in criminal behaviour, imprisonment and the issues faced by prisoners' families.
- > Through the Ofsted consultation on proposals for a new integrated inspection of the arrangements for the help, care and protection of children in England we will lobby for the needs of children affected by imprisonment, highlighting the safeguarding and support needs of those visiting prisons, with a focus on helping to improve intergenerational outcomes for those with a family member in custody.

'Words cannot describe. Both personally and as an organisation you deserve awards for standing in the gap when there is no one and no other organisation or support, providing emergency support and care which is a life line, and humane treatment and attitude in the face of adversity.'

(Visitor to HMP Belmarsh - visitor feedback)

'I just wanted to say a real heartfelt thank you for all the help and assistance and kindness you have always shown me every time I have visited. I cannot tell you how much I appreciate your help as it gets so difficult sometimes. You and all the girls are fab! Always so kind, helpful and patient and understanding. It means so much, honestly. God bless you all from the bottom of my heart.'

(Visitor to HMP Wormwood Scrubs - visitor feedback)

'Thank you for the guidance and support you have shown to our family. You made a difficult upsetting situation more bearable, helping to answer endless questions with clear answers and empathy.'

(Visitor to HMP/YOI Feltham - visitor feedback)

** Names in all our case studies throughout this document have been changed to protect identities.*

Many thanks to all our partners:

Drop-ins:

- > Adfam
- > Al-Anon
- > Armed Veterans Association
- > Children's Centres
- > Christians Against Poverty
- > Clean Break
- > Crime Reduction Initiatives
- > Culture Dementia UK
- > Depaul Housing
- > DWP Job Centres
- > Family Rights Group
- > Kinship Care service (pact)
- > Lifeline
- > Grandparents Association
- > Grandparents Plus
- > Greenwich Drug Intervention Programme
- > Greenwich Family & Friends Support Service (Blenheim CDP)
- > Greenwich Family Intervention Service
- > Hibiscus
- > North London Samaritans and Brent Samaritans
- > North West London NHS Foundation Trust Community Services
- > Prison Advice and Care Trust
- > Prisoners' Families and Friends Service (pact)
- > Phoenix Futures Family Support
- > Prison Links
- > Prison Reform Trust
- > Relate South London
- > St Mungo's Housing
- > Sexual Health Greenwich
- > Stop Smoking Service NHS Hammersmith & Fulham
- > Stop Smoking Service NHS Islington
- > Trident
- > Wandsworth Diversionary Activities (Spurgeons)

Partnership links and referrals:

- > Action for Prisoners' Families
- > Alcoholics Anonymous
- > Arts Community People
- > Barnardo's
- > Bail Accommodation Support Services (BASS)
- > Blenheim Project
- > Buttle UK - Grants
- > CARATS
- > Challenge People programme
- > Children's Centres
- > Citizen's Advice Bureau
- > Daybreak Drug project -Redbridge
- > Education A4e
- > False Allegations Support Organisation (FASO)
- > GLLaB – Greenwich Local Labour & Business
- > Greenwich One-Stop-Shop Drop-In for Domestic Abuse
- > Harringay Women's Forum
- > Haringey Young Carers
- > HARO support group – Harrow Council
- > HER Centre
- > HomeStart
- > Immigration Lawyers
- > Independent Complaints Advocacy Service (ICAS)
- > Inside Out – Community Chaplaincy (HMP Wormwood Scrubs)
- > Kids VIP (pact)
- > LEAP – Confronting Conflict
- > Lifeline
- > Local authorities including London and nationally
 - Children's Services
 - Adult Services
 - Housing Services
- > MIND
- > NSPCC

- > National ADHD Support Service
- > National Carer Service
- > Partners Of Prisoners (POPS)
- > Prince's Trust
- > Rapt
- > Rethink
- > Safeground
- > St Martin's Homeless Unit
- > St. Giles Trust
- > Shelter
- > Solace
- > Southeby Mews Day Care Centre, Islington
- > Wandsworth Community Chaplaincy Trust (HMP Wandsworth)
- > Women's Aid

Courses:

- > pact Building Bridges
- > pact Time To Connect
- > pact Time for Families
- > Prison Family Learning Programme
- > Safeground Fathers Inside
- > Safeground Family Man

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