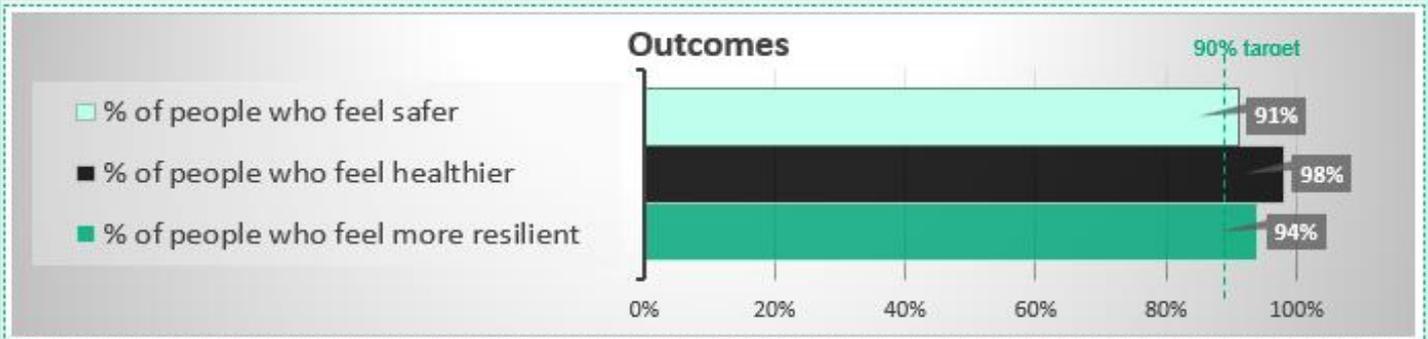


Impact Report: April-September 2021

Organisational KPIs (year to date):

- **1435** individuals actively worked with.
- **11157** prison visitors welcomed.
- **7066** sessions of support offered.



Key facts, figures & feedback:

Breaking Barriers

Teams completed 16 follow up calls with families 3-months post support. Feedback was overwhelmingly positive. We asked, **'what change are you most proud of since accessing the service?'** and received these responses...

- ✓ Dealing with feelings in a more positive way
- ✓ Being more grown up in my decision making
- ✓ Feeling happier
- ✓ His confidence in dealing with situations
- ✓ Controlling anger
- ✓ Being more confident in life
- ✓ Doesn't get so upset and communicates feelings better
- ✓ Not as tearful
- ✓ Talks about Dad without getting so upset
- ✓ He is allowed in school full time now

At the mid-point of the year, most services are on track or exceeding forecast numbers of people supported. Individual areas of concern have been highlighted to service managers to address.

87% of sessions are attended, with less than 1% being cancelled by Ormiston Families

85% of cases that are closed due to work being completed* have a completed end of service questionnaire – a vast improvement on the start of the year.

**excluding CYPMHS and YOUUnited. Only 57% of cases close for this reason, with 43% disengaging or moving out of area. New methods to capture feedback more regularly in long term services will be introduced from April 2022.*

How our delivery mechanisms have changed



Challenges: Service Managers attend quarterly 'challenge' meetings where service performance, quality and development areas are discussed. In the most recent round of meetings, it became clear that goal-based outcomes are not understood or used consistently across services. This confusion ranges from practitioner to management level and could result in under-use of the tool, leading to difficulties in evidencing impact. It has been agreed that this issue will be addressed organisationally, with a review of the GBO tool to ensure best fit, followed by staff training on outcomes measurement.

A story of change... **Prisoner Family Services**

Positive family relationships are proven to reduce the risk of reoffending. As covid hit, prison residents faced increasing isolation and detachment from their families, threatening to undo the positive work of our prisoner families support services. Ormiston Families adapted our support to help maintain these vital connections...

Situation

Tony, a 41-year-old resident in one of the prisons we support, had been granted limited contact with his son through a Child Arrangement Order at a previous prison. Tony had already made good progress in building a positive relationship with his child so, as lockdown interrupted visits, it was vital to find a way to maintain this contact.

Solution

Our practitioner worked to support Tony through a goal-based plan. Tony was eager to maintain the contact with his son and continue to grow and strengthen their relationship.

We supported Tony to gain authorisation from the Prison Governor to have video contact with his son. Tony was 'over the moon' that it had been organised, whilst his son could look forward to visual contact with Daddy without the unsettling experience of coming to new surroundings.

In a number of the prisons that we support, Ormiston Families staff have played a central role in helping residents to maintain family contact through the use of Purple Visits – a secure video-based contact system.

Whilst we have all experienced the covid storm, we have not all been in the same boat – our teams have been continued to support the people we work with, many of whom have faced additional challenges during this time, to continue their journeys towards a brighter future.

Success

Tony told us: *"I cannot wait to see his little face. Thank you so much for all of your support to make it possible"*.



In addition to hosting over 11,000 in-person visits, our Prisoner Family Services teams have facilitated 2834 video visits between April and September, helping families stay connected.