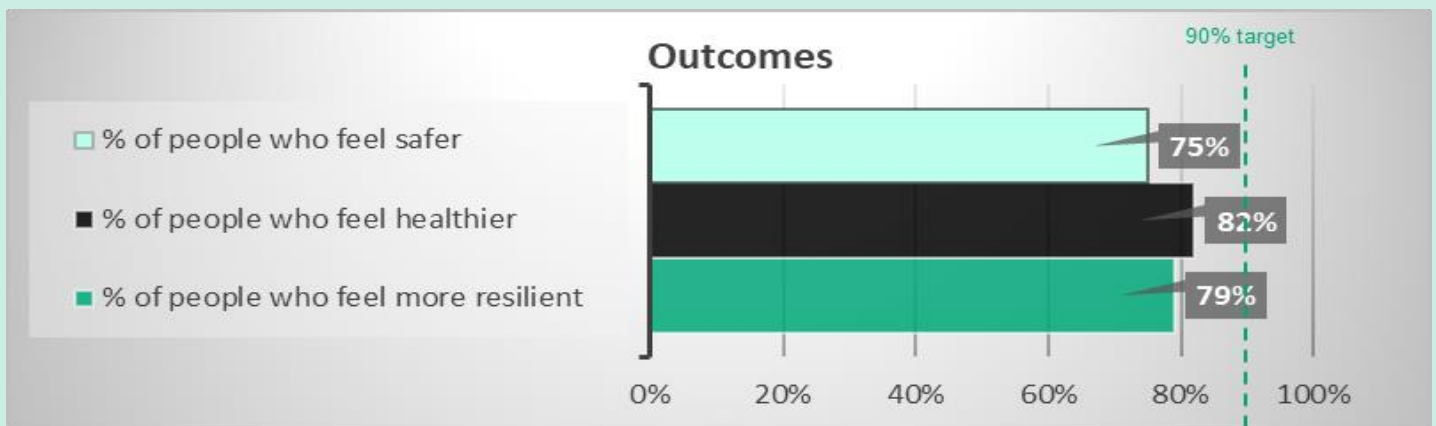


Impact Report: April/May 2021

Organisational KPIs (year to date):

- **854** individuals actively worked with.
- **1483** prison visitors welcomed.
- **1288** sessions of support offered (*excluding prison visits, CYMPHS and TR*).



Key facts, figures & feedback:

Prisoner Family Services

At HMP Stocken, a pilot family visit saw 10 fathers meet their babies born in lockdown for the first time. They and a 4-hour visit and were able to hold their children.

84%

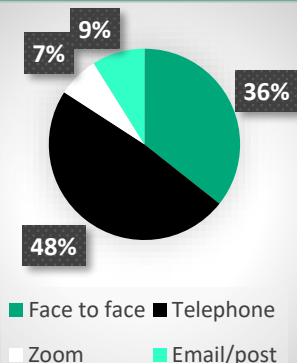
of planned support sessions were attended

21

new parent and professional referral partners signed up to the sensory toy library

At least **1059** 'purple' visits (video visits) were processed by Prisoner Family Services

How we are delivering support



Breaking Barriers

'Mum said the practitioner had worked some magic as she had seen such a positive change in her children - we supported 3 siblings.'

377

goals have been set by the people we are working with. So far, **30%** of these have experienced positive progress.

Children & Young People's Mental Health Service

'The help was very detailed and specific to me and included lots of activities to try. I am currently trying to use some of the techniques, and it is helping me to break out of the obsessive patterns that I have been in for so long and combat the OCD compulsions. The service was very good, fast and useful.'

A story of change... **YouCanBe**

Having grown up in unhealthy family environment and now coping with trauma from past sexual abuse, Mia found herself alone and isolated in a new town with no sign of a positive future ahead of her...

Situation

When Mia came to us in November 2018, she had been suffering mental and emotional abuse by her father. There was often not enough money to buy food or sanitary products due to her father's gambling issues, and the family environment was very controlling.

She was referred to Ormiston Families by another agency who had provided her with supported housing. Her new home was in Lowestoft which was not the town she had grown up in, and Mia began to find herself very isolated.

Solution

Jane, a Senior Practitioner from Ormiston Families, met with Mia for tailored one-to-one support sessions to discuss her situation and try to support her into securing a future for herself that she hoped for.

Jane supported Mia's college attendance and her attendance to the voluntary work with the agency who had supported her initially. She also supported her to go on contraception and spent time with her working on learning essential life-skills and building her self-esteem. As part of this Jane supported Mia by escorting her to engage in Support Groups and attend the Gym in an attempt to also increase her social and supportive network.

Jane says: "After quite a lengthy period of time working with Mia, we were looking at closing (ending our support sessions) last year around April/May time, but lockdown came along and that was going to make it impossible; it was just not a good time to close the case. Mia had very complicated attachment issues as well, so the closure had to be well timed and well planned and I knew it wasn't going to work at that time."

The decision was made to continue remotely supporting Mia, so she had someone to talk to, and Jane and Mia spoke and communicated by text normally twice a week for half an hour or so at a time. At that time Mia was in an unhealthy relationship, and by June with lockdown still in place, Mia was experiencing severe flashbacks and trauma related to teenage sexual abuse she had experienced where the perpetrator had been sent to prison at that time of year.

Jane says: "Mia went into crisis, so I put in a special request with my manager to see her in a park in Lowestoft and this happened for about three or four weeks. I managed to help her through this triggering time, and it also became very clear that when I met her the relationship, she was in at that time with her boyfriend was abusive, so I planned to start the escape track training with her rather than close her when we came out of lockdown restrictions."

At one point Mia was concerned that her period was late. The pregnancy test Jane gave her apparently didn't work so bought herself some pregnancy tests, something she would have never done before. She was also worried about having an STI from her last relationship, so went to the doctors herself without needing any support from Jane.

The Christmas period was difficult for Mia, and on calling her Jane discovered her Dad had become quite abusive again, however Mia had removed herself from the situation calmly with no further problems.

Success

Jane says: "As we have been in and out of lockdown, I have supported Mia with so many issues, but the amazing thing is that now it is just support and I am not doing things for her such as making appointments. She amazes me every time I speak to her now."

"Mia has come such a long way. She says to me that she's grown up now. I think that even though we were under lockdown, having that extra time to support her and get to the point she is at now has benefited her so much, and will continue to do so in the long term. It also helped address the attachment issues that I think would have caused her another crisis if we'd have ended our sessions during lockdown in the summer."

Since recording this case study, Mia and Jane have now 'closed' and Mia is currently bidding for independent housing and is working with another agency who are preparing her for future employment and supporting her to find work. Mia is also now engaging in counselling to address the trauma from her past.

Mia is in a very happy stable, loving, relationship and no longer self-harms or makes attempts to end her life.

Mia says "YouCanBe works ... it must work! Look at me! I wouldn't be who I am now if it didn't!"