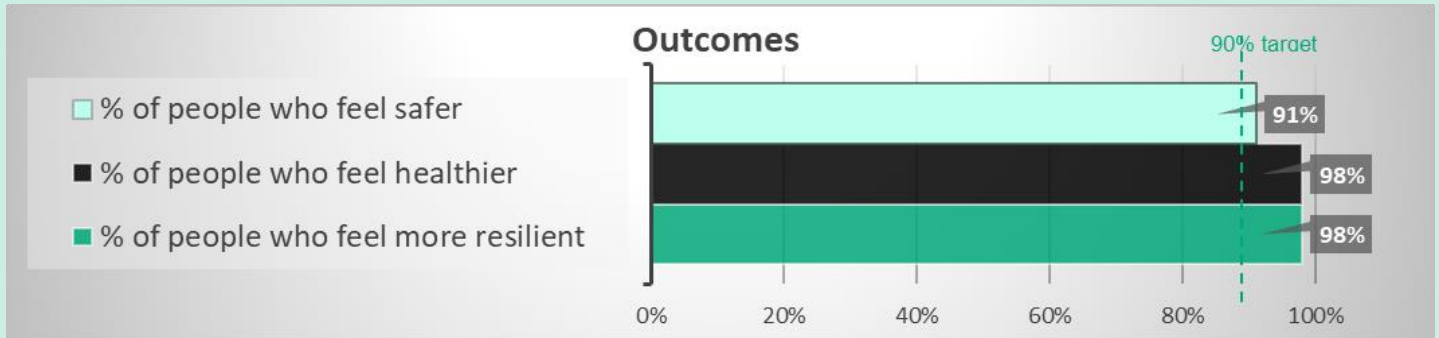


# Impact Report: June/July 2021

## Organisational KPIs (year to date):

- **1004** individuals actively worked with.
- **5560** prison visitors welcomed.
- **2921** sessions of support offered (*excluding prison visits and CYMPHS*).



## Key facts, figures & feedback:

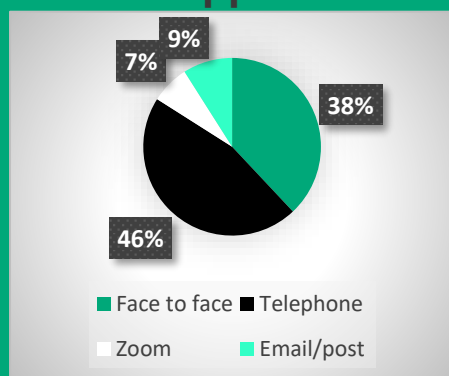
### Prisoner Family Services

Storybook Dads sessions have resumed, with 20 sessions completed so far. One resident told us *'It's such a good thing you are doing. Thank you. My child will feel important when they receive the story and craft.'*

**236**

Referrals have been received into our non-statutory services with at least a 70% acceptance rate

### How we are delivering support



**There has been a small increase in the proportion of face-to-face work taking place in the non-statutory services since May**

**Across Mpower, YouCanBe and Breaking Barriers services, 93-95% of goals measured showed positive progress.**

### Small Steps Together

*'I use the things I learnt every day. Small Steps helped me at the hardest time of my adult life, and I think I will use those lessons for life.'*

*I think one of the most important things I learnt was that if I ever have any worries to not bottle them up and to talk about it and get support. This might be something obvious for some but for me I was taught to keep everything to myself as a child and that was ingrained in me so to actually experience how much better I felt once I talked about my worries and feel that massive shift in my mindset as a result of opening up it then changed a massive part of me and how I previously dealt (ineffectively) with my problems which is such an important lesson. One that I will pass on to my daughter.'*

**Challenges:** Accurate measurement of outcomes, impact and experience of service is dependant upon consistent use of approaches, frameworks and surveys. To date less than 50% of closed case have a completed feedback survey. Only 8 follow-up calls have taken place. Some of this can be explained by disengagement, particularly in longer-term services. We are working on raising staff awareness of the importance of feedback, and looking at how we can capture this more regularly in longer-term services so learning is not lost. Once we have more consistent data, we can interrogate it to find out what is and is not effective and share in these reports.

### A story of change...Mpower

Sometimes it seems like everything is against you, and it can be hard to see any glimmer of hope. The Mpower service works with people for as long as they need it, offering support to tackle one issue at a time, until the pieces come together...

#### Situation

Abi was referred to Ormiston Families due to concerns about domestic violence from two ex-partners and cannabis use. At the time, Abi was 27 years old and had two children, both boys, who were eight and five years old. Her eldest son was living with her mother, having moved there when he was three. Her mother had been unable to offer care for her second child as well, resulting in him being adopted at birth.

Abi's relationship with her mother was already strained and had broken down further when a Special Guardianship Order (SGO) was put in place making her primary carer for Abi's son.

Abi had a history of involvement with the police due to aggression and she had not been honest about the lack of positive relationships in her life.

#### Solution

Through our Mpower service, practitioner Anna supported Abi with housing advice and advocacy. This resulted in Abi securing long term supported accommodation. Anna supported Abi to attend mental health appointments with a GP and Suffolk Wellbeing, which led to Abi accessing Cognitive Behavioural Therapy and counselling. This really helped Abi come to terms with the removal of her children for adoption and special guardianship.

Abi enjoyed attending our cookery group, where she gained an understanding of healthy eating and eating on a budget. She also attended a weekly yoga group and Onelife Suffolk helped by providing vouchers for Slimming World.

#### Success

As trust deepened, Abi and Anna were able to talk about contraception and Abi agreed to be fully tested for STIs by the local sexual health service. At the same time, Abi expressed an interest in supporting her community and learning skills through volunteering and began offering her time at a local food bank. Abi then went on to attend job interviews with Anna's support, encouragement and practical help. As a result, she successfully secured two part-time paid roles.

At the time of writing, Abi is working as a permanent part-time cashier in a large high street store and was offered a promotion to work in the cash office, though she declined the additional responsibility.

The most significant result for Abi was the slow, controlled improvement in her relationship with her mother and her eldest son. After initial tentative steps they now meet or chat on a weekly basis and Abi was reunited with her son within the boundaries of the SGO. Recently she was able to pick him up from school and take him for a celebration meal on his birthday. Abi is now in a safe, non-violent relationship with a colleague from work.

Abi told us: ***"Without your guidance I would not be where I am today with my son, thank you so much from the bottom of my heart x"***.

Anna says: ***"I am so proud of Abi, and proud to have been a part of her journey. Over the four years there have been highs and many lows, but Abi listened and learnt that this is normal part of everyone's life, but most importantly she learnt to become resilient and grow within herself as an individual. Well done Abi reach high and catch your dreams..."***