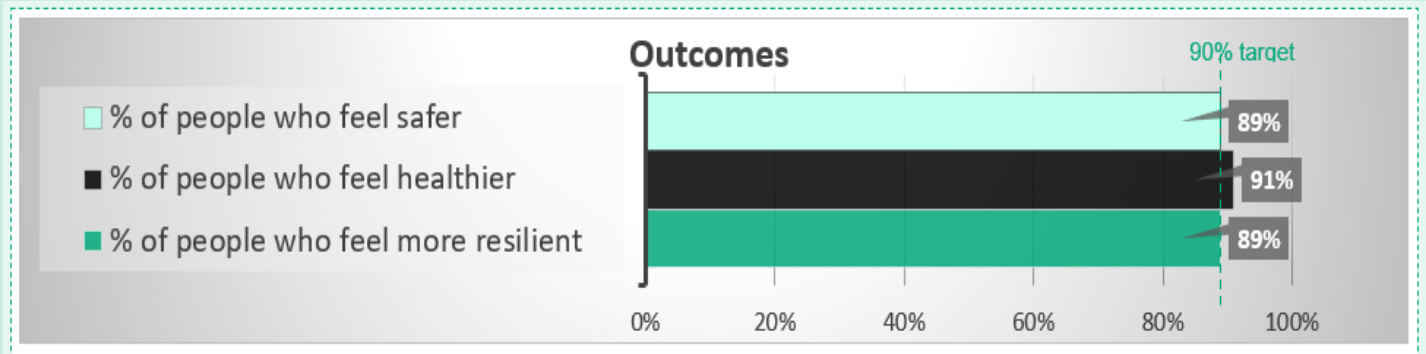


Impact Report: April 2021-Jan 2022

Organisational KPIs (year to date):

- **2095** individuals actively worked with.
- **21652** prison visitors welcomed.
- **12607** sessions of support offered.



Key facts, figures & feedback:

Longer term impact

This year, we have recorded 176 end of service questionnaires and completed 45 follow-up calls 6-12 weeks after sessions have finished...

- ✓ 82% of people said they felt able to make safe decisions
- ✓ 91% of people said they felt safe and supported
- ✓ 84% of people told us they had coped with difficult situations in a healthy way
- ✓ 89% of people felt happier than before they used the service

Over **500 children** and **2500 adults** have been welcomed to our prison visitor centres for the first time since April 1st.

Sometimes the smallest gestures make a big difference to these people, as one of our staff told us...

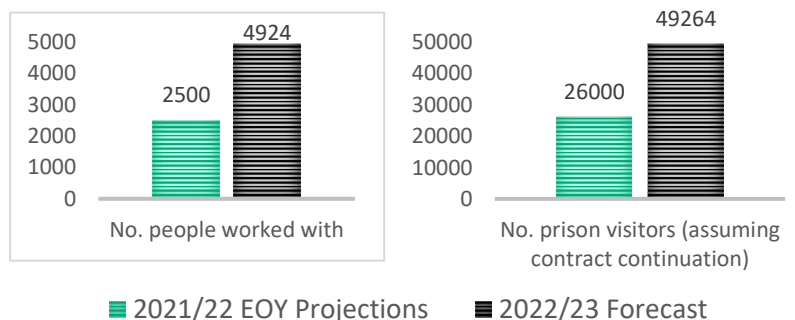
'A new visitor was very thankful for the information given to her as it was her first time visiting - I also rang for a taxi for her to travel back to the station. She said I had made her first experience in visiting a prison much less daunting for her.'

Small Steps Together

9/10 active service users in Small Steps Together have set at least **one goal** to work towards.

Where they have reviewed this goal, **92-100%** show improvements in areas of **increasing self-esteem, reducing anxiety, improving relationships and decreasing isolation.**

125 quotes & 28 case studies have been collected since April 1st



Challenges: Service Managers and practitioners are generally engaging well with the impact management culture that is being embedded. In some areas data entry has been hampered by staff capacity due to covid-related absences. This has been particularly noticeable in a decrease in the rates of ESQ returns in the last quarter. This has been addressed with Service Managers and will continue to be monitored. Some longer-term services continue to return low levels of outcomes evidence – these teams are working together with the Monitoring & Evaluation Manager over the next few weeks to pilot an iterative outcomes measurement and feedback tool to implement from April across services.

A story of change... **Breaking Barriers**

After the imprisonment of his father, Maxi's behaviour at school deteriorated and he became anxious and angry. The trust and patience of a Breaking Barriers practitioner helped Maxi to express himself in healthy and positive ways.

Situation

After his father was sent to prison, Maxi, aged 9, moved to a small village with his mother and younger brother. Despite living in a peaceful new setting with his grandparents living nearby, Maxi continued to struggle to come to terms with his father being in prison.

Maxi's behaviour at school became disruptive, and he would often be rude to members of staff and refuse to complete tasks. Maxi's mother reported that he had become extremely anxious and would refuse to talk to her about his emotions. Maxi's occasionally expressed these feelings in the form of angry outbursts, causing great upset to his family.

It was advised in Maxi's referral that he became very upset when his visiting sessions to his father ended, and that his behaviour was 'different' after he had seen him.

Solution

Maxi was referred to Ormiston Families' Breaking Barriers service after his classroom behaviour had continued to decline.

A Breaking Barriers practitioner carried out an initial assessment with Maxi's mother, outlining Maxi's most regular struggles and setting out targets for helping him to handle these difficulties.

Maxi took part in eight tailored, one-to-one support sessions in his school on a weekly basis. His practitioner used a range of techniques and resources to help Maxi to understand his feelings and take control of his actions.

Success

After his sessions, Maxi remarked that certain resources helped him to calm down when he felt angry, both at school and at home. He also began to build a trusting relationship with a member of staff in his class, providing Maxi with someone he could talk to about any feelings he was struggling with.

Maxi's mother reported that he began to express his feelings more openly with her after his support sessions. She also stated that Maxi was keen to take part in further sessions to talk more freely about his experiences in order to gain more confidence and build resilience.

She said:

'Maxi is a lot happier at school and at home. He is starting to open up more. I highly recommend this service.'

Maxi's practitioner said:

'It was amazing to see the difference in Maxi as the weeks went by. From meeting a shy, nervous and unsmiling young person to working with someone who was open, honest and always smiling when he came into the room.'

'Maxi embraced the opportunity to talk freely when he wanted to, and expressed himself by making things with various resources, using his wonderful imagination. He was able to produce some lovely drawings, all of which helped him to express himself physically and verbally.'