

**Ormiston  
Families**

Brighter futures

# Ormiston Families

**2022/23 Impact Report**

**Stories of Change**



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#TeamOrmiston – support us





# Safe, healthy, resilient families

Ormiston Families works across the East of England to take early and preventative action to create safe, healthy and resilient families who feel in control of their own wellbeing.

Our work aims to interrupt the cycle of negative behaviours, improve mental health, wellbeing and life chances, ensuring brighter futures for the next generation.

We offer 1-1 support, small group sessions and prison visit facilitation to families experiencing a range of challenges including poor mental health, additional needs, imprisonment, bereavement, unhealthy relationships and child removal.

It is not just the person we work with directly that benefits. Behind the scenes, the lives of parents, siblings, partners, and others can be transformed by the improved wellbeing of the family member we have supported.

And our work does not stop there. We are sharing our knowledge with schools, police, prisons, the NHS and local authorities so that together we can better support families.

**In 2022/23, we reached 4,800 families and welcomed nearly 60,000 visitors to our prison visit centres. Every one of them has a story to tell. [Read about some of their journeys here](#), and how you can support us to continue to make a difference.**



# A year in numbers

**4,800**

families  
worked  
with

**24,694**

sessions of  
support  
offered

**59,526**

prison visitors  
welcomed

**19**

volunteers  
donated  
their time

Families  
supported  
across

**5**

counties



An illustration of a teal-colored terraced house with white window frames and doors. A woman with red hair, wearing a black dress with yellow flowers, stands in front of the house. There are two green trash bins and a black street lamp in the foreground. The house has a number '61' on the wall and a '63' on the door.

**Over 40**

#TeamOrmiston  
supporters took  
part in challenge  
events

**NEW**

Service User  
Involvement  
Officer recruited

**38%**

increase in families  
supported since last year

**83%**

of people reported  
feeling safer after  
accessing our services

**84%**

of people felt  
emotionally healthier  
after working with us

**86%**

of people were  
more able to deal  
with life's challenges  
following our support



**Shortlisted**

for CYPNow  
Charity of the  
Year Award

# Our work supporting families affected by imprisonment

We ensure families with a loved one in prison aren't left behind and support ex-offenders to reintegrate into their community.

## Why?

**Because 54% of people entering custody have children under 18, and 7% of children will experience their parent's imprisonment during their time at school\*.**

Parental imprisonment is known as an 'adverse childhood experience' that can directly affect long term health and wellbeing, so supporting children experiencing this can help to lessen these effects.

Maintaining family ties can reduce reoffending rates, breaking the cycle of imprisonment and saving the taxpayer money.

\*Source: Department for Business, Innovation and Skills, National Offender Management Service (NOMS), Policis, Kingston University and Toynbee Hall. (2014). Parenting and Relationship Support Programmes for Offenders and Their Families.

- In 2022/23, 182 children and young people benefited from support from our Breaking Barriers service to cope with having a close family member in prison.
- Our Prisoner Family Services offered nearly 60,000 prison visits to keep families connected.
- 278 people on probation orders worked with our teams to build stronger connections with families and significant others.



# Breaking Barriers

Breaking Barriers works across the East of England providing one-to-one support for children and young people who are dealing with the imprisonment of a close family member. Children like 12 year old Archie...

## Archie's story

**Unable to regularly visit his Dad in prison due to travel costs, Archie began to feel the distance. Feeling isolated and with his behaviour deteriorating in school, a referral to Breaking Barriers gave Archie the chance to explore his emotions.**

Archie's Dad was in prison on remand. He was able to visit in-person, but the distance and travel costs meant that contact was usually made via telephone. This was not enough for Archie; who was very close to his Dad and missing him a lot.

Archie's behaviour at school began to decline and he had been placed on a reduced timetable. With staff turnover so high, Archie didn't feel he had a member of staff he could trust and was awaiting a move to a new school after an incident with the Headteacher.

Archie admitted that he was struggling to come to terms with his Dad being in prison and he would spend a lot of time on his own in his bedroom. He was referred to Breaking Barriers by his school's safeguarding team.

Archie began seeing his Breaking Barriers practitioner at home and at school once a week. His new school was not aware of the impact of his father's imprisonment on him and had placed him on a 6-week probation period. Archie's practitioner was able to communicate his challenges to his new school to put the correct support in place for a positive transition.

During his sessions, Archie explored his feelings about prison and discussed what prison is like, what his Dad's journey may look like and how he can maintain contact.

Archie took on the idea of watching the same television programmes as his Dad so they could chat later about their favourite parts, making him feel closer to his Dad.

Archie openly explored how his mind and body reacted to certain triggers, working to devise healthy coping strategies to prevent his behaviour from spiralling in the future. It was put in place that Archie could go to his school's Pastoral Manager should he struggle between sessions.

With his new support network of staff at his school, Archie began to trust professionals to help him cope with difficult emotions. Eventually, he began to really enjoy school in a way he hadn't before.

Archie's practitioner maintained contact with his Mum after his sessions, building a collaborative relationship with her to ensure his great progress continued.

After his probation period, Archie was offered a permanent placement at his new school and was excelling in Maths and English classes. He formed good friendship groups and his school expressed that they were 'incredibly proud' to have him at their school.

ff

*It was good to have someone to talk to, to help me not misbehave."*

Archie

# Prisoner's Family Services

We run prison visitor centres across the East of England. We help families understand their visit and try to reassure children. In 2022/23, we launched Dylan, our friendly animated character who can answer children's questions about life in prison and what happens when they visit so that they feel reassured and less scared.

**What will my Dad eat in prison?**

Each week your dad will have a menu sheet to fill in and choose his lunch and dinner. There are usually a few choices each week. If your dad is vegetarian or only eats Halal meat, they will have those meals available too.

For lunch, it might be something like sandwiches, quiche or jacket potatoes. Dinner might be something like mince beef or pasta bake. Breakfast is usually cereal and milk.

Our prison visit centre teams have been on hand for over 1,200 visit sessions this year to help families feel a little more at ease. Special visits give families the chance to maintain the bond with the parent in prison, reducing the impact on the children serving a hidden sentence.

“

*We had a fantastic visit in the family room, using the toys and games provided. We was able to smile and laugh together which was so important for our children. It felt more personal and private, and our children were free. The ladies who organise the visits are truly amazing and extremely kind and considerate we cannot wait till next time thank you for the visit.”*

Family attending a visit at HMP Norwich





# Probation Family Services

We help ex-offenders reconnect with their families and children and improve their understanding of how their behaviour impacts others.

Those we have worked with this year took the time to tell us about the difference it has made for them...



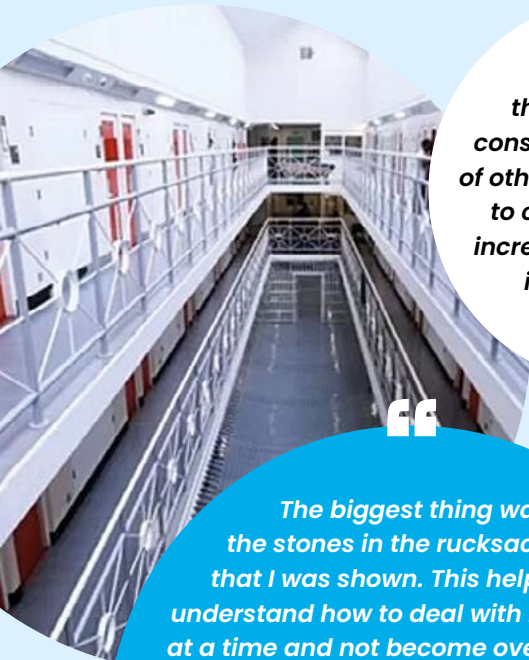
*The work I have completed on managing my emotions, along with the process to gain contact with my son, will help my future to become more positive, and a happier person."*



*It has made me think more clearly, consider the perspective of others, remain calm and to consider how I may increase my social circle in a positive and healthy way."*



*The biggest thing was the stones in the rucksack tool that I was shown. This helped me understand how to deal with issues one at a time and not become overwhelmed with my problems. I am still using this tool and both my wife, and I find it has helped us to stop burying our heads in the sand, and deal with problems. By taking the stones out one at a time, it gives us confidence to take another out when we have been successful in confronting and dealing with the previous concern."*





# Our work supporting mental health & wellbeing

**We support young people and children who need support in looking after their mental health.**

## Why?

**Because 1 in 6 children experience mental health difficulties\*.**

Poor mental health can affect children and young people's ability to make friends, enjoy learning, and maintain good physical health, so acting early is important to give them the best chance to grow into happy, healthy adults.

\*Source: NHS Digital (2022). Mental Health of Children and Young People in England 2022 – wave 3 follow up to the 2017 survey.

- In 2022/23, we offered nearly 3000 sessions of professional mental health support through our YOUnited service.
- 114 bereaved children in Cambridgeshire accessed over 650 sessions of specialist counselling.
- Our Supporting Smiles team worked with 2140 children and young people in Norfolk & Waveney experiencing anxiety, low mood and other mental health concerns.

# #WeWill



The #WeWill project worked across the Great Yarmouth area to support young people to become Wellbeing Ambassadors in their school.

Over 300 Wellbeing Ambassadors were trained to help their peers with any problems that they are experiencing, with the guidance of a Youth Support Worker. They also had the opportunity to plan and deliver projects to boost their community.

Megan's mum was so impressed with how much her daughter benefited from being part of the #WeWill service that she wrote to us to tell us all about it...



'My daughter Megan really struggles to try something new, something out of her comfort zone, something that requires her to be in the spotlight. Megan has social anxiety and can often struggle with new situations if not guided by an adult. When Megan heard about the wellbeing ambassador programme, she was really interested but heavily unsure whether to sign up.

After a lot of encouragement, she took that step into putting her name down. A part of her hoped she wouldn't be accepted but it was still a huge achievement to her to sign up. When she got it she was so nervous to the point she didn't want to go to school.

More encouragement given she met Alex and the rest of the group. She instantly liked Alex and felt at ease. She liked his relaxed, caring and fun personality. She felt no pressure in being in the group which was important to her and us. She did get nervous on some tasks and struggled a little but managed to overcome that.

Being an ambassador has given Megan hope and confidence to push herself to help others and do more for herself. What was important for me was that Alex was able to recognise Megan's struggles without anyone telling him and him giving Megan that gentle nudge she needed without making her feel different. Megan felt included and important.

Thank you, Alex, for what you did with the children and what you did for Megan. You may not realise the huge impact you had on her. All it took was 1 smile, 1 helping hand and a few jokes to make this little girl feel a part of something worthwhile'



# Supporting Smiles

Supporting Smiles gives support to children and young people aged 4 to 14 on our Core Therapeutic Pathway or 5 to 18 on our Children's Wellbeing Practitioner pathway in Norfolk and Waveney.

Our support helps children, young people and their families to build strategies that they can use to address mental health concerns now and in the future.



“

***My care from Amy has been amazing. Because of my sessions with her, I can do more. I go to full-time school without feeling stressed. I can go to the city with not a lot of stress. I know that I can highlight the signs to a panic or anxiety attack. Amy has helped me bring back my confidence and I am so grateful for that.”***

Young person accessing Supporting Smiles

## The Link

The Link project enhances Supporting Smiles with mental health advice, support and training to professionals working with 0–18 year olds across Norfolk and Waveney.

In 2022/23, there were over 876 Mental Health Champions supported by The Link team. Schools, GPs, health roles, Early Years providers, sports coaches, Police, Youth Offending Teams and family support services have all benefited from additional knowledge to offer appropriate wellbeing advice and guidance to the children and young people they work with.

“

***Thank you very much. Training was well delivered and on such an important subject. I have had to deal with issues in the past and did not know where to go, now I will have a clearer picture and be able to offer better support.”***

Professional after attending a training session with The Link team



LINK

Working together for CYP mental health



# YOUUnited

YOUUnited uses therapies, counselling and guided self-help to support people in Cambridgeshire and Peterborough aged up to 25.

In 2022/23, the YOUUnited team took the innovative step of trialling a 'single session thinking' approach where each intervention session – but especially the first – is treated as though it may be the families' one and only contact with the service. Initial evidence suggests this approach may cut waiting times and 'nip in the bud' up to 50% of mental health concerns before they are able to get worse.

“

**I feel as though the pressure has lifted and the house is much happier.”**

Parent of child accessing YOUUnited service

“

**The help I have received has taught me a lot and I feel a lot more confident and able to deal with situations better.”**

Young person accessing YOUUnited service

“

**I enjoyed learning about worrying strategies and use them daily to help with my stress to make me feel better.”**

Young person accessing YOUUnited service



## Stars

Stars offers specialist bereavement support and counselling to those aged 4–19 in Cambridgeshire who may be experiencing difficulties following the loss of someone close to them, such as a friend or family member.

Over 90% of children feel more able to talk about their feelings, understand the grieving process and maintain a connection with their loved one through memory-making after working with our amazing Stars team.



# Our work supporting communities

We provide a range of innovative emotional, physical and social wellbeing services within the East of England's local communities.

## Why?

**Because approximately 1 in every 4 mothers who have had a child removed from their care by a court are at risk of return with future children. This risk rises to 1 in 3 for the youngest mothers\*.**

Women are often left unsupported to repeat the circumstances that led to the first child being removed, so our services help to address these issues, and promote healthy relationships to reduce the likelihood of repeat removals.

\*Source: Lancaster University (2017).

- In 2022/23 our Mpower service worked with 122 women who had at least one child removed into care to help deal with this loss and understand and address the issues behind the removals.
- 71 young women at risk of unplanned pregnancy and child removal were supported by YouCanBe to stabilise their chaotic lifestyles and make positive relationship choices.
- Our Stronger Together resource library benefited 760 children with special educational needs and disabilities.

# Mpower

We support women who have had one or more children removed from their care across Norfolk, Suffolk and Fenland. We help them understand the reasons for the removal and build a network of support around them.

One of the women in that position, facing the trauma of losing multiple children was Natalie. Here's how Mpower supported her for 2 years to start to rebuild her life...

## Natalie's story

**Natalie, already mourning the loss of her child, found her anxiety overwhelming when her youngest was taken from her care. Isolated during lockdown and persistently harassed by her abusive ex-partner, she sought support to rebuild her life. A referral to Ormiston Families' Mpower service provided the safe haven she needed.**

After being referred, Natalie's anxiety became evident during her initial sessions with her practitioner. She would visibly tremble and struggle to manage daily tasks, attributing her phone avoidance and local area-related distress to her anxiety.

Natalie felt isolated, compounded by pandemic lockdowns and her abusive ex-partner's relentless harassment. She lacked welfare benefits, relying solely on her savings.

Remote sessions were impossible due to phone anxiety, leading her practitioner to arrange in-person garden meetings during lockdown, offering vital human connection.

Natalie admitted avoiding necessary phone calls due to her anxiety, and her practitioner helped her organise important conversations related to her Personal Independence Payment claim, mental health services access, and safety planning against her ex-partner.

With her practitioner's guidance, Natalie met with a mental health peer support worker and began therapy to address her troubled past. She engaged with authorities when her ex-partner approached her, expressing gratitude to Mpower for taking action, saying, "otherwise I'd have sat there rocking and nothing would have been done about him."

Natalie received support to move to an unfamiliar area, enabling her to shop locally without fear. Having moved house, Natalie no longer worries about who knocks on her door and says she can walk to the corner shop and stand outside her house without worrying, something she called "freedom".

Natalie is now receiving all the benefits and income support she is entitled to, saying "I don't have to worry about bills now" and "I can now spend more than a tenner on food a week."

After her sessions, Natalie regained her independence, managing daily tasks like answering the phone and handling her mail. She looks forward to the future, plans to volunteer, and hopes to return to work, as well as rekindling her neglected hobbies.

“

*I was like a robot back then. Just existing."*

Natalie



“

*My outlook has improved, my thoughts on how I view things. My confidence now in setting boundaries and standing up for myself.”*

YouCanBe  
service user

”

*I really wanted to get contraception, but I didn't know how to or who to go to for help with this. I've also learned lots of really important information about contraception and sexual health that I didn't know before.”*

YouCanBe service user

“

*I feel I'm very good at identifying unhealthy behaviours in texts now (such as when someone is over charming). Before I wouldn't have even noticed. I wouldn't have thought of any risks previously, in my head I have the mentality that I'm young and if something happens to me then it happens to me but in reality you don't know what they are going to do.”*

YouCanBe service user

## YouCanBe

We support young women in Great Yarmouth and Norwich who are vulnerable to pregnancy and subsequent removal to make positive choices around their relationships and sexual health. We help them to improve their self-esteem, access the services they need and understand why they engage in certain behaviours.

85% of the young women who wanted to increase their self-esteem and resilience achieved this goal, putting them in a better position to make healthy relationship choices in future.



# Stronger Together

**Stronger Together helps families in Cambridgeshire who have children with additional needs or disabilities. It offers specialist sensory resources to borrow and a support group for parents.**

This year our free resource library has been complemented by a parent support group. Spending time with people who understand what you are going through has been so helpful, and the group's praise helped the service become a finalist for the national Children and Young People's Family Support Award.

“

*I always enjoy and look forward to going to group. Without it, I don't honestly know what I would do. I have met some lovely friends there and it has helped my mental health so much.”*

Parent attending Stronger Together group

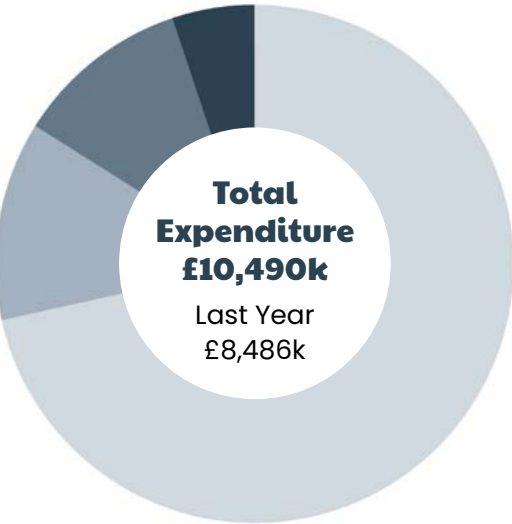
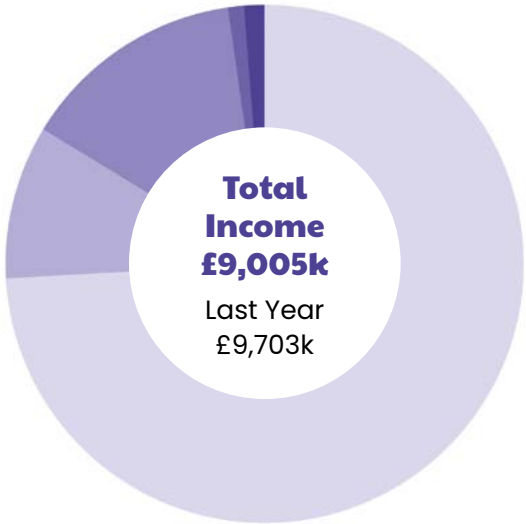


# Financials

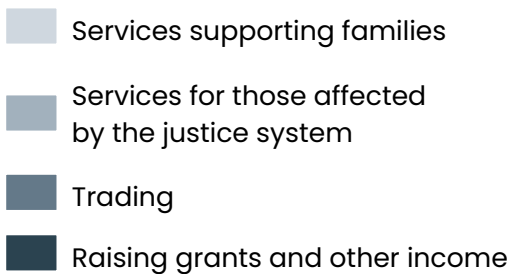
## Income



£'000
<b>£6,674</b>
<b>£863</b>
<b>£1,264</b>
<b>£89</b>
<b>£115</b>



## Expenditure



£'000
<b>£7,502</b>
<b>£1,303</b>
<b>£1,146</b>
<b>£539</b>

In 2022/23, we raised £9,005k to continue our work supporting families in the East of England. We spent £10,490k on our work to make sure our doors stayed open for people who needed support. In total, this money helped us to work directly with 4,800 families through 24,694 sessions of support. In addition, we welcomed nearly 60,000 prison visitors at over 1000 visit sessions.



***A massive thank you.  
We had been struggling for  
a long while and this service has  
made us understand our son more  
and his needs. It allows us to help  
him and recognise and support  
him better. We were so lucky to  
have contact with the service."***

Supporting Smiles  
service user



# #TeamOrmiston have been out in force this year.

Over 40 participants got very muddy in the Whole Hog Obstacle course, while 15 runners put in months of training to complete the London Marathon.

We also saw supporters take the plunge and skydive to raise funds as well as community organisations – including choral societies, golf clubs, Rotary and Round Table groups – also raising valuable funds for our work.



Will you join  
**#TeamOrmiston**  
in 2024 and  
beyond?





The continued work of Ormiston Families would not be possible without our wonderful supporters. We would like to thank every individual donor, volunteer, corporate partner and Trust or Foundation that has supported the charity. You have helped us keep the doors open, and helped thousands of families across the East of England see a brighter future.

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Registered Charity Number: 1015716 Registered Company Number: 2769307



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