



# NEPACS

## Annual Review

2010 - 2011



**Building bridges for prisoners, their families and the community**

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## ACHIEVEMENTS

- NEPACS has welcomed over 100,000 visitors through our doors
- NEPACS has organised structured play activities for 1,192 children at special parent-child visits
- NEPACS has provided a holiday break for 35 families (including 82 children) at our caravans
- NEPACS has awarded £42,760 in grants to 525 individuals
- NEPACS has presented 3 awards for best practice in resettlement

### President

Prof Christopher F Higgins,  
Vice Chancellor and Warden,  
Durham University

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The Rt Rev Michael Ball  
Mr Brian Alport  
Mr Roger Statham  
The Baroness Sherlock OBE

### Chairman

James Black

### Vice Chairman

Niall Clifford

### Treasurer

Clive Constance

## BOARD OF DIRECTORS (2010 - 2011)

### Appeals Officer

Donald Mackay

### Secretary

Trish McDonald

### Board Members

Mr David Abrahams  
Mrs Joanne Boyd  
Mrs Helen Cairns  
Mrs Ruth Cranfield  
Rev Elizabeth Cummings  
Mrs Linda Lovell  
Mrs Sareth Nainby-Luxmoore  
Mrs Kath Ogilvie  
Mr Remi Omole  
Mrs Sheila Seacroft  
Mrs Margaret Stockdale  
Mr Graham Towl  
Mr Mark Weeding  
Mrs V Wood

NEPACS is a long-standing charity in the north east of England which runs prison visitors' centres and tea bars, facilitates play sessions for prisoners' children, provides free caravan holidays for families and administers hardship grants. We recognise that families of offenders, and especially children, may become the hidden victims of crime when a relative is imprisoned. Our staff and volunteers provide friendship and support during this difficult time.

The aims of the Society are to:

- Support and assist prisoners, families and friends of prisoners in their visits to the prison and in their life outside the prison.
- Ensure that children visiting relatives in prison will feel welcome and find the experience as pleasant as possible.
- Relieve hardship due to the poverty of some offenders and their families.
- Support the education and training of offenders and other processes which may assist their rehabilitation.
- Raise public awareness through the collection and publication of information relating to criminal justice matters and to the prevention of crime.

“The work of NEPACS over the past 130 years, along with other voluntary and community sector organisations working with the children and families of offenders, **plays an integral part in supporting these families**, both in prison and in the community. Your work is pivotal to the rehabilitation process; assisting families to **help offenders to reintegrate back into their communities**, limiting the negative effects that we know that imprisonment can have on the children of offenders and preventing the harmful cycle of intergenerational crime.”

**Crispin Blunt**, Parliamentary Under-Secretary of State,  
Ministry of Justice, May 2011 (NEPACS Conference).



## CHAIRMAN'S REPORT

"Once again I must pay tribute to all our staff and volunteers **who have contributed so much to our success...**"

**It is my great pleasure to** introduce our annual review for 2010/2011. As all our readers are aware we are operating in an extremely difficult economic climate. For NEPACS this has meant continuing to face the increasing challenge of reduced funding and a record prison population, whilst striving to improve the quality and range of services, particularly in support of the families of prisoners.

As you can see from Helen Attewell's report we have succeeded in increasing the range of services we provide, furthermore the reports from our various centres and projects demonstrate they continue to thrive despite all the pressures. Once again I must pay tribute to all our staff and volunteers who have contributed so much to our success.

I do pay particular tribute to the work of our many volunteers. Over the years NEPACS has grown and changed, not least in the growth of paid staff needed to face the increasing demands upon us. The days have long gone when we had one part-time member of staff and NEPACS was run solely through the

efforts of volunteers and Trustees. This change sometimes does create tensions and nostalgia for the "good old days". It is important therefore that we not only continue to value the work of our staff, but also ensure that our many volunteers are recognised and that their skills and ideas continue to contribute to the improvement of our projects.

I wrote some three to four years ago of the need for NEPACS to establish a strong presence in the North East amongst the voluntary sector working with the Criminal Justice system. I think, thanks to the efforts of our Chief Executive and her staff, that we have achieved this, but how the importance of this work has grown! It has become clear that the Prison and Probation Services have refocused themselves (too much in my view) on the punishment of the offender and the reduction of offending in isolation of the wider social context. Welfare issues have become the responsibility of overstretched Local Authorities and of course the voluntary sector.

For NEPACS this has meant an enormous effort in raising awareness of the needs and importance of

families of prisoners in the successful rehabilitation of offenders. We have made some successful alliances with both national and regional organisations as a result, and this is work which grows in importance to us, particularly as we canvas the importance of NEPACS remaining true to our regional identity. We remain faced with the continuing challenge that the services we have developed will be tendered out in the near future. We have lobbied hard to ensure that the North East remains its own entity rather than be subsumed in some larger national tender or broken up. I hope that the work we have done in establishing collaborative working with Local Authorities and other voluntary agencies will help us in this respect.

Finally I must pay tribute to the many supporters and funders who have helped us develop our work, without them we could not have achieved all that we have.

I commend this report to you.

**James Black**  
Chairman



## CEO'S REPORT

"Staff and volunteers continue to **go that extra mile** to ensure that people visiting prisons receive a warm welcome..."

**2010/11 has been an exciting** year for NEPACS and we have been making big strides in our mission to 'Build Bridges for Prisoners, their Families and the Community.'

We have been successful in attracting funding from charitable sources to develop a number of new projects. We now have a Youth Project Outreach Co-ordinator who is able to provide additional support for young people with a parent in prison. We have set up the Listening Support Project at HMP Durham, which provides opportunities for visitors to talk through their fears, distress or sadness. And we have continued to promote our Visitors' Voice groups which offer visitors a chance to speak out about their experiences and gain support from each other.

More opportunities to make a real difference to the quality of family ties for people in prison and the chance to help reduce the likelihood of reoffending have come about through our partnership with **pact** (Prison Advice and Care Trust). Jointly, **pact** and NEPACS have been able to secure statutory funding for our Integrated Family Support Work

programme. This means that we have been able to employ Family Support Workers at Low Newton (where we have also had support from the Pilgrim Trust and LankellyChase Foundation), Frankland and Deerbolt prisons, as well as workers based in the community in County Durham and Teesside. The Family Support Workers offer a bridging point between prisoners and their families and the wider world, and have taken on a case work approach to resolve barriers to visiting and linking families into sources of support in the community. The community-based Advocates aim to raise awareness of the issues facing children and families of prisoners with a range of agencies, and they will be responsible for building referral routes and advising on service delivery to ensure that families get the help they need in their local area.

None of this new work would be possible without the solid foundations of the work we do at the Visitors' Centres, and the play and tea bar services we provide in regional prisons. We already knew how inspirational and dedicated our staff and volunteers are, but we have been

delighted that this has been officially recognised by the awarding of the Investors in People quality mark this year. This gives us confidence to tackle the challenges ahead.

**Helen Attewell**  
Chief Executive Officer

## REGIONAL CONFERENCE

Almost 150 people from a range of different agencies including prison, probation, children's services and the voluntary sector attended NEPACS' "Focus on Families" conference in Durham on May 19th. The conference, entitled "How family ties can be reinforced and family needs met, during and after imprisonment" was addressed by speakers including Prison's Minister Crispin Blunt, Guardian columnist and ex-offender, Mark Johnson, as well as our own Family Champion, Julie, a long-standing visitor at HMP YO1 Low Newton, who also addressed the NEPACS training day last year.

Crispin Blunt said at the conference: "Building enduring family relationships can have an important stabilising impact on offenders and their children; families have a key role to play in the rehabilitation process. In many cases, if prisoners maintain strong family ties, they are more likely to

successfully reintegrate into society, to get stable accommodation and to find employment.

"At the Ministry of Justice we are committed to supporting offenders to maintain strong and enduring family relationships where they can aid the rehabilitation process. In many cases, the strengthening of family relationships will be the foundation for successful rehabilitation."

The event launched a new guide for local authorities and partnerships entitled "Working with Children and Families of Offenders" which aims to build support for prisoners' families in their local community. The guide was commissioned by NEPACS and compiled by Dr Christopher Hartworth, following research conducted in all twelve local authorities in the region, and has been endorsed both by the Ministry of Justice and the Department for Education.

One of the highlights from the day was visual images from photographer, Simon Veit Wilson, and film maker Reuben Abraham.

Comments on the day included:

"New level of awareness and increased willingness to provide better family support service networks for offenders families."

"Further emphasised the need for multi-agency communication and involvement, and the need to capitalise on the experience of service users."

"Thank you for an excellent event. Thought provoking and very interesting. I thoroughly enjoyed the day."

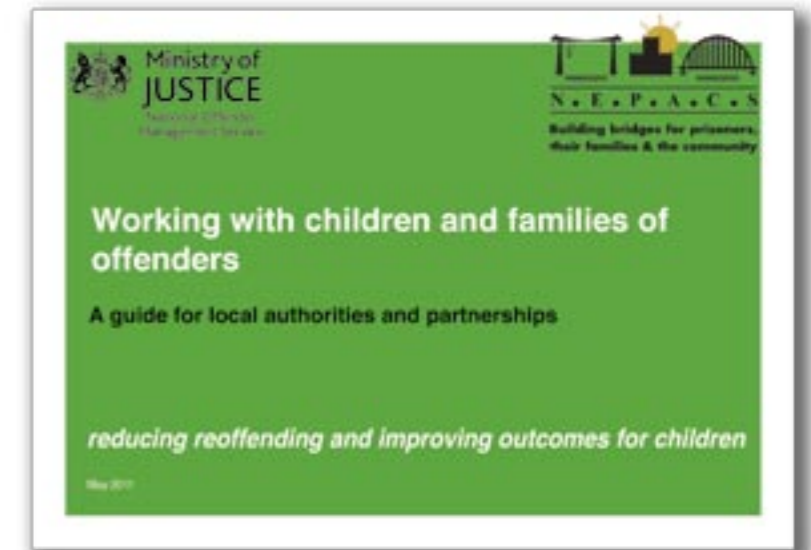
"Time flew – right balance of speakers, workshops, opportunities to network etc. Well done!"

## WORKING WITH CHILDREN AND FAMILIES OF OFFENDERS GUIDE

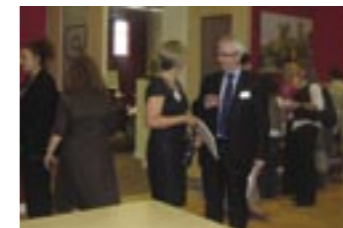
We contend that reducing reoffending and improving outcomes for children can best be achieved through a link up between criminal justice agencies, specialist charities and local authority services.

NEPACS was able to commission the services of Dr. Chris Hartworth of Barefoot Research to interview representatives from each of the 12 north east local authorities together with their criminal justice counterparts to find out what is currently in place, and to make recommendations as to how the work can be progressed in the future. Funding came through the VONNE Policy and Representation Partnership (funded by the Big Lottery), with the recognition that this is an area of policy where voluntary sector involvement has been pivotal in highlighting the issues and developing services.

**The guidance document is available on our website: [www.nepacs.co.uk](http://www.nepacs.co.uk)**



Prisons Minister Crispin Blunt



## PROBATION - SUE HINE

**Durham Tees Valley Probation Trust** values its longstanding working relationship with NEPACS. This year has provided some really positive developments which support the work of both organisations.

The development of work to support the children and families of serving prisoners directly is a really beneficial initiative. The research NEPACS facilitated and the training programme we are now jointly running which brings multi agency awareness of the impact of those "hidden sentences" is excellent.

The NEPACS conference this year was a tremendous opportunity for family representatives, practitioners and managers to hear together the reality of the challenges and struggles that exist for family members of serving prisoners. Staff who attended were really challenged and inspired by the very honest accounts of some people whom NEPACS have directly

supported. We would thank NEPACS and those families for facilitating such a forward thinking event.

The work has continued to develop in the Prison Visitors' Centres and the increasing opportunities for family events supports well the resettlement of prisoners, as well as providing a positive environment for children to meet their parents. NEPACS also continue their very practical support of people trying to turn their lives around through financial support that aids resettlement, especially around improving family relationships, making constructive use of time and gaining employment skills and experience. These critical areas help everyone in the community have a safer place to live in.

Finally we would like to thank NEPACS for the encouragement they provide to staff who work in Prison and Probation to make a really positive difference to reducing re-offending. In this last year

there has been an often negative focus on the Public Sector by the national media. This can be discouraging for those staff who each day go the extra mile to assist people to change their lives, often in challenging circumstances. NEPACS awards for staff who go the extra mile and who encourage and motivate others is extremely valued by those who receive them and encourages others who see excellent work being recognised.

Together by sharing our skills and expertise and by listening to those who use our services we can continue to improve and make a difference.

### Sue Hine

Director of Offender Services,  
Durham Tees Valley Probation Trust



## LOW NEWTON LEADS THE WAY ON FAMILY SUPPORT

**Of all the prisons where we work**, HMP YO1 Low Newton has the most poignant stories of separated parents and children, and the need for additional support for family ties has long been established.

During 2010/11, NEPACS was extremely fortunate to raise funding through the Pilgrim Trust and LankellyChase Foundation towards the costs of a Family Support Worker. This has enabled us to meet with every woman as they come in to the prison to ensure their childcare needs are being met, and to support them in keeping in contact with their children and wider family members through the duration of their sentence.

The new project dovetails well with the work of the Visitors' Centre, and staff and volunteers make sure that all new prisoners on induction, as well as all new visitors to the centre, get help with the practicalities of visiting and information on the support available. Sometimes, a family member can gain reassurance from a simple phone call letting them know that a new prisoner has settled in OK and got through their first night. Other cases can be more complicated, as Laura Dixon Family Support Worker at Low Newton explains:

*"We are working with a family at the minute, in which the mum is at Low Newton and the dad is at Holme House, both in custody on the same charges relating to money laundering, and awaiting sentencing. They have 3 children, aged between 2 and 8. This is the first time either of them has been to prison and neither had ever been away from their children. They have had no involvement from social services and it is quite clear that they are a very close-knit family. When the mum and dad were taken into prison, grandma took over, with the other set of grandparents and aunts playing a big role in looking after the children.*

*"Understandably it has been very traumatic for the children to be away from their parents, and the staff in our Visitors' Centre have done a lot to make such a difficult time as easy as possible. We provided literature around what/how to tell the children about the situation and how to deal with schools. We also introduced the family to our child parent visits at Low Newton, which take place every Friday morning for two hours. In these visits, the children are left with their mother and they are much more relaxed than normal domestic visits, meaning mother and child can play together, have a cuddle, mum can*

*feed the children and change nappies. It's really important for bonding. The family come every week without fail and they are extremely grateful that this is available. Recently I met with the dad at an HMP Holme House Family Day and you could see how much the children enjoyed it. I'm currently trying to arrange an inter-prison visit so that the family can be together for a few hours - this will re-assure the children that they are still a family with both mum and dad.*

*"It has been hard work for grandma, who had actually retired abroad but has returned home to take on the role of primary carer. Initially, she was dealing with massive shock as well as the day to day practicalities of looking after 3 small children. Staff and volunteers have provided lots of emotional support, provided information around the criminal justice system, and encouraged her to chat with other people who are trying to cope whilst a family member is in prison. She has become a core member of the Visitors' Voice group and has mentioned numerous times that she finds this support invaluable."*



## NEPACS' VISITORS' CENTRES

There have been a number of fluctuations in visitor numbers over the year, and it is difficult to judge underlying trends. Numbers dropped dramatically at HMP Castington as prisoners were moved to other establishments when it was re-roled to an adult prison. HMP Acklington numbers then dropped, as many were transferred across to Castington. Numbers at both sites are on the rise again now. Numbers at Frankland have increased following the opening of a new wing and the introduction of an additional visits session.

We are encouraged that the number of parents enjoying special visits with their children is increasing. Families really value the opportunity to spend quality time together.

### Number of visitors using the Centres 2010/11

Prison	Adult (visitors)	Children (visitors)	Total 2010/11	Total 2009/10	% change
Acklington	16,926	3,427	20,353	23,899	- 15%
Castington	8,433	1,830	10,263	15,682	- 35%
Deerbolt	12,469	1,804	14,273	14,950	- 5%
Durham	28,428	5,541	33,969	34,850	- 3%
Frankland	11,005	2,155	13,160	11,726	+ 12%
Low Newton	6,252	1,856	8,108	9,237	- 12%
	<b>83,513</b>	<b>16,613</b>	<b>100,126</b>	<b>110,344</b>	<b>- 9%</b>

## DEERBOLT DEVELOPMENTS

NEPACS newest visitor centre at HMPYOI Deerbolt based in Barnard Castle has seen an expansion in capacity and activities over the year.

According to our surveys, a greater proportion of visitors to Deerbolt have some of the longest journeys to complete – partly because many of their prisoners are from outside the region, but also because the prison is not on any major transport routes.

Converted from a storage area for gardening equipment, we knew from the outset that the centre would not have the capacity to accommodate all our visitors at peak times. We also had grave concerns about health and safety risks as the centre is located close to a steep ravine, and waste ground behind the building had become a dumping ground for redundant furniture, machinery and

vehicles, which children saw as the ultimate adventure playground.

Over the year, we have been able to use charitable donations to build a new conservatory which functions as a children's play area. We have also worked with the prison to ensure that the waste ground is now securely fenced off and a small play area has been grassed over, benches installed and flower pots provided to create a much more attractive and welcoming first impression to the centre.

The outside area has been much appreciated in the hot weather, and the additional indoor space has enabled a NEPACS menagerie to develop, which now includes tropical fish, African land snails and stick insects, much to the delight of visiting children.

## CARAVAN PROJECT

Thanks to many decades of support from charitable funders, NEPACS is still able to provide free caravan holidays between April and September at our two static caravans. Previously based at Cresswell, the caravans were moved to a new site at Amble Links Holiday Park in preparation for the summer season 2011.

There are excellent on-site facilities for children, including a great indoor heated swimming pool, children's fun park, and regular on-park events in summer. The Holiday Park is within walking distance of a wonderful safe beach and Amble Harbour, where there are shops and cafes etc.

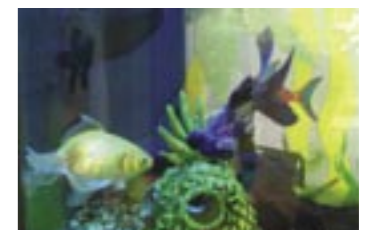
The caravans are made available to families from Northumberland, Teesside and Durham, many of whom have a member in prison. Practically all of these families have children, many of them being very young. Without our help there would be little chance of them being able to afford a holiday.

The site personnel are very helpful and most of our feedback is really positive. The majority of families have said they really enjoyed the chance to be in different surroundings and to spend time together.

Reservations are taken from early February and holidays are very

quickly taken up. Unfortunately cancellations do occur, often because partners split up, but on a happier note two families cancelled because they had gained employment, and one couple are making the holiday their honeymoon.

We have been very fortunate to have two new volunteers this year in addition to our long-standing supporter, Mark Kelly, but we are always looking for more help on our Wednesday changeover days. If you think you may be able to help please contact the NEPACS Office for more information.



## LISTENING SUPPORT

**This service has been** established at HMP Durham with support from Lloyds TSB Foundation, and offers additional support for first-time visitors and those who find visits upsetting. It's often very daunting for family members and friends to visit a loved one newly in prison, or back in prison after some considerable time has elapsed. As a member of the team of trained volunteer listeners, we can offer two ways of helping to alleviate first-time visitors' distress.

During each session, the listener spends most of the time in the main common room, and the volunteers on the welcome desk are able to direct new visitors to them for an informal chat about what to expect from their first visit to the prison. There is no pressure on new visitors to use this part of the service, and sometimes people prefer to talk to another longer-term visitor.

The visitors are also given a card about the telephone listening service, which exists particularly for new visitors, and which enables them to phone in to the designated line at any time after they get home from their first visit, if they are worried about

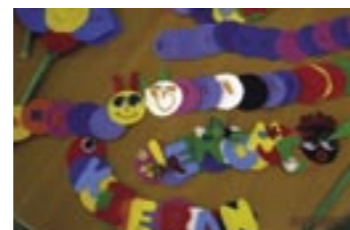
the prisoner. The listener on duty will often start and end each session by responding to any phone messages left on the answer-phone, and by dealing with requests from other volunteers to phone a particular, usually new, visitor. However, they will spend the busiest part of the session in the common room talking face to face, mainly to newcomers. Other visitors (not first-timers) sometimes want information too, e.g about the Assisted Prison Visits Scheme and we will try to help them too, either in person or on the phone. There are cards about the telephone listening support service available at the welcome desk, and volunteers there are encouraged to hand them out as necessary.

The sort of things visitors, especially first-timers, find worrying include: perceived lack of contact from their loved one, finding the prisoner very depressed or even suicidal, either on the phone or on a visit, difficulties in visiting, money problems, anxieties about children visiting, feelings of shame and embarrassment about a loved one being in prison, and worries about an impending release from prison. People can be very anxious and upset and it's the aim of the

members of the team to listen to their concerns and to help them decide what they want to do about such problems. Sometimes we can simply find out helpful information from paid staff or tell them about other relevant services; other times we need to "just" listen. Callers on the phone seem to find it a relief to talk in confidence to someone non-judgmental and with the ability and willingness to listen, sometimes for a considerable time.

As a member of the team I find this involvement very worthwhile. Having been a paid counsellor in General Practices and a volunteer counsellor in the diocese of Durham, I could see overlaps with this service and hoped my experiences would prove useful. Listening is not the same as counselling, but it has various things in common, such as an interest in people, a desire to help, the ability to keep confidentiality, to refrain from judging people, the ability to allow people to talk without interruption and to help them decide how to address their difficulties.

**Margaret Perry**  
NEPACS volunteer



## HOW LISTENING SUPPORT HELPS

**The names of people and places have been changed to preserve anonymity...**

### Mrs S

Mrs S lives in Cumbria and the journey to HMP Durham takes several hours and two changes of train. Mrs S is elderly and has a disability and finds the journey very long and uncomfortable. She does not feel able to visit very often – the distance is too great. She has found the imprisonment of her son who lived with her and was cared for by her very hard to take and has felt very low at times. We have been ringing her on a regular basis to offer support. Mrs S very much appreciates the contact and feels she can talk to us about the situation. She looks forward to our call.

### Ms B

Ms B is Lithuanian. Her brother was unexpectedly taken into custody here. He speaks only minimal English. She had no previous experience or knowledge of English prisons and was very distressed and angry when she first contacted us. We were able to listen to her, speak to prison personnel to ensure the prisoner had the support he needed and explain to Ms B how to book a visit. We were able to offer her support once she came to the visitors centre. As well as support we were able to explain much of the prison and visiting regulations. This enabled her and then other family members to visit the prisoner.

### Mrs H

Mrs H's husband came into custody. She was extremely anxious and nervous about visiting and needed some support from our visitor centre staff. We spent some time on the phone listening to her concerns and her fears for the future.

She expressed some concern over the safety of her husband so we alerted the prison to this. There was much worry that her husband would not wish the visit and so we made checks before Mrs H set out from home to reassure her that the visit would go ahead. In this way we were able to make a real difference by encouraging and supporting Mrs H with her visits and so helped to support family ties.

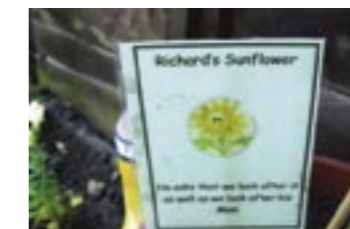
Her husband was moved to a different prison in another part of the country. She was sure that visiting further away would be impossible. We supported her in explaining the possible travel plans.

### Mrs P

Mrs P has a son in the prison who suffers from mental ill health. She has found his imprisonment very hard to take and has found contact with him extremely difficult.

He has not made contact with her. We have supported her through many phone calls and much listening. She has been very distressed. We have also raised with the prison serious concerns she had about his safety and made contact with the mental health personnel there.

Mrs P has said that our listening has been "wonderful, you are there for me and I can't tell you how helpful you have been at this very difficult time."



# NEPACS AWARDS 2011

**North East businessman Sir Peter Vardy praised the work of everyone involved in resettlement as “inspirational” when he presented the 2011 awards at Lumley Castle on 27 June.**

He commented: “It is quite humbling to hear about all the work you are involved with. I salute the contribution of NEPACS in promoting these awards and in helping families and people in prison.”

Sir Peter said he believed many problems in society came from the breakdown of families, and he underlined the importance of families in resettlement. He shared some of his own thinking about a project to help those who leave prison without a family to return to. They would live together and support one another as they resettle, create social enterprises to escape dependency on benefits, and avoid reoffending.

*The awards went to:*

**G4 Reintegration Unit at HMP Frankland:**

This was set up in 2009 to help prisoners who become entrenched in the Segregation Units to reintegrate into mainstream prison life, using a multi-disciplinary approach, with education and uniform staff.

Since 2009 the Unit has received 93 prisoners, of whom 63 have been successfully located back into mainstream prison society, including 13 who moved outside the High Security Estate. HM Inspector of Prisons’ recent inspection report commended the unit for its positive work and success in dealing with difficult prisoners.

**Barry Strong and Lynda Elliott, HMP Durham Learning and Skills Unit:**

The Marriott Chef Training Academy is a joint initiative between Durham prison and Marriott Hotels. It matches the shortage of commis chefs and kitchen stewards with potential candidates in the prison. Candidates have a placement with a Marriott hotel in the north east for six months on release, after which they are either offered permanent job or helped to find sustainable employment within the industry.

Project Manager Lynda Elliott and the Marriott Mentor Barry Strong developed the partnership that has had excellent results. 100% of those who started the programme have not returned to prison, and almost 80% are still in full time work.

**Charles Darby-Villis, HMP Low Newton:**

Charlie, who has several roles with the prison’s library/learning shop and reading groups, has helped to transform the library into an interactive, multi-media learning environment. It particularly helps the high proportion of women prisoners with low levels of literacy. Among his innovations are: a book festival where authors visit the prison for readings and writing workshops; a project where women work with an author and animator to produce a short film; a reading aloud group; and reading to children, including mothers making CDs for their children.

Low Newton is at the forefront of researching new procedures to reduce self-harm in prisons and Charlie has co-ordinated the production of hand-made diaries (Chap Books) in which prisoners at risk of self-harm can

record their feelings.

*Certificates went to:*

**Durham Tees Valley Probation Trust:**

Caroline Foster, for her work with the Victims Unit, Christine Hill, for her work as women’s champion and Louise Stuart, for her work as Probation Officer in Peterlee

**HMYOI Deerbolt:**

Diane Dickinson, for her work with the resettlement support team

**HMP Durham:**

Stephen Davison and Amy Lawson, for work in the Focus on Resettlement Team

**HMP Frankland:**

Family Day Facilitation Team, for their development of Family Day events

**HMP Kirklevington Grange:**

Rob Hills, for his work as Offender Supervisor for Indeterminate Sentenced Prisoners and the Job Club Team for their continuing excellent achievements

**HMP Low Newton:**

Graeme Clark, for his work as Gymnasium Manager, plus Rachel Jenkins and Laura Wade for their work in the POAL (Preventing Offender Accommodation Loss) Project

**NACRO:**

Emma Robinson and Jackie Rymer, for their work in the Bridging Gaps Project Mentoring Programme

**St Vincent de Paul Society:**

Sandra Brown and Karen Simpson for their work as project workers at St Christopher’s House



## VISITORS VOICE PROJECT

**The first North East regional** event specifically for prisoners' families and visitors was held in March 2011 at the Three Tuns Hotel, Durham. The event was jointly hosted by NEPACS and Action for Prisoners Families.

Over 30 visitors attended the event, participating in discussions to identify the issues affecting them as visitors of a loved one in prison. Governors from the North East prisons and Area Office spoke about the importance of maintaining family connections, resettlement and the work within prisons. They joined in the informal workshop discussions with visitors.

Following a lively lunchtime, a panel of Governors was convened from across the NE prisons to address specific questions from visitors about the issues concerning them. Films, commissioned as part of the Visitors Voice/Visual Voices project were shown. These illustrated the experiences of families and visitors to the North East prisons.

The issues, questions and key messages raised at the event clearly demonstrate the need for visitors to be heard and have a voice. Issues highlighted at the event included:

- Family involvement with sentence

planning, reviews and progress

- Healthcare – information for visitors and families
- Why not a common ID requirement for visitors across NE prisons?
- Lack of information and poor communication with families
- Booked visits line always engaged
- Why not an e-mail visits booking system?
- A specific point of contact in the prisons for families
- Getting into visits on time
- Why e-mail-a-prisoner service not available at every prison
- Schools should be more aware of the issues affecting children

### Visitors' comments:

"Families are victims, they don't deserve punishment."

"We are the hidden victims."

"Not guilty by association."

## YOUTH PROJECT

**The youth project at NEPACS** has undergone significant changes over the last 12 months. The appointment of Northern Rock Foundation funded co-ordinator Savita Sathe and the expansion of youth services into another two visitors' centres at Deerbolt and Acklington has provided an opportunity to restructure and develop. Every visitors' centre managed by NEPACS now provides services for young people visiting prison.

Visitors' centres report a drop off in visiting as children become teenagers, so the youth project is attempting to engage with young people aged over 12 to encourage and sustain family ties. Youth workers and volunteers are there to support young people through the experience of visiting and signpost them to supportive services in their own communities.

Young people who have a parent in prison suffer significantly worse outcomes than other young people including increased likelihood of poor mental health, poor performance at school and increased risks of offending. The youth project has developed new services to help young people through this difficult time including outreach support with young people where they live, supporting young people to visit family members in prison and providing opportunities for young people to meet with other young people in similar situations.

## VOLUNTEERING

**Volunteers play a vital role in** delivering NEPACS' work.

This year, Joan Wardrobe, one of our key volunteers at Low Newton, was nominated for the national Marsh Christian awards for volunteers. Joan has dedicated many years to building up activities for play days and extended mother-child sessions at HMP YO1 Low Newton. She is currently mobilising the Mothers' Union to fundraise for nappies as part of the provision in the play area.

She was one of three volunteers who were invited to London to receive a certificate acknowledging her tireless contribution at the Action for Prisoners' Families conference in London in November.

## THE THOUGHTS OF A VOLUNTEER

**"May I take this opportunity** to tell you how much I enjoy being a volunteer for NEPACS at Acklington/Castington.

I attend at least once per week and enjoy all aspects of the work. I am prepared to work in any of the projects - play areas, tea bars and Visitors' Centre. The support given is superb from Liz T, paid staff and other volunteers. I can ask as many questions as I need to, it is never a trouble to anyone.

The visitors are treated with dignity and respect, chatted to whenever possible, families asked how the person they are visiting is keeping etc and a lot of attention given to children. I am also impressed with the

cleanliness of all the areas I volunteer to work in, the pleasant atmosphere and always the way new visitors are greeted on arrival.

The projects carried out in the play areas are great - diversity, different religious dates, festivals etc. The work put into the Royal Wedding was wonderful.

Well done and good luck and success to the future of NEPACS. You do a wonderful job."

**Christine Hammill OBE**  
Volunteer  
HMP Acklington/Castington



## DONATIONS

NEPACS acknowledges with thanks the contributions of many Trusts, Companies, Churches and individuals in support of its work:

Mr D Abrahams	R W Mann Trust
Bank of England Agency for North East	Mrs R Murray
The Barbour Trust	Mr Michael M Newberry
BBC Children In Need	The Noel Buxton Trust
Belmont Parish Council	NOMS
A G & P Brill	Northern Film & Media
Brother Jonathan Trust for Children's Holidays	Northern Rock Foundation
The J H Burn Trust	The Odin Trust
Carr-Ellison Trust	Pilgrim Trust
Christ's Hospital in Sherburn	Professional Footballers' Association
City of Durham Lions	The Rothley Trust
Miss Joyce Clark	The Joseph Rowntree Charitable Trust
Coast Congregational Church, Whitley Bay	The Shakespeare Temperance Trust
Confidential Donation	Shincliffe Parish Council
County Upper School, Bury St Edmunds	P Slowther
County Durham Community Foundation	Sir James Knott Trust
The Coutts Charitable Trust	St Giles Church, Durham
Mr J Dean	St John's Church, Durham
Debtors' Relief Fund Charity	St Mary Magdalene Church, Medomsley
Durham Cathedral Matins for the Courts	St Mary's Church, Sunderland
Durham Quakers	St Mary's Home Charity
Fellowship of Retired Probation Staff	St Michael and all Angels and St Nicholas
The Fitton Trust	Sir Jules Thorn Trust
Hetton Lyons with Eppleton PCC	The Tudor Trust
The Hospital of God at Greatham	VONNE
The Albert Hunt Trust	The 1998 Willan Charitable Trust
King James WI	Women's Network Fellowship
Family and Friends of the late Stan James	
The Joicey Trust	
Miss Joyce Christine E Mitchell, deceased	
Mrs J Murrell	
Lankelly Chase Foundation	
The Leigh Trust	

Note: The Annual Coffee Morning at Elvet Methodist Church, organised by staff and volunteers, raised over £1,400 for NEPACS funds

## GRANTS 2010/11

In 2011, NEPACS small grants delivered with speed and common sense directly to the point of need fill a definite gap in provision left by other charitable and statutory sources of income. It seems that the statutory sector, particularly in these days of financial stringency, is reluctant to respond to any requests that do not fall within their defined borders, and thus some desperate cases are refused.

This year the total granted by NEPACS to support prisoners, ex-prisoners and their families was £40,559.32. It seems that more applications than in previous years have been of an extreme nature, some of which we are unable to grant, as our small contribution would go nowhere near meeting the extent of the need.

Recently a couple from Hartlepool applied for help through the Hartlepool Carers. As the husband's sentence was under one year, probation services were not involved. During the husband's time in prison their flat was vandalised and their possessions destroyed or removed by the landlord. Hartlepool Carers were desperate to find alternative accommodation for the couple, but this was withdrawn twice at the last minute when the nature of his offence was disclosed. Finally the British Legion provided money for an accommodation bond and NEPACS were able to give £200 towards providing basic household equipment. We do not know the outcome of this

family's rehabilitation, which is often the case. Thus, working with Sue Hine from Durham Tees Valley probation we have remodelled the current application form encouraging more applicants to provide us with feedback about the grants. Sue has also set up a secure e-mail system for us making it possible for the whole application process to be carried out on line. We are grateful to Sue for sharing her wisdom and expertise with us. This has helped us direct money to the most needy cases.

This year requests for household items totalled £14,752 representing 34% of our budget. This is in the form of small sums to buy beds, bedding, carpets, basic household appliances and electrical equipment. This provision prevents debt and provides some measure of comfort for families and single people who are living on the margins of society. Often an ex-offender, living alone having had a broken relationship, is anxious to have his children to stay overnight and needs to provide a minimum standard of comfort for them. It is very difficult for an ex-offender to build a life and a home from nothing without support.

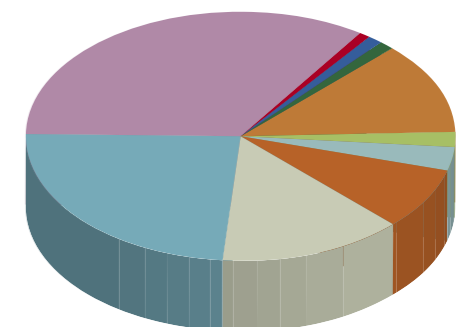
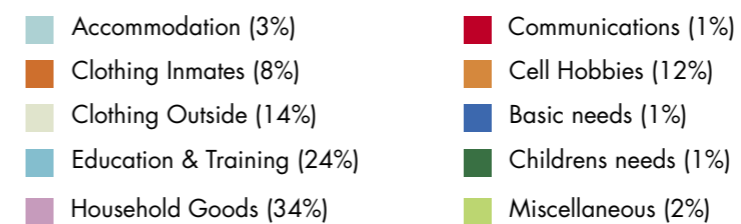
The amount given to fund training and employment needs stands at £10,175, 24% of our budget. These grants are made largely to cover course fees, site safety licences or to purchase tools necessary for employment or special work clothing. We aim to support all

requests that make provision for an ex-offender to regain a place in society. There has been an increase in requests from serving prisoners, not only from local prisons but from dispersal prisons. It is distressing that so many young men in prisons have no contact with, or support from, their families. The small sums we are able to give fund activities to fill the many hours spent within their cells. We are aware that many prisoners have mental health problems and are sometimes battling against drug problems. It seems that few charities give help to serving prisoners and it is hard to refuse requests from prisoners themselves who do not qualify for our grants, being outside our area.

Clothing for both inside and outside prison fills a really basic need. Many individuals lose all their possessions during their sentence and have no finance to replace clothing. Some feel unable to go out and have no change of clothes. This is demoralising. Requests are made for clothing to enable an individual to appear presentable at a job interview or to go on an outside visit prior to release. Providing clothing for serving prisoners is considered carefully but we look favourably on requests from life sentenced prisoners with no family or outside support.

Many thanks to the all the individuals and groups who have supported NEPACS this year.

### Distribution of Grants (2010/11)



## NEPACS - STATEMENT OF FINANCIAL ACTIVITIES

(Year ended 31 March 2011)

	Unrestricted funds	Restricted funds	31/03/11 Total funds	31/03/10 Total funds
	£	£	£	£
<b>Incoming Resources</b>				
<b>Incoming resources from generated funds</b>				
Voluntary income	39,411	152,912	192,323	167,411
Activities for generating funds	426,364	-	426,364	430,199
Investment income	24,848	-	24,848	21,913
<b>Incoming resources from charitable activities</b>				
Service Level Agreements	359,896	-	359,896	325,322
Prisoner Family Welfare	33,938	-	33,938	39,420
<b>Total incoming resources</b>	<b>884,457</b>	<b>152,912</b>	<b>1,037,369</b>	<b>984,265</b>
<b>Resources expended</b>				
<b>Costs of generating funds</b>				
Costs of generating voluntary income	710	-	710	11,264
Fundraising trading: cost of goods sold and other costs	377,855	57	377,912	373,256
<b>Charitable activities</b>				
Prisoner Family Welfare	424,465	110,943	535,408	451,078
Young People	-	8,712	8,712	10,916
Caravan	7,157	7,917	15,074	11,764
Grants to Prisoners' Families	40,559	-	40,559	32,946
<b>Governance costs</b>	<b>4,745</b>	<b>32</b>	<b>4,777</b>	<b>4,935</b>
<b>Other resources expended</b>	<b>4,872</b>	<b>-</b>	<b>4,872</b>	<b>2,238</b>
<b>Total resources expended</b>	<b>860,363</b>	<b>127,661</b>	<b>988,024</b>	<b>898,397</b>
<b>Net Incoming Resources before transfers</b>	<b>24,094</b>	<b>25,251</b>	<b>49,345</b>	<b>85,868</b>
<b>Gross transfers between funds</b>	<b>1,977</b>	<b>(1,977)</b>	<b>-</b>	<b>-</b>
<b>Net incoming/(outgoing) resources before other recognised gains and losses</b>	<b>26,071</b>	<b>23,274</b>	<b>49,345</b>	<b>85,868</b>
<b>Other recognised gains/losses</b>	<b>347,809</b>	<b>-</b>	<b>347,809</b>	<b>-</b>
Gains/losses on investment assets				
<b>Net movement in funds</b>	<b>373,880</b>	<b>23,274</b>	<b>397,154</b>	<b>85,868</b>
<b>Reconciliation of funds</b>				
<b>Total funds brought forward</b>	<b>249,714</b>	<b>88,114</b>	<b>337,828</b>	<b>251,960</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>623,594</b>	<b>111,388</b>	<b>734,982</b>	<b>337,828</b>

## NEPACS - BALANCE SHEET

(as at 31 March 2011)

	Unrestricted funds	Restricted funds	2011 Total funds	2010 Total funds
	£	£	£	£
<b>Fixed Assets</b>				
Tangible Assets	17,820	-	17,820	19,381
Investment property	350,000	-	350,000	-
	<u>367,820</u>	<u>-</u>	<u>367,820</u>	<u>19,381</u>
<b>Current Assets</b>				
Stocks	9,484	-	9,484	13,867
Debtors	16,444	-	16,444	39,286
Cash at bank and in hand	296,755	111,391	408,146	332,324
	<u>322,683</u>	<u>111,391</u>	<u>434,074</u>	<u>385,477</u>
<b>Creditors</b>				
Amounts falling due within one year	(66,912)	-	(66,912)	(67,030)
<b>Net Current Assets</b>	<u>255,771</u>	<u>111,391</u>	<u>367,162</u>	<u>318,447</u>
<b>Total Assets Less Current Liabilities</b>	<u>623,591</u>	<u>111,391</u>	<u>734,982</u>	<u>337,828</u>
<b>Net Assets</b>	<u>623,591</u>	<u>111,391</u>	<u>734,982</u>	<u>337,828</u>
<b>Funds</b>				
Unrestricted funds			623,591	249,714
Restricted funds			111,391	88,114
<b>TOTAL FUNDS</b>			<u>734,982</u>	<u>337,828</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Board of Trustees on 19 September 2011 and were signed on its behalf by:



Trustee

## NEPACS - MOVEMENT IN FUNDS (Year ended 31 March 2011)

	At 01/04/10	Net movement in funds	Transfers between funds	At 31/03/11
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	225,275	323,600	47,243	596,118
Tea bar	-	48,300	(48,300)	-
Property Reserve Fund	15,000	-	-	15,000
Caravan Replacement Fund	9,439	-	3,034	12,473
	<u>249,714</u>	<u>371,900</u>	<u>1,977</u>	<u>623,591</u>
<b>Restricted funds</b>				
BBC Children in Need	1,586	4,288	(505)	5,369
Chief Executive Officer Fund	9,939	6,061	-	16,000
Deerbolt Childrens Play Area	22,500	(22,248)	-	252
Caravan Account	1,619	4,584	-	6,203
Operational Contingency Reserve	26,000	-	-	26,000
Low Newton Play Scheme	2,591	(216)	-	2,375
NCB Grant	1,205	(1,205)	-	-
User Voice	8,415	(8,415)	-	-
Enid Blyton Trust	472	(472)	-	-
Lloyds TSB Listening Service	13,750	(7,223)	-	6,527
Rothley Trust	37	152	-	189
Northern Rock Foundation Conference	-	5,000	-	5,000
NRF Youth Project Outreach Coordinator	-	19,362	(482)	18,880
Low Newton Family Support Worker	-	23,305	(777)	22,528
Northern Film & Media	-	1,500	-	1,500
Policy & Representation Partnership	-	471	-	471
County Durham Community Foundation	-	89	-	89
Joseph Rowntree's Visitors' Voices Coordinator	-	221	(213)	8
	<u>88,114</u>	<u>25,254</u>	<u>(1,977)</u>	<u>111,391</u>
<b>TOTAL FUNDS</b>	<u>337,828</u>	<u>397,154</u>	<u>-</u>	<u>734,982</u>

## Auditors' Statement and extract from the Financial Statements (Year ended 31 March 2011)

We confirm that we audited the full financial statements for the year ended 31/03/11 and "in our opinion:

- the financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice applicable to Smaller Entities, of the state of the charitable company's affairs as at 31/03/11 and of its incoming resources and application of resources, including its income and expenditure for the year there ended;
- and the financial statements have been properly prepared in accordance with the Companies Act 2006;
- the information given in the Report of the Trustees is consistent with the financial statements."

We have examined the summarised financial statements on pages 20 to 22 of this report and confirm that they are a true extract from the full financial statements for the year ended 31/03/11.

### Ribchesters

Chartered Accountants and Registered Auditors  
67 Saddler Street  
Durham  
DH1 3NP

### NEPACS STAFF

Chief Executive Officer  
Helen Attewell

Office Manager  
Kath Simpson

Finance Manager  
Angie Thomson

Administrative Assistant  
Elizabeth Chambers

Youth Project Outreach  
Co-ordinator  
Savita Sathe

Listening Support Project  
Maggie Cherry

Visitors' Voice Project  
Trish Thompson

Volunteer Co-ordinator  
Clare Sandford

Integrated Family  
Support Team:

Integrated Family  
Support Advocates  
Mary Evans  
Tina Juko

Family Support Workers  
Laura Dixon  
(Low Newton)  
Gillian Ismail (Frankland)  
Karen Johnson (Deerbolt)

Acklington Prison and  
Castington YOI Visitors'  
Centre & Play Projects:

Manager  
Liz Thomson

Project Workers  
Lorraine Derbyshire  
Lynn Hargreaves  
Mikala Richards  
Laura Webster

Play Facilitators  
Katherine Jamieson  
Tracey Robertson  
Catherine Stacey  
Kathleen Straughan

Centre Cleaners  
Gillian French  
Katrina Melvin

Deerbolt YOI Family  
Support Centre & Play  
Projects:

Manager  
Linda Fenwick

Project Workers  
Carolyne Cook  
Leah Hobson

Play Facilitators  
Nicola Dixon  
Nicola Hutchinson

Durham Prison Visitors'  
Centre & Childrens'  
Projects:

Manager  
Christine Morris

Project Workers  
Sue Barnsley  
Dianne Lee,  
Gary Williams

Play Facilitator  
Michelle Rousseau

Youth Worker  
Nathan Griffin  
Sandra Tonkinson

Centre Cleaner  
Jane Rutter

Frankland Prison Visitors'  
Centre & Childrens'  
Projects:

Manager  
Catherine Chesterton

Project Worker  
Lynn Rowe

Play Facilitators  
Michelle Forth  
Carly Forbes

Youth Worker  
Pauline Delle Fratte

Holme House Prison  
Childrens' Projects:

Play Facilitators  
Jennifer Connell,  
Claire Hawksby  
Jackie Morris  
Tracy Purvis

Low Newton Visitors'  
Centre & Childrens'  
Projects:

Manager  
Ros Murray

Project Worker  
Sylvia Brown

Play Facilitator  
Susan Robson

Youth Worker  
Donna Campbell

Centre Cleaner  
Pam Brice

Regional Manager  
Child Care Projects  
Christine Slassor

Regional Manager  
Tea Bar Project  
Sandy Anderson

Tea Bar Project Workers  
Olive Clark  
Emma Douglas,

Maud Eley  
Carol Jowett  
Janetta Pattison  
Amy Pounder  
Jane Rutter  
Linda Potter  
Hilary Stanway  
Wendy Wilson

### VOLUNTEERS

Shirley Aberdeen  
Amina Ali  
Gill Allen  
Abigail Armstrong  
Helen Armstrong  
Holly Atkinson  
Jean Bainbridge  
Thomas Banks  
Ekanem Bassey  
Margaret Beck  
Chloe Bennett  
Audrey Black  
Joanne Black  
Rebecca Brewster  
Stephanie Grace Briggs  
Jennie Brockington  
Angela Bromiley  
Kerri Brosnan  
Judith Brown  
Clare Budd  
Maureen Campbell  
Sylvia Cape  
Gloria Carman  
John Carpenter  
Mary Carpenter  
Irene Cauldwell  
Anne Chambers  
Margaret Chapman  
Stacey Charlton  
Trevor Chesterton  
Emma Christie  
William James Christie  
Enid Clementson  
Camilla Coates  
Ruth Constantine  
Carol Cook  
Christopher Cooke  
Debbie Cooke  
Thora Cope  
Anne Cox  
Ruth Cranfield  
Rene Cranston  
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Les Davison  
Claire Dawson  
Hannah Day  
Sylvia Day  
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Win Dunning  
Gladys Easton  
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Jean Edmonstone  
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Kirsty Finlayson  
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Fiona Gray

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Kirsty Finlayson  
Joyce Fitzpatrick  
Nicola Foreman  
Sarah Foreman  
Hilary French  
Maureen Gash  
Ann Judith Jean Gaughy  
Joan Graham  
Fiona Gray

Hyacinthe Greener  
Alma Hall  
Deborah Hall  
Elizabeth Anne Hall  
Hazel Hall  
June Hall  
Christine Hammill OBE  
Jessica Harbottle  
Jennifer Hart  
Margaret Hedley  
Lynne Herbert  
Laura Heron  
Sarah Higson  
Amy Hodgson  
Joanna Hughes  
Samuel Igoe  
Anthony Iley  
Katherine Ince  
Sophie Irving  
Jennifer James  
Margaret Jefferson  
Patricia Johnston  
Margaret Jones  
Rachel Elizabeth Jones  
Timothy Kepster Jones  
Eleanor Kelly  
Mark Kelly  
Eliza Kirby  
Joyce Kitching  
Sarah Knight  
Kalliopi Kritikou  
Judy Lake  
Grace Lambie  
Jane Land  
Sonia Large  
Patricia Lewis  
Linda Lovell  
Marion Lowes  
Barry Lumley  
Louie MacGregor  
Donald Mackay  
Joyce Maddison  
Valeria Maitland  
Katherine Majoribanks  
Jessica Helen  
Makepeace  
Thelma Martin  
Dorothy/Babs Maskery  
Joan McArthur  
Janet McBain  
Jennifer McCaffery  
Trish McDonald  
Faye McIntosh  
Laura Menzies  
Christine Mitchell  
Victoria Money  
Maria Morris  
Megan Morris  
Nicola Morrison  
Susan Morrison  
Christine Morton  
Susanne Mudd  
Roger Murdock  
Lauren Murphy  
Rachel Murray  
Sareth Nainby-Luxmoore  
Sarah Nell  
Sarah Newton  
Jordan Nichol  
Claire Nicholl  
Francesca Norris  
Laura O'Brien  
Sarah Ombler  
Stephanie Owens  
Allison Oxenham  
Janice Parks  
Dianne Pennie  
Charles Penzer

Hyacinthe Greener  
Alma Hall  
Deborah Hall  
Elizabeth Anne Hall  
Hazel Hall  
June Hall  
Christine Hammill OBE  
Jessica Harbottle  
Jennifer Hart  
Margaret Hedley  
Lynne Herbert  
Laura Heron  
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Amy Hodgson  
Joanna Hughes  
Samuel Igoe  
Anthony Iley  
Katherine Ince  
Sophie Irving  
Jennifer James  
Margaret Jefferson  
Patricia Johnston  
Margaret Jones  
Rachel Elizabeth Jones  
Timothy Kepster Jones  
Eleanor Kelly  
Mark Kelly  
Eliza Kirby  
Joyce Kitching  
Sarah Knight  
Kalliopi Kritikou  
Judy Lake  
Grace Lambie  
Jane Land  
Sonia Large  
Patricia Lewis  
Linda Lovell  
Marion Lowes  
Barry Lumley  
Louie MacGregor  
Donald Mackay  
Joyce Maddison  
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Head Office  
22 Old Elvet  
DURHAM  
DH1 3HW

Telephone: 0191 375 7278  
Email: [info@nepacs.co.uk](mailto:info@nepacs.co.uk)  
Website: [www.nepacs.co.uk](http://www.nepacs.co.uk)

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