

**HALOW**  
(Birmingham)

The Help & Advice Line for Offender's Wives, Partners and Families (known as HALOW (Birmingham) for short), is registered as a Company Limited by Guarantee No. 8248116 and has a new registered Charity No. 1150445 (from 01.04.13), which was formerly Charity No. 1002675.

The Charity was set up in 1985 to provide information, advice and support to prisoners' families and friends. Since 1996/7 HALOW (Birmingham) has worked with prison establishments (through service level agreements and latterly contracts), to co-ordinate Visitors' Centres/ Family Pathway Centres at HMP Birmingham (from 1996), HMP Stafford (from 2001), HMP Featherstone (from 2003), HMYOI Brinsford (from 2005), HMP Oakwood (from 2012) and HMYOI Swinfen Hall (from March 2014).

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## HALOW (BIRMINGHAM)

Registered as a Company Limited by Guarantee No. 8248116 & new registered Charity No. 1150445  
(from 01.04.13); formerly Charity N. 1002675

Registered address: St Martin's Youth Centre, Gooch Street, Highgate, Birmingham, B5 7HE

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# THE BOARD OF DIRECTORS AND STAFF

## Board of Directors - Officers

Jane Bailey	Chairperson
Bridget Cameron	Vice Chairperson, HR & Quality Assurance

## Board of Directors – Members

Fayaz Malik  
Veronica Palgrave  
Nirdesh Sandhu

## Birmingham Visitors' Centre

Sharon Earley	Co-Manager
Najuma Mohammed	Co-Manager
Collette Ash	Support Worker
Jodie Stevens	Support Worker
Catherine Winters	Family Support Worker
Roslyn Kane	Children's Worker
Kristy Roberts	Sessional Worker
Salma Alyas	Sessional Worker
Kirren Shehzadi	Sessional Worker
Volunteer Team	1 Member

## Brinsford Visitors' Centre

Debbie Burton	Manager
Ray Seafeld	Deputy Manager
Wendy Littler	Family Support Worker
Carlina Maydew	Support Worker
Leanne Barnard	Support Worker
Tanya Graham	Support Worker
Michelle Plant	Support Worker
Paul Sharman	Support Worker

## Featherstone Visitors' Centre

Gulzar Jutla	Manager
Victoria Smith	Deputy Manager
Volunteer Team	10 Members

## Oakwood Family Pathway Centre

Daniel Daly	Manager
Kamaria Taylor	Deputy Manager
Deborah Vale	Support Worker
Clare Gallagher	Support Worker
Kayleigh Harvey	Children's Worker

Gemma Matthews	Children's Worker
Rachelle Weaver	Cafe Assistant
Jacqueline Barlow	Cafe Assistant
Pariss Sailsman	Sessional Worker
Volunteer Team	5 Members

## Stafford Visitors' Centre

Valerie Ledward	Manager
Anna Cottam	Deputy Manager
Joyce Till	Family Support Worker Assistant
George Washington	Children's Worker
Christine Connolly	Sessional Worker
Margaret Crossland	Sessional Worker
Sandra Jones	Sessional Worker
Wayne Hussain	Sessional Worker
Volunteer Team	24 Members

## Swinfen Hall Visitors' Centre

Julianne Emberton	Manager
Sharondip Kaur	Deputy Manager
Sara Cameron	Support/ Children's Worker
Jemma Ennis	Support/ Children's Worker
Volunteer Team	1 Member

## Peripatetic Sessional Workers

Lucinda Betts	Sessional Worker
Hanka Churchill	Sessional Worker
Anne Edmunds	Sessional Worker
Lorraine Owen	Sessional Worker
Janet Smith	Sessional Worker
Courtney Tongue	Sessional Worker
Sophie Wlazlo	Sessional Worker

## Central Services

Mairead Montague	P/T Finance Manager
Debbie Johnson	P/T Administrator
Malcolm Haywood	Health & Safety Officer
Judy Crabb	P/T Funding Manager

Please note, staff are current, as at the time of going to press, January 2015

## THE BOARD OF DIRECTORS REPORT



### CHARITABLE OBJECTS

The Charitable Objects of HALOW (Birmingham) amended on incorporation, are:

- a) to relieve poverty, sickness and distress among prison inmates, ex-offenders and the partners and dependants of prison inmates and ex-offenders in need of such relief; and
- b) to advance public education by research into domestic issues relating to prison inmates, ex-offenders and their families and to disseminate the useful results of such research.

### HISTORY OF HALOW (BIRMINGHAM)

HALOW (Birmingham) started life in the mid 1980s in a cramped, terraced house in Winson Green, Birmingham where Marie Curtis and a dedicated group of visitors helped prisoners' wives and family members through the stresses and strains of serving 'the second sentence'. The self help community group flourished and became a registered charity in October 1990. At this time, with just one full-time Co-ordinator and a team of dedicated volunteers, the charity was dealing with 4,000 requests for help per year and provided a 24 hour helpline.

Over the past 24 years HALOW (Birmingham) has grown to become a major provider of visitors' centre services through agreements with prison establishments across the West Midlands area. From dealing with 4,000 requests for help in 1990, the charity staff and volunteers assisted 150,232 visitors (including 25,885 children) during the 12 months April 2013 – March 2014.

### CHAIR'S REPORT

During the past year HALOW (Birmingham) has continued to work with HM Prison Service establishments (HMPS) and G4S to provide support services in visitors' centres.

A three-year contract by the Ministry of Justice (MoJ) runs until 30th June 2015 to deliver visitors' centre services at HMP Featherstone, HMP Stafford and HMYOI Brinsford. During the year we continued to deliver our existing contracts with G4S to operate the visitors'

The success of the charity is down to the dedication and hard work of all our staff teams.

centre at HMP Birmingham and the Family Pathway Centre at HMP Oakwood. The contracts with G4S are on a rolling basis and are reviewed annually.

This has also been a year of expansion as we were awarded a new contract to operate the visitors centre services at HMYOI Swinfen Hall, Lichfield in March 2014, initially for 6 months and extended to March 2015. Here we also offer children's work at weekends (with the Mothers' Union supporting children during the weekday visits).

The management teams across all our centres continue to demonstrate leadership skills and expertise of the highest standard as regularly reflected in the positive comments made in HM Inspectorate of Prisons Reports. With an average of 12,519 visitors assisted each month, the work is demanding, complex and often extremely fast-paced. The success of the charity is down to the dedication and hard work of all our staff teams assisted by loyal volunteers who provide invaluable assistance; we thank them all for their commitment during the year.

The staff are all funny and make it easier when visiting, the kids love it!  
(HMP Birmingham visitor)

The work of HALOW (Birmingham) is greatly enhanced by a considerable level of volunteer support and we are indebted to the generosity of all those who give time and resources voluntarily.

This year over 50 volunteers have given their time in a wide range of roles. Nominated by The John Sandy Trust, our volunteers at HMP Featherstone Prison Visitors' Centre were presented with The Queen's Award for Voluntary Service in September 2014. This is the highest honour, equivalent to an MBE for a voluntary group.

I would like to thank the HALOW (Birmingham) Board, our Administrator Debbie Johnson and our P/T Finance Manager, Mairead Montague for their contribution during what has been another very busy and challenging year.



## THE BOARD OF DIRECTORS REPORT



### FUNDING

On behalf of the Management Committee I would like to thank the charitable trusts, local companies and many individuals that have provided donations (both funding and 'in kind') during the year. Significant charitable grants awarded by 3 charitable trusts have enabled us to employ additional family support and children's workers (The Esme Fairbairn Foundation, Lloyds Bank Foundation and The Tudor Trust).

We acknowledge the range of service level agreement and contract income (from the Ministry of Justice and G4S) that enable us to provide visitors' centre services at HMYOI Brinsford, HMP Stafford, HMP Featherstone, HMP Birmingham, HMP Oakwood (Family Pathway Centre) and from March 2014, HMYOI Swinfen Hall.

We also are grateful to The John Sandy Trust who provide and maintain the Visitors' Centre premises at HMP Featherstone.

Good to see a happy friendly face when I come on a visit.  
(HMP Birmingham visitor)

### THE WAY FORWARD

We plan to increase our efforts to secure funds from charitable trust and other funders to further strengthen the range of activities, guidance and support resources available to prisoners' families. This has been a key priority during the year. In February 2014 the Board agreed to invest resources in employing a part-time Funding Manager to support the Board in this aim. We appointed Judy Crabb, an experienced funding professional, in July 2014 and are grateful for her excellent contribution.

We continue to review procurement opportunities to operate further visitors' centres within the Midlands area and, at time of writing, are waiting upon details of the new visitors' centre procurement competition from the Ministry of Justice (MoJ).

During the year the Trustees have been undertaking a Strategic Review and preparing a new 3-year Business Plan for 2015- 2018. We are also moving into a new 'era' with the Community Rehabilitation Companies (CRCs); these will present new opportunities to work in partnership to achieve the goals of both preventing initial offending and reducing re-offending.

**Jane Bailey**  
Chairperson, Management Board Trustee

## VICE CHAIR'S REPORT



All centres continue to develop initiatives to support families and prisoners. We have been most fortunate in acquiring funding from charitable trusts and foundations to enable us to provide additional facilities in the centres, which include children's workers and family support workers. The children's workers engage with children of all ages with the aims of offering a relaxed setting, fun and participation in a range of activities which help to develop their speech and language, social skills, motor skills etc. The staff are involved in the running of Family Days/Visits and provide activities in which the whole family participates. These are very popular.

Those engaged in family support are more and more involved with prisoners as well as families. Focus groups and mutual support groups are developing in some centres.

We are fortunate in having such a dedicated and stable team of staff – many of whom have been with us for years. In our annual customer satisfaction survey a high percentage of visitors rated the staff as good or excellent.

**Bridget Cameron, Vice Chair**



### HMP BIRMINGHAM VISITORS' CENTRE

The visitors' centre at HMP Birmingham continues to be a very busy and well utilised centre, covering all domestic visits, seven days a week.

This year we have attended the "First Night Centre" on a daily basis, to collect applications for visits/ visitors from new prisoners. This enables them to have a reception visit booked within seventy-two hours of arrival at the prison. The helpline for family and friends is extremely busy with approximately 3000+ enquiries per year and is manned seven days a week.



Children's play has significantly increased over the year, with fourteen visit sessions covered by the children's workers who plan, prepare and deliver age appropriate activities for children. The children and families are very pleased with the continuity of the staff and the variation of activities. Children can experience different learning opportunities on whichever day they visit.

Family days continue to be delivered each month and are themed; all art work created can be taken home, or is displayed in the visitors' centres and main visiting hall.

Family support work is integral to maintaining family ties whilst someone is in prison. Prisoners requests via the kiosk system are booming with one-hundred and seventy-four applications in the period February-November 2014. This equates to almost five prisoners per week reaching out for help and support for their families. The issues range from enquiries about a father being added on to a child's birth



certificate, to more in depth enquiries about social services involvement in children's lives or how to avoid eviction or the repossession of the family home. Many of the family support queries can be dealt with swiftly and within the confines of one session but others can take several weeks, many meetings and the involvement of outside agencies before a successful resolution is met.



### HMP BIRMINGHAM VISITORS' CENTRE CONT...

#### **Notable interventions include:**

**1)** The father who was estranged from the mother of his first child and his step-son felt he was missing out on both children's lives and wanted to maintain a relationship with them in order to become a 'proper father' on his release. His ex-partner was hurt and upset by his imprisonment and did not want a 'criminal' involved in her children's upbringing. After discussing matters with both parties and a fair amount of reassurance and confidence-building over a period of several weeks, the children's mother initially permitted the prisoner to have contact with his son over the phone whilst he was at nursery. The prisoner built up a good relationship with the staff at his son's nursery, phoning regularly as promised and proving himself to be reliable. The children's mother is now willing to bring both of his sons to visit the prisoner on a regular basis and the family are participating in the next family day.

**2)** A prisoner was concerned about how his ten year old daughter was coping with his imprisonment. He had previously worked in a school and his arrest had been announced in a school assembly. The family's attempts at keeping his offence a secret were in vain as the local community knew all the details of where he had ended up. His daughter was upset and anxious, resulting in her struggling at school. She was also angry with her father for leaving her and did not want to visit him in prison. Her schoolwork was suffering and her behaviour was deteriorating too. The Family Support Worker (FSW) spoke with the child's mother and reassured her and spoke to the pastoral leader at her primary school to arrange counselling. The girl received counselling and attended a support group for children affected by parental imprisonment. Her relationships and behaviour have both since improved and she is now able to visit her father.



**Very  
welcoming  
approachable  
staff**

The family support service is available to families without the prisoner's request. Signposting within the visitors' centre points them in the direction of the FSW and support is available over the telephone too. The FSW has engaged with a number of agencies in order to offer as broad a range of services as possible and meet the

holistic needs of the service users. Examples of referrals to agencies include Malachi, Aquarius, Barnados, C.A.B, Relate and Beyond the Horizon.



### HMYOI BRINSFORD VISITORS' CENTRE



We have continued supporting the families that visit Brinsford, providing them with advice, guidance and support and have applied ourselves to their individual needs. Most visitors are concerned about their family member in prison and need guidance on how to gain information, which will help the prisoner.

Different groups have been involved in supporting families and amongst these are:

- **The Shannon Trust – A one-to-one peer mentored reading plan.**
- **Job Centre Plus – Provides a range of information including benefits.**
- **The Visits Booking Line**
- **APVU – Assisted Prison Visits Unit**
- **DARS – The drug service that operates within the prison**

There have been several family days during the course of the year in which we participate. These are much appreciated by the prisoners and families.

A number of new procedures have been introduced and have made a positive difference to the service we offer visitors. The centre itself has been refurbished and we have prisoners cleaning the centre, released on temporary licence (ROTL).

Throughout the year, the Family Support Worker (FSW) has been working with visitors and this has been much appreciated. Most of the queries regard information on visiting, however, there have been a number of occasions when people have wanted more in-depth help on debt, housing, children's problems and benefits.

During the course of the year the mother of a prisoner on her own initiative, placed an advertisement in a local paper for anyone who had a family member in HMYOI Brinsford; asking them to get in touch. Twenty five people who visit Brinsford responded to the advertisement and they now meet on a regular basis to support each other.

#### **Brinsford Case Study**

The Family Support Worker (FSW) was approached by a mother of a prisoner regarding the fact that he had made a list of people to visit him which included his siblings. However at that time permission had not been granted and this was causing distress to his siblings who wanted to see their brother. The FSW approached various departments in

the prison including Safeguarding and it was explained that due to the nature of the offence, his siblings would not be able to visit him.

After numerous meetings and discussions with the prison departments and the mother, permission was granted and arrangements made for his siblings to

visit. All were pleased with the outcome.

**Brilliant Staff!**



### HMP FEATHERSTONE VISITORS' CENTRE



#### **Queen's Award for Voluntary Service**

We are delighted to announce that HMP Featherstone Visitors' Centre volunteers won a Queen's Award for Voluntary Service in 2014. This award is the volunteer group equivalent of an MBE.

Following the announcement, two volunteers attended the Queen's Royal Garden Party on 10th June 2014. The volunteers; Sheila Bradley and Iris Purchase, had a lovely afternoon and were both very grateful to be given the opportunity to represent our group of volunteers.

After the garden party four of us were invited to attend the Chairman's Civic Service and a lunch that followed, together with other award winners from Staffordshire.

HALOW (Birmingham) held a ceremony in September 2014 to celebrate this success and were presented with a signed certificate from Her Majesty The Queen and a Crystal Award which was presented by the Lord Lieutenant of Staffordshire.

#### ***The volunteers' comments were as follows:***

"We were all delighted to hear that our centre had won a Queen's Voluntary Service Award and that two volunteers were invited to a Royal Garden Party. It was a lovely surprise to be nominated to attend. The weather was perfect and we enjoyed walking in the gardens and seeing (at a distance!) several members of the Royal Family. It was a memorable day.

We were also invited, with our Deputy Manager and one HALOW Board Member to the Staffordshire County Council Civic Service and lunch, at which mention was made of the 11 Staffordshire groups to win the award. This also was a most pleasant occasion."

- **Sheila Bradley**

"Thanks for the opportunity to go to Buckingham Palace, it was a lovely day out and it was nice to see the lake and gardens also the royal family. The food was very nice and there was a good atmosphere and lovely to see all the different outfits and hats of everyone there enjoying themselves."

- **Iris Purchase**

**Victoria Smith, Deputy Manager, HMP Featherstone Visitor's Centre said:-**

"It is with great pride that we have been honoured with this prestigious award. Our dedicated team of volunteers give up their time to provide an invaluable service to the friends and families of offenders".

#### **FEATHERSTONE STOP PRESS**

**Since April 2014 HALOW (Birmingham) has been trialing managing the cafe facilities within the visits hall at HMP Featherstone. To date, positive feedback has been received and visitors are delighted that there is the opportunity for them to share hot food as well as the usual confectionary and cakes etc., with the prisoners they are visiting.**



### HMP OAKWOOD FAMILY PATHWAY CENTRE



The Family Pathway Centre has become a busy and well used facility with visitor numbers continuing to grow due to the opening of a second visits hall within the prison and the provision of more enhanced visits.

It has been a difficult year recruiting volunteers but we are now engaging with local volunteer services and are obtaining positive feedback and results. We now have a small but dedicated group of volunteers and in the coming year we hope to take this forward.

We have been fortunate to continue getting regular donations of goods in kind from local churches. Many of our visitors have helped to improve our children's areas by providing toys, games, books etc., both in the centre and the visits halls. The organisation 'Cash 4 Clothes' has been very generous in donating toys and play equipment and selection boxes at Christmas.

#### **Outside agencies**

Over the past year we have worked hard to link in with local organisations and agencies. They give support and information to the visitors. One in particular, Bromford Support, visits the centre on a regular basis offering information on housing, debt, changes in benefits etc. Another organisation, Recovery Near You, have been offering information on substance misuse. They also provide information on the effects of drugs and alcohol and in addition, offer hands on support to individuals. In addition the Worcestershire Healthcare department in the prison has appointed a Substance Misuse Community Support Worker who is based in the centre every other Thursday. The worker offers support and information, acupuncture to visitors and signpost family members to outside agencies. Visitors may also refer prisoners to this worker.

#### **Children and Family Services (CAFS)**

We have continued to provide regular events such as Children's Days, Partners' Days, Father and Baby Bonding Sessions (FABBS) and a Teenagers' Day. On all of the events we have had a good uptake with feedback being positive from both prisoners and families.

This year we have had a number of special events, examples are listed below.

The West Midlands Hedgehog Rescue have visited the centre on a number of occasions. They help hedgehogs who are injured or ill. Joan Lockley who runs this organisation, has been kind enough to give presentations and allow visitors to hold and understand what is a well-known English heritage to us all, the hedgehog.



We have established a good working relationship with the Staffordshire Fire Service who have spent time in the centre talking to our visitors and giving children friendly information and gifts to understand the importance of fire safety in the home, and what to do in an emergency. We are hoping to develop this relationship further and we are aiming in the summer period to have fire engines on site for the children to see and explore.

This year we have had the opportunity to assist the Chaplaincy Department with two EID events to help those of the Islamic faith. These have been well received. We are aiming to participate in other faith based events in the future. We do provide a prayer facility in the centre.

The prison has given us an opportunity to be part of the Quarterly Lifer Days to help those prisoners serving longer sentences stay in touch with their families and friends.



## SPOTLIGHT ON SERVICES

### HMP OAKWOOD FAMILY PATHWAY CENTRE CONT...



We are privileged to work in a prison where HALOW (Birmingham) is valued and has excellent working relationships across many departments, allowing us to help expand the services on offer to visitors and prisoners. Both the prison and HALOW (Birmingham) have a joint vision which is to provide the best possible service to prisoners and their families.



Staff are very helpful and friendly even if some visitors are very tiring.



Staff are always friendly and helpful, especially Clare who takes time out to play with children- very supportive - great asset.



### HMP STAFFORD VISITORS' CENTRE

2014 has been a year of change for HMP Stafford and the visitors' centre due to the re-roll from a mains / sex offenders prison to purely a sex offenders' prison.

The re-roll started in April 2014 and finished in October 2014.

During these months the visitors' centre team consisting of staff, sessionals and volunteers coped with the changeover which meant there were falling numbers of main wing visitors and increasing numbers of sex offenders' visitors.

The team managed well with the changes in visiting days and opening times in particular. They handled these changes with great aplomb and determination.

**I and my children feel very comfortable here**



Two new members of staff joined us. Joyce Till came early in January 2014 as a Family Support Worker Assistant and George Washington joined us in October as a Children's Worker. We welcomed them both.

**Staff are always friendly and polite to everyone which can't be said for other prisons. They make the experience which can be difficult, more bearable.**

### **Family information & support**

As the prison changed we had and still have, increased numbers of first time visitors who were supported by our Family Information and Support Team. The information and support our visitors needed also changed. We now have many more elderly visitors whose needs are different from what we had experienced in the past. We still have children visiting but not as many and we still engage in family visits, which



are viewed as "fantastic". Some of our children's volunteers have helped us with family days, managing their own activity tables and assisting with every aspect of the event.

### **Children's work**

#### **Recognising children's needs:**

Most children want to be happy, have fun, do things they enjoy and explore the world around them. We need to meet these needs and watch the response! We continue to develop numerous activities. Our arts and craft facilities are very popular and in addition, we use ceramics, wood, fabrics, playdoh and model making. Tactile activities go down well.



### HMP STAFFORD VISITORS' CENTRE CONT...

#### **We make, create and decorate**

We also make use of children's imagination and for this purpose use puppets, dressing up, story-telling and role play.

Role play ... be 'Angelina Ballerina' or 'The Gruffalo'. What fun we all have.

More recently we have introduced age related board games which are much enjoyed, particularly by our older children.

We also provide some musical activities and use a clarinet to play a simple tune. (One young child was found on his hands and knees peering up the end of the clarinet wondering where the sound was coming from. Natural curiosity harnessed and nurtured.)

In the visits hall and on family days, fathers enjoy seeing their children happy. Children make and create often with the help of their dads. Sometimes dad can take the item back to his cell as a reminder of his child.

We are here to promote and build family relationships.

We continue to contribute to the agenda for family visits. We try to meet all the needs of the children and their families and aim to make sessions as relaxed as possible and respond to suggestions made by them, .e.g. some families wanted to read together so we provided a book corner. At the end of each session we ask visitors to fill out feedback sheets on how they enjoyed the visit.



**You have transformed my family... my little boy plays at the table with his toys and reads his book with his dad. They make a card or paper chain together. My little boy did not know his dad. Dad did not know his little boy. Now they are growing together and being comfortable with each other. I cannot thank you enough!"**

**Comment by a visitor**



### HMP STAFFORD VISITORS' CENTRE CONT...

#### Volunteering

Our volunteers have had a great year and continue to make an impact on the work that we do. They come from all walks of life, with a diverse mix of age, ethnicity, disability and skills. When seen as a group, they are awesome!

We recruit through excellent community links and hard work. We also recruit volunteers via the web, by word of mouth, personal contacts and meetings in the community. Good community links are essential.

The role of volunteers is varied. We have children's helpers, tea bar volunteers, those who work on booking and the front desk and some who meet & greet visitors. Many have wonderful customer care skills, good organisational skills and listening ears. Most important, our volunteers enjoy what they do and believe in our vision of supporting prisoners' families.

Several of our younger volunteers have gone on to paid employment.



I never thought I would be weaving a basket with my child in a place like this!

Comment by a prisoner



### HMP STAFFORD VISITORS' CENTRE CONT...

## STAFFORD CASE STUDY

A visitor has been coming in to the centre for quite some time; she always appeared tearful and did not mix with the other visitors.



After a period of time we were able to gain her trust. She was introduced to a set of visitors who had formed a group and would come into the centre a little earlier, to meet for coffee.

After a while she started to open up to us about her issues, which were quite sad, as she had continued to support her husband, who was serving a sentence for sexual offences. Her immediate family and other family members had refused to have any contact with her.

This situation can be seen as a form of bereavement; not only was she coping with the loss of her husband but also her children and grandchildren. Her neighbours had also rejected her; in essence she had no support in her daily life whatsoever.

She was also experiencing financial difficulties as both herself and her husband (prisoner) had

lived off their pensions. His contribution had been frozen since his sentence and would continue to be until such time as he was released. It had previously contributed to the running of the family home.

Staff had attended a conference in London; "Working with Sex Offenders and their Families", where we had met a lady who had started a support group for immediate family members of sex offenders. The group met once a month in the north of the country and knowing that this particular visitor had a friend who lived in the area we thought this contact could be useful to her. It was therefore suggested she may like to attend the group, as she was able to drive and was also able to stay overnight with her friend.

She was put in touch with the lady from the conference and they spoke at length on the phone. It was agreed she would attend the next support group meeting. Unfortunately she got "cold feet" and was unable to go so we offered to go with her to the next meeting if that would help. Unfortunately this was not possible.

Giving this some thought we wondered whether we could offer a similar service within our centre and so the idea was discussed with the HALOW management team, who gave permission for us to proceed. The visitor welcomed this new initiative with "open arms" and we knew other visitors would be keen to join us and they were!

The support group was formed and we had our first meeting. The initial visitor left with a spring in her step, saying when is the next one! She said later in the day that she felt so much better sharing her experiences with others in a similar situation and knowing that she was not the only person having these sorts of problems.

Through attending this group, we have been able to see the changes in this visitor. Her confidence is returning and she feels more able to cope with the situation. We are assisting her in looking for part time work which would serve to boost her income a little and help to make her life somewhat easier.



### HMYOI SWINFEN HALL VISITORS' CENTRE



HALOW (Birmingham) took over the contract for running and providing services at Swinfen Hall's visitors' centre in April 2014. The centre comprises the ground floor of two 1960's semi-detached houses, with the addition of a porch conservatory. On a regular basis 80 visitors pass through its doors in a single session.

The centre has a small staff comprising: Manager, Deputy Manager and at weekends Support/ Children's Workers. Sessional workers compliment the team, providing cover for leave and additional monthly family visits.



Although only small and compact, it has become a colourful, warm and inviting environment. Children's pictures and craft work projects adorn the walls and conservatory windows. A small, but well stocked children's area has been made for young children within the conservatory.

Due to the limited space available and the visitors' request to purchase food and drinks, the staff are seeking to address this situation by offering a limited range of food and drink with a hope of offering a wider selection in the future.

Building good relationships and rapport is something that all staff at Swinfen Hall visitors' centre have worked hard to achieve. We have built up strong links with the prison's recently appointed Family Engagement Worker and the DARS team. Both visit the centre regularly to support visitors.



It has been a great reward for everyone to hear and read the thank you cards and letters of compliments received to date; approving the changes that HALOW (Birmingham) has made to visiting.

2015 promises more changes and exciting times. The prison approved the use of the kitchen area upstairs to prepare a wider range of hot food and sandwiches, along with a new room to use purely as a children's area.



### VISITORS' COMMENTS

**“Amazing staff!  
So friendly and give a  
lovely service.  
Brilliant for children!  
Very child friendly!”**

.....

**“The staff are lovely  
& make you feel very  
welcome.”**

.....

**Travelling a long way  
to get to the centre,  
I like I can now get  
hot food.”**

.....

**The visitors' centre  
is very well run, by  
polite and helpful  
staff members. I enjoy  
every visit now.”**

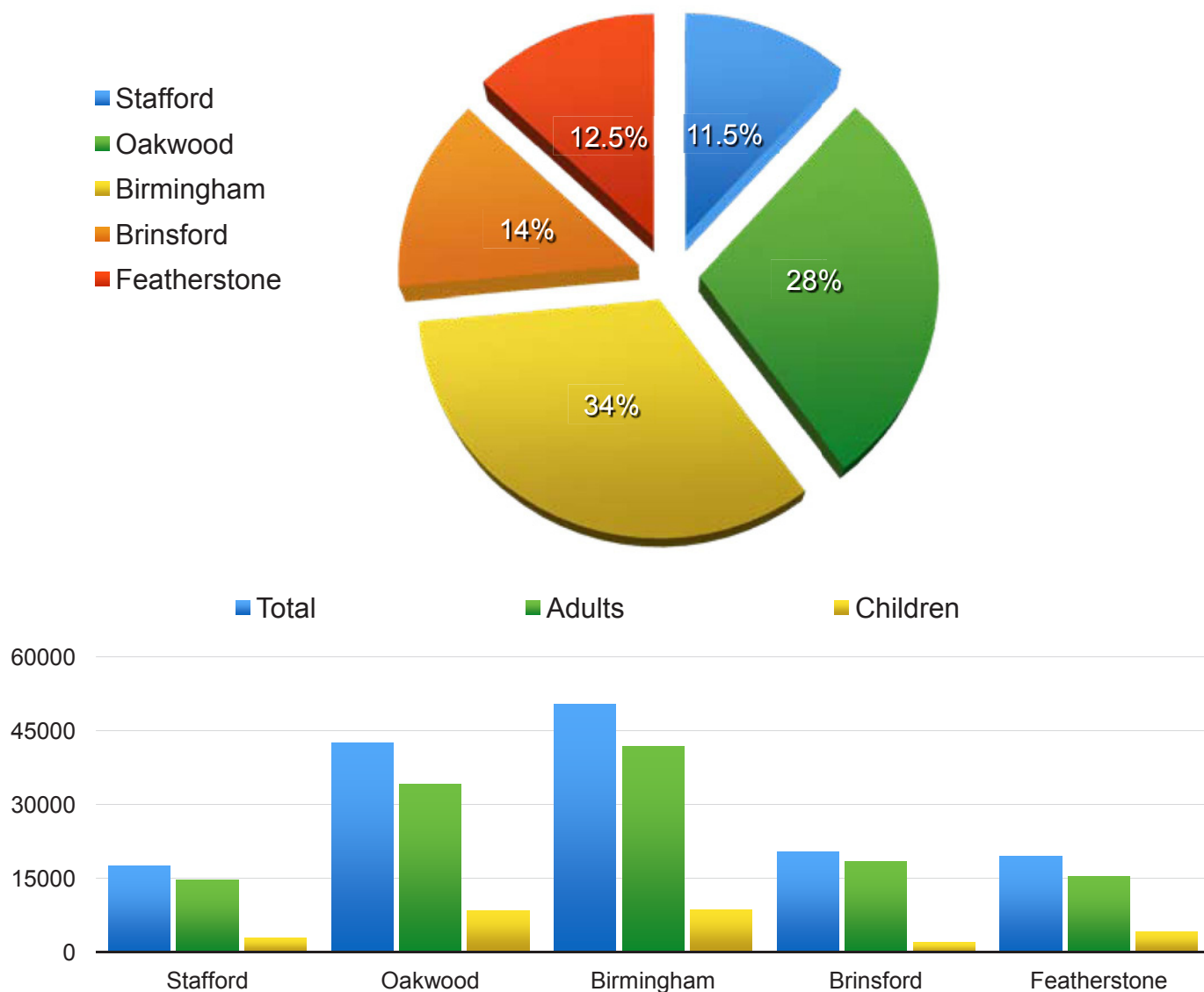
.....

**“I like visiting  
the centre  
because of the  
play area for the  
kids.”**



## VISITORS STATISTICS

Since January 2005 we have counted all the visitors attending the centres which we run, distinguishing between the number of adults and children. For the year 2013-2014 we had a total of 150,232 of which 25,885 were children. Swinfen Hall has not been included within these statistics as it was not operational during most of the period in question. The figures were as follows: Stafford 17,512 visitors, Oakwood 42,489, Birmingham 50,419, Brinsford 20,407 and Featherstone 19,405. The number of children visiting was 6% lower than last year.



CENTRES	ADULTS	CHILDREN	TOTAL VISITORS	MONTHLY AVERAGE
Stafford	14,586	2,926	17,512	1,459
Oakwood	34,096	8,393	42,489	3,541
Birmingham	41,872	8,547	50,419	4,202
Brinsford	18,465	1,942	20,407	1,701
Featherstone	15,328	4,077	19,405	1,617
<b>TOTALS</b>	<b>124,347</b>	<b>25,885</b>	<b>150,232</b>	<b>12,520</b>

*Note: HMYOI Swinfen Hall services did not start until April 2014*

## VISITORS' SURVEYS



We regularly carry out surveys of the prison visitors passing through the six centres run by HALOW (Birmingham), to determine some of their characteristics and their views of the services offered. During August 2014 we carried out such a survey.

### Some of the key characteristics of the visitors surveyed were as follows:-

- **Sex** - 69% of the visitors were female, 7% higher than last year.
- **Age** – The largest age range was between 25-44 years and the eldest visitor was 84.
- **Relation to prisoner** – 24.75% were parents, 23.65% were partners/ wives, 17.5% of visitors were children of inmates, 9.93% were friends, 13.1% were siblings and 11% other relatives.
- **Disabled** – 76 visitors' declared themselves as disabled on the survey (4.17%).
- **Ethnic origin** – 76.12% were White\Caucasian, 9.1% were Asian/Asian British, 6.17% were Black\African\Caribbean and 7.43% was Mixed/Dual heritage and other ethnic groups accounted for the remaining 1.15% of visitors
- **Religious affiliation** – The most common religion was calculated to be Christian at 52.52%, 2nd most common being no religion ('none') at 30.35%, and 3rd highest result was Muslim at 8.71%. The smallest stated religion was 'Jewish' at 0.2%.
- **Travel arrangements** - The most common mode of transport was the car at 49.07%, 17.02% had arrived either travelling in or using a 'friends car'. 11.4% arrived by train, 8.8% by bus and 9.12% by taxi. Many visitor's stated that it took them in excess of 2 and a half hours to arrive for a visit. The vast majority of visitors came from within the West Midlands.

### Visiting Record

- **13.05%** of visitors were first timers.
- **Family days** – A small number of visitors have attended at least one family day. This service does not apply to everyone as it is only for certain prisoners who fit a criteria. They were very much appreciated with the only negative comment being that there were too few of them.

### Visitors' Centre Facilities

- **Centre staff** - The overall opinion of the staff was considered to be excellent or good.
- **Cleanliness** - Areas such as main receptions, refreshment bars and children's play areas were considered to be excellent or good. There were negative comments about the cleanliness of toilets and the availability of changing facilities for babies.
- **Advice and leaflets** - There is a wide range of leaflets on display which the majority of visitors deemed to be good.

### Tea Bar/ Cafe

- **79%** of visitors regularly use these facilities and the majority said there is a wide range of products for sale at a good and an affordable price.
- The overall rating of the facilities provided by tea bar/ cafe were excellent.
- Children's Areas
- **84%** of those who use the children's areas rate them as either 'good' or 'excellent'. Several comments were made that centres provide a great service for children to engage with other children, just before they go on their visit and in the visits hall.

### Visitor Comments

- There were quite a few comments regarding the foods that visitors would like to see and a common request was made for hot food. Longer opening times and for the centres to be open after, as well as before visits, was requested. Family days seem to be greatly appreciated and they have certainly helped children and fathers engage in a 'normal' setting and a more relaxed environment.

## YEAR ENDING 31 MARCH 2014



**HALOW (Birmingham) has completed its first year operating as a company limited by guarantee. Income generated for 2013-14 was £541,017 which now takes HALOW (Birmingham) over the audit threshold.**

The principal source of funding as in previous years is derived from contracts relating to the running of five visitors' centres totalling £309,463; this income represents 57% of total income for the period. £149,230 has been generated from Tea Bar sales which represents 27% of the total income.

Large grants received in the period totalled £80,350 coming from Lloyds Bank Foundation: £17,350; Esme Fairbairn Foundation: £35,500, and £25,000 from Tudor Trust. HALOW (Birmingham) has also received some smaller grants which included: W.A. Cadbury Trust £1,000; Baron Davenport's Charity £1,000 and Harry Payne Trust £500.

Since April 2014 HALOW (Birmingham) has received other grants from: Awards for All: £9,990; The Norton Foundation: £1,400; The Tesco Charity Trust: £891 and The Cole Trust: £600. A 'gift in kind' of selection boxes to the value of £1,000 has been received from European Textile Recycling Ltd

(Cash4Clothes) HALOW (Birmingham) wishes to thank all donors for their generous support. In total over 3,200 days of volunteer time has been contributed this year; an invaluable resource without which the charity would be unable to function sustainably.

Expenditure for the period was £538,488 the majority of the costs; £414,764 (77%) is spent directly on staffing costs providing front line services and activities at the visitors' centres. 2013-14 as in previous years, has been difficult financially against the backdrop of limited resources and constraints on funding. HALOW (Birmingham) has continued to develop and expand its charitable activities by looking for opportunities to provide practical and responsive support to prisoners' families.

### **Reserves**

HALOW (Birmingham) aims to maintain general reserves to the value of 3 months unrestricted expenditure. Funds held at 31st and £43,282 restricted funds.



# STATEMENT OF FINANCIAL ACTIVITIES

## FOR THE YEAR ENDED 31ST MARCH 2014

	Unrestricted Fund £	Restricted Funds £	Total 2014 £
<b>INCOMING RESOURCES</b>			
Incoming resources from generated funds:			
Voluntary income:			
Donations and grants	2,500	77,850	80,350
Incoming resources from charitable activities:			
Grants	309,463	-	309,463
Visitors' centres tea bars	149,230	-	149,230
Other	1,974	-	1,974
<b>TOTAL INCOMING RESOURCES</b>	<b>463,167</b>	<b>77,850</b>	<b>541,017</b>
<b>RESOURCES EXPENDED</b>			
Charitable activities:			
Tea bars expenses	88,491	-	88,491
Visitor centres services	403,808	34,748	438,556
Governance costs	10,898	543	11,441
<b>TOTAL RESOURCES EXPENDED</b>	<b>503,197</b>	<b>35,291</b>	<b>538,488</b>
<b>NET (EXPENDITURE)/INCOME FOR THE PERIOD</b> (net movement in funds)	<b>(40,030)</b>	<b>42,559</b>	<b>2,529</b>
<b>FUND BALANCES BROUGHT FORWARD</b> from unincorporated charity	<b>111,386</b>	<b>723</b>	<b>112,109</b>
<b>FUND BALANCES CARRIED FORWARD</b>	<b>£71,356</b>	<b>£43,282</b>	<b>£114,638</b>

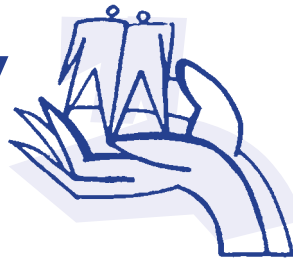
All the above results relate to the continuing activities of the charitable company. All gains and losses recognised in the year are included in the Statement of Financial Activities. The net income for the period for Companies Act purposes comprises the net movement in funds for the period, amounting to £2,529.

<b>BALANCE SHEET AS AT 31 MARCH 2014</b>	<b>£</b>	<b>£</b>
<b>FIXED ASSETS</b>		<b>540</b>
<b>CURRENT ASSETS:</b>		
Short term investment	70,000	
Debtors	25,221	
Cash at bank and in hand	40,991	
	<b>136,212</b>	
<b>CREDITORS:</b> Amounts falling due within one year	<b>22,114</b>	
<b>NET CURRENT ASSETS</b>		<b>114,098</b>
<b>NET ASSETS</b>		<b>£114,638</b>
<b>FUNDS:</b>		
Unrestricted		71,356
Restricted		43,282
		<b>£114,638</b>

*Independent Auditor: Slater Johnstone Chartered Accountants, Solihull*

# HALOW

(Birmingham)



***HALOW (BIRMINGHAM) is grateful for support from:***

- Action for Prisoner's Families
- APVU
- Anthony Collins Solicitors LLP
- Aquarius
- Awards for All
- Barnados
- B&Q Cannock
- Baron Davenport Charity
- Beyond the Horizon
- Birmingham Information Service
- Birmingham Voluntary Services Council (BVSC)
- AF Blakemore & Sons Ltd
- The Boys' Brigade & Girls' Association in Birmingham
- Bromford Support
- C.A.B.
- Cheslyn Hay Sport & Community High School
- Christ Church, Stone, Staffordshire
- Citizens Advice Bureau
- The Cole Trust
- Mr Anthony Daly
- Esme Fairbairn Foundation
- European Textile Recycling Ltd (Cash4Clothes)
- Harry Payne Trust
- HMP Birmingham – G4S (Care & Justice Services)
- HMYOI Brinsford – Ministry of Justice
- HMP Featherstone – Ministry of Justice
- HMP Oakwood – G4S (Care & Justice Services)
- HMP Stafford – Ministry of Justice
- HMP & YOI Swinfen Hall – Ministry of Justice
- Job Centre Plus

- The John Sandy Trust
- Lifeline Drugs, Alcohol Recovery Service (DARS) Team
- Lloyds Bank Foundation for England & Wales
- Malachi Community Trust
- MJH Health & Safety Consultants (Malcolm Haywood)
- Morrisons, Stone, Staffordshire
- The Mothers' Union
- The Norton Foundation
- Peninsula Business Services
- Ranger Service, Staffordshire County Council
- Recovery Near You
- Relate
- The Samaritans
- Shannon Trust
- Smarter Choice Team
- Staffordshire County Council
- Staffordshire County Council, Lord Lieutenants Office
- Staffordshire Fire Service



- St Giles Church, Willenhall
- St Nicholas Church, Willenhall
- Stuart Ainslie
- The Tesco Charity Trust
- Tom Thompson
- Toe-to-Toe, Reading Scheme
- The Tudor Trust
- Visits Booking Line
- W A Cadbury Trust
- West Midlands Hedgehog Rescue
- Whitgreave Primary School
- Will's Photography (William Johnson)
- Worcestershire Health Care

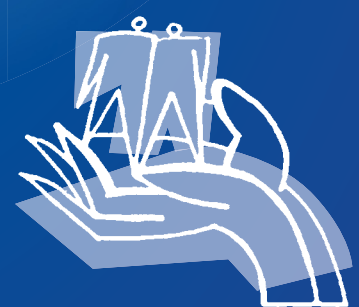
**The National Offenders' Families Helpline  
offers information and support from arrest  
through to release and beyond.**

**Email: [info@offendersfamilieshelpline.org](mailto:info@offendersfamilieshelpline.org)**

**Website: [www.offendersfamilieshelpline.org](http://www.offendersfamilieshelpline.org)**

**Telephone: 0808 808 2003**





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