



**Ormiston  
Families**  
Brighter futures

# **Locked down but not locked out**

**Opening doors during a pandemic**

Ormiston Families 2020/21 Impact Report





## Safe, healthy, resilient families

At Ormiston Families we know families are the very fabric of life and have been supporting them to make long-lasting positive changes for 40 years, resulting in brighter futures for the next generation. Our vision is that every child in every family in the East of England can get the support they need to bounce back from challenges and ensure they feel safe, healthy and resilient.

### Operating in a pandemic

While most of us relished the opportunity to spend more family time together, for many of the children and families we work with, 2020/21 was a time of heightened anxiety, stress, and risk. Read about their stories, and how the dedication and adaptability of our staff meant that even when the country was locked down, Ormiston Families was opening doors to vital support.

# Our work supporting families affected by imprisonment

- In 2020/21, our Breaking Barriers service worked with 101 children and young people struggling to cope with having a close family member in prison
- Our Prisoners Family Services offered 11,284 prison visits and sessions of support to keep families connected
- 1080 ex-offenders benefitted from programmes to build their self-esteem, increase their parenting skills and promote positive choices



Someone important to you has been sent to prison. You are confused, scared and angry – serving a hidden sentence for something that is not your fault. Ormiston Families' Breaking Barriers team are there to help you understand what is going on, and deal with the big emotions you are feeling...

## Samuel's story

Samuel was struggling at school and needed someone to talk to. He wanted to understand more about what his dad was going through in prison, and how to cope with the feelings of anxiety which were holding him back from living a happy carefree life.

Samuel was referred to our Breaking Barriers Suffolk service when his father was approaching the end of a long custodial sentence. Whilst Samuel and his dad had been in contact, it had been inconsistent and Samuel was often left feeling very low when his dad did not attend home visits as planned.



Practitioner Jade and Samuel watched a video about life inside prison together and discussed some words and meanings to help Samuel feel less anxious. Jade used various tools to help Samuel recognise his feelings including an 'emotions tornado' and talked about coping mechanisms. Jade also showed Samuel how to make and use a worry box to manage his anxiety.

Offering virtual sessions due to the pandemic was a new way of providing support for Jade, who found it worked well in this instance as Samuel made great progress and shared his feelings.

Samuel's dad has now been released from prison and Samuel is back in touch with the Breaking Barriers team who are supporting him in coping with the new feelings that this recent change has brought about.



# **Our work supporting families affected by poor mental health**

- In 2020/21, our children and young people's mental health service in Norfolk & Waveney supported 3066 people to overcome anxiety and low mood
- Small Steps Together embraced virtual delivery to offer 2029 sessions of support to new and expectant mothers struggling with their mental health
- Our services launched remote counselling, an advice service and online wellbeing groups to reach out during lockdown



**It should be the happiest time of your life, so what happens when you try to deal with pregnancy or new parenthood while struggling with your mental health? That's where Ormiston Families' Small Steps Together service comes in...**

## Tanya's story

At 6 months pregnant, Tanya was feeling isolated and alone. With a history of abusive relationships and no contact with her family, Tanya knew she needed help to manage her anxieties for the sake of her baby.

Whilst her 6 year-old daughter lived with her; Tanya's two eldest children were now living with their fathers. Small Steps Together practitioner Louise supported her to meet other mums in the area so her daughter could engage with her peers, and Tanya could build a supportive network around her. To increase Tanya's confidence in caring for her children, Louise used video interactive guidance so that Tanya was able to watch footage of her and her daughters to see her progress for herself.

With help from Louise, Tanya learnt positive coping mechanisms for managing her anxiety, ways to work on her relationships, and specific exercises to build confidence. She was supported in applying for grants and Louise also provided advocacy during Child Protection conferences which ensured Tanya knew what she needed to do to keep her children safe in her care. At times, her mental health suffered greatly but the team was there to step in and support Tanya in her darkest hours.

Tanya now has a network of supportive friends and regularly sees her family. Although Tanya has experienced low moments she has sought support and was able to keep herself and her children safe. Tanya has worked well with social care so that they have been able to step down her case.



*If you hadn't been there, I would have done something stupid. I had the knives laid out in the kitchen. I had called everyone else and not been able to get hold of anyone. Because you knew what I was usually like you knew something was wrong." Tanya*

# Our work supporting communities

- In 2020/21 our Mpower service worked with 168 women who had at least one child removed into care to help deal with this loss and understand and address the issues behind the removals
- 50 young women at risk of unplanned pregnancy and child removal were supported by YouCanBe to stabilise their chaotic lifestyles and make positive relationship choices
- Our teams sent out wellbeing hampers to women through lockdown to improve their self-esteem and self-worth





**You've already dealt with things in your life that most people can't imagine, and now your child has been taken into care. You feel lost and ashamed, but Ormiston Families' Mpower service is on hand to help you rebuild your life...**

## **Jolene's story**

Jolene's life had not been easy. She was coping with trauma from abusive relationships and a lifetime of drug and alcohol abuse, and now all three of her children had been removed from her care. She needed someone to talk to, help in understanding where things went wrong, and time to heal.

Jolene, 31, had been in and out of care from a young age after suffering neglect and sexual abuse at the hands of her mother's partner. She had spent her life under the influence of drugs and alcohol to help her numb the pain of her past, and she came to us knowing her situation needed to change. Two of her children had been adopted, and her youngest was under the care of Jolene's Aunt. At the time, a Special Guardianship Order had been applied for.

Jolene was referred to the Pandora project to help her understand and break the cycle of domestic abuse. Practitioner Jasmine assisted her in contacting legal support, gave her advice on how to build a positive relationship with her social worker, and guidance on appropriate language and questions to use regarding her son when contacting his carer. When meeting with her children, Jolene was supported with positive role modelling, and appropriate behaviour advice at contact sessions.

Jolene was referred to CGL (Norfolk Alcohol and Drug Behaviour Change Service) to seek treatment for her use of drugs and alcohol to cope with her past experiences. She secured legal support, remained sober, and passed her hair strand test with 0% trace of substances.

She has made regular contact and built trust with her child's carer which has led to more informal contact being allowed and more pictures shared between them. At a recent meeting Jolene was able to ease her child's nerves and encourage them to play a ball game by using positive role modelling and encouraging her child to make their own choices.



*I can't thank you enough you have been absolutely amazing. You have gone above and beyond. Without you and my partner I wouldn't have been able to do all of this." Jolene*

# Financials

## Income

	Government funding
	Trading
	Trust and other grants
	Fees and other income
	Donations and events

£'000

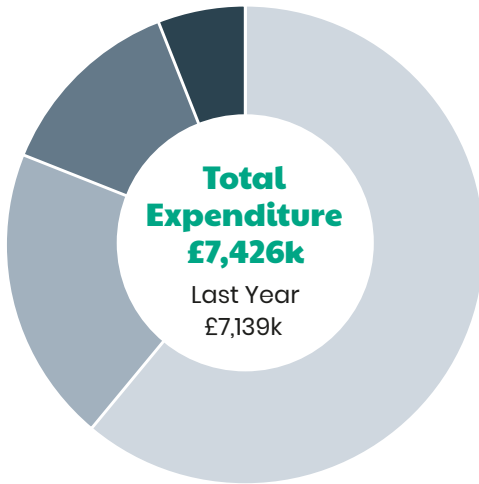
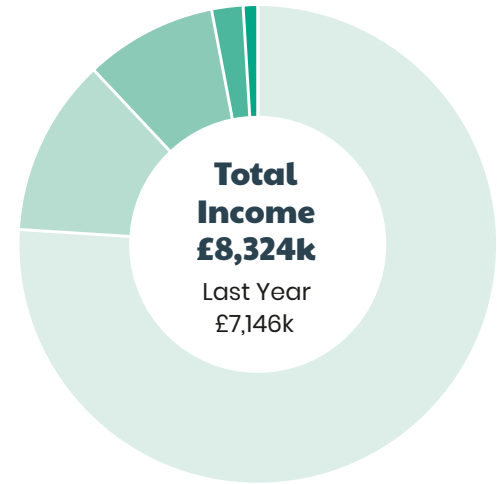
**£6357**

**£996**





**£710**

**£190**

**£71**



## Expenditure

	Services supporting families
	Services for those affected by the justice system
	Trading
	Raising grants and other income

£'000

**£4473**

**£1492**

**£988**

**£473**

In 2020/21, we raised £8,324k\* to continue our work supporting families in the East of England. We spent £7,426k\* on our work to make sure our doors stayed open for people who needed support. In total, this money helped us to work with 11,380 people and offered 32,914 support sessions and prison visits.



*I will forever be thankful for how much you've helped me. My life has changed a lot. Stable home, full time job, and healthy relationship. I've learned to talk through my problems. I wouldn't be coping if I hadn't had the help." MPower Service User*

\*Figures taken from draft 2020/21 accounts, subject to final revisions and approval in September 2021

Now, more than ever, your support is greatly appreciated by Ormiston Families to ensure the brighter futures of children, young people and families in the East of England.

## **Your small contribution to the charity can make a big difference to families in your community, in your street, who need us the most – get involved today:**

### **Fundraise**

Our website has lots of ideas, and our team is on hand to support you all the way.



### **Leave a gift**

You can open the door to a child's future by leaving a gift in your will to the charity.



### **Share**

Pass on this report to a friend or share our social media posts to help raise awareness of our work.

### **Volunteer**

If you can give some of your time, check out our latest opportunities and get in touch via our website.

### **Nominate**

We could be your employer's next Charity of the Year if you put our name forward.

### **Donate**

You can give a one-off donation, commit to a regular amount, or register to give as you earn.



**For more information about supporting Ormiston Families, please visit [www.ormiston.org/getinvolved](http://www.ormiston.org/getinvolved)**



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

Registered Office: Unit 17, The Drift, Nacton Road, Ipswich, Suffolk, IP3 9QR.  
Registered Charity Number: 1015716 Registered Company Number: 2769307



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