



Armley Prison Visitors' Centre  
Annual Report April 2004–March 2005  
(including the Jigsaw Project)



**Yvonne Rose**

# Chair's Report

Providing support to prisoners' families may seem to be a simple objective, but the Visitors' Centre has taken an innovative, holistic approach by providing help and advice to all of its local communities. In conjunction with the Jigsaw healthy living project, staff and volunteers are delivering a range of services to prison staff, prisoners and the local community, as well as prisoners' families.

Behind the delivery of individual advice or a training session or a family day is a complex web of charity and company law, funding applications, negotiation with service providers and staff recruitment. I am very grateful to the Management Committee, which has been prepared to spend time and effort to ensure that the Visitors' Centre developed an organisational structure that is stable and sustainable, with the capacity to accept new challenges.

I would particularly like to thank Ciaran Sundstrem, Secretary, for ensuring our compliance with statutory requirements, and Sue Barnes, Treasurer, who has devoted an immense amount of time to the legal and accounting structure for the developing organisation.

We appreciate the support that we have received from the Governor and staff of HM Prison Leeds, all our other partners and our funders – without whom we would not exist! I think that we are now well placed to make the most of the opportunities in the coming year.

**Yvonne Rose**

Chair of the Management Committee

## Visitors' Centre Management Committee

### Officers

Chair	Yvonne Rose OBE
Vice Chair	Rev. Peter Tarleton
Treasurer	Sue Barnes
Company Secretary	Ciaran Sundstrem

### Members

- Mike Throssell
- Barry Ewart
- Clair Dowgill
- Peter Harrison
- Joe Lennon
- Pat Cronin
- Audrey Dickinson
- Charmaine Howell
- Joann Rojas
- Marlene Stokoe
- Patricia Lee

### Co-opted Representatives

- Barbara Dransfield - Carpe Diem Associates
- Alan Horsfield - Principal Officer, Visits
- Steve Pearson - Principal Officer, Resettlement
- Dawn Bailey - West Leeds Primary Care Trust

# Mission Statement

"Armley Prison Visitors' Centre is here to provide friendly, independent support, information, advice and healthy living opportunities for families of prisoners, prisoners and ex-prisoners, prison staff and the local community connected with HM Prison Leeds. We aim to empower people and their families to make positive choices about their lives and lifestyle".



# Manager's Report

Armley Prison Visitors' Centre has been through a rapid period of change this year and we seem to have travelled an enormous way.

Since the launch of the refurbished Visitors' Centre and the Jigsaw Project in May 2004, we have welcomed a new Management Committee to take the organisation forward. A job evaluation process conducted by Leeds Metropolitan University helped us to merge the two teams to make one coherent organisation, in which

family support work and healthy living services function hand in hand. This new structure came into force in January 2005 and it has helped to pool resources and address need in a more focused way.

As a national pilot project, we have had the flexibility to respond to the needs of our client groups and to see what works. It was always going to be a challenge to provide services across traditional boundaries, to prison staff and visitors, local residents and prisoners. But our experience has shown that this can happen, with often very satisfying and unexpected results.

Over the past year we have held health awareness days and salsa dancing in the Visitors' Centre, Citizen's Advice Bureau services and family play work in the prison and had a range of local groups, such as the Wortley Walkers and the Moving On group, use our community room. This is on top of providing appropriate and sensitive support for over 400 adult visitors and 100 children visiting Leeds Prison every week.

The flexibility and commitment of the staff team during this period has been exceptional, their genuine desire to put people first has been noted by prisoners, their families, local residents and prison staff. Volunteers have played a critical part in the development of the Centre and we have been fortunate to have a team of enthusiastic and knowledgeable volunteers to support us in our work. The Management Committee has steered the merging process with dedication and vision and I would like to thank all those involved for contributing to an exciting and productive year. We are all looking forward to what the next year will bring!

**Susie Gridley**

Manager



**Hilary Hunt**  
Finance & Administration  
Officer



**Lee Stephenson**  
Health Information &  
Development Worker



**Malka Denton**  
Service Development  
Co-ordinator



**Debbie Freeman**  
Senior Family Worker



**Sharon Wilkinson**  
Family Playworker



**Claire Hudson**  
Family Playworker



**Julia Caldecott**  
Family Playworker



**Caroline Midgley**  
Family Playworker

# Families of Offenders

Our activities or services have been used by families on **1652** occasions

The refurbished Visitors' Centre was designed to meet the needs of the hundreds of families visiting HMP Leeds each week. In October, all families visiting during the week came back through the Visitors' Centre and were able to access toilets, refreshments from the Blue Pepper Cafe, lockers and a children's play area, as well as a comfortable waiting area.

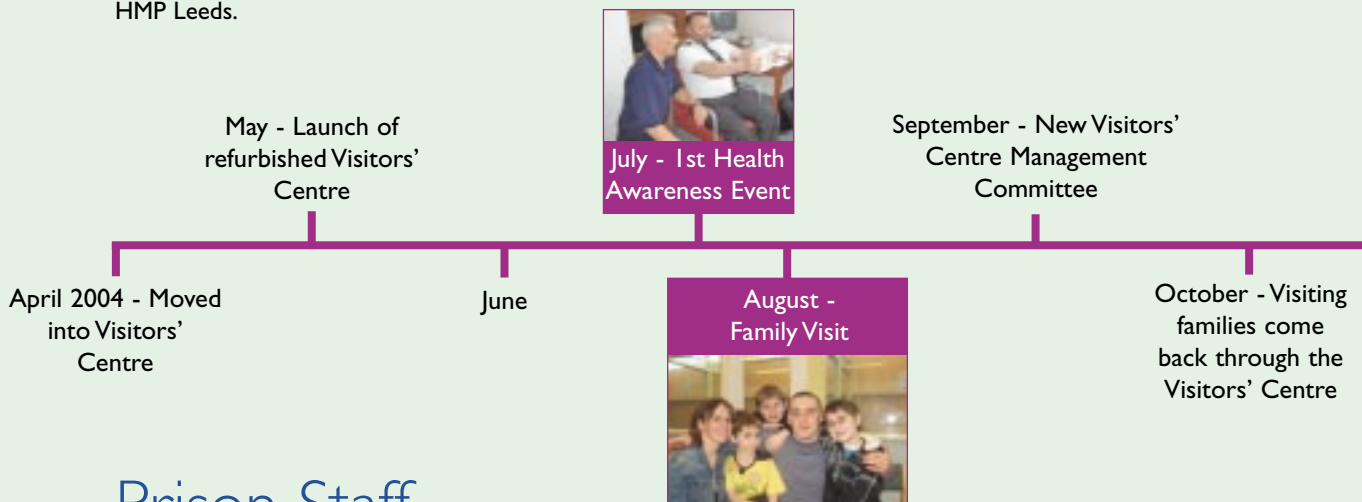
Our Family Support service involves skilled and experienced staff and volunteers who explain the prison system to families, help resolve worries, provide a listening ear when it is needed and signpost families to relevant services. Over the year, we have put families in touch with agencies that have helped to restructure debt, provide counselling and offer support about alcohol, drugs, and domestic violence.

In the Visits areas inside the prison, we have a team of Family Playworkers who oversee guided play and learning for children on a visit. Thanks to a Big Lottery Grant in October, we can now cover 39 supervised play sessions over 7 days which encourage fathers to get involved in play with their children during the visit.

"Watching my daughter and her dad walking holding hands on a family visit was a really special moment."

One of the most enjoyable achievements over the year has been our special Family Visits, where mums and children have structured activities with dad about being a family.

It has also become extremely clear that families of offenders have little, if any, voice in influencing the system that affects them so directly. To begin to address this, we have held our first "Family Forum", putting the most frequently asked questions to the prison Governors. We hope this will become a regular forum for consulting with families visiting HMP Leeds.



# Prison Staff

Our activities or services have been used by prison staff on **1530** occasions

Staff at HMP Leeds – uniformed and civilian – have identified health needs and, through consulting with staff, we have developed a programme of healthy living activities, as well as health awareness events every few months.

Over the year, these have included yoga, complementary therapies and salsa dance classes. We have also run smoking cessation classes for staff and provided a wide range of information about health and health-related services in our Health Information Shop. Our health awareness events have been around mental health and drugs, sexual health, healthy eating and family health.

Staff also access our Leeds Counselling service and Citizens' Advice Bureau service. There is substantial evidence that links the health and well-being of prison staff directly to the health and well-being of prisoners; we believe that by working holistically with prisoners and staff we are making a direct contribution to a healthier prison setting. As an active partner in the Health Promoting Prisons group, we are working closely with the Safer Custody unit and West Leeds Primary Care Trust to develop initiatives and support for staff health and well-being, which forms part of our action plan for 2005-6.



# Local Community

The Visitors' Centre is based outside the prison walls, in the heart of one of the most deprived inner city areas in Leeds. Whilst the stigma of being connected to the prison was initially a barrier to community involvement, we were clear from the start that this building and its services had the potential to be used by people in Armley and New Wortley, as it addressed a number of local needs.

Our activities or services have been used by the local community on **1511** occasions

Over the year, we have gradually become a recognised community venue for local groups. We are regularly host to the Armley and Wortley Walkers, who come in for coffee during their walks. The Moving On group holds their monthly meetings at the Visitors' Centre, and Base 10 and West Leeds Community Drugs Service have also run regular group sessions. Local organisations, such as Armley Church Advice Centre and Armley Counselling, also deliver services from the Visitors' Centre.



In December, we held a Community Safety evening where local residents came to the Visitors' Centre to meet the prison Governor. One of the ideas voiced was the proposal to develop facilities for young people on Jailey Field, behind the Visitors' Centre. This idea is now being actively implemented. In March, we held a fantastic Family Fun Day, open to local residents and families on a visit. The Centre is finally becoming a community resource as well as a centre for visitors to HMP Leeds.

**"the graffiti project is wicked"** Local young person



December - Community Safety Event

February - STOP Violence pilot programme

November - Alcohol awareness course

January - New organisational structure comes into force

March 2005 - Family Forum



# Prisoners at HMP Leeds

Through the Jigsaw Project we are not only working with families of prisoners, we are also running services inside the prison for prisoners. The year has proved a steep learning curve for many of us but, with the support of the Resettlement and Visits departments and the Governor of Leeds Prison, we have made great strides in working together.

The demand from prisoners for our Citizens' Advice Bureau service has been overwhelming.

**"You are the first person to listen who hasn't said they're no better than me what I mean"**

Client using Leeds Counselling Service

The CAB worker's dedicated approach has proved incredibly effective, liaising with families, as well as prisoners to resolve issues. The main areas of work are debt and family issues, but often cases are highly complex involving a range of needs such as literacy, mental health and housing.

Our activities or services have been used by prisoners on **1345** occasions

Our counselling service for prisoners, provided by Leeds Counselling, has also proved highly effective in managing and reducing critical anxiety and stress and contributing to a safer prison environment. We are planning to increase this service in 2005-6.

Our Alcohol Awareness Programme ran 6 courses over the year and is making a real difference for men post-release, both in terms of their alcohol use and their lifestyle. We also piloted a programme for perpetrators of domestic violence, run by the Leeds based organisation STOP. Men who attended this course could also attend the Leeds support group on release.



# Volunteer programme

"I began voluntary work at the Visitors' Centre in January 2005. My reasons for choosing voluntary work were to gain valuable experience of working with families and children as I wanted a career change from retail to family support work in the voluntary sector. Volunteering at the Visitors' Centre gave me the opportunity to experience different types of work roles, including family support work, play work in the visits rooms, assisting in the community café and being involved with the Jigsaw Project events. I have also attended family support training courses held at the Visitors' Centre. I have thoroughly enjoyed my time at the Visitors' Centre. The staff are very approachable, friendly and treat volunteers as part of the team. The experience, knowledge and skills I have gained during my time at the Visitors' Centre has enabled me to gain full time employment as a family reception worker at the Visitors' Centre."



Carolyn Hale

The Visitors' Centre would like to thank the following volunteers for all the hard work that they carried out during the year:

Yvonne Lennon, Gayle Knowles, Carolyn Hale, Marlene Stokoe, Margaret Wood, Pamela Roe, Carolyn Putt, Lorraine Jones, Heather Swarbrick.

## Goals and Challenges for 2005-6

Over the next year we will be building on our strategic plan, and developing work with our client communities.

This will include:

### Building on our role as a community resource by:

- Providing an additional local base for youth provision
- Completing the OFSTED accreditation for the Visitors' Centre Play area so that it can also be used as a crèche.

### Extending our services for families of prisoners visiting HMP Leeds by:

- Sourcing funding to enable the Visitors' Centre to open at weekends
- Liaising with local courts, particularly Leeds Crown Court, to ensure that families of prisoners receive information about the prison process at the earliest possible opportunity
- Developing a homework club during evening visits for fathers in prison to support their children's education

### Sharing lessons learnt with other prisons in the region by:

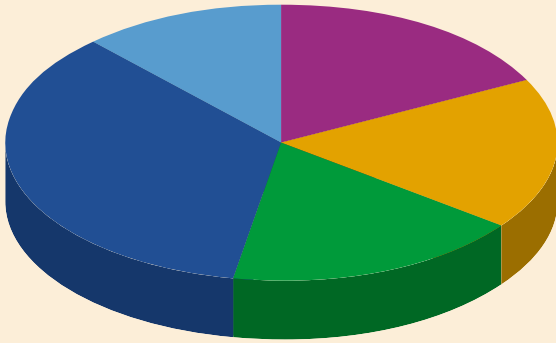
- Working with the Regional Pathway Action Team to develop services for children and families of offenders
- Sourcing funding to liaise with other prisons in developing services for children and families of offenders

### Working towards more sustainable funding for the Visitors' Centre by:

- Conducting an extensive evaluation of all our services and activities
- Working with our partners in the National Offender Management Service and Primary Care Trust

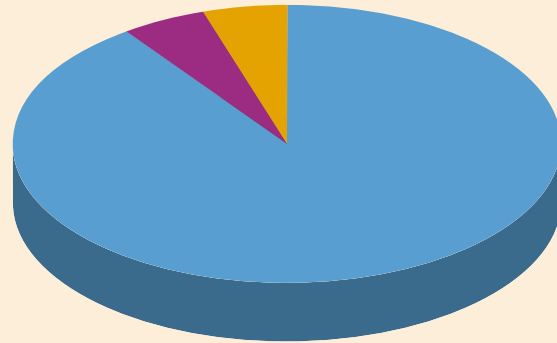


# Visitors' Centre Accounts



## Income

HMP Leeds	£29,254
Community Fund	£24,558
Tudor Trust	£25,000
Other Funders	£40,658
Other Income	£14,851
<b>Total</b>	<b>£134,321</b>

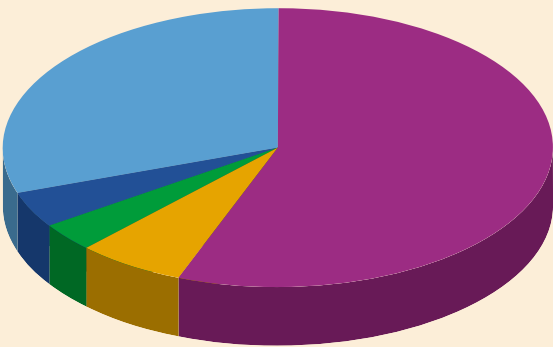


## Expenditure

Staffing Costs	£83,079
Services & Activities	£4,177
Office Costs	£3,902
<b>Total</b>	<b>£91,158</b>

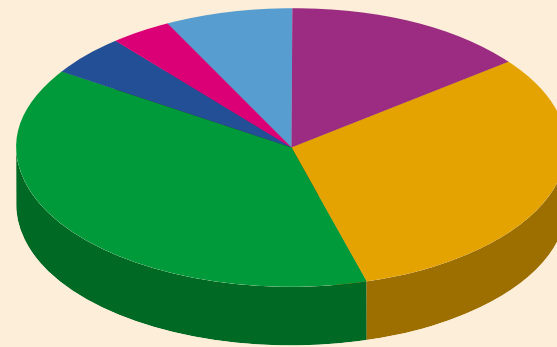
Please note this is a summary. A full version of accounts is available on request.

# Jigsaw Project Accounts



## Income

Big Lottery Fund	£145,071
Leeds PCTs	£12,500
HMP Leeds	£7,500
Other	£5,089
Brought forward from 03/04	£76,164
<b>Total</b>	<b>£246,324</b>



## Expenditure

Capital Costs	£34,145
Staffing Costs	£66,999
Services & Activities	£85,972
Information & Publicity	£5,912
Office Costs	£3,447
Consultancy & Management Fee	£11,180
<b>Total</b>	<b>£207,655</b>

The Jigsaw Project accounts are currently stewarded by HMP Leeds. A full version of accounts is available on request.

### Many thanks to...

- Leeds Citizens' Advice Bureau
- Armley Church Advice Centre
- Carpe Diem Associates
- Wendy Stainsby
- Janet Priestley
- Ruth Deedman, Head of Finance, HMP Leeds
- Steve Pashley and Alan Meredith, Leeds Metropolitan University
- Leeds Counselling
- Armley Counselling
- The STOP Project
- Janice Gillespie
- Ian Blakeman, Governor, HMP Leeds
- Mark Heybourne, Action for Prisoners Families
- Leeds West Primary Care Trust
- Volunteers at Barclays Bank

... and all our partner organisations

### Our funders:

- Big Lottery Fund
- Lankelly Foundation
- Leeds Primary Care Trusts
- Action for Prisoners Families
- Lloyds TSB Foundation
- Tudor Trust
- HMP Leeds and HM Prison Service
- Northern Rock Foundation
- Leeds Health Action Zone

### Members of the management committee to Sept 2004 for all their commitment and hard work:

- Maureen Browell
- Wilfred Wyatt
- Val Heywood
- Breda Theakston
- Roger Davis
- Sheila Amodia
- Pauline Alden

Helpline for families of prisoners at HMP Leeds  
Open Mon-Fri 9am-5pm, 24 hour answerphone

# 0113 203 2771

### Contact Details

Armley Prison Visitors' Centre,  
c/o HMP Leeds, 2 Gloucester Terrace,  
Armley, Leeds, LS12 2TJ

Tel: **0113 203 2771** for information  
about the prison process and visiting.

Tel: **0113 203 2512** for information  
on activities and services.

Email: [thevisitorscentre@yahoo.co.uk](mailto:thevisitorscentre@yahoo.co.uk)

On behalf of the five Leeds PCTs



Supported by



Armley Prison Visitors' Centre  
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Registered company number 4278920