



ON BEHALF OF THE TRUSTEES

As we came to the end of 2023 our organisation passed a significant milestone in its history. Incorporated in 2013, we have been serving and supporting young people for the last 10 years as they have left a custodial establishment and returned to their communities.

We have accompanied more than 750 youngsters during that time as they have pressed the restart button on their lives. Each has a different backstory to tell, often with unhappy memories. Whilst most seek forgiveness for their misdemeanours, many find it most difficult to make peace with themselves. And almost all of them have had significant challenges facing them as they seek to rebuild their lives. We are humbled that as an organisation we are allowed to stand alongside them.

Our startup guiding principles of looking past the crime and discovering the person, and always starting from today in our relationships with these young people, have borne fruit in trusting relationships between our Mentors and our Participants. In turn, this has meant dramatic reductions in reoffending rates from our service users in every year that we have been in existence.

We are so proud of the In2Out family of young people who have embarked upon a new path through their life journeys. As a team, our hearts are warmed as we see many of them enjoying life in all it's fulness. It encourages us to redouble our efforts and to work out our own faith in these young lives.

Of course, we are, in turn, supported by funding partners, personal donors, our professional partners inside the prison establishment and outside, and those in the faith community who are tireless in their encouragement. Thank you to volunteers, staff and advisors and encouragers – you all have had a part to play in our 10 years of "changing lives from the inside to the out".

Terry Wilcox Chair of Trustees



WILLOW'S STORY

Willow was watching telly in the children's home where she lived. She saw a programme where someone was making chocolate fondants. Liking the look of them, she said, "I want to have a go at that." One of the care workers, hearing what she said, told her, "You'd never be able to do anything like that."



Life went on for Willow, but her quick temper led to offending and she found herself as one of the few girls housed at HMYOI Wetherby. Frequent disagreements between her and the others meant that all of them spent a lot of time in their rooms because they couldn't mix together.

Willow started on In2Out's Life Skills Challenge and although she engaged well, she was cautious, quite closed off, talking only about superficial things at a surface level. She was happy to do cooking so, of course, we decided to give the chocolate fondants a go. All the way through making them, Beth from In2Out who was working with her, said, 'I'm not sure if these will work, but it's giving it a go that counts.' Willow, however, was very encouraging and told Beth to be confident in following the process. When the fondants came out a treat and were delicious, Willow revealed her true thoughts, saying, "Shit... I didn't think they would work!"

The girls are allowed to wear their own clothes in prison, but Willow didn't have much so we were able to get her

something to wear. We also explained to her about how bank accounts work, bank cards and PIN numbers, and the TESCO Clubcard - which was a real revelation! As Willow continued working with us, she built more trust and told us more about herself. She turned 18 in custody, so we made a birthday cake together for her, on her chosen theme of horror movies. When she saw it finished, she took some time by herself as she was quite emotional, and then told us she'd never had a birthday cake before.

When Willow left custody, she was released to a completely different area. She didn't know anyone, no support had been put in place for her, no one had even arranged to pick her up at the gate. So, Beth drove her many miles to her new accommodation and helped her settle in. Unfortunately, it wasn't long before she breached her licence conditions and was taken back into custody – this time to an adult prison.

Willow wasn't engaging with any support offered in the prison and so we arranged a video call with her. Because of the relationship we had previously built with her, she was like an open book, pouring her heart out to us.

She is coming up for release again, but the challenge remains as to where she will be returned to. It will be outside of our geographic coverage, so our support can only continue by phone, but Willow wants a fresh start saying: "I want to do something now to make sure change will happen."





RYAN'S STORY

Two years ago, Ryan arrived as a teenager in the UK. He came from a country where the culture had great respect for their elders and where showing respect to each other was important.

Life in the UK was very different for him, and he was confused to see his friends

An English teacher working inside made learning more interesting for Ryan by encouraging him to write songs and rap. This led to Ryan recording some music and now 'on the out' he is continuing to develop his skills with the help of a local charity. He is very keen to engage with his In2Out Mentor and they have been cooking together, particularly specialising in pizza.



answering back to their parents. He assumed that things would be the same here, that his friends respected him. So when they asked things of him he didn't dream of saying 'no'. This led to an incident which made clear to Ryan that they really didn't care about him but by that time he was in prison.

During his time in HMYOI Wetherby
Ryan realised that there isn't any
loyalty, the other lads were not
'on his side', but were in it for
themselves. He realised that his
past sense of loyalty to his friends
was misplaced.

Ryan is learning that, in the UK, you can't really trust people until you get to know them, and he is prioritising thinking and doing more of what helps him.

EXECUTIVE DIRECTOR REPORT

Early 2023 saw two key staff step back for a while on maternity leave. Despite this, the rest of the team really stepped up to meet the challenge and we went on to support an impressive 92 young people with resettlement mentoring in custody and the community with significantly better outcomes than the national picture.

In March 2023, we recruited our first Mentor based in the Midlands, which by the end of the year had enabled us to support 8 young people returning to communities across the region - each of whom in the past we would not have had the capacity to support directly. Our hopes to take new referrals directly from HMYOI Werrington, near Stoke-on-Trent, sadly had not come to fruition by the end of the year, principally due to our own staffing constraints. However, the fact that HMYOI Wetherby continues to house the largest population in the Youth Custody estate meant that there were still a number of Midlands based young people that we were able to offer our support to.

Despite uncertainty around the long-term funding model for the Life Skills Challenge (LSC), we still managed to work with 58 young people on the Keppel complex needs and Napier enhanced support units at HMYOI Wetherby, including some of the girls who have been housed in the prison since 2021. Focusing on preparing them for their transition either into the community or in some cases into the adult estate, more than half those completing the LSC went on to request resettlement mentoring support from In2Out. This is an amazing validation of the importance of building trusting relationships in custody and at its most basic level the importance of spending quality, 1-2-1 time, with the young people who do not give their trust easily.

December 2023 saw us reach the 10-year anniversary of the inception of In2Out. While for practical reasons we will use 2024 as the main focus for celebration events and fundraising around the anniversary, it was a moment to reflect on the over 750 young people supported during that time. There have been struggles and heartache certainly, but also so many triumphs big and small along the way. I am incredibly grateful to the staff, volunteers, professional partners and supporters who have made this all possible, and for the privilege it has been to walk alongside our Participants as so many of them have got their lives back on track. We've made a great start to this In2Out journey with young people leaving custody, but there is so much further to go.

Mark Screeton, Executive Director



IN CONVERSATION WITH ED CORNMELL

Executive Director of the Youth Custody Service - and friend of In2Out - Ed Cornmell, sat down for a chat about the role of the third sector in working with young offenders and the opportunities that brings.

You don't have to be around the Youth Custody Service for long, before you realise there are so many people and organisations involved in supporting children and young people within the criminal justice environment. It's unsurprising really, when you think that these are some of the most complex, challenging and vulnerable members of our society, still developing and finding their identity and place in the world.

Such a breadth and variety of people involved is all to the good, as Ed explains:



"In youth custody we do find different organisations, people with different backgrounds, the different skills are out here working particularly in the youth sector. We bring them together because each individual child needs different things, and the more diverse we are, the more options and opportunities we provide, we can tailor that to meet the individual child's needs."

"I've proved my YOT wrong. I'm on the last day of my tag, I'm sticking to my curfew and I'm taking my medication. Thanks for believing in me. I'm glad I can ring you and tell you."

Crossing Boundaries

A great strength of the third sector is the ability to cross boundaries in a way that those within the system can't. Ed spoke of how the experience of being arrested, prosecuted and brought into custody can hinder relationships between the young people and prison staff, but not with others.

"There's an openness quite often from children that I see, for working with people that don't work for the state directly. There's a trust that can form from that."

The gate is another boundary for those working within the system, and In2Out's ability to cross that is clearly seen by Ed.

"As much as I want the right futures for my children in custody, my remit and responsibility sadly have to end there at the establishment gates. I see so many partner organisations work across that."

"I think In2Out is absolutely crucial in terms of the role that you play, providing that support in custody, but then crucially through that gate out into the community at such a critical time, without some of the same boundaries that age can bring to that."

The clear definition of 'adult' and 'child' means that once a young person turns 18 they move on to other services and organisations within the community, often with a significant drop in the level of support available to them. In 20ut works with young people from 15 to 21 years of age, with many of our former participants continuing to stay in touch through their mid-20s. Our level of support is based on the individual's needs not their age which, along with crossing the other boundaries, allows for a consistent, continuing relationship which Ed recognises as being so valuable to each young person.

"The power of continuing relationship and the unrelenting nature of that I think is so powerful and I think can make such a huge difference that really can't be quantified."



Let's Work Together

Whether working in the statutory sector or the third sector, making a difference in the lives of young people in custody, helping to bring about and support lasting change, remains a motivating factor for all involved. Working together, with each person and organisation playing its part is both valuable and effective – and appreciated by Ed.

"I think that's why people commit their time and their investment and support in In2Out – because they know they can make a difference. I know that absolutely the difference is made by those that choose to give that commitment to the work and that really needs to be celebrated."...

..."I see so many motivated, committed individuals who come in, quite often giving up of their time, who will absolutely step up in that role of wanting to make a difference – and I welcome it."...

..."A huge thank you. I don't want anybody to feel that their contribution is not valued because it's of significant value."



WHAT ARE YOU LOOKING AT?

Many In2Out participants can't stand to be looked at. It's challenging when someone looks directly at you – they are giving you their full attention. Sometimes that's good, sometimes not so much. For our young people, their past traumatic experiences mean that, to their way of thinking, it's best if they go unnoticed.

Often our most insightful conversations with participants happen when we are side by side, working on something together, travelling in a car or even walking along. There's no direct eye contact involved. During mentoring sessions, we can provide activities or fidget toys, something for participants to do with their hands, so they don't have to make eye contact as they talk.

As In2Out Mentors work with participants to establish relationships of trust, our young people begin to find the courage to let us see them.

They allow us to see their thoughts, feelings and sometimes powerful memories. They talk about their desire for change and their fear that this might not be possible. We catch sight of their goals and dreams, and their lack of knowledge in how to go about achieving them. They let us see how scared they are to leave custody and how overwhelming life 'on the out' looks to them.

At In2Out, we see young people in custody who are some of the most vulnerable and marginalised young people in our society. A high percentage of them have suffered some form of childhood abuse or neglect. It is common for them to have mental health issues, and some 60% of young people in custody have communication disorders.



WHAT DO YOU SEE?



JORDY'S STORY

Jordy is a young offender who's done some terrible things - and there's no excuse for that. He is also a victim which has left him incredibly vulnerable. He was born, with physical limitations, into a dysfunctional family where he suffered extreme abuse. Professionals use the term, 'adverse childhood experience', though somehow this doesn't fully express the damage done to this young man and the effect it has had on his brain and development.

His family cut all ties with him after his arrest and, as he was under 18 years of age, he became a 'cared for' child and the responsibility of his local authority. Now, an adult and released from custody, he has a Leaving Care Worker, but the state of things is such that the staffing of this role has gone through numerous changes. Jordy is now on his 4th Leaving Care Worker in just over a year - and is less than impressed with the situation.

Such is his level of trauma and dysfunction, and the degree of his vulnerability, he perceives the world and everything in it as a threat to his very existence – even cleaning his teeth or getting showered. Although he has a volunteer work placement, which he likes, as soon as it is done, he scurries back to his accommodation. Once there, he lives in a childlike way in front of his computer playing online fantasy games, surrounded by sweet packets and fizzy drinks.

Jordy has no strong emotional bonds with anyone – he would like them, actually his weary self is desperate for comfort and security, but he goes about it all the wrong way. He has a flexible idea of the truth, very fearful that if he tells the truth it may work against him. Conversations with him can be very 'cat and mouse' meaning he is inconsistent, self-contradictory, shocking and untruthful, demanding a huge amount of time and investment on the part of his In2Out Mentor.

Jordy's Mentor is committed to building a positive relationship with him, gaining his trust which hopefully will help Jordy feel more confident about telling the truth. In their conversations, his Mentor reflects back to him what he is saying, calling him out on the contradictions, and exploring with him why he is lying and the things that he's lying about.

There are no 'quick fixes' working with young offenders. Those in custody often have severe and deep trauma, leaving them overwhelmed with no acceptable survival mechanisms. Helping them to reflect on their behaviour, to understand that their uncontrolled responses pose a risk to themselves and others, to support a change in their thinking and attitudes, to encourage emotional management and maturity is a long-term, time-consuming commitment.



Luke and his In2Out Mentor were getting his benefits sorted, arranging for them to be paid directly into his existing bank account. However, they ran into difficulties and a trip to the bank confirmed that his account had been frozen due to 'fraudulent activity'.

Sometimes young people are used as 'money mules', with other people using their bank accounts to move sums of money around. We think this is what happened to Luke.

As a result there was a flag, not just against the account but against Luke himself, which means no bank will allow him to open a new account for seven years – the duration of the flag against him.

After some research, his Mentor found Luke could get a savings account with a credit union. The snag was, that Luke would have to go in person to withdraw money every time, not an ideal solution particularly if he was exploring going to college or starting employment.

Finally, Luke remembered he had another bank account that no one knew about. A visit to that bank with his ID gave him renewed access to it, a debit card and internet banking. Luke was able to go on to arrange for his benefits to be paid directly into it.

For our participants, banking and benefits arrangements can be challenging. Sometimes, they simply don't understand how bank accounts work and what they need to do. Often, participants don't have ID, a council tax bill or an NI number needed to apply for a bank account and benefits.

Many don't have a phone, (and certainly not a tablet or computer) to access online websites or information. To address this, some young people end up taking out incredibly expensive phone contracts to get internet access and data allowances. These are expensive because participants don't have a credit record allowing them to access better deals with phone companies. So, they've already blown their budget and are running in to debt before they've even started.

In2Out mentors help participants to get ID, to go through the process of applying and setting up financial arrangements, and to manage the frustration and impatience when the red tape seems to drag on. In addition, the In2Out Leaving Custody Kits includes a mobile phone with a data allowance or credit which helps our participants to work on these issues.

Photo by Nick Pampoukidis on Unsplash



GROWING INTO THE MIDLANDS

As our organisational development has progressed, In2Out has been keen to explore replicating our success with another Young Offender Institution and entered discussions with HMYOI Werrington, near Stoke-on-Trent.

We approached them because of their location and the fact that we are seeing a number of young people leave HMYOI Wetherby and return to the Midlands. Also, because there is currently no 'through the gate' support for lads leaving there and returning to Birmingham and the surrounding areas.

Following a face-to-face meeting with the Governor at HMYOI Werrington in 2022, he wrote:

"Thank you for taking the time to come and explain the work you do and are proposing for Werrington. It has inspired and re-energised me. With In2Out working with us we can make a difference to young people's lives. It is a fantastic opportunity, looking forward to working with you."

In March 2023, we appointed James Crystal as a mentor for the Midlands. Here's what he has to say:

"I heard about In2Out through a friend in Birmingham, who had heard they were looking to recruit a Mentor in the West Midlands. It just so happened I was about to start looking for a job supporting people within the system.

"I work part time as a Mentor supporting lads 'through the gate' with their reintegration into society, primarily within the Midlands. My lived experience within HMPPS has been invaluable in enabling me to understand and relate to where the young people are at, as well as them relating to me.

"I'm loving being here and honoured to play such an integral part in the expansion into the Midlands. Our launching into HMYOI Werrington feels especially exciting and an obvious and vital next step in increasing the amount of support In2Out can provide young people in the area."

Mark Screeton, Executive Director, says:

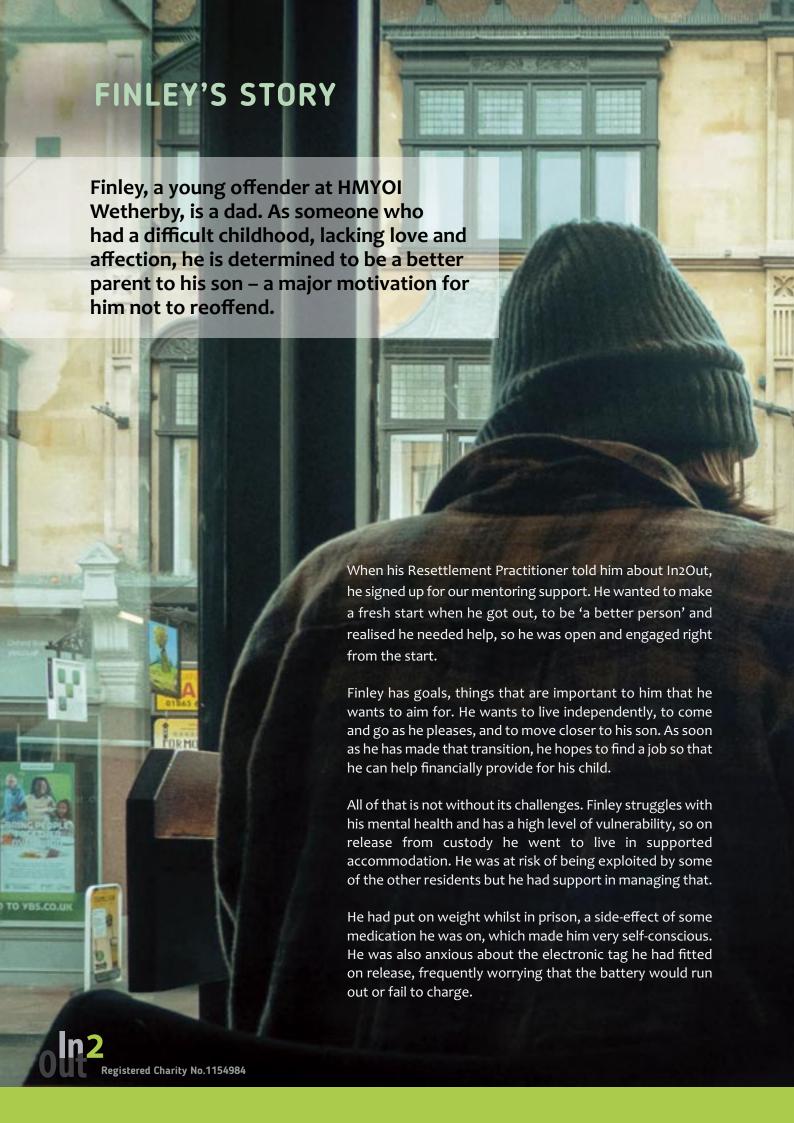
"Having James onboard is already allowing us to offer full mentoring support to a number of young people in HMYOI Wetherby who are returning to the Midlands. I love the fact that we now already have a group of lads that are getting the support and encouragement they need in a region that we would have previously really struggled in. Alongside mentoring young people leaving HMYOI Wetherby, with the support of the Governor, Resettlement Team and Chaplaincy we are preparing a pilot project with a small number of boys in HMYOI Werrington. And now with the funding in place to make this a reality we intend to recruit a second part-time mentor based in the Midlands in 2024."



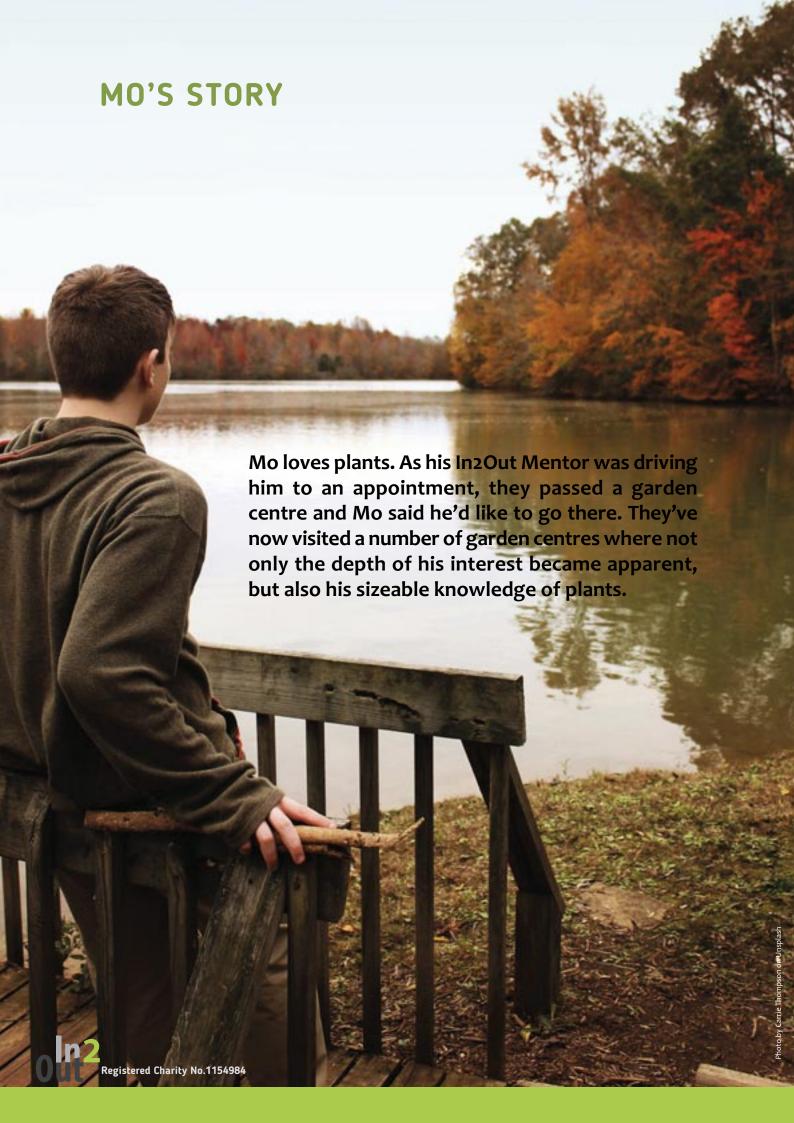


"I'm loving being here and honoured to play such an integral part in the expansion into the Midlands"

JAMES CRYSTAL







Mo was in custody at HMYOI Wetherby and asked for In2Out mentoring support. He got to know his mentor in the weeks before his release when they talked about what the future might look like for him. They started talking together about potential college courses, but Mo was unsure and reluctant to seriously consider anything.

He wanted to return to his family home when he was released, knowing that being apart from them would be tough on his mental health, but this wasn't possible. Instead, he went to live in supported accommodation which was close to home and he could visit at certain times.



The time after his release was difficult as Mo struggled and was very low. He had positive relationships with the probation team and some opportunities for him were under consideration. Then the police brought new charges against him relating to historical offences, which caused significant distress to Mo. He withdrew and refused to engage with any of the services, but he kept up meeting with his In2Out Mentor using the opportunity to talk and go out of town where he wouldn't be recognised. He talked about having experienced significant trauma in his childhood but still struggles to express how this affects him. He admits that if it wasn't for his Mentor, things just wouldn't get done. She has supported him with opening a bank account and filling out forms for accessing leaving care support, as well as attending GP, Universal Credit and Probation appointments.

The visits to the garden centres led to conversations about exploring local volunteering opportunities in horticulture, but just now Mo feels like his life is on hold with the court case for the historical offences hanging over him. With life in limbo, he continues to struggle but he also continues to lean on his In2Out Mentor saying that their meetings, 'brighten his day'.



BEN'S STORY

"I don't know what I would have done without you," said Ben to his In2Out mentor. It wasn't just a polite, appreciative comment, but the result of the trusted relationship that had developed between them. Ben faced some wide-ranging, challenging issues on leaving prison, and his mentor supported him in dealing with them.

At the age of 17, Ben found himself in prison for the third time. Now, he was serious about turning his life around and really wanted In2Out mentoring support to help him do that. As an exploited child and victim of modern slavery, he was left with a variety of issues from PTSD, insomnia, depression and the effects of a number of stab wounds.

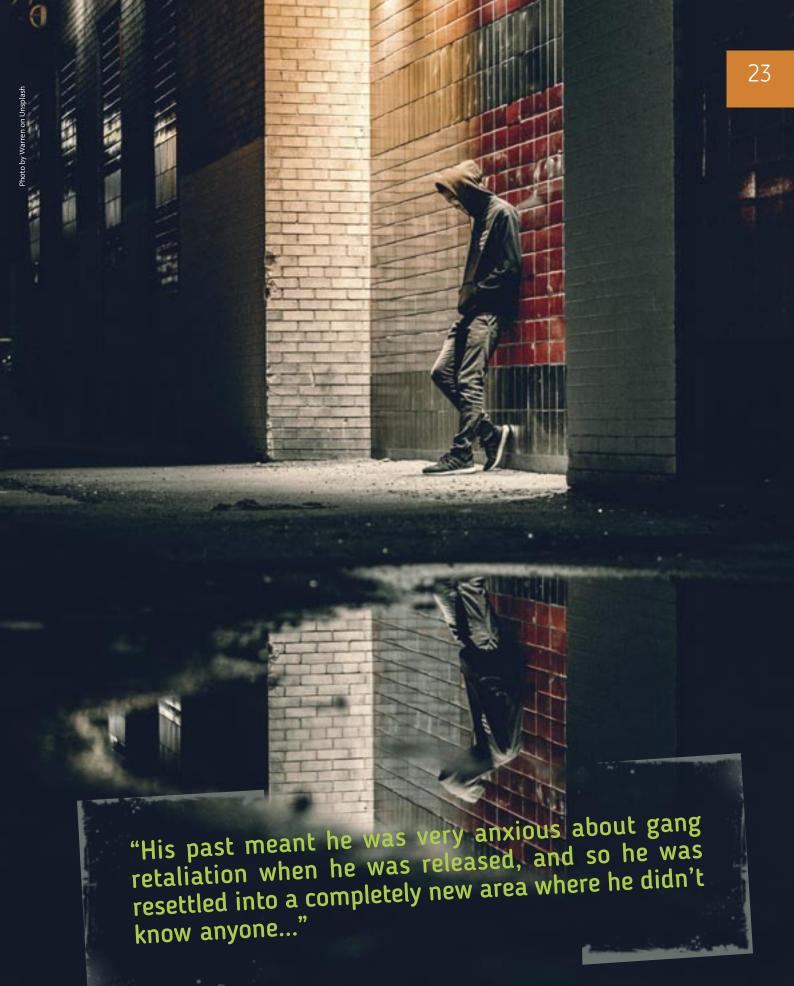
His past meant he was very anxious about gang retaliation when he was released, and so he was resettled into a completely new area where he didn't know anyone. Even so, some gang members were waiting at the prison gates on his release, whether they wanted to hurt him or recruit him was not clear, but measures had to be taken to make sure he wasn't followed to his new location.

Being in a new location means that past associations are ended but it also means that Ben faces extreme loneliness. He is always keen to meet up with his In2Out mentor, checking when they can see each other again and talking openly for hours when they have a session. Over the Christmas period, Ben had been alone for a whole week and so his mentor took him out for a carvery – the first proper meal he had eaten since being in school.

Ben is passionate about music and very talented, writing his own songs which gives him purpose and an outlet. One of his goals is to learn to play the guitar which he is now doing as a contact has giving him one to learn on. His mentor has also taken him to some music studio sessions which a local organisation has paid for. He has also joined a gym and goes four or five times a week, which has helped with his mood and self-esteem as well as developing physical strength after his injuries.



Ben is still very lonely, but he is feeling more confident about travelling around the place, which will help him seek our new friends. We are immensely proud of his progress and the positive choices he is making for his life.

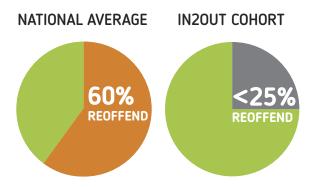


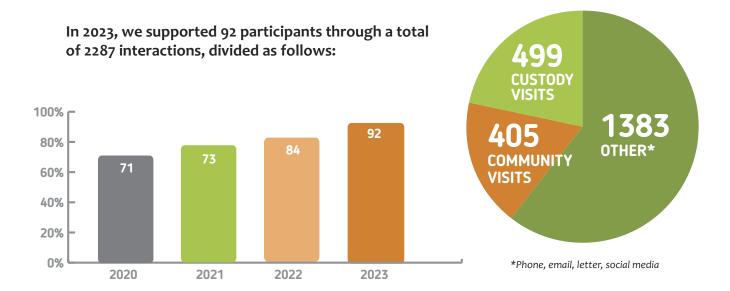


ACHIEVEMENTS AND PERFORMANCE

Reoffending rate within 12 months of leaving custody

Our key charitable objective is to reduce reoffending by young people leaving custody. Nationally, on average 60% of 15-18 years old reoffend within 12 months of leaving custody. The In2Out cohort of 15-18 years old remains consistently at <25% reoffending rate.





Life Skills Challenge

The number of young people taking part in our in-custody Life Skills Challenge in 2023 totalled 58, of whom 31 requested ongoing resettlement mentoring support in the community.

During the year:

- Some of the girls helped design and paint a mural in the Keppel Complex Needs Unit
- In2Out began delivering yoga sessions as part of the regular enrichment programme
- · We have helped young people connect to their cultural roots through cooking
- Supported a young person to achieve a certificate focused on catering and hospitality
- Been joined by 3 new regular volunteers
- Given out over 50 In2Out "Food and How to Cook it" recipe books

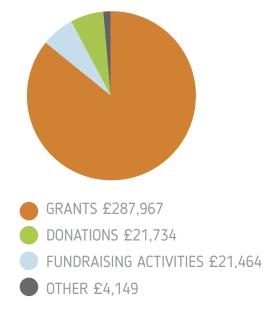
IN2OUT FINANCIAL SNAPSHOT 2023

INCOME

£335,314



INCOME SOURCES



EXPENDITURE

£334,270

More than 95% of expenditure goes directly into supporting our participants.

RESERVES £301,548



In addition to all restricted funds, In2Out will hold cash reserves to ensure that all its budgeted operations are appropriately funded, with the goal to secure an on-going balance for 6-9 months of all budgeted expenditure.

At the end of 2023, the charity held unrestricted reserves of £211,761 which amounted to 7.5 months of budgeted expenditure.

During 2023, the Trustees agreed to increase our target range for unrestricted reserves from 3-6 months to 6-9 months to better reflect the challenges of expansion into the Midlands and of maintaining a strong funding pipeline in the face of budget pressures across the donor community.



FUNDERS AND BANK DETAILS

In2Out employs cash-based accounting.

We maintain dual control across all our financial procedures, with live accounting data available on independent cloud-based financial accounting systems.

In2Out had its accounts independently examined, as revenue in 2023 remained below the threshold that required a full audit.

Funds for the operation of In2Out during 2023 came mostly from Trust and Foundation funders, with additional funds coming from supporting churches and personal gifts.

We are extremely grateful for the generous support we have received in 2023.

Funding Partners - 2023

Masonic Charitable Trust

Balcombe Charitable Trust Pat Newman Memorial Trust

BBC Children in Need Sylvia and Colin Shepherd Charitable Trust

Digital Inclusion Leeds The Fort Foundation

Garfield Weston Foundation The Henry Smith Charity

Generation Trust The Liz and Terry Bramall Foundation

George A Moore Foundation The National Lottery Community Fund

Leeds Community Foundation The Sam and Bella Sebba Foundation

Tudor Trust

Bankers:

CAF Banking Limited
Sort Code: 40-52-40
Account No. 00023889
25 King's Hill Avenue, King's Hill, West Malling, Kent, ME19 4JQ

THE APPLICATION OF FUNDS HAS BEEN ALMOST ENTIRELY FOCUSED ON THE DIRECT SUPPORT OF IN2OUT PARTICIPANTS, THROUGH THE PROVISION OF SALARIES AND EXPENSES OF 4 FULL-TIME AND 6 PART-TIME WORKERS, AS WELL AS VOLUNTEER EXPENSES.

In2Out is a proud member of







Special thanks for design and production support to Tooth Design and Printworks North.



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance and oversight of the Charity is provided by a board of Trustees.

The Executive Director is responsible for the day-to-day operations.

Trustees meet formally four times per year, in between which the Chair and Treasurer have regular contact with the Executive Director.

Regionally based mentors, overseen by the Resettlement Manager, manage volunteers in their geographic area and take responsibility for service provision of all the participants there.

In addition to these are the part-time roles of Learning & Enrichment Manager, Learning & Enrichment Officer, Funding & Communications Officer, and Volunteer Coordinator.

Many of our staff are motivated by their Christian faith and support those of any faith or none.



At In2Out we believe that each young person leaving prison deserves the opportunity to get their life 'back on track' and turn away from offending behaviour.



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in In2Out

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