



## NEWSLETTER TO SUPPORTERS: JANUARY 2008

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### “MONITORING OUTCOMES”

“Monitoring outcomes” now seems to be regarded as an essential activity for every charity. Accordingly, penfriends – both prisoners and volunteers – are being sent questionnaires so that we can measure how we are getting on. The questionnaires are being sent out close to the time when a prisoner is released, so that we can learn what being a penfriend has meant during his or her time inside. These are some of the comments that have been returned:

*From a prisoner: “It’s been like having a life-line outside and I found I could build up a good rapport with my penfriend. I felt I knew her all my life. It really lifted my spirit through my sentence. Thank you for your service. I’ve passed your details on to other inmates. I hope it makes them as happy as it’s made me. Thanks a million.”*

*From a volunteer-penfriend: “He described my letters as a comfort to him and encouraging during a time when he was in a foreign country away from family and friends. [He wrote:] ‘Even though I have not known you in person, my life history will not be complete without a place for your name.’ ”*

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All the charity’s administration costs are met by contributions from individual donors. It would be impossible to continue this work without you. Thankyou.