

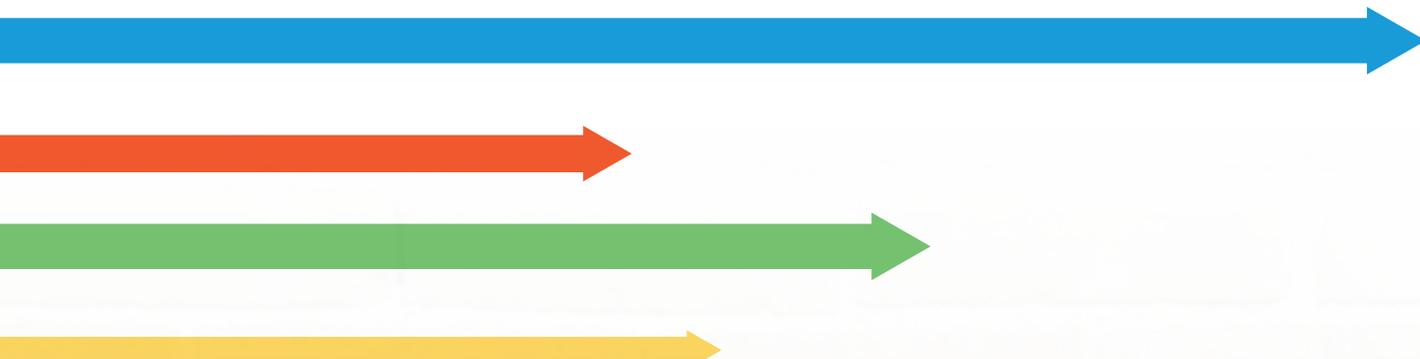


SOMEONE TO TALK TO



ANNUAL REPORT

2015/16



A WARM WELCOME TO THE 2015-2016 CENTRE 33 ANNUAL REPORT

As always, we want to open by talking about the young people who we work with. We worked with significantly more young people than ever before, and we are privileged to be turned to by thousands of Cambridgeshire young people as they seek to make healthy choices and positive changes in their lives. We are, of course, acutely aware of the pressures and challenges they face, but also constantly amazed by their energy, resilience and positivity, and we as a team are thankful that they welcome us on their journeys.

The finances tell their own story. Our income grew by almost £200,000 from 2014-15, continuing a 5 year pattern of growth of our services, but bringing a sharp upturn of 46% growth in just this year.

Behind these numbers though, is an even more important change - between 2014 and 2016 Centre 33 opened 3 new offices, creating a presence in all 5 districts of Cambridgeshire, and last year was the year when these new sites really began to flourish.

With this growth came pressures on our dedicated volunteers and staff. There were times when our teams were short-staffed, and often the pace of change seemed relentless. The trustees would like to pay tribute to the honest, open, imaginative and creative way the teams responded to this new chapter. Centre 33 is its people, and the teams stepped up to the mark for another year.

Finally, we are proud that we still make listening to young people the foundation of what we do. In this report you will see art, words and images from young people, telling you about what they achieved. We are very proud of them all.

Centre 33 believes that every young person in Cambridgeshire can fulfil their potential.

We support and empower young people to overcome their problems through a range of free and confidential services.

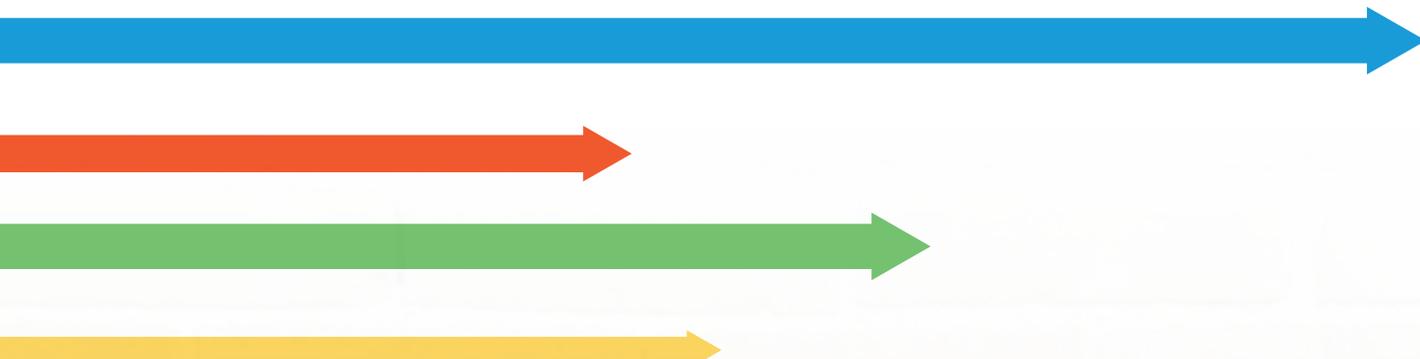
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WANT TO FIND OUT MORE?

You can read our detailed and externally audited report and accounts by downloading them from:

<http://bit.ly/1jVYEV3>



INFORMATION AND SUPPORT



The Information and Support Service aims to give young people access to information and support to enable them to make timely and healthy choices in their lives. The service also supports young people to understand their needs and access further support. We do this through open access drop-ins in Cambridge and Ely and workshops in schools.

In 2015-2016 the Information and Support Service had a total of 6,979 contacts with young people in a range of different ways.

- » There were **3458** (Cambridge City) enquiry contacts at Clarendon Street, this includes young people attending the drop in or contacting us through email or phone. There were **642** contacts at the Ely drop-in.
- » The service provided assessment, ongoing or intensive support to **452** young people. The most common presenting needs related to housing, homelessness, sexual health, mental health, benefits, money and family relationships.
- » We reached **2879** students through our schools work including assemblies promoting our services and workshops focused on Mental Health awareness and Healthy Relationships.
- » We supported **224** young people who were homeless or at risk of homelessness with information, support and referrals to access safe housing. During the year **110** Foodbank vouchers were distributed.

WHAT YOUNG PEOPLE TELL US ABOUT THE INFORMATION AND SUPPORT SERVICE

"The practicality of it as a service felt more reassuring and less intimidating than going to the doctors and I felt that I could be just more honest about everything."

"Really friendly, they made me feel welcome and helped me overcome my fear of speaking to people I don't know as the atmosphere there was really welcoming and friendly."

Information and Support Annual Feedback Survey

"I honestly cannot think of anything to improve upon."

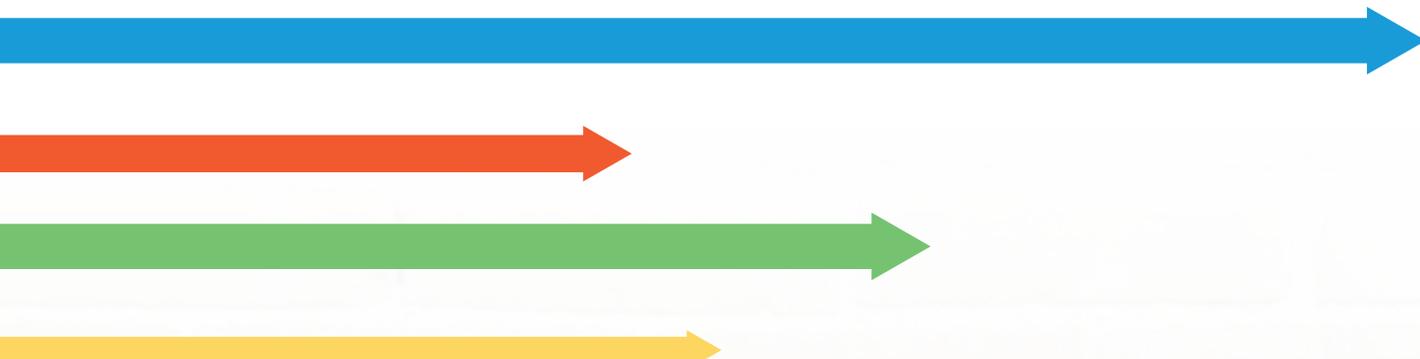
"They give good advice and can help you if you really want it"
"I liked the fact that I was able to self identify my gender and sexuality on the form I was given. The sessions I attended, whilst short, they each felt like it mattered, like my issues mattered and I was being heard."

"Very welcoming and friendly, they brighten my mood just with a friendly smile and offer of a cup of tea every time I come in."

Comments and suggestions book

"provides a good service for young people and is an invaluable service in Cambridge."

Housing Client Annual Feedback survey



MENTAL HEALTH & COUNSELLING

The Mental Health & Counselling service offers free and confidential counselling to young people – providing a safe place for them to share their feelings and to explore ways of coping with their distress.

Our new sites in Fenland and Huntingdon have grown and more young people are accessing counselling support in these areas. We received a warm welcome from the local community, in particular from other agencies working with young people such as schools, locality teams and other voluntary services. In Wisbech we are located in the Queen Mary Centre where we offer counselling. In Huntingdon we offer counselling services from the Huntingdon Youth Centre, the Bargroves Centre in St Neots and also from the Maple Centre on the Oxmoor Estate where we have our office.

In the last year Centre 33 responded to increasing demand for drop-in mental health support by extending and strengthening our drop-in offer. Young people drop in if they are feeling

particularly unwell or worried, if they feel they cannot wait to see someone or if in crisis. We saw **183** drop-in visits around the county, a significant rise from previous years.

In 2015 we began a successful partnership with local charity SexYOUality to directly address the mental health needs of LGBT young people. In the project, young people can access one-to-one mental health support from a SexYOUality worker who is trained and supported by Centre 33. SexYOUality also delivered training about mental health needs of LGBT young people and launched an awareness campaign in schools.

In 2015–16 the Mental Health and Counselling Service supported **701** young people in a range of different ways:

- » **429** young people accessed our core counselling service in Cambridge, Ely, Wisbech, Huntingdon or St Neots.
- » **147** LGBT young people accessed one-to-one mental health support. Several thousand accessed awareness raising sessions about the mental health needs of LGBT young people.
- » **108** young people accessed counselling within their school.
 - » **17** isolated young people attended one-to-one sessions with a mental health project worker near to home.

WHAT YOUNG PEOPLE TELL US ABOUT THE MENTAL HEALTH & COUNSELLING SERVICE

"I feel they listened and could offer me a confidential service where I felt safe to open up"

Quote from online 'Service Experience Questionnaire' for counselling clients

"I would thoroughly recommend this service to a friend. I am very grateful for the time, patience & strategies [my counsellor] gave me. It is nice to know there is help available"

Quote from online 'Service Experience Questionnaire' for counselling clients

"The people at C33 listened and took the time to go through every thought and word I said. They gave me the best help suitable for me and I felt they helped me so much"

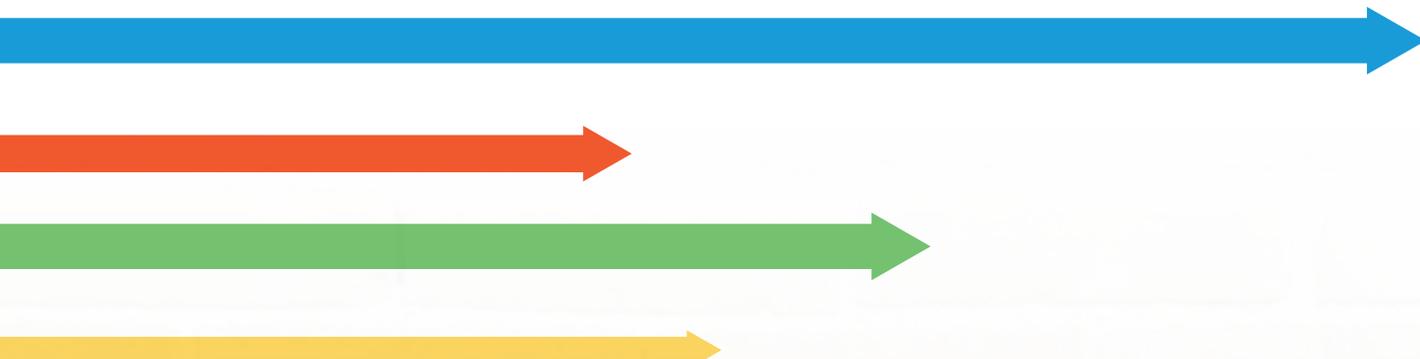
Quote from online 'Service Experience Questionnaire' for counselling clients

"The care and attention of the counsellor I saw - I cannot fault the way I was treated and feel it has helped me immensely. In addition, the general atmosphere and smaller things also made a huge difference: receiving texts reminding me when my appointment was; being offered a cup of tea when I arrived; music playing in the waiting room; all members of staff behaving kindly and calmly. Overall, I am so glad that I came to counselling and immensely grateful for the service you provide. Thank you so much"

Quote from online 'Service Experience Questionnaire' for counselling clients

"I feel I have gained so much in my 8/9 sessions - a lot more than I thought I would. I now feel in a much better place than when I first attended the initial appointment"

Quote from online 'Service Experience Questionnaire' for counselling clients



YOUNG CARERS SERVICE

The Young Carers Service offers Young Carers across Cambridgeshire support, information, planning and respite from their caring responsibilities. Our service is offered through a package known as the 'My' series. The service was developed after thorough research, evaluation and planning which resulted in successfully securing a contract with Cambridgeshire County Council to deliver Young Carers provision to those aged 8-18 across Cambridgeshire alongside Statutory Young Carers Assessments.

This year we have begun the implementation of the 'My' series:

My Community – Many Young Carers are hidden; we aim to raise awareness amongst professionals, adults and Young Carers to help identification and understanding to increase support to Young Carers in our community. Where possible we involve Young Carers in these sessions.

This year 3085 young people and 1230 adults have attended awareness raising sessions.

"I have gained more confidence to speak loudly about YCs. It makes me feel good to help other people" Evie 14

My Plan – Launched this year, our interactive young person designed planning tool is offered to Young Carers to assist them in identifying goals and needs and to develop bespoke support packages. **My Plans** are used across various aspects of our work to ensure Young Carers voices are captured and they are involved in the creation of their own planning tool, goal setting and evaluation.

"Mum had been drinking whilst I was out, when I got home she lost it and threw me out. I called Kate who knows what's going on, I trust her as we've spent lots of time working out plans for this kind of situation. It helped a lot." Fiona 16

"I was relieved there are people who understand me and what I have to cope with" Jade 13

My Time – Bespoke one-to-one support and small group work based on individual need as identified by the Young Carer in their **My Plan**. This year 85 Young Carers have received one to one support and 297 Young Carers have accessed group support.

"It was such a relief that I was being listened to and something was being done" Sam 17

My School – In school support, we are working in secondary schools to offer one to one support, group sessions, staff training and awareness raising to all young people. Each school we work with identifies a designated Young Carers Champion to support Young Carers in schools, share good practice and increase identification. Centre 33 has a clear support offer for Young Carers around transitions particularly for Year 6 and 9s. This year 21 secondary schools across Cambridgeshire are working closely with Centre 33.

“We’ve been absolutely delighted with this project and the impact it is having with our students. We are certainly more than happy for this to continue and develop next year” Assistant Head

“When my teacher talked to me about YCs, it was a bit surreal because I finally realised support was available” Jack 16

My Future – we work closely with Young Carers during specific transitions, either individually or alongside school champions and peers, to create smooth transitions focusing on year 6 transitions to secondary school, year 9 planning and preparing for transition to further education or training for 16+ onto Young Adult Carers support services.

“I’ve finished my first year of college with good attendance, fully completed work and so much more confidence in myself. I don’t think I could have got through it without YCs Project” Tanya 17

My Free Time – we offer a variety of respite activities to Young Carers including trips, activities and residential breaks. This offers Young Carers the opportunity to try new activities, meet friends and have some fun. This year 208 Young Carers have accessed **My Free Time**.

“We struggle with money so I don’t get to do much stuff. The holidays are hard; it makes mum worse as she feels bad. I try to tell her I don’t mind, but I wish things were different” Sian 11

“It’s built my confidence so much because before this trip I couldn’t swim or ride a bike confidently” Tom 16

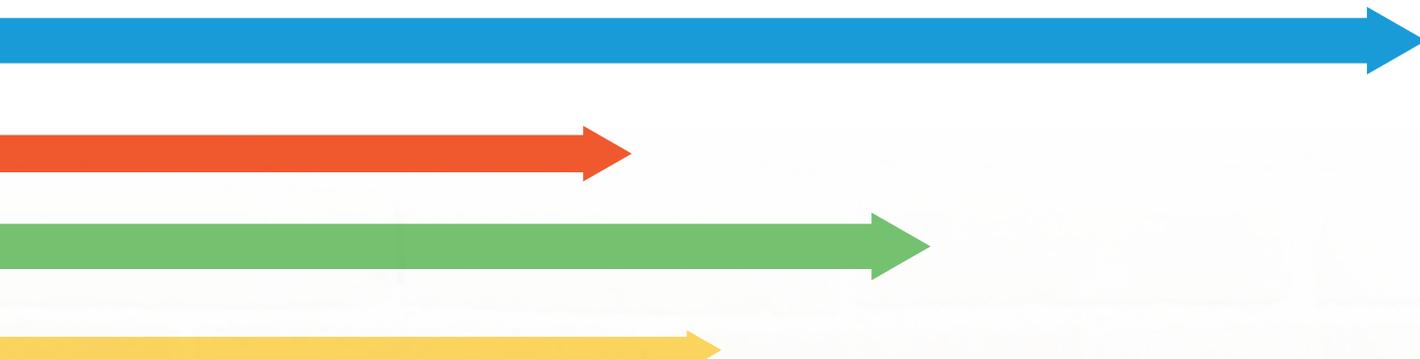
“I have made new friends and I get to do new activities I wouldn’t usually be able to do” Alfie, 12

- » 363 young people accessed the service.
- » 347 groups were run (including Schools and community based group).
- » 21 Cambridgeshire secondary schools signed up to Centre 33 Young Carers Support.
- » 208 Young Carers accessed Activities Trips and Holidays.
- » 1230 adults received awareness raising.
- » 3085 young people attended an Awareness raising session.
- » 85 Young Carers accessed one to one support outside of group / school setting.
- » 297 Young Carers accessed one to one support in group / school.

Launched countywide service 1st December having been awarded Cambridge County Council contract.

Completed 3 Year Children In Need one-to-one pilot – resulting in the development and launch of **My Plan** assessment tool across county.

Developed and introduced a new service model based on a number of pilots over the last 2 years.



WHERE AND WHEN?

CAMBRIDGE

WHERE?

Centre 33,
33 Clarendon Street,
Cambridge,
CB1 1JX

WHEN?

Every Monday,
Tuesday and
Wednesday
between 10am and 5pm
Every Friday and Saturday
between 10am and 1:30pm



ELY

WHERE?

Centre 33
(next to Barton Road
carpark),
24A Barton Road,
Ely,
CB7 4DE

WHEN?

Every Monday
between 4pm and 6pm
Every Thursday
between 4pm and 7pm



HUNTINGDON

WHERE?

HYC Maple Centre,
1 Oak Dr,
Huntingdon,
PE29 7HN

WHEN?

Every Thursday
between 4pm and
7pm.



ST NEOTS

WHERE?

The Bargroves
Centre,
Cromwell Road,
St Neots,
PE19 2EY

WHEN?

Every Wednesday
between 3:45pm and 6:45pm



WISBECH

WHERE?

Queen Mary Centre,
Queen's Road,
Wisbech,
PE13 2PE

WHEN?

Every Thursday
between 2pm and
5pm

Every Friday

between between 2pm and 4pm



COUNSELLING

You can also come to our one-off counselling drop-in sessions. You don't need to have an appointment for these and you could see a counsellor there and then to discuss if counselling might be useful for you. It works on a first-come first-serve basis. If it is busy you might not be seen there and then, but we can take your details and get back to you with an appointment.

CAMBRIDGE

Every Saturday
between 11am and 1pm

ELY

Every Monday
between 4 and 5pm

HUNTINGDON

Every Thursday
between 4pm and 5pm
(school term time only)

ST. NEOTS

Every Wednesday
between 3.45pm and 4.45pm

WISBECH

Every Thursday
between 2pm and 5pm
Every Friday
between 2pm and 4pm

We also have various times available across all sites for ongoing booked counselling appointments

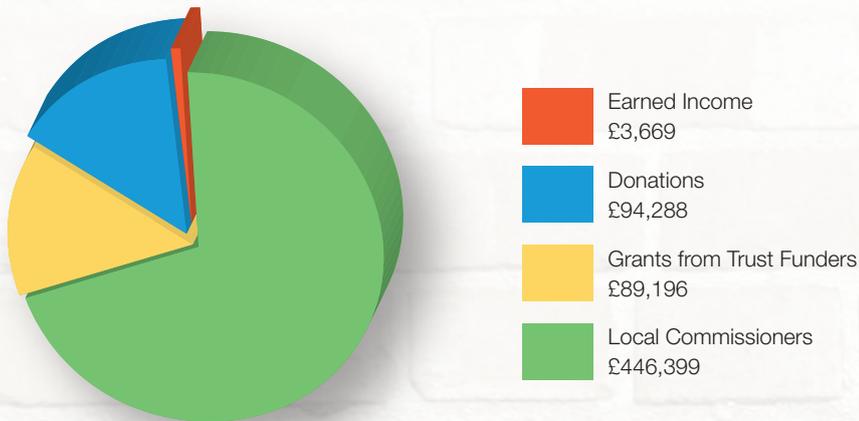
FINANCIAL REPORT

In the year from 1st April 2015 to 31st March 2016 Centre 33 received £633,552 in funds and the expenditure was £577,610. This has left £55,942 of which £45,374 is being carried forward as restricted funds. During this year the Board agreed to spend £2,926 from the cyclical maintenance fund for repairs and maintenance.

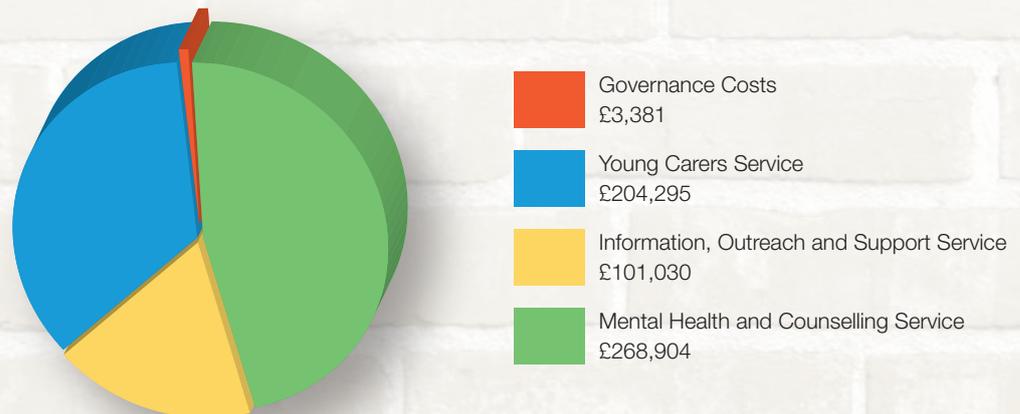
We also received income of £2,000 which was designated to this fund. The cyclical maintenance fund was established to provide the resources for cyclical maintenance to Clarendon Street.

The charts below show the break down of expenditure and income.

INCOME 2015–2016



EXPENDITURE 2015–2016



Copies of the audited financial statements are available either on-line at the Charities Commission or available from Centre 33.

SUPPORTING CENTRE 33

PROMOTE OUR SERVICES TO YOUNG PEOPLE

To enable young people to access the services they need, we need people like you to tell them about us.

VOLUNTEER

Our work couldn't happen without support from volunteers. We have many volunteer roles from counselling, group work with young people to admin and fundraising.

CHOOSE CENTRE 33 AS YOUR CHARITY OF THE YEAR

If you are a local business owner or work for a local business, why not consider making Centre 33 your charity of the year.



"The OCR 9 Hills Road charity committee are proud that Centre 33 are our charity of the year. It's been a pleasure raising money for such an important service for young people in our local community."

DONATE

You can make a donation at our secure, easy to use page on Just Giving:
www.justgiving.com/centrethirtythree
Or by cheque, payable to Centre 33.

JOIN THE BIG CHALLENGE

Please join us in raising money for Centre 33 by taking part in your own sponsorship activity or event.

Centre 33 will provide you with an information pack and all you need to get started.



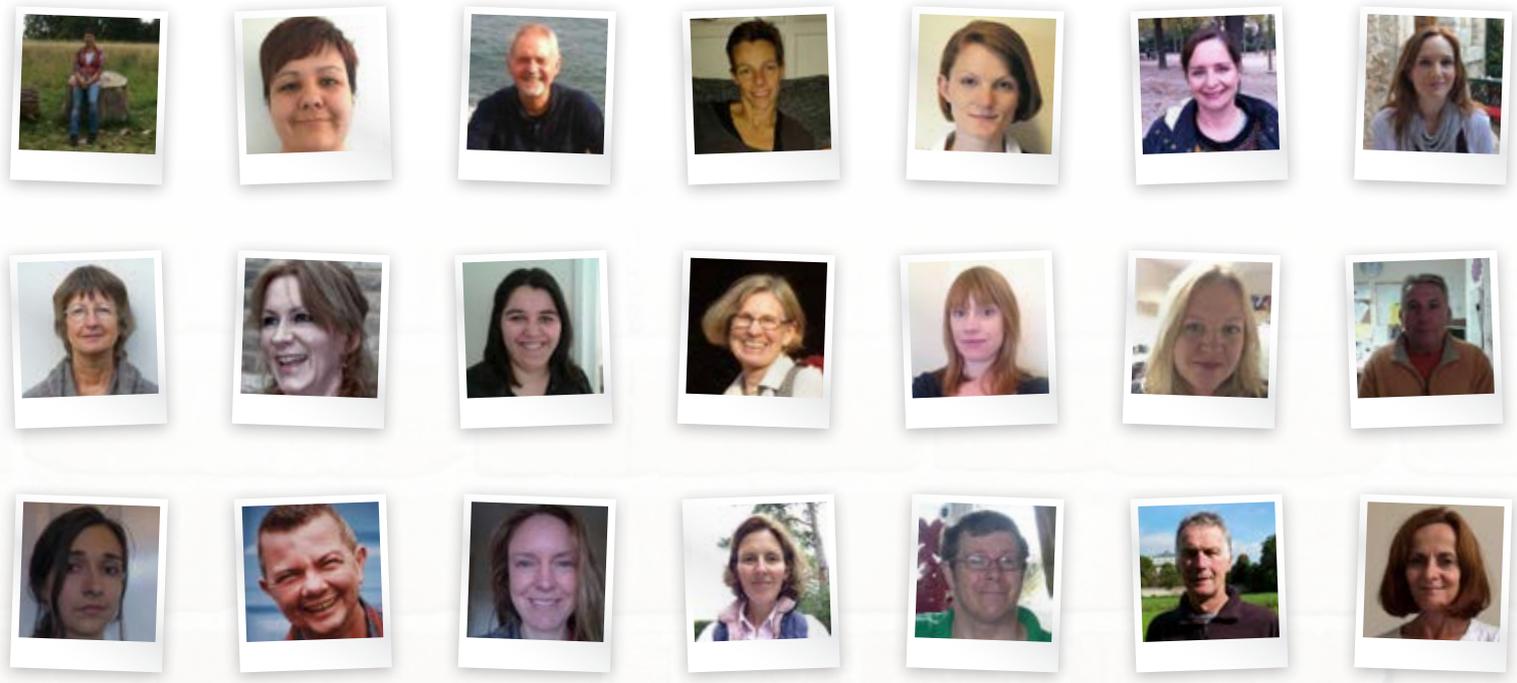
"I thoroughly enjoyed myself on Saturday - thanks for giving me the chance to get covered in mud for an excellent cause!"

For more information, please contact **Sam Hill**
33 Clarendon Street, Cambridge CB1 1JX
01353 666161
sam@centre33.org.uk www.centre33.org.uk



THANK





YOU



Centre 33 owes a huge debt of gratitude to the amazing volunteers and staff team who support young people to better futures every day. Many amazing people work at Centre 33, and here are just a few of them!



Check out our website at www.centre33.org.uk
Follow us on Twitter @Centre33Camb

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Charity number: 1074974
Company number: 03725494