



ANNUAL REPORT

April 2016-March 2017

Message from the Chair

We always open by talking about the young people we have worked with. Once again Centre 33 has had the privilege to be turned to by thousands of Cambridgeshire and Peterborough young people this year as they seek to make healthy choices and positive changes in their lives. **We are acutely aware of the pressures and challenges they face, but also constantly amazed by their energy, resilience and positivity.**

This report outlines the many successes of the year as well as the changes and challenges Centre 33 has faced. The trustees would like to pay tribute to all who have contributed to the work and development of Centre 33 over the last year and in particular, would like to thank the staff and volunteers whose energy, creativity, dedication and expertise has been second to none. Thanks also to our committed funders and supporters who have given us the resources to deliver our work.

Stephen Naylor – Chair of Trustees

Changes at Centre 33 this year:

- We welcomed a new Chief Executive (Beth Green) and a new Director of Operations (Eva Acs) but also said goodbye to Juliet Snell who served as our CE for 6 years.
- We implemented our new client data system (Charitylog).
- We expanded our schools service and continued to develop our counselling offer outside Cambridge.
- We piloted a counselling and support service in Peterborough with the local authority.
- We redesigned our website making it more accessible for young people.
- We applied for and obtained funding to roll out our information and support services to Peterborough and several rural areas.

We know that young people value our work:

100% of young people who have used our services feel welcomed at Centre 33

92% would recommend us to another young person facing the same issues as them

100% said that their worries and concerns were listened to

Young people think Centre 33's strengths are: speed of help; the way they treat you like an adult; respect and dignity; and the always-welcoming environment.

Volunteers

Centre 33 would not be able to deliver its services without the skills, dedicated support and commitment of its volunteers, who between them devote many hundreds of hours to supporting the young people who come to us.

In 2016/17, Centre 33 had the following volunteers.

Counsellors 22

Information Workers 17

Young Carers volunteers 13

Trustees 11

Maintenance workers 2

INFORMATION AND SUPPORT

"It's accessible and free. It helped me when other services turned me away"

The Information and Support Service provides free and reliable information to young people (aged 13 -25). We do this via open access drop-ins (Cambridge & Ely), web-based information, printed leaflets, posters and factsheets, and group sessions in participating schools and youth venues.

In 2016/17 we had 6085 contacts with young people through our drop-in (3982) and our schools outreach (2103)

483 young people accessed, on demand and without appointment, a confidential one-to-one triage assessment.

The triage assessments, with a skilled and trained worker, give young people the opportunity to describe and explore their issues, agree and prioritise needs, receive detailed information and advice about rights and responsibilities and make an action plan.

Sexual health, housing/homelessness and money/benefits were the most common presenting needs.

89 young people registered for counselling as a result of our triage assessments.

53 pregnancy tests & 93 chlamydia test were completed.

75 food bank vouchers were issued.

We supported 181 young people who presented with a range of needs regarding housing and homelessness. 106 of these young people were homeless, and in crisis, needing support to access housing.

We were commissioned by CHS as a partner in the Big Lottery and ESF funded New Horizons Programme. The aim is to provide up to 20 hours one to one coaching on money, getting online and moving closer to the job market. We referred 8 young people into the service.

MENTAL HEALTH AND COUNSELLING SERVICE

We provide emotional wellbeing support to young people (aged 11 – 25) across Cambridgeshire and Peterborough.

In 2016/17 we supported 863 young people in a range of different ways.

We work with a wide spectrum of need, but we are often working with young people with emerging issues and aim to prevent further need for mental health support. Young people always self-refer to the service, though in most cases they have been sign-posted to us by another professional, or supported to access by family or friends.

Counselling

Last year 408 young people received counseling with us through our open-access service and via hubs in Cambridge, Ely, Huntingdon and Wisbech.

IAPT Project

The IAPT project (Improving Access to Psychological Therapies) supports young people aged between 17 and 25. Initially targeting the three areas of highest need: Oxmoor Estate in Huntingdon, St Neots and Wisbech, we have now rolled out the service across Cambridgeshire so as to reach more young people. Since April 2016 we have supported 120 young people.

Outreach Project

In this year, 21 young people accessed the outreach project which targets young people aged 16-19 with emerging mental health issues and face barriers to accessing services.

Schools Services

105 young people have received support through our schools-based counselling in 13 secondary schools.

We have delivered mental health workshops in 30 schools and community settings.

YOUNG CARERS PROJECT

The Young Carers Service offers young carers in Cambridgeshire (aged 8-18), respite from their caring responsibilities through community based groups, in-school support and activities, as well as day trips and holidays.

Last year 487 young carers accessed the Centre 33 Young Carers Project.

This year Centre 33 directly trained: 564 adults and 5340 young people through My Community work, most of which took place in schools.

The My Plan tool allows each young carer opportunity to create a bespoke individual plan, identify barriers and need, and plan pathways towards positive outcomes and individual goals.

*'The term **young carer** should be taken to include children and young people under 18 who provide regular or ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances... a young carer becomes vulnerable when the level of care-giving...becomes excessive or inappropriate for that child, risking impacting on his or her emotional or physical well-being or educational achievement and life chances.'* (Children's Society)



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

Finance report

	Unrestricted Funds	Restricted Funds	31.3.17 TOTAL Funds
Income and Endowments from:			
Donations and Legacies	7,605	293,472	310,077
Charitable Activities			
Mental Health services		306,600	306,600
Information services		67,100	67,100
Young Carers services		243,127	243,127
Other trading activities		3,842	3,842
Investment income	52		52
TOTAL	£7,657	£914,141	£921,798
Expenditure on:			
<i>Charitable activities</i>			
Mental Health services	7,063	424,326	431,389
Information services		108,512	108,512
Young Carers services		297,893	297,893
TOTAL	£7,063	£830,731	£837,794
Net income	594	83,410	84,004
Total Funds brought forward	157,907	83,916	241,823
Total Funds carried forward	£158,501	£167,326	£325,827

With thanks to our **supporters** this year: Cambridgeshire & Peterborough Commissioning Group, Cambridgeshire County Council, Cambridge City Council, Children in Need, ESCIP, Comic Relief, East Cambridgeshire District Council, Thomas Parsons, Kettles Yard, Cambs Office for the Police and Crime Commissioner, The ACT Foundation, CHS group and all our community supporters and fundraisers.

“Thank you for not judging me, and allowing me to be just me”

Trustees

The following were Trustees from the period April 1st 2016-March 31st 2017:

Stephen Naylor (Chair), Lara Jaffey (Treasurer), Elaine Fulton (resigned 22.9.16), Kathy Neale (resigned 14.10.16), Peter Clarke, Eva Klambauer (resigned 2.11.16), Mike Davey, Katie Earnshaw, Anna Lawlor



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