



# IMPACT REPORT 2019/20

# Welcome to Centre 33

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“We don’t judge,  
we are just here  
to help.”

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**Centre 33 is here to support young people up to the age of 25 in Cambridgeshire and Peterborough with their practical issues and emotional needs. Young people are at the heart of everything we do.**

*“If you want some information, advice or support, you’ve come to the right place. No matter how big or how small a problem you have, we’re here to help. Our team are used to talking to young people about all sorts of issues, including housing, sexual health, family problems, bullying – whatever is on your mind, it’s always OK to talk about it with us.”*

In all our work, we want young people to gain a sense of self-reliance, self-belief, and purpose, we want young people to have their voices heard and to make their own choices.

We run several services to make this happen.

# Welcome from Cathy and Beth

Our year at Centre 33 has been one of growth and exciting new projects. Young people's mental health and wellbeing remains central to our work and we've been widening our offer as we're aware that counselling is not the only way to make a positive impact on your mental health. Our Guided Self-Help project gives young people the tools and resources to manage their own wellbeing positively. We've been working closely with young women who have experienced homelessness or violence to support them with their mental health. And we've been offering more bespoke support to young people with complex needs who struggle to attend our drop-ins and appointments.

It's so rewarding to see how much of a difference these more flexible approaches can make and we're planning more for next year.

Our work with young carers goes from strength to strength and we've been developing resources for primary schools to use as well as piloting peer support groups for young carers in similar challenging situations. The feedback has been great.

We often get positive feedback from young people we work with, but this quote especially thrilled us as it sums up what we're trying to offer – a safe place to be, where we can really support and help. It's a pleasure for us to be able to do this.

***“Friendly people, - no matter what, you will always be seen by someone. They listen carefully to what you have to say, your needs, your requirements which I***

***think is very important. They all do their best to help out and the follow-up is amazing.”***

We couldn't make such a difference without the large group of individuals and organisations that support us. It really is wonderful to have such a broad funding base that allows so much transformative work to happen. You can read more about this on page 10.

Our Board of Trustees has been enriched by several new members offering their expertise this year, and our staff team remains strong and committed to carrying out our important work. In addition we have a loyal base of volunteers and it's humbling to see how much they contribute with their time and skills.

A huge thank you to them all.

As we write the world has been turned upside down with the impact of COVID-19. We know this will be an extra challenge for young people. We are determined to continue to support them virtually and endeavour to keep them well and safe.

*Cathy Davies – Chair*

*Beth Green – Executive Director*



# Someone to Talk to

**Someone to Talk to** is the gateway to our universal services. We offer free advice, assessment and advocacy support to young people via open access and virtual drop-ins and workshops. We have counsellors, youth workers, housing experts and employment coaches and will support young people to access other professional help if that is more appropriate.

We support young people aged 13-25 on a range of issues, in particular with:

**Emotional health** We provide a safe place for young people to share their feelings and explore ways of overcoming their distress. We aim to reduce barriers to getting mental health support, enable young people to improve their mental wellbeing through counselling and other means, to decrease poor mental ill health and ensure they have access to any further services that can help them.

**Sexual health** We offer young people support to talk about relationships, sexual health, sexuality, gender, contraception, drugs and alcohol. Young people can access a range of services around their sexual health including chlamydia and gonorrhoea tests, pregnancy tests and access to condoms including via the C-Card scheme.

**Gaining safe and secure housing** We support those who are already homeless, or at risk of becoming homeless, helping the young person identify their needs and agree an action plan. This puts them on a path to gaining secure housing which might include referrals to local supported housing providers.

**Gaining meaningful employment/education/training** Via our New Horizons project we specialise in supporting young people move nearer to education, employment or training with intensive one-to-one support.

## **Improving their financial situations**

We support young people to access information and support around money, budgeting and priority spending in order to better manage their money. We also provide food bank vouchers to young people when in need.

***“When you drop in to Centre 33 you’ll be offered a drink and a private space where you can talk with our friendly and non-judgemental workers.***

***We will listen and help sort out anything that is worrying you. Our team is used to talking to young people about all sorts of things.”***

Young people often present with multiple issues when they come to the ‘Someone to Talk to’ service. This year was no exception.

95%

95% of young people came to us with more than one presenting issue.

80%

80% of young people came with both a mental health issue and another type of issue e.g. homelessness, sexual health, abuse etc.

89%

89% of young people who accessed the service sought help with their emotional wellbeing with anxiety, worry, low mood, and family relationships amongst the most frequent presentations.

42%

42% of young people presented with suicidal ideation.

### More expertise and more outreach

Child and Adolescent Wellbeing Practitioners are trained to offer guided self-help. This is based on Cognitive Behavioural Therapy principles, and offered to children, young people and families with anxiety, low mood and common behavioural problems. We have four recruits to this programme, who have produced a series of films and materials to support young people with their wellbeing.

We are also targeting young people who have mental health needs but face barriers to getting help (commonly, social anxiety, rural isolation and transport barriers, caring responsibilities, and physical disability). We offer more flexibility with session locations, time and length of support for these young people.

"The minute I walked in I felt welcome. Also there is aftercare - I didn't feel alone, I could come back if I needed to. It helped me to get into work and housing."

## During the year, our Someone to Talk to service achieved the following:

2300	Reached and responded to 2300 queries from young people and those that support them.
3000	Reached nearly 3000 young people through assemblies, healthy relationship workshops and other outreach work.
1000	Supported over 1000 young people on a one-to-one basis through our physical drop-in service.
170	Supported nearly 170 young people with housing.
300	Supported nearly 300 young people, specifically to reduce the impact of poverty via support with benefits, food vouchers etc.
400	Supported over 400 young people on a one-to-one basis through counselling with a Mental Health Project Worker or Volunteer Counsellors.
2000	Supported young people with their sexual health through pregnancy testing, pop up HIV testing, gonorrhoea and chlamydia testing, as well as giving out approximately 2000 condoms.



# Young Carers

Our **Young Carers Service** offers respite, one-to-one support and advocacy to children and young people aged up to 18 who take on practical and/or emotional caring work in their families. The service aims to ensure that young carers have the same life chances, levels of wellbeing and voice as their peers by reducing the negative impact of their caring responsibilities.

## We know the key issues facing our young carers are:

- Loneliness and isolation
- Their mental health
- Barriers to planning for their futures and building on their dreams

The service aims to support young carers to build positive relationships and develop the tools to challenge and overcome

barriers. This work is done through group sessions, identifying positive friendships and activities and also through providing a safe person and place for young carers to explore their sense of isolation one-to-one and identify social and emotional opportunities.

## Targeted projects

This year we have specifically been working jointly with NHS Cambridgeshire Child and Adolescent Substance Use Service (CASUS), to help to reduce barriers for those caring for family members with substance and alcohol misuse.

We have also piloted peer support groups for young carers living in families with mental health needs.

"Now I know I am not the only one, most of my friends don't care for anyone, it is nice being with people that actually do."



# In 2019/20

900

We supported nearly 900 young carers.

We want young carers to be celebrated, identified and confident to access services.

175 160

160 young carers attended community groups.

175 young people attended extra curricular outings and activities.

We want young carers to have fun, time to relax and to try new experiences.

350 600

We worked one-to-one with over 600 young carers.

350 new referrals were received.

Our one-to-one work puts young carers in control of setting their own goals and plans. We give them flexible support suited to their needs and goals, and ensure they are safe and well.

31 400

We ran nearly 400 groups for young carers

in 31 different schools (up from 20 last year)

and

9

9 community centres.

1000

We reached nearly 1000 young people and professionals in our outreach assemblies and training sessions. We are helping schools be the best they can for young carers.

110

Nearly 110 young carers were supported in their transition to secondary school or onto further education/employment.

450

Over 450 professionals were trained to identify and support young carers in their roles.

We are delighted to have been re-awarded the contract to support young carers of all ages in Cambridgeshire and Peterborough. We're looking forward to continuing our work with this important group of young people.





# Counselling in schools



We have been providing a successful school counselling service since 2012. It has grown - increasing in capacity and in the complexity of the young people we see in the service. In 2019/20, we provided counselling in 11 schools in Cambridgeshire.

The project is delivered by a team of counsellors and workers, with each young person offered weekly sessions for 6-12 weeks.

We provide a safe place for young people to share their feelings and explore ways of overcoming their distress.

## Counselling in schools:

- offers high quality and flexible mental health services
- builds on young people's own resources, strengths and understanding

- empowers young people to develop strategies to make positive changes
- supports young people to move away from harmful behaviour and to achieve their potential in life

## From September 2019 to July 2020

300

Over 300 young people received counselling through our service.

WORRIES  
AND  
ANXIETY

The top presenting issues were: worries and anxiety, family relationships, school work, depression/low mood, friendships and anger.

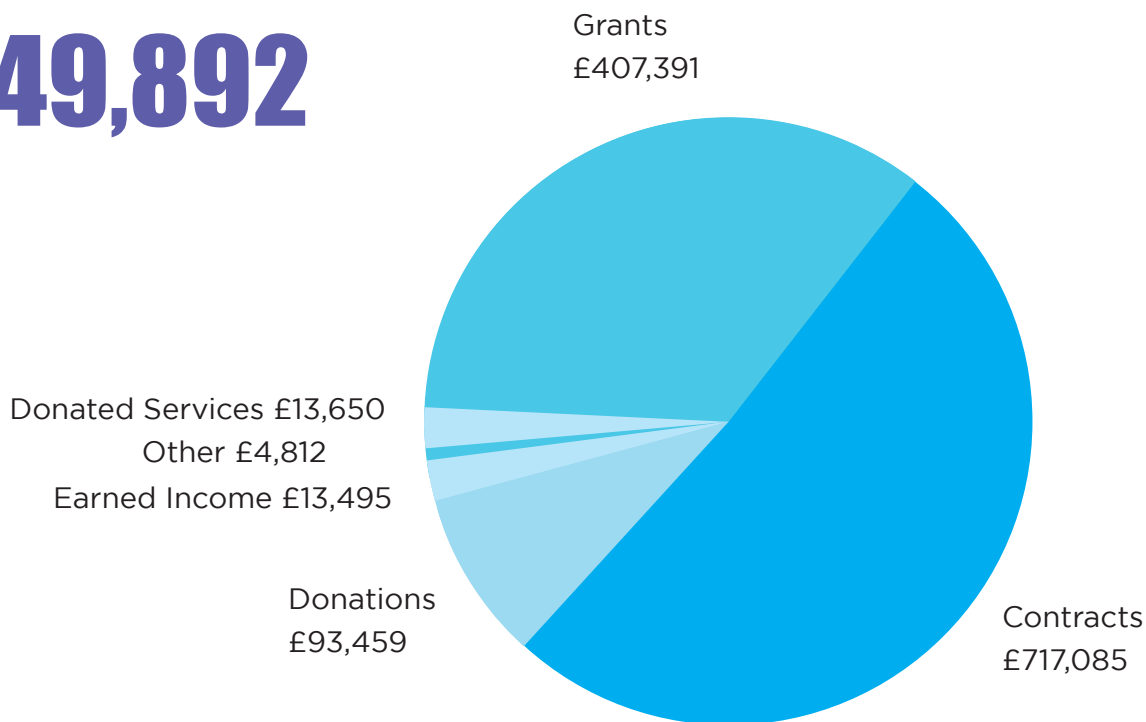
93%

93% of young people felt that their goals were partly or fully achieved after counselling.

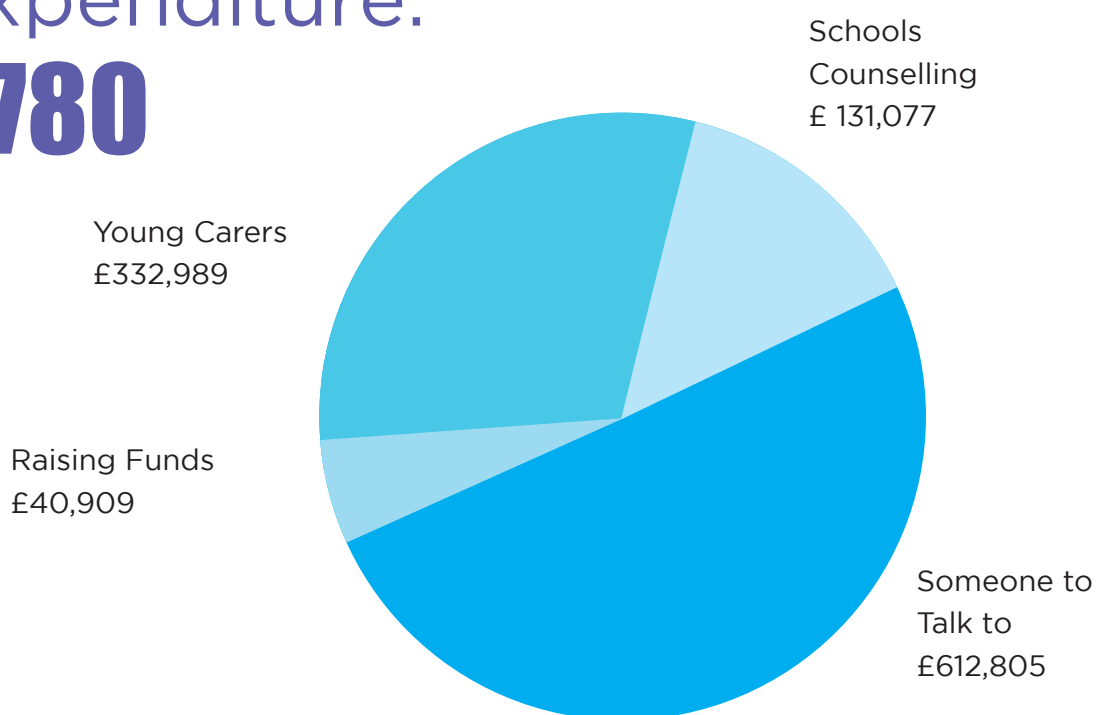


# Finances

Total Income:  
**£1,249,892**



Total Expenditure:  
**£1,117,780**



# Our supporters

Many individuals, local businesses and community groups donated, fundraised and volunteered for us in 2019-20. Below is a snapshot of their amazing activities and achievements.

- We took on the **Cambridge Half Marathon** for the second year running. 11 runners completed the 13.1 course and raised over £7,000
- Staff and supporters alike **walked quite a few miles** to raise money for us. A Centre 33 team walked 18 miles from our hub in Cambridge to our hub in Ely, and the families of students at Landmark International School took on a 1 hour walk around Fulbourn Fen, both events raising around £1,500 each
- Lots of **young people** chose to raise money for Centre 33, including National Citizens Service groups who held cake sales and took on sponsored swims, and local schools, colleges and sixth forms who took on activities such as sponsored walks, concerts and fundraising afternoons
- We were the beneficiaries of some **major local events** including Cambridge Charity Balls' annual Glitter and Snow Balls, King's College School's Summer Ball, Haddenham Beer Festival, and Rampton Horse Show
- Some of our **trustees** took on their own fundraising challenge; one ran the Cambridge Half Marathon, another raised money at a car boot sale and one donated a percentage of the profits from their art sold during Cambridge Open Studios
- By the end of the year there were 13 people making a **regular monthly donation** to Centre 33 and we had received several large gifts from individuals
- We were **charity of the year** for many local businesses such as e4education, Marks & Spencer in Peterborough, and Taylor Vinters. Tesco in Bar Hill held a weekend long event raising money for and awareness about Centre 33, and a member of staff at Cambridge University Press held a whisky tasting event
- Our **unrestricted income** grew to 6%, up from 3% the previous year. This income is so important because it gives us stability and flexibility and enables us to direct funds to where they are most needed

No matter how you supported us, please know that we could not provide our services to young people without you.

## THANK YOU

on behalf of everyone  
at Centre 33



If you're interested in supporting Centre 33 or have any questions then please email [fundraising@centre33.org.uk](mailto:fundraising@centre33.org.uk)

There are many ways you could support Centre 33 and young people in Cambridgeshire and Peterborough:

Make a donation

Set up a monthly donation

Nominate us as the charity of the year at the organisation you work for

Take on a fundraising challenge or event to raise money for Centre 33

Consider leaving a gift in your Will to Centre 33

# Fundraising

## Where our income comes from

We are so grateful to all who have given to Centre 33 and who enable us to be there for young people in Cambridgeshire and Peterborough. Our income comes from a wide range of individuals, groups and organisations and includes contracts, grants and a variety of different types of donations.

## Our thanks extend, but are not limited, to:



Aixtron Ltd  
All Saints' Church, Barrington  
Anna Freud National Centre for  
Children and Families/Health  
Education England  
BBC Children in Need  
Bishop Laney's Charity  
Burger King - Ely  
Cambridge Building Society  
Cambridge City Council  
Cambridge Charity Balls  
Cambridge University Press  
Cambridgeshire and Peterborough  
Clinical Commissioning Group (CCG)  
Cambridgeshire Community  
Foundation  
Cambridgeshire County Council  
Chapel of St. John's College  
City & University of Cambridge  
Masonic Charitable Trust  
Collinson Group  
Cuckoo Clothing  
Department of Health and Social  
Care  
Descensus Aquarum Lodge (8655)  
e4education  
Ebyon Trust  
ECU Trust (The Ely Community Unit  
Trust)  
East & South Cambridgeshire  
Behaviour & Attendance  
Improvement Partnership (ESCIP)  
European Union Social Fund  
Football Fun Factory  
Global's Make Some Noise  
Goldman Sachs Gives (UK)  
Great St Mary's Church  
Gretton School, Highfield Ely  
Academy, Longsands Academy, St  
Bede's Inter-Church School  
Haddenham Beer Festival

Harry Cureton Charitable Trust  
Hills Road Sixth Form College  
Hopkins Homes  
Impington Village College  
John Huntingdon's Charity  
Kettle's Yard  
King's College School  
Landmark International School  
Marks & Spencer - Peterborough  
(Serpentine Green)  
Masonic Charitable Foundation  
Mountain Warehouse - Cambridge  
National Citizens Service  
Nene Valley Care Trust  
Rampton Horse Show  
Rotary Club of Ely  
Selwyn College  
St John's College School  
St Neots Singers  
St. Mark's Church  
St. Neots Round Table  
Taylor Vinters  
Tesco Bags of Help  
Tesco Bar Hill  
The 7 Stars Foundation  
The Batterson-Chivers Foundation  
The Bridge Church  
The Chadwyck-Healey Charitable  
Trust  
The Edward Gostling Foundation  
The Ely Trinity Dole Charity  
The Evelyn Trust  
The National Lottery Community  
Fund  
The Pye Foundation  
The Stephen Perse Foundation  
The University of Cambridge  
Trinity College  
University Council Royal and Select  
Masters No 26  
W.I Haddenham



# Our volunteers

We are always overwhelmed each year by the number of people that donate their time and resources to Centre 33.

Centre 33 would not be able to deliver its services without the skills, dedicated support and commitment of its volunteers. In 2019/2020, we were supported by 49 volunteers representing an estimated 5000 hours devoted to supporting the young people who come to us. This included workers as counsellors, information workers, trustees and maintenance assistants.



"I moved to Cambridge a year ago and not being quite sure what my next steps in life would be I was really pleased that Centre 33 took me on as a volunteer Information Worker. I enjoyed being in a busy workplace, playing a small part in the amazing work that Centre 33 does in the community, and having access to all the training offered to staff. Having been involved in volunteering with other organisations and in managing volunteers myself, I have been really impressed with the way Centre 33 looks after its volunteers. I'm looking forward to getting back to Clarendon Street when the situation allows."

**Tamsin Beevor (2020)**  
Volunteer Information Worker

"Working with the young people attending the centre has been nothing less of inspiring, and throughout the past two years, I have always found the work very stimulating. Despite volunteering at the centre only half a day per week, I immediately felt welcomed and supported by front desk and admin staff, as well as managers and trainers. Crucially, Centre 33 has provided me with an excellent supervisor, who has really helped me grow as counsellor. I can see why some people describe Centre 33 as one big family."

**Giacomo Ganassini (2020)**  
Volunteer Counsellor

## Partnership Working

We couldn't carry out our work without the strong relationships we hold with all our partners. These range from local schools and doctors, through to other voluntary sector organisations and statutory funders like the local authorities. It enables us to do really effective **joined-up work** that results in much stronger outcomes for young people.

We are also proud to be founding members of **Fullscope**, which is a consortium of charities with a shared mission to improve the mental health and wellbeing of children and young people in Cambridgeshire and Peterborough. We're really looking forward to this ground-breaking collective piece of work.

# Looking forward

We're very excited about our plans for the coming year. We are aware that COVID-19 will impact on these, but we are determined to still be delivering services and having a positive impact on the lives of young people.

We continue to develop our programme called Guided Self-Help which offers young people options to manage their own wellbeing within a supportive framework and with access to lots of resources.

We'll be working on more opportunities for young people to get peer support in groups.

We will continue to expand volunteering opportunities at Centre 33, particularly looking at how young people can be involved in decision making and designing our service offer.

We're looking carefully at how we can reach more diverse communities across the county and ensure that all young people are able to access our support.

We're piloting some work with parents as we know supportive families have a hugely positive impact on young people's wellbeing.

We've also got plans for more partnership work within the Fullscope project, and also with ARU, CAMHS, pinpoint, Early Help and many more. Joined-up working across the sector is a positive thing for young people.

Our work with young carers is expanding into Peterborough and also across primary school age children which is offering us huge scope to make a bigger difference.

We continue to plan for our 40th birthday celebrations and will be working closely with young people to celebrate and mark the history of the charity in the last 40 years.

We know that our funding will be impacted by the effects of COVID-19 and we are hoping for your support to continue what we do. We're looking for some more space to work from and more opportunities to reach out to young people. Please get in touch if you'd like to help.



# Centre 33

## HELPLINE:

0333 4141 809

## E-MAIL:

[help@centre33.org.uk](mailto:help@centre33.org.uk)

**TEXT:** 07514 783745

**[www.centre33.org.uk](http://www.centre33.org.uk)**

You can follow our progress through our website, social media and our newsletter.

@Centre33Camb



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**Charity number:** 1074974

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