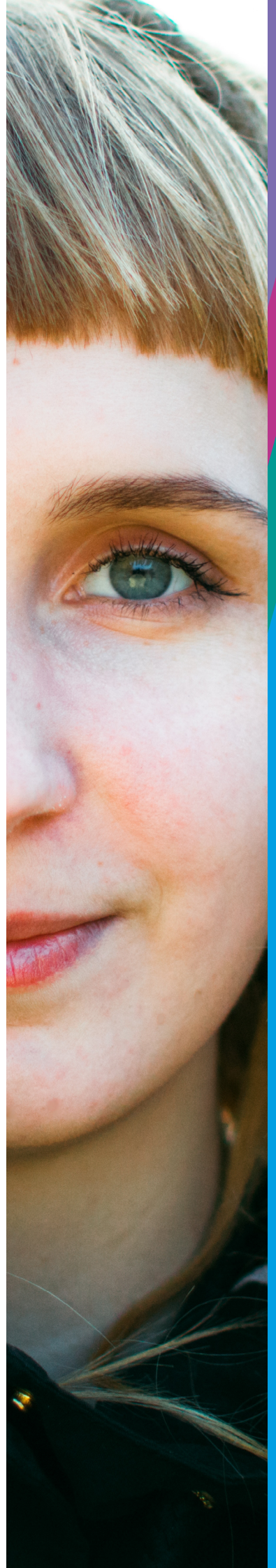




“  
one of the few  
places I feel safe  
and supported  
”

# IMPACT REPORT 2020/21



# Welcome to Centre 33

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“We are here  
to listen and to  
help.”

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Centre 33 has been supporting young people in Cambridgeshire for 40 years. We offer young people a safe space where they can receive free, confidential and professional support in a non-judgemental and welcoming setting.

This year we have worked closely with 2,500 young people and reached 9,500 more through responding to queries, events and activities.

We work across the county building local relationships and advocating for young people's needs in local services and communities.

Our staff team prides itself on being warm and inclusive and committed to better futures for young people. Young people are at the heart of everything we do.

# Welcome from Beth and Ed

***“They really know about the issues young people face and understand my situation”.***

Kieran, aged 20

It's been the most extraordinary year due to the impact of COVID. Large parts of the year saw us delivering our services entirely remotely for the first time.

We know young people have been adversely impacted by the pandemic and we continue to be amazed by their resilience and positivity in very difficult times.

As well as managing the effects of COVID, which you can read about in detail in this report, we have spent a lot of time building relationships with partners this year, both formally and informally. This is because we know that young people benefit from joined-up services and universal awareness of their issues.

We couldn't carry out our work without the generous contribution of all our supporters, from donors, commissioners, fundraisers and volunteers to the young people who do good work for us. And,

of course, our wonderful staff without whom none of our work would be possible. We extend our heartfelt thanks and appreciation to them all.

In the lead up to our 40th birthday we've been reflecting on how so much has changed, but also how so much has stayed the same. Young people stay at the heart of everything we do. Through our work, we want them 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 continue to run a variety of projects to make this happen.

Please enjoy reading about our important work and about how you can support us to reach more young people.



Beth Green  
Executive Director



Ed Chamberlayne  
Chair of Trustees

## BOARD OF TRUSTEES 2020 - 2021

**Peter Clarke**  
**Mike Davey**  
**Rikki Morgan-Tamosunas**  
**Cathy Davies**  
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**Liam McDowell**  
**Philip Windred**  
**Emma Kamel**  
**Claire Evans**  
**Susanne Owers**

# Our response to COVID 19

*“The person who helped me was very easy to talk to, completely non-judgemental and gave me advice for everything I spoke about, not just some things. I didn’t feel like I was being monitored or managed, I felt listened to!”*

Ali, aged 15

## The Impact of COVID on Young People Covid-19 has had a significant impact on young people who accessed support from Centre 33.

- Of the young people who accessed Centre 33 services in 2020-2021:

42%

experienced an increase of stress

41%

experienced a deterioration of their mental health

31%

experienced loneliness or increased isolation

- The risk level of young people increased with a concerning increase in suicide risk from 40% of young people who accessed our services in 2019/20 to 50% in 2020/21.

We heard young people’s worries around education (lack of internet, motivation, transition anxiety), boredom, increased stress, isolation/loneliness, increased conflict at home, deterioration of mental health, decreased support networks, concerns about money, Covid-19 anxiety and lack of physical activity.

## How we supported young people through COVID

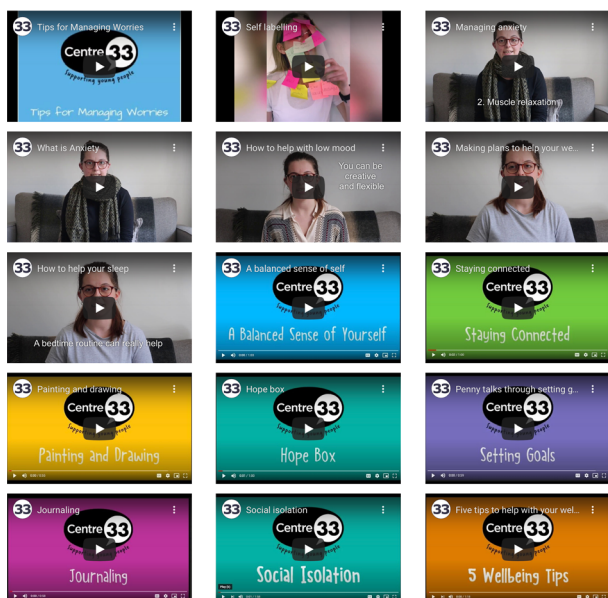
It was a straightforward decision for us to keep our services available as the pandemic hit in March 2020. We knew young people were being adversely impacted and we knew there was a need.

We were fortunate to have the support of our funders to embed our changes to services and we are very grateful to those who helped cover the extra costs generated.

We continued to offer our support and information throughout the year via remote services, and when restrictions allowed, some face to face work.

- We quickly **adapted** all our service models and established and implemented a remote digital offer. As we transition to a post Covid-19 model, we are planning our future offer to include a hybrid of virtual and face-to-face appointments, small group work and drop-ins.
- We **equipped** staff to deal with the increased risk that young people were presenting by strengthening our support and training for all staff.
- We **established** a system of welfare and check-in calls for all young people with complex needs across all services.
- We carried out significant social media and other **communications** to ensure that young people were aware Centre 33 was open. This was co-ordinated across all our partners in the sector.





- We developed a series of **short videos** and literature for young people in response to the issues they were raising and for those who felt isolated and unable to access their usual support. These had 4,200 views on our social media channels. (<http://centre33.org.uk/help/looking-after-your-wellbeing/>)

## TOP TEN ISSUES FACED BY YOUNG PEOPLE SUPPORTED BY CENTRE 33

1. **Worries, anxieties and phobias**
2. **Low mood or sadness**
3. **Historic or current suicidal thoughts**
4. **Historic or current self harm**
5. **Low confidence or self esteem**
6. **Isolation and loneliness**
7. **Trauma**
8. **Eating issues**
9. **Abuse**
10. **Hallucinations or delusional symptoms**

# Exploring Diversity

**The huge response from young people to the Black Lives Matter movement was inspiring to us and has led us to re-examine and strengthen our commitment to equality, diversity and inclusion in these ways:**

- we are doing detailed work on our **data** to identify those groups of young people who are not accessing our services.
- we are looking at **barriers** that young people are facing and **researching** best practice to support them, particularly with regards to stigma, isolation and socio-economic factors.
- we are seeking funding opportunities to work with **marginalised groups**.
- We are investing in **training** to develop expertise, to tackle known challenges such as unconscious bias, and to ensure we are anti-racist in our practice.
- we are examining our **recruitment** practices in order for our staff team to reflect the communities we are working in.



## OUR STATEMENT OF COMMITMENT

- We commit to **actively reach out to all communities** of young people, investigate how we can welcome them to our services and break down any barriers to access.
- We commit to **challenging** instances of sexism, racism and other power **imbalances** that may leave some recipients of our services or our staff or volunteers at risk of harm or disadvantage.
- We commit to **valuing** and **improving diversity in our workforce**, governing body and volunteer base- evidence shows young people are more likely to respond to people they can identify with and we need to reflect our communities.
- We commit to **using language that doesn't alienate**, discriminate against or misrepresent any group.

# 'Someone to Talk to'



*"You don't just help people with mental health issues which is really important as young people need help with all problems such as finance."*

Social Worker

*"Once I reached out for help they immediately tried to sort something out for me."*

Niamh, aged 17

*"It was no pressure and no judgement. I felt like I could say anything. It was a positive experience."*

Luca, aged 21

Our **'Someone to Talk to'** offer is the gateway to our universal, specialist services. We offer free advice, assessment and advocacy support to young people (aged 13-25) via open access and virtual drop-ins and workshops. We have counsellors, guided self-help workers, youth workers, housing experts and employment coaches and will also support young people to access other professional help if that is more appropriate.

We support young people on a range of issues, in particular with:

**Maintaining 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, and to ensure they have access to any further services that can help them.

## **Maintaining sexual and physical 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.

## **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.

# 'Someone to Talk to'

## Improving financial situations

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

96%

of young people come to us with more than one need.

81%

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

92%

of young people who access the service seek help with their emotional wellbeing with anxiety, worry, low mood, and family relationships amongst the most frequent issues.

50%

of young people have suicidal thoughts.

## More expertise

Child and Adolescent Wellbeing Practitioners are trained to offer guided self-help, based on CBT principles, 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 resources, talks, webinars and group support offers to young people.

## More flexibility

We also target 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 these young people more flexibility with session locations, time and length of support.

## Better access

We are very pleased to be part of a new local mental health partnership called YOUNited (launching in July 2021) which will work to ensure young people get easier access to the services that best meet their needs. It will include an integrated central referral hub for mental health services for young people. As part of the partnership, Centre 33 will provide services for young people needing mental health support, including through counselling, guided self-help and psycho-educational sessions.



# 'Someone to Talk to'

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

Responded to  
**2,300**  
queries from young  
people and those  
that support them

Provided  
**1,300**  
meaningful  
check-ins during  
COVID-19  
lockdowns to offer  
support

Supported over  
**800**  
young people on a  
**one-to-one**  
basis

Supported nearly  
**150**  
young people with  
**housing**  
and homelessness



Supported nearly  
**350**  
young people to  
reduce the impact of  
**poverty**

Supported over  
**400**  
young people on a  
one-to-one basis  
through one to one  
**counselling**

Supported **50** young  
people through our  
**New Horizons**  
job coach who  
helps with money,  
employment and  
training.





# Young Carers

*"They really know about the issues young people face and understand my situation as a young carer."*

Sam, aged 11

*"You can ask about anything and they will help or get you in touch with those who can."*

Nesrine, aged 14

*"I spend my days wondering how my siblings will survive when they grow up."*

Millie, aged 12

Our **Young Carers Project** offers assessments, one-to-one support and advocacy to children and young people aged up to the age of 18 who take on practical and/or emotional caring work in their families. We aim 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:

- Giving them someone to talk to – a safe person and place to work through issues and explore opportunities.

- Carer specific group work – providing opportunities to meet others in similar roles, peer support from shared experience and tools to manage their caring responsibilities.
- Offering Young Carers Needs Assessments – to identify a full picture of their needs and resource support.
- Offering Transitions Assessments for those aged 16+ to identify next steps.
- Supporting and training others in the community to identify young carer's needs and help them to fulfil their potential.

## Targeted projects

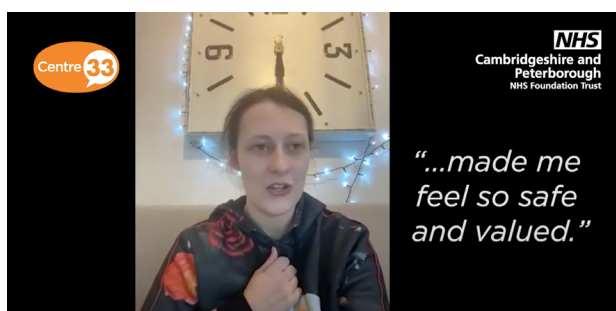
In 2020/21, our Young Carers' Service was recommissioned by the local authority to support young carers up to the age of 18 across the county as part of their All Age Carers Contract. This service is provided in partnership with Early Help Services, education settings and other agencies across Cambridgeshire and Peterborough. We also established:

# Young Carers

- **A Young Carers Steering Group**, bringing together stakeholder and partners from across Local Authority, Education, Health and the voluntary sector to develop and steer young carers priorities. Joined up work is always the best way to support young people.
- **A Young Carers Advisory Board** with 21 young carer representatives to give young carers a voice. This Board meets bimonthly to set and review priorities, and has twelve focused workshops through the year to cover specific areas of learning and development.

We are also proud to be specifically supporting young carers from Armed Forces families.

We collaborated with CPFT to film these powerful young carers' stories



<https://youtu.be/YBNFizOVRJs>  
<https://youtu.be/gO6X7X6236Y>

## In 2020/21

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

700	Provided 700 young carers with one to one support. This 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.
130	Supported 130 young carers in their transition to secondary school or onto further education/employment.
100	Hosted 100 young carers at virtual primary school aged community groups.
450	Trained 450 professionals to identify and support young carers in their roles through training packs and webinars.
4500	Reached 4,500 people through outreach including our young carers newsletter and professional awareness raising training.

# Counselling in Schools

*"It gave me help and support which helped me grow as a person."*

Ezra, aged 14

*"Talking yesterday really helped a lot, I don't feel so awful today, I was able to get out of bed, I feel a little bit lighter, like a weight off my shoulders."*

Charlie, aged 16

*"Helpful and listening counsellors, best counselling I've had in my life."*

Kasia, aged 15

We offer counselling within secondary schools. We provide a safe place for young people to share their feelings and explore ways of overcoming their distress.

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 2020/2021, we provided counselling in 12 schools across Cambridgeshire.

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

Over 350 young people received one-to-one counselling.





# FULLSCOPE

Centre 33 is a founding member of Fullscope and became its host organisation in July 2020. Fullscope is a collective of Cambridgeshire and Peterborough based voluntary sector organisations working to deliver comprehensive support packages for children and young people aged 0-25 across Cambridgeshire to address mental health challenges.

## In 2020/2021, Fullscope:

- Led projects to look at the system's pressure points and worked with colleagues to break down barriers for access. For example, the Single Point of Access and GP projects reviewed young people who get "rejected" from statutory services to understand what else could be offered.
- Coordinated the voluntary sector mental health response to Covid-19. Fullscope Plus was established to include three more local charities

bringing extra capacity to the system, test independent technology platforms for collaboration and enable more efficient data collection to evidence our impact.

- Reached out to vulnerable families and young people with the Creative Care Programme.



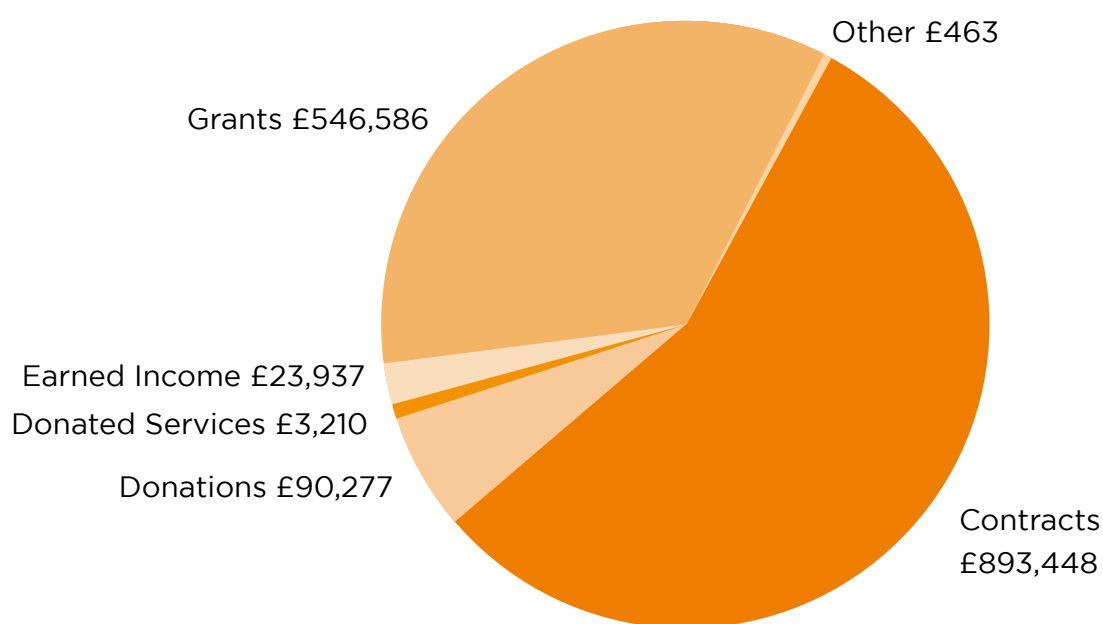
**Fullscope**  
Changing systems,  
improving young lives



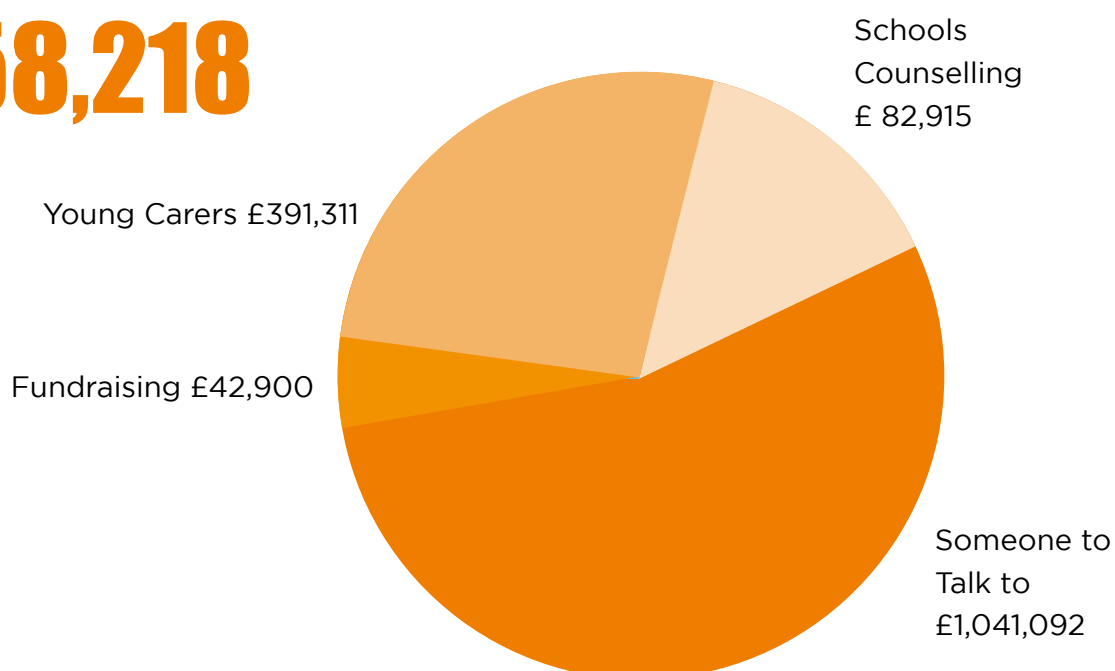
# Finances

Total Income:  
**£1,557,921**

Our unrestricted income continued to grow, up to 9% of total income for the year. This income is so important as it gives us the flexibility to adapt to changing environments and the needs of young people as well as providing stability and the capacity for developing new services and projects.



Total Expenditure:  
**£1,558,218**





# Volunteers

*"The knowledge I have developed while working at Centre 33 helped me improve my confidence and influenced my decision to continue working with young people."*

Volunteer Information Worker

**Centre 33 would not be able to deliver its services without the skills, dedicated support and commitment of its volunteers.**

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

This year, of course, looked different for volunteers, and because our offer was being delivered remotely, we had to give a lot of our volunteers a well-earned **break**.

Some volunteers **continued** to **support** us with online young carers groups, and some continued in their volunteer counselling roles. And of course we continued to get support from fundraisers and others who volunteered time or skills.

We spent the year focussing on **next steps** for volunteering. We have ambitions to broaden the ways that people can volunteer with us.

We want to focus on inclusivity, easier recruitment processes and **opportunities** for young people to volunteer. Our newly established 'Young Carers Advisory Board' is an exciting first step.



# Our Supporters

## THANK YOU

to all our donors, funders,  
and supporters.

We could not provide our  
vital services to young  
people without you.

2020-21 was a challenging year for fundraising and many traditional methods of raising funds were not possible. However, our generous and committed funders and supporters continued to be there for us throughout the year.

- ▶ In response to the pandemic, our supporters took part in the **2.6 challenge**, raising £2,000 by running 260 miles, baking 26 cakes, and playing songs from their 26th year.
- ▶ **Young people** continued to fundraise for us, by busking, taking on sponsored silences, and running events at their schools. Our logo also appeared on the football kits of the Huntingdon Girls U10s team.
- ▶ For the second year in a row, we entered a team in the **Cambridge Half-Marathon**. 11 runners took on the 13.1 mile course, raising over £7,000.
- ▶ Luke Chadwick, a former Manchester United and Premier League winning footballer, gave a **free talk** to help raise money for Centre 33.
- ▶ Many **businesses** supported us throughout the year including Panther Taxis, ARM, Waitrose Peterborough,



Little Waitrose Cambridge and the Co-op.

- ▶ Rotary Club of Cambridge's annual **Christmas Carol Concert** took place online, and they still managed to raise an amazing £9,000 for charity.
- ▶ Our wonderful, generous supporters gave over £6,500 to our Good Giving **Christmas appeal**.
- ▶ Our **trustees** also got in on the action with a Pot Luck Fundraiser for handmade ceramic art, participation in Cambridge Open Studios and a birthday fundraiser on Facebook.
- ▶ **Community groups** such as Earith Community Café, 4th Dimension Dance Kimbolton School Parents' Association and the Eli Lillies all raised money creatively and we are very grateful.
- ▶ Our **monthly donors** increased and we also received 7 **major gifts** from individuals.
- ▶ We received several, much appreciated, Covid-19 **emergency grants** to help us fund the increase in costs we faced due to the switch from face-to-face to remote service delivery.

# 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, businesses, community groups, trust and grant funders, and statutory funders. Our thanks extend, but are not limited, to:

- 4th Dimension Dance
- Anna Freud National Centre for Children and Families/Health Education England
- ARM
- BBC Children in Need
- Cambridge City Council
- Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)
- Cambridgeshire Community Foundation
- Cambridgeshire County Council
- Castle Street Methodist Church
- City & University of Cambridge Masonic Charitable Trust
- CM Quality Ltd
- Co-op Foundation
- Coton Women's Institute
- Department of Health and Social Care
- Dry Drayton Church
- East & South Cambridgeshire Behaviour & Attendance Improvement Partnership (ESCIP)
- Ebyon Trust
- ECU Trust (The Ely Community Unit Trust)
- European Union Social Fund
- Fulbourn United Reformed Church
- Global's Make Some Noise
- Great St Mary's Church
- Hunts Forum
- Jesus College
- John Huntingdon's Charity
- Julia Mary Parkinson Charitable Trust
- Kimbolton School Parents' Association
- Lions Club of Cambridge
- Little Waitrose, Cambridge
- Mace Group
- Marshall Centre
- Masonic Charitable Foundation
- Rotary Club of Cambridge
- Rotary Club of Ely
- Royal Mail Cambridge
- St Andrew The Great Church
- Taylor Vinters
- Tesco Bags of Help
- The Batterson-Chivers Foundation
- The Chadwyck-Healey Charitable Trust
- The Clothworkers Foundation
- The Ely Trinity Dole Charity
- The Evelyn Trust
- The National Lottery Community Fund
- The Perse School
- The Pye Foundation
- The Serco Foundation
- The T.K. Maxx and Homesense Foundation
- Thomas Parsons' Charity
- Waitrose Peterborough
- White Iron Conferences
- Youth Access Fund

**There are many ways you could support Centre 33 and help make a difference to the lives of local young people:**

**1 Set up a monthly donation** to help give us the stability we need to deliver our services: [centre33.org.uk/donate](https://centre33.org.uk/donate).

**2 Become a corporate partner** and help fund key aspects of our services.

**3 Fundraise for Centre 33** by taking on your own challenge or event, or taking part in one of ours.

**4 Leave a gift in your Will** and leave a lasting legacy to help transform the lives and opportunities of young people.

You can find out more on our website: [centre33.org.uk/help/get-involved](https://centre33.org.uk/help/get-involved)

Or by getting in touch with our Fundraising Team: [fundraising@centre33.org.uk](mailto:fundraising@centre33.org.uk)

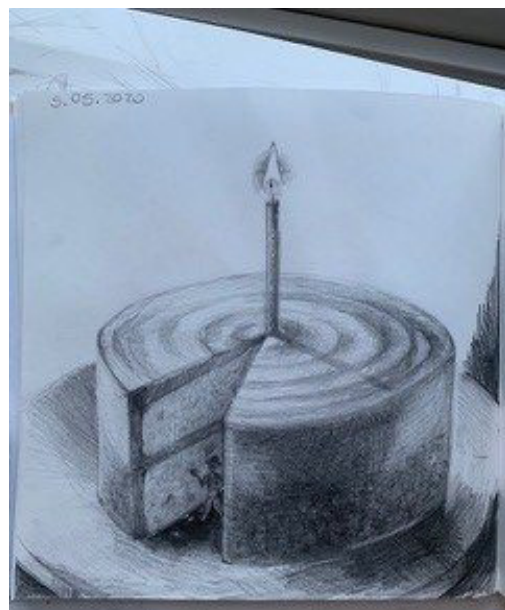




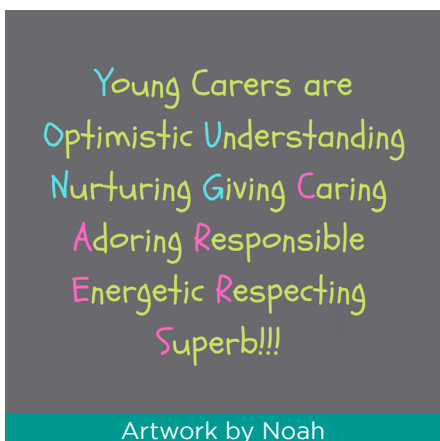
Artwork by Ryan



Artwork by Emily



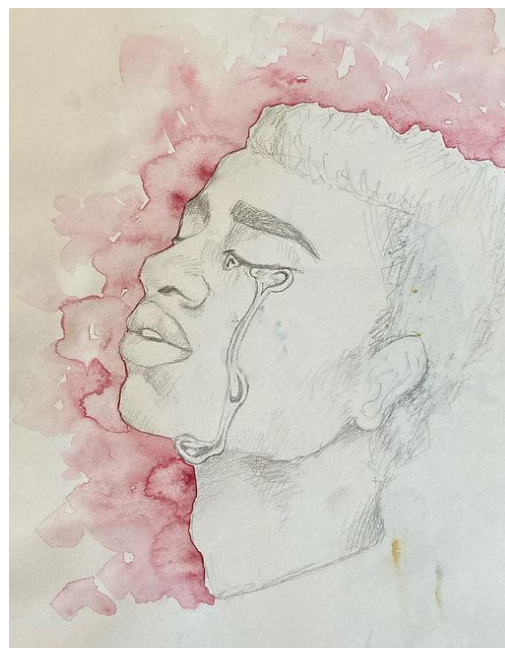
Artwork by Catalina



Artwork by Noah



Artwork by AJ



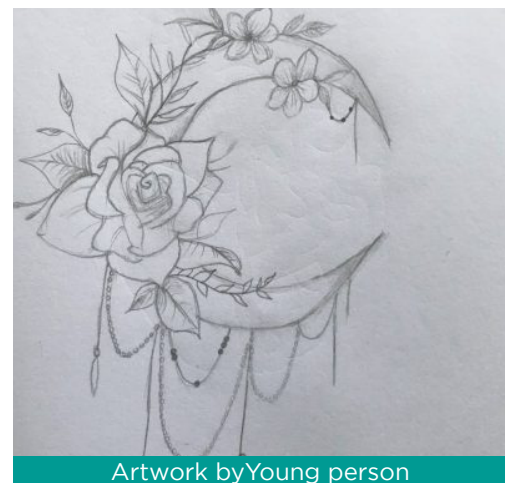
Artwork by Maisie



Artwork by Catalina



Artwork by Lidija



Artwork by Young person

# Looking forward

We're very excited about our plans for the coming year. Despite the uncertainties around COVID we will always be delivering services and having a positive impact on the lives of young people.

We're laying out our plans for the next five years with a **new strategic plan** that will build on our current services and develop opportunities to consolidate and strengthen our offer.

We'll be implementing our new **partnership work** with YOUNited – a new referral process for children and young people which aims to reduce the confusion about where to get support with mental health and emotional wellbeing.

We're piloting a **new scheme** to support young people who are hospitalised or at risk of being hospitalised to ensure they are supported during and after their stay.

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

We'll continue to embed our enriched offer to **young carers**, ensuring they are supported in their communities.

We've also got plans for more partnership work within the **Fullscope** project, and with other local sector partners. Joined up working across the sector is a positive thing for young people.

We plan to open a brand new hub in **Peterborough**, offering some expanded and much needed services for young people there.

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.

Please get in touch if you want to know more. We'd love to hear from you.



# 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



**Company number:** 03725494

**Charity number:** 1074974

**Registered address:**

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