

# IMPACT REPORT

# 2023

Centre **33**  
Supporting Young People



**Many young people tell us that they have no-one to talk to when they are worried, scared or have a problem they can't solve.**

Some don't know where to go for help; others are passed between services; many feel they are not heard or are not taken seriously.

So they don't talk to anyone.

This can make things worse and lead to anxiety, gaps in education, severe mental distress, homelessness, self-harm and even suicide.

**“Centre 33 is the first place that hasn't let me down.”**



# WHAT IS HAPPENING FOR YOUNG PEOPLE?

**Loneliness** levels have reached record highs, particularly among young people.

Young people are disproportionately affected by the **cost of living** crisis.

70% of young people who experience a mental health problem are **not receiving appropriate support**

The need is rapidly rising. Last year we saw a **33% increase** in the number of enquiries from young people.

**THIS IS OUR  
CHALLENGE**



**Beth Green**  
Chief Executive Officer

# IN RESPONSE WE HAVE DEVELOPED A FIVE-YEAR PLAN

Our plan highlights our commitment to easily accessible and excellent services, equitably placed across the county, with a particular focus on marginalised communities.

In addition, we **advocate** for young people in the wider sector, ensuring they have **support** and **access** to services that meet their needs. We invest in data and research and take the time to talk to young people to understand their needs better.

Internally we are focussing on developing a diverse funding mix to give us long term stability and greater flexibility, and a stable and highly skilled staff and volunteer base working out of well-resourced and well-located hubs.

We'll regularly review our goals and priorities in order to respond to a changing landscape, but currently we are focused on 3 priorities to improve services for young people locally and nationally.

Please read more about our work and how you can support us.

# WE SAY ALL YOUNG PEOPLE'S SUPPORT SHOULD BE:

## HOLISTIC

We know young people are dealing with a combination of life-issues and challenges. Navigating multiple services and demonstrating the right level of need can be exhausting and affect their mental health. Evidence shows that support which addresses the 'whole person' is more effective and brings forward young people who aren't getting help through other services. Our open access hubs and drop-in model are designed around this 'holistic' concept.

## UP TO THE AGE OF 25

Young people can experience poor mental health or need more practical support during major life transitions such as changing schools, leaving care or leaving home. We are working with our partners to ensure flexible, young people-focussed support up to the age of 25, is available across the county and young people are not left without bespoke support when turning 18.

## ADDRESSING HEALTH INEQUALITIES

Some groups of young people have poorer mental health and wellbeing than their peers – often due to social disadvantage. This group also experience barriers accessing support. We are proactively working to understand these barriers, to identify gaps in service provision and are advocating for more flexible and responsive services, so that all young people get the help they need.

**“I’ve never had support like this before. I didn’t know what to expect. This is so much better than I could have hoped for.”**

# HOW MANY YOUNG PEOPLE HAVE WE WORKED WITH?

**This year we worked closely with nearly  
4000 young people.**

**27% more than the year before.**

This huge increase is across all areas of our work but in particular a direct result of our increased service offering in Peterborough.

We believe that it's important young people feel heard, that they feel safe and cared for.

90% of young people say they 'were treated well' and 85% said they 'felt listened to'.

**"It was really good. Centre 33 can help if you are struggling... they don't laugh or joke about what u say and they don't tell others unless you need it in case you're in danger or going to hurt your self."**

**1100**

young people were supported in our Engagement & Support services, including the Drop-in and our Key Worker Project.

**2100**

accessed our Mental Health and Wellbeing offer.

**1100**

participated in our Young Carers Project.

We completed risk assessments and safety plans with

**1100**

young people who shared with us worries about ending their life, self-harm or disclosures of abuse.

# SOMEONE TO TALK TO

## WHAT WE KNOW



Every young person should have someone to talk to. The need across Cambridgeshire is growing.

“I was so nervous to come here today but you’ve made me feel so much better. I don’t feel judged. I feel like you just listen and understand and get it. It’s been so good to talk to someone and this really feels like such a safe space.”

Cambridgeshire has 16 areas reported to be in the 20% of the most deprived areas nationally. Two are in **Cambridge City**, two in **Huntingdonshire** and 12 in **Fenland**.

**Cambridge** is the UK’s most unequal city and draws in many young people from across the county. Issues around housing and poverty are very prevalent.

The **cost-of-living** crisis and Covid-19 have affected younger people disproportionately, particularly those living in deprived areas.

Over half of people seeking **help with homelessness** in Cambridgeshire are under 25 and 1 in 6 young adults are living in poor housing.

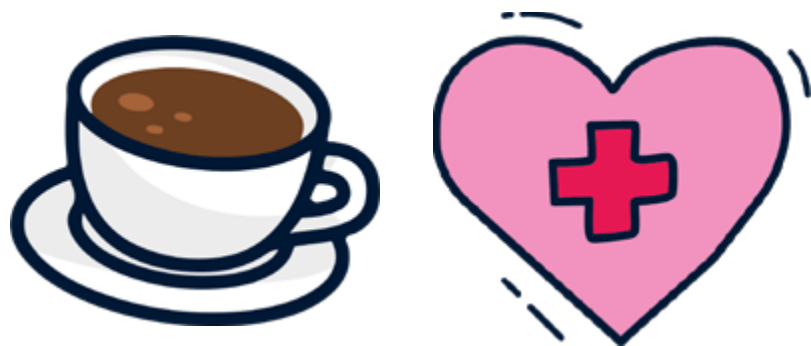


## ENQUIRIES + DROP-IN SESSIONS



Our team provide young-person centred support through open access, one-to-one sessions that address any issues a young person wants to talk about, as well as supporting them to find the help they need through one of our partners.

- We responded to over 3300 enquiries - a 33% increase year on year.
- We signposted over 500 people to other organisations including the Samaritans, Kooth and First Response Service.



## A HOLISTIC SUPPORT SERVICE

Young people come to us with an average of 7 needs. We offer them easy access to a range of support options and focus on them as a whole person. The most common needs we saw this year:

Need	%
Worry/anxiety/phobia/panic attacks	73%
Low mood/sadness	66%
Low confidence/self-esteem	43%
Stress	41%
Sleep issues	38%
Suicidal thoughts or attempts	38%
Self-harm	37%
Conflict - interfamilial	32%
Education	31%
Anger	27%
Trauma	26%
Isolation/loneliness	26%
Eating issues	25%

Almost **30%** of the young people we work with are in years 10 and 11

Over **20%** of our young people say they have a disability

**A high %** of our young people from Cambridge and Fenland are 'looked after' or homeless

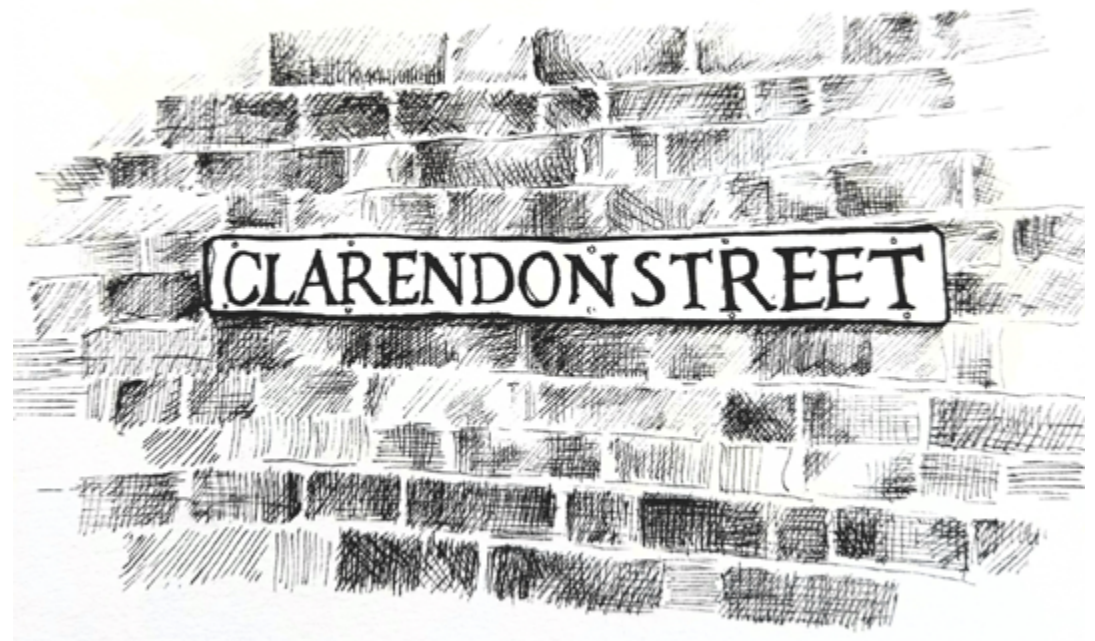
In Peterborough **84%** of young people coming to drop-in were aged 17-25

## OPEN ACCESS HUBS

Our 5 hubs are in Cambridge, Peterborough, Huntingdon, Wisbech and Ely. Opening hours vary but we provide support across 6 days a week. Young people don't need an appointment or a referral.

The young people we saw in 2022/23 came from across the county.

Peterborough	21%
South Cambridgeshire	18%
Cambridge	18%
Huntingdon	16%
East Cambridgeshire	12%
Fenland	12%





## WHAT IMPACT DID THE DROP-IN AND PRACTICAL SUPPORT HAVE?

**Our youth and engagement workers, housing experts and employment coaches supported young people with their sexual health, housing issues and the negative impacts of poverty.**



1000+ young people took up our offer of an initial support session



We delivered 300 follow up sessions for those with complex needs



We made sure young people were on track by providing 1600 check in calls

We signposted young people to other support, advocated on their behalf and helped them make timely and informed choices in their lives.

## WHAT DO YOUNG PEOPLE SAY ABOUT OUR DROP-IN SERVICE AND PRACTICAL SUPPORT?



**“I was homeless and unwell and had no one to turn to, I had no support from no one, I was alone. Centre 33 made sure I had a place to sleep and food to eat and a warm place to stay during the day, as well as listening to me. Centre 33 would hear what I was saying and acted to help me.”**

**“Centre 33 have been the only place that have taken me seriously and stepped up and wanted to help. I can’t thank you enough.”**

**STAFF QUOTE**

**Laura: “I really like that I can build a one-on-one relationship with young people and have real space and time to listen well to them to what’s going on for them and be alongside them”.**



# MENTAL HEALTH AND WELLBEING

## WHAT WE KNOW

Based on national data, there are estimated to be at least 18% of children and young people aged 7 to 24 with **mental health problems** in Cambridgeshire and Peterborough.

In 2022 this was approximately 1 in 6 young people.

Forecasts suggest these figures will rise by 10% by 2024 and another 5% by 2029.

50% of long-term mental health problems are established by age 14 and 75% by age 24.

A quarter of young women currently have diagnosable mental health conditions.

Nationally, **self-harm** is more common among young people than other age groups.

The number of young people reporting **suicidal thoughts** is increasing.

Suicide is the biggest cause of death in **boys and young men**.

# SUPPORTING MENTAL HEALTH AND WELLBEING AT

## Centre 33

**82%**

of young people who asked for help from Centre 33 presented with a mental health issue.

Young people can self-refer into our services and we also take referrals and work in partnership with the NHS and other statutory organisations (through YOUNited).

- 25% of young people self-referred into our services
- 48% were referred via the YOUNited partnership

We aim to provide non-judgemental and safe places for young people to share how they are feeling and explore ways of overcoming mental distress. They can access a variety of mental health support options:

- One to one counselling (in a hub, online or in a school)
- Guided self-help which can be provided on a one to one basis or in groups
- Silvercloud which is a digital provider

Guided self-help is a talking therapy designed to support you with low mood or anxiety. It focuses on the here and now, with practical steps to help you to feel better.

### STAFF QUOTE

**Jo, Counsellor: "It's a really supportive environment. What keeps me here at Centre 33 is the way that it's holistic, it never gives up on somebody. There's always someone to go to. There's always some sort of solution, some sort of plan going forward for every single young person, they're heard completely. And that's why I stay with Centre 33."**

## IN 2022-2023

- ▶ We assessed the mental health of almost **1000** young people and created support plans
- ▶ We provided **1300** young people with in-depth and ongoing mental health counselling and support
- ▶ **400** young people received counselling in their schools

**“It’s nice to open up to a project worker or a counsellor but its what they do after this that makes a difference.”**



# WHAT IMPACT DID OUR MENTAL HEALTH SUPPORT HAVE?



**70%** of all young people receiving mental health support saw an improvement in their CORE scores



**86%** of young people receiving counselling said their goals were partly or fully met.



<sup>1</sup> CORE score \*core scores are a universal measurement of psychological distress

<sup>2</sup> GBO Goal Based Outcomes score measures progress in therapeutic work

# WHAT DO YOUNG PEOPLE SAY ABOUT IT?

“Counselling has changed the way I view myself and has helped me realise that not everyone will judge me. Now I have chatted things through, I recognise what I need from myself moving forward and can think more friendly thoughts towards myself”

“A massive thank you for all the support I received from the Centre 33 workers in Cambridge who really gave me the motivation to get better. Without it I definitely wouldn’t be where I am today, which makes me incredibly grateful.

Now when I panic I know how to respond, and I feel really proud of how I can cope. I now focus on what I can do to experience a good week, so enjoy life much more, and find the anxiety is less intense now I focus on these things. The anxiety does not get in the way of the things that I want to do.

In the last year I have lived and enjoyed more of my life than I ever have. My mental health is so much better, and my eating disorder is very much under control. I have accepted myself for who I am. Thank you again for everything you did for me, you’ve helped me live the life I have always wanted to live.”





# YOUNG CARERS

## WHAT WE KNOW

- The 2021 UK census found that, nationally, nearly 140,000 under-24s now act as young carers.
- Over 71,000 young people aged 18 to 24 provide between 20 to 49 hours of unpaid care per week.
- The school census identified that Cambridgeshire was in the top 5 counties nationally to identify and support young carers.
- Over 30% of the young carers supported by Centre 33 are providing 'very high' levels of care, this is an increase year on year.<sup>3</sup>

Our young carers tell us that they lack opportunities to relax and just have fun. Assessment shows us that their aspirations are negatively impacted by their caring role.

<sup>3</sup> MACA levels of caring responsibilities

**"I want all the adults to know ...we are still normal people."**

**"I've got given responsibilities that I know most people my age wouldn't have been given."**

**"People don't understand that some children have to be at home without their parents when their parents are in hospital."**

**"In your head you're blowing up like a balloon with all the anger...I have so much stress but I can't burst at home."**



# SUPPORTING YOUNG CARERS AT



We provide county-wide support to the region's young carers, which includes assessment of needs, providing one to one support and advocacy. Every year, we also raise extra funding to provide fun and regular respite activities for young carers, as well as opportunities for them to make their voices heard. We offer training and specialist advice, and our support is guided by advice from our 'Young Carers Voices' group.

## WHAT IMPACT DOES THE PROJECT HAVE?

We aim to make sure that young carers have the same life chances, levels of wellbeing and voice as their peers and we work with them to reduce the negative impact of their caring responsibilities. We help young people to self-identify as young carers and increase the capacity for support in schools.

## IN 2022-2023

- In total over **1000** young carers were supported
- We worked closely with **405** young carers offering bespoke support
- We carried out **450** young carer assessments to identify the impact of their caring responsibilities
- **76%** of young carers saw an improvement in the impact of their caring responsibilities as a result of the support provided. Most young carers PANOC scores improved
- **450** schools now have a Young Carers Champion, trained and supported by Centre 33.
- **202** young carers attended trips, activities and residential
- **8,000** young people and their teachers took part in training, assemblies or other activities to learn more about young carers<sup>4</sup>

<sup>4</sup> MACA measures levels of caring responsibilities

<sup>5</sup> PANOC measures the positives and negatives of caring activities



## WHAT DO YOUNG PEOPLE SAY?



**“It’s made me feel like I’m cared about more than I used to.”**

**“The one thing about young carers residentials... sometimes it blows my mind...I am actually living my life.”**

**STAFF QUOTE**

**Mia, Young Carer’s Worker**  
**“And that just made me realise, you know, that’s why I’m doing this job. That’s why I want to be here.”**

# HIGHLIGHTS FROM OUR YEAR

## PILOTING NEW SOLUTIONS AND SYSTEM CHANGE

Over the last two years we've been running a pilot aiming to reduce the risk and occurrence of A&E and/or hospital admission by young people due to mental health needs.

After identifying a cohort of over 40 high-risk young people, we provided intensive 1:1 support based on their specific needs. We worked with them to stabilise their situation and to engage with support services. We built up their skills and confidence so they could manage their health and well-being more independently, equipping them for a better future.

The impact of this bespoke and close work with young people has shown a significant improvement in the outcomes of our cohort.

We're pleased to say we've received further funding to continue our learning over the next year. Our focus will be young people who have experienced:

- ▶ High levels of mental distress
- ▶ Multiple intersecting needs across social and health issues
- ▶ Unsuccessful attempts to get support in the past

We'll continue to share our learning with other service providers to ensure that young people like these can reduce their risk of harm, improve their mental health, and increase their independence.







## INCREASING OUR PARTNERSHIP WORK

Since 2019, we have hosted and been an active partner in the **Fullscope Collaboration**. This collective of Cambridgeshire-based voluntary sector organisations deliver pilot projects, do research and champion system wide changes in the mental health support for children and young people.

Many significant outcomes from this work have included pathways for supporting young people who self-harm, better understanding of LGBT+ and mental health, and the potential of 'single session thinking'.

Working with local schools, we have built a strong network of **Young Carers Champions** making access to identification and support in schools more effective. Our model is directly influencing national government criteria for schools provision.

We continued to expand our work with **YOUnited** to improve mental health pathways for young people, and with the All **Age Carers Contract** to emphasise bespoke support for young carers.

We have worked closely and consistently with the voluntary and statutory sector. Our **partners** include Youth Access, Change Grow Live, Caring Together, Ormiston Families, CPFT and CHS. We aim to benefit large groups of young people through joined up working and thinking.



# NEW HOME IN PETERBOROUGH



Child poverty issues are particularly pronounced in Peterborough. In some areas of the city more than 50% of children and young people live in poverty. Young adults (aged 17-26) have been identified as a group with significant levels of need.

After many years of temporary homes and shared spaces, we finally have our own home in Peterborough's Cumbergate. The very old, listed building has an amazing history and it's been refurbished to create a light and calm space which is welcoming for young

people to visit. We've already hosted some inspiring events and activities and our hub is open across the week for drop-in sessions, mental health counselling and young carers support.

**After increasing our opening hours in October, we more than doubled the number of young people we are reaching.**





# OUR FUNDRAISING CAMPAIGNS

We asked you to 'pick a challenge, have fun and make a difference' around the number



33



Many individuals and company employees took up the challenge and raised valuable funds by:

Running 3.3 mile 3-legged races,

Painting 33 canvases,

Writing and recording 33 songs,

Picking up 33 pieces of litter a day,

Running around 33 Oxford colleges in 3 hours and 33 minutes.





## 'Thank you for my life' WINTER CAMPAIGN

At the end of 2022, we shared a letter we received from a young person who came to Centre 33 when they were at their lowest. It ended with the powerful line: 'Thank you for my life'.

We asked our supporters to help us ensure there was always 'Someone to Talk to' for young people like this. We raised funds to maintain and increase access to our drop-in service.



## Cambridge HALF MARATHON

March saw a fabulous team of runners brave a grey and freezing Cambridge day to raise funds for Centre 33. We are very grateful for all the blood, sweat and tears that went into training, fundraising for and running this event.

Thank you to everyone who donated and shared our campaigns on social media, we are so grateful to all our wonderful supporters.



Centre 33 opened our doors in Cambridge in 1981 to offer young people a safe space where they could receive free, confidential and professional support in a non-judgemental and welcoming setting. We have grown but stay true to our founding principles in all our work.

We are a team of over 100 staff and volunteers, and we work across the county, in hubs, remotely, in schools, and in the community with 1000s of young people each year.

We are hugely committed to the wellbeing of young people. We like working with them and work to help them reach their full potential.

**We believe young people deserve respect and excellent care and support, no matter what they come to us with.**

We receive positive feedback from young people who say they have been listened to, are taken seriously, and have a say in their own support which makes a difference to them.



Our **vision** is a future where all young people are listened to, respected and supported.

Our **mission** is to:

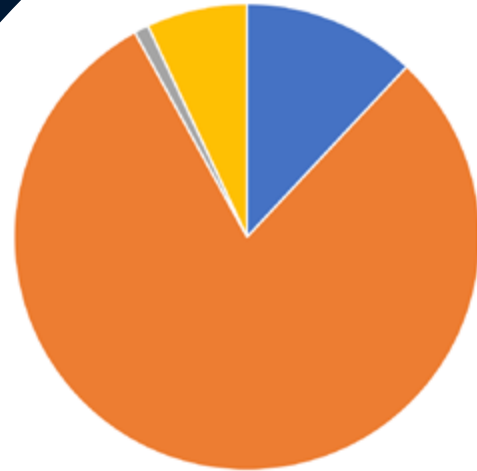
- Offer young people support with practical issues and emotional needs that is free, confidential, empowering, easy-access and high quality.
- Actively work with other local services so that young people's needs are met, and their voices are heard.

Our **values** are important to us, and we apply them to all our work and our partnerships:

We are **young people-led**, we **strive for excellence**, we work **collaboratively**, and we champion **inclusivity**.

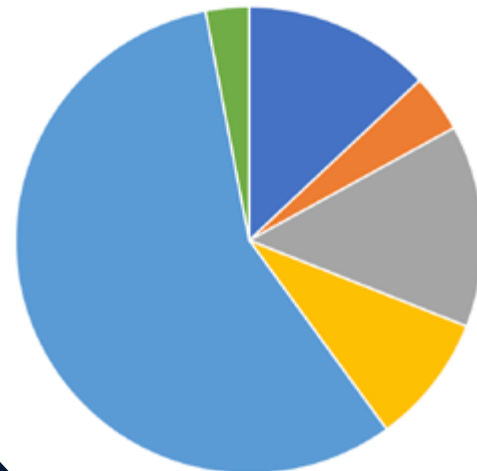
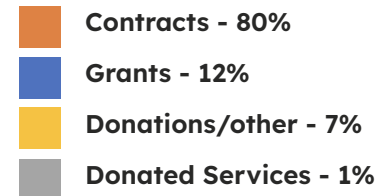


# OUR FINANCES



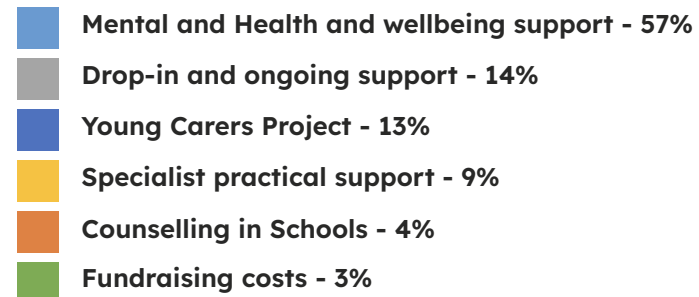
Total Income:

**£2,582,004**



Total Expenditure:

**£2,714,105**



These charts don't include figures for the Fullscope Consortium.



# OUR SUPPORTERS



We could not provide our vital services without the help of our donors, funders and supporters. We are so grateful to everyone who has given to Centre 33, enabling us to be there for young people in Cambridgeshire and Peterborough.

On behalf of all of us at  
Centre 33 and the young  
people that we work with,  
**THANK YOU**

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

- Anna Freud National Centre for Children and Families
- Batterson Chivers Foundation
- Cambridge City Council
- Cambridge Intelligence
- Cambridge University Press and Assessment
- Cambridgeshire and Peterborough Clinical Commissioning Group (CCG)/ Cambridgeshire & Peterborough Integrated Care System
- Cambridgeshire and Peterborough NHS Foundation Trust (CPFT)
- Cambridgeshire Community Foundation (CCF)
- Cambridgeshire County Council
- City & University of Cambridge Masonic Charitable Trust
- CM Quality Ltd
- Co-op Foundation
- East & South Cambridgeshire Behaviour & Attendance Improvement Partnership (ESCIP)
- The Ely Community Unit Trust
- Ely Community Events Team
- Enterprise
- Gog Magog Golf Club
- Health Education England
- Huntingdon Freeman's Trust
- Ivan and Rebecca Twigden Charitable Trust
- Jesus College
- John Huntingdon's Charity
- Kings College
- Nationwide Building Society
- Penchant Foundation Trust
- Peterborough City Council
- Rites and Rituals
- Rotary Club of Ely
- South Cambridgeshire District Council
- St Andrew The Great Church
- The Barratt Foundation
- The Bishop Laney Foundation
- The Cole Charitable Trust
- The Ely Trinity Dole Charity
- The Evelyn Trust
- The John Apthorp Charity
- The National Lottery Community Fund
- The Percy Bilton Charity
- Cashflows
- The Pye Foundation
- The Rhododendron Trust
- Thirkill Masonic Lodge
- Thomas Parsons' Charity
- Thorlabs Ltd
- Waitrose St Ives
- Xaar
- Yellow Door

# HOW CAN YOU HELP?

Please consider  
supporting

**Centre 33**

Together we can make a  
difference in the lives of  
local young people.



## YOU CAN:

### Donate

Make a monthly or one-off donation at  
[centre33.org.uk/donate](https://centre33.org.uk/donate)

### Fundraise

Take on your own challenge or join in with one of our  
campaigns or events.

### Become a corporate partner

Help fund key aspects of our services.

### Volunteer

We have various roles for volunteers at  
[centre33.org.uk/help/volunteering-centre-33/](https://centre33.org.uk/help/volunteering-centre-33/)

### Give a gift in your Will

Leave a legacy to help transform the lives and  
opportunities of young people.

### Share our posts on social media

Help spread the word about what we do.

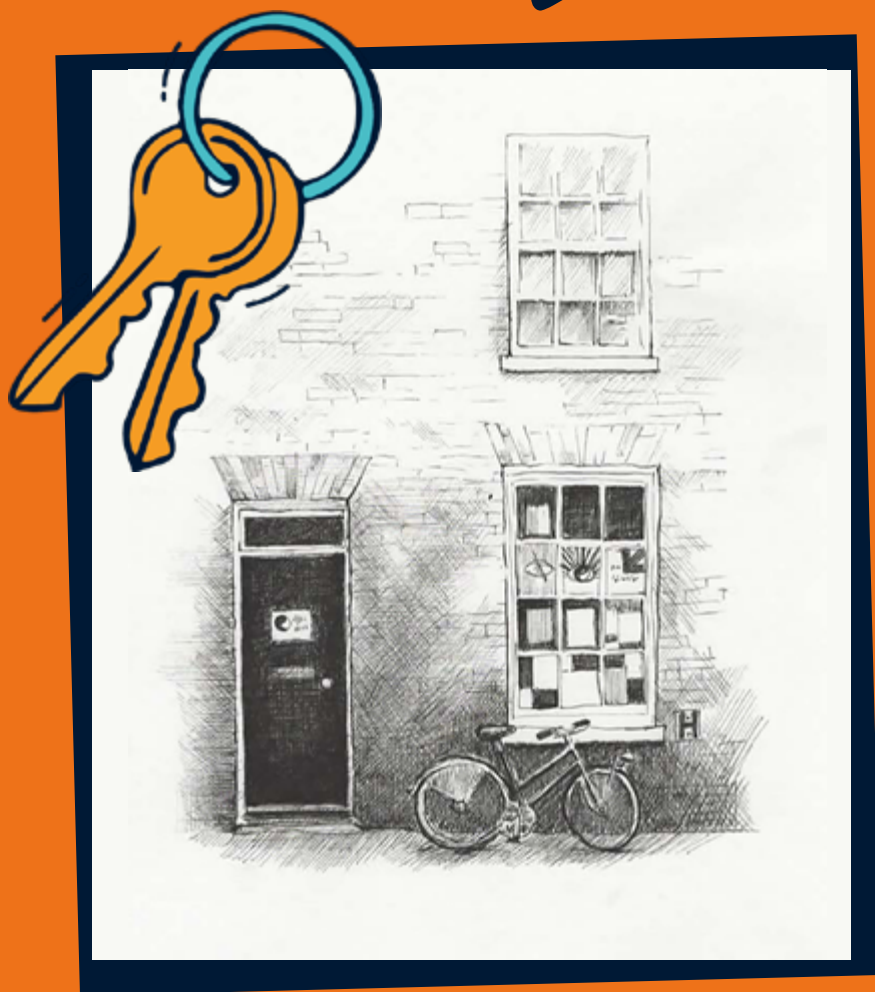
You can find out more on our website:  
[centre33.org.uk/get-involved](https://centre33.org.uk/get-involved)

### Or get in touch with our teams

[fundraising@centre33.org.uk](mailto:fundraising@centre33.org.uk)  
or [volunteering@centre33.org.uk](mailto:volunteering@centre33.org.uk)



# WHAT NEXT?



We will continue to drive forward our **5 year plan** to progress our mission and vision and support young people across the county.

## WHAT NEXT?

In 2023, we will also be:

### Looking for a new home in Cambridge

We are supporting more young people than ever. Our much-loved home at 33 Clarendon Street, since 1981, is just too small for us now. Furthering our goal of **all young people's support should be holistic** we are investigating options for a new, easily accessible, welcoming hub in Cambridge where young people can drop-in, have one to one appointments, and we can continue to host our volunteers, partners and group activities.

Thanks to a generous grant from the Evelyn Trust, we have kickstarted the fundraising for this important project, but it will be a substantial task and we can't do it alone.

**Can you support us with this project?**

**Please do get in touch if you'd like to find out more.**



## WHAT NEXT?

### Supporting Young Adult Carers

Evidence shows that transferring to adult services at 18 can prove problematic particularly for those young people living in challenging circumstances. Rather than being passed between services at a vulnerable time, we believe that

**all young people should continue to receive appropriate support up to the age of 25.**

Young Adult Carers (aged between 16 and 25) care, unpaid, for a family member or partner with an illness or disability, mental health condition or an addiction. Thanks to several funders, we are undertaking a 2-year pilot to improve how young adult carers are identified and supported as they transition to adulthood. We will provide practical and emotional support with a focus on employment, education, relationships, and social interaction.

## WHAT NEXT?

### Offering more responsive mental health support options

Some groups of young people have poorer mental health and wellbeing than their peers and more barriers to accessing the help they need including long waiting times for mental health support.



**All young people's support should address health inequalities.**

This year, we're trialling a 'Talk Now' offer so that a young person is able to access a single session of therapeutic support with no wait. We want to understand if this can address immediate concerns and reduce the build-up of mental distress before formal counselling or other support begins. For some young people, good initial guidance and good self-help support may help them to manage aspects of their own mental health in the here and now. We look forward to sharing our learning.

# CONTACT US

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**Company number:** 03725494

**Charity number:** 1074974



**Centre**   
Supporting Young People