



# ANNOYING RESPECT 16-17

**MACS**  
SUPPORTING CHILDREN & YOUNG PEOPLE

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# SHADOW BOARD STAFF MEMBERS

**This is our second year developing the Annual Report and we have tried to do something different while still keeping the essence of what is important to us - that the report reflects our ideas and all the great work that goes on in MACS. Last year, we got lots of feedback about how bright and eye catching the Annual Report was so we have tried to make sure that this year it is something that young people will again want to pick up.**

**As Young Leaders, we are proud of the work we do in the Shadow Board but again, showcase the hard work, positive changes and differences the young people, volunteers and staff make in MACS. We hope you enjoy reading - feel free to give us feedback when you see us about!**

# SHAR SUPPLEMENT



**“I am particularly proud of Led By You and the Shadow Board, especially because of the effort and hard work put into producing the Annual Report and Service Reviews, responding to consultations, actually all of the opportunities for young people to feed back into. It was really amazing for Young Leaders to be able to shape these services and it is great that young people want to be involved in and are supported to do it. It is a positive sign for the future!”**

**I am also proud of our Board of Directors, we had new people come in who contributed greatly with a wide range of contribution, knowledge and background to support Mary to move MACS forward.**

**In terms of the organisation taking a risk a key one for me has been supporting the decision for MACS to explore setting up a therapeutic community for children. It is a huge decision to consider expanding to a different age group. Due to the huge amount of money involved it could be very risky potentially. However, people have put in the ground work and I’m excited for MACS to continue to explore options for taking this forward”**

**Karen Collins**

# OUR CULTURE

CHILDREN AND  
YOUNG PEOPLE  
ARE AT THE HEART  
OF WHAT WE DO

We encourage an interdependent way of living. We see the value in making mistakes. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

## INTERDEPENDENCE

MACS recognise that as social creatures, we cannot exist totally independently from others.

## JUDGING OTHERS

MACS recognises that judgements are natural, however, we ensure that ours are examined and explored in a way that results in a positive outcome for all.

## PERSONAL GROWTH AND DEVELOPMENT

We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

## COMMUNICATION

We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organisation as a whole.

## RISK TAKING AND MISTAKES

Our ethos and belief is that it is ok to make mistakes and by examining what went wrong, we can improve and use the learning.

## TRUST AND INTEGRITY

We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by a core value of trust and integrity.

## SELF DETERMINATION AND AUTONOMY

MACS employ experienced and skilled staff that we trust to make appropriate decisions to work effectively and safely with our young people.

## INVOLVE YOURSELF

MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

We expect all staff to commit to, and embrace the culture of the organisation as defined above.



**This year was really spectacular in relation to the amount of work we got through and how our young people are thriving with MACS and in many ways are paving the way for future developments in the organisation.**

**Most notable were:**

**Led by You** - Our fantastic group of young leaders have really got into their own stride. Not only did they produce last year's annual report, they also conducted all the service reviews for the organisation and came up with some very SMART recommendations for each Service development. They are a clever, competent, confident and formidable group and I have had the pleasure of spending time with them over the last year and what strikes me most about them is their commitment and loyalty to MACS.

**Lisburn Housing** - After all the hard ground work we finally opened up our brand new supported Housing in partnership with Radius Housing Association - It's a beautiful, bright and spacious building and has a wonderful community feel.

**MACS Choir** - Again the choir ably conducted by Ian and at times his sister, Liz Have been meeting every Wednesday night to practice and get ready for any funding events MACS might do. They sang superbly at our OSCARS and took part in numerous fundraisers over the year on behalf of MACS.

**Belfast Housing** - It was truly outstanding this year the amount of young people who took part in the Bytes project. They stuck at training which saw many of them gain qualifications. We also recruited for a new Team Leader position to work more purposefully with the team on practice issues.

**Social Innovation Project** - During the year we were very lucky to win a place on this programme funded through the Building Change Trust. A group of MACS staff and young people have been meeting regularly with our mentors in Work West to design and bring fresh ideas to the table in how MACS might provide alternative interventions for children in care with very complex needs. (This course is built upon the premise that ordinary people coming together can effect social change)

**Downpatrick Housing and Newry Housing** - Worked hard in partnership with our young people to redesign their internal and external spaces. This could have not been done without the great support form Deidre Coyle in the Department for Health.

**Newry Housing** - Continued to develop and cement its Social Pedagogy model with the help of our trusted Mentor Marie McLoughlin.

**Wellbeing** - Did the near impossible and were successful in winning a £500K funding from BIG LOTTO for five years to develop our mentoring and volunteering project. You will see volunteers in all aspects of MACS services in the coming year.

**Winning awards** - I am so proud to announce that we have won two years in a row Employers for Child Care family friendly employer.

**Coaching** - A group of managers completed IML level 3 in coaching training - In the year ahead we will be finding reluctant guinea pigs that we can test out our new found skills on! Our hope for the future is that coaching will be a recognised tool in the organisation in relation to unlocking staff potential.

## ANY LEARNING

MACS is a making mistakes organisation - as mistakes we truly believe encourage huge growth and learning for staff and young people alike

At MACS we always strive to replace staff if they are out for any significant period of time, especially staff working directly with young people. However, when our Finance Manager (Roz) went on maternity leave we decided not to replace her. We naively thought we could soldier on. (with Roz helping form the side-lines) Well that was a mistake not to be repeated as it put too much pressure on the finance team and Roz was pestered throughout her leave to do numerous pieces of work for us. We will in the future make a commitment to replace all staff in the organisation who go on extended period of leave.

Mary Ryan

# LED BY YOU

## SERVICE DEVELOPMENTS

The 'Led by You' service has had a very successful year with a strong focus on recruiting and training young leaders in the organisation. We developed our own bespoke training programme and 12 Young Leaders volunteered 357 hours of their time, energy and ideas to MACS. The Young Leaders have led service reviews, made recommendations to the Board of Directors and completed consultations with young people across the organisation. All MACS teams now have a designated lead worker to coordinate young people's participation in their service and our young leaders are producing quarterly blogs to promote their work.

## ANNUAL HIGHLIGHTS

Young leaders said their highlights for the year included;

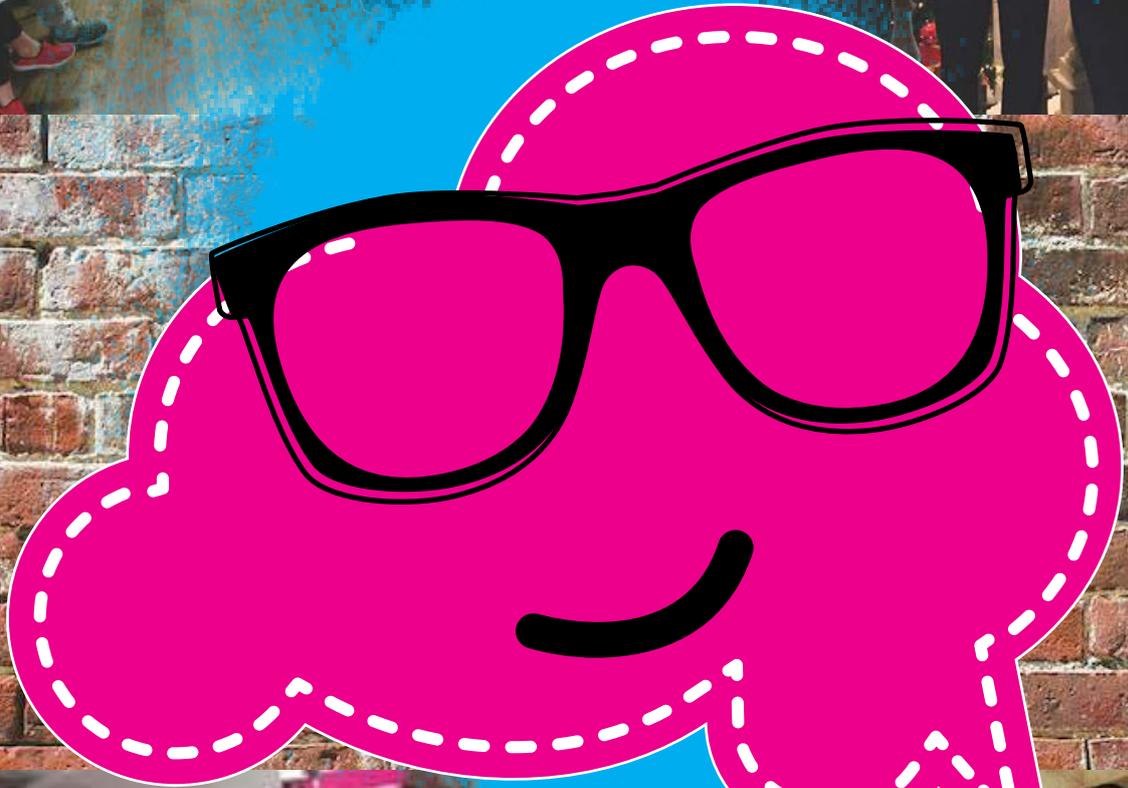
- Doing public presentations such as Newry and Lisburn Supported Housing Launches, speaking at conferences, making presentation to the Board of Directors and at MACS Service days.
- Writing and producing the 'Led By You' Participation Blog
- Representing young people on organisational sub groups such as Culture and the Oscars Planning group
- Completing study placements in 'Led By You' and working with other services and completing the Young Leaders training programme.
- Being part of the Shadow Board and producing the Annual Report.

## DOING SOMETHING DIFFERENT

'Led By You' did something different this year by giving the Young Leaders free reign in designing the Annual Report for 2015-2016. The Young Leaders came up with the theme, headings, format and edited the content to create a truly unique and vibrant Annual Report, unlike any we have seen before. Working in partnership with the services young people, volunteers and staff, the Young Leaders conducted interviews to celebrate MACS as heroes. Our Young Leaders learned about the importance of deadlines, working together as a group and a huge amount about other teams. As an organisation we learned that there is a unique and added value to trusting Young Leaders in creating such an important document.

## SHINY DIAMOND

The biggest diamond in the world is the Star of Africa and our young leaders can totally top the sparkle on that! Each and every one of them has embarked on a phenomenal journey this year. Not only have they built solid friendships but they have learned what it means to be a team. They sum up this by quoting #SquadGoals highlighting their sense of belonging and pride both individually and as a group. Each individual has brought their unique qualities and skills to the group and the result has been a highly motivated, dynamic, inspirational group of young people! The young leaders strive to represent the voices of all young people in MACS and to be continually assisting in the review and development of services. We can't thank them enough, and if they keep shining like this we will all need our sunglasses on in their presence!



# WELLBEING

## SERVICE DEVELOPMENTS

Over the last year our Wellbeing Support Service has seen some big changes. We successfully secured funding from Big Lottery Fund for 5 years, employing a 2 full time workers and a Volunteer Coordinator. This is the stuff dreams are made of!! As a result of this we have increased the number of young people aged 11-25, we can support across Belfast, Newry and the South Eastern Trust area. We now have a team of 6 workers, a Volunteer Co-ordinator and a Manager. This year we have supported 878 young people!

## ANNUAL HIGHLIGHTS

- Secured £600,000 over 5 years from Big Lottery Fund to expand the service.
- We had 2 celebrity guests this year, who came to visit the service and hear about young people's experiences. Gary Lightbody, lead singer of Snow Patrol, visited with Children in Need and Jake O'Kane, local comedian and panel member of The Blame Game, visited with Comic Relief.
- We held our first ever Children's Oscars Event
- One young person was supported to secure £2,500 from Victoria Homes Trust to prepare for attending university. She is now studying architecture at University of Kent.
- Facilitated a young people's consultation for "Have your Say" future procurement for young people's mental health services and the new Protect Life Strategy.

## DOING SOMETHING DIFFERENT

We understand the power of our young people's stories and want to help our funders share the impact their support makes. This however can be a tricky balance as our overriding urge is to protect the young people and we have previously shied away from media exposure. This year we have worked with both the media companies and our young people to develop clear boundaries and guidance on what information is safe to ask or share. Following this the young people who have taken part in media productions have reported what a positive experience it has been and it has boosted their confidence and self-esteem.

## SHINY DIAMOND

Robyn is one of the many shiny diamonds in our Wellbeing Service, since her support began just over 18 months ago she has truly sparkled. Robyn has grown in confidence, achieved personal goals and become a core member of our MACS community. This year Robyn did a radio interview BBC radio Ulster with Jake O'Kane on her experience of support from MACS. Her interview was heard from the Director of Mental Health, Learning Disability and Social Work in RQIA who asked the her to speak at their conference on World Social Work Day! We couldn't be more proud of her outstanding achievements!



# VOLUNTEERS

## SERVICE DEVELOPMENTS

This year there have been lots of developments in volunteering. Through the Big Lottery Fund, we secured a Volunteer Coordinator who is dedicated to supporting and expanding volunteering across all MACS services. Over the last year, 75 people volunteered through Wellbeing and MACS Choir. These volunteers took on variety of roles including being matched with our young people; providing one to one mentoring support for a period of up to 6 months, co-facilitating group work, and fundraising through singing at events. Volunteers gave approximately 6,600 hours of their own time over this year to help support our young people. We were also re-accredited as an Approved Mentoring Provider by meeting the standards from the Mentoring and Befriending Foundation. This evidences the quality of recruitment, training and support given to volunteers and the value of support provided by volunteers in MACS.

## WHAT YOUNG PEOPLE SAID ABOUT THEIR VOLUNTEERS

**"You have been amazing at supporting me the past few months with everything that has happened. I just want to take this time to remind you that you are a true superstar. Wish you all the very best and hope you stick with MACS as you are one in a million and I'm very grateful for all your hard work in supporting me through my journey."**

**"I would like to thank you for being such an amazing volunteer. You helped me grow in confidence not just in myself but around others and bringing out a side of me that I didn't think I had. I would also like to thank you for being so trust worthy and talkative. Thank you for making it so easy for us to get along. We're a good team."**

**"Thank-you for being really supportive and boosting my confidence. You are a very nice person and I am glad that I met you"**

## WHAT VOLUNTEERS SAID ABOUT THEIR YOUNG PEOPLE

**"I had loads of fun as a mentor- from climbing Cavehill, to being beaten in every round of bowling, & cooking our own food- it was great craic throughout. You have everything going for you and I have no doubt you'll have a really bright future!"**

**"I have so enjoyed my match. You are such good fun, you were clear on your goals and enthusiastic in working towards them. You handled challenges with maturity and are very thoughtful and caring. It's been a privilege to get to know you, I wish you well in all you do in the future; thanks for your good chat."**

**"It was a pleasure to meet you. You have always been engaging and chatty during our meet ups and made a real effort to get the most from them. I found you to be really enthusiastic and hope you enjoyed our meet ups as much as I did."**

**"I would just like to say that I have thoroughly enjoyed my time with you - jumping around on the trampolines like we were 5, stuffing our faces with yummy cake and having lengthy discussions about life in my nice toasty car. You are a fun, energetic and intelligent young man who is going to do extremely well in life and I wish you all the best for the future."**



# DOWNPATRICK INTEGRATED

## SERVICE DEVELOPMENTS

In June the team and young people officially opened their 'Living Room' space. This room was inspired by the Newry Social Pedagogy Journey with the recognition that who wants to see an office when they enter their home. Working together with young people the office was moved to the back of the building and an amazing living room was created. This is now truly our young people's space and they love it! This year we supported 163 young people to secure and maintain tenancies in the community and provided supported housing to 26 young people.

## ANNUAL HIGHLIGHTS

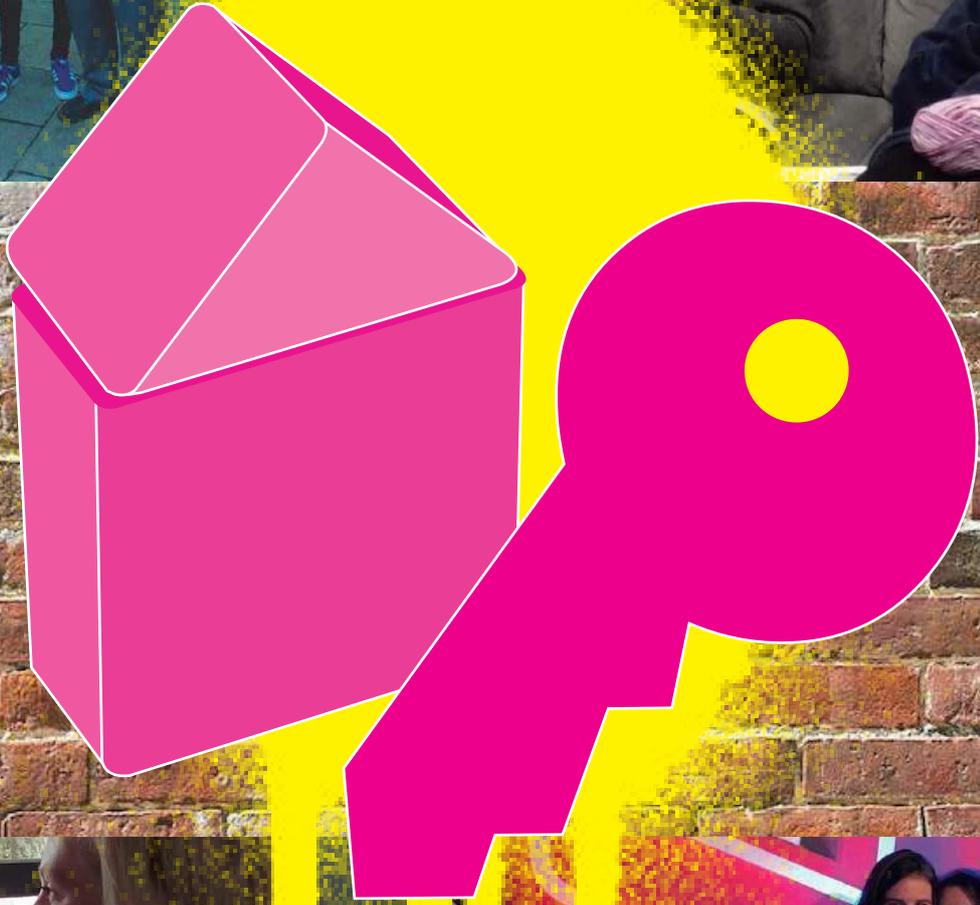
- Local Counsellors William Walker and Terry Andrews selected MACS Downpatrick as their charity to support in a local cycle event which raised money for our young people to access driving lessons.
- We received an award from Clanmil Housing association for NI Best Housing Scheme of the Year in April 2016.
- We opened our new 'living room space'.
- We have commenced a new gardening project where young people have developed ideas and drawn plans for how they want to develop our outdoor space.
- Increased networking and interagency working resulting in young people and staff benefitting from new specialist services

## DOING SOMETHING DIFFERENT

Our team learning this year was to Question our Assumptions. Assumptions can be wrong, or they can have their place. The important thing is to recognise when we are making the assumption, and to question its validity, foundation and purposefulness. Creating the Living room space by relocating the office space to the rear of the building, raised the assumption that it would be difficult to effectively safeguard our young people. So we took this assumption, explored it and found the balance; agreeing ways and mechanisms to contextually monitor when required, yet creating the freedom for young people, and staff, to come and go from their home without a worker being present at the door at all times.

## SHINY DIAMOND

Our 'can do' diamond in Downpatrick this year is Colleen. Colleen's dream to study agriculture in Greenmount has become a reality and it is has been achieved through her own hard work and determination. Colleen's commitment to travelling to her course (4 different buses and a lengthy cycle each day) and has been an inspiration to all of us - especially on the cold rainy mornings! She never complains and always has a smile on her face, choosing to look forwards instead of backwards and is very determined to achieve her goals. She inspires us all with her positivity and anything is possible attitude.



# LISBURN INTEGRATED

## SERVICE DEVELOPMENTS

What an exciting year we have had in Lisburn! Our Floating Support Service, moved location and expanded to include Supported Housing. We moved to a fantastic new development, provided by Radius (formerly FOLD) Housing, and expanded our team by 7 new posts (jointly funded by Supporting People and the South Eastern Trust), for the opening of 9 flats for young people who are Care experienced or experiencing homelessness, including two emergency flats for 16 and 17 year olds. This year we have supported 119 young people to find and maintain their own accommodation in the community and 26 young people have lived with us in our supported housing.

## ANNUAL HIGHLIGHTS

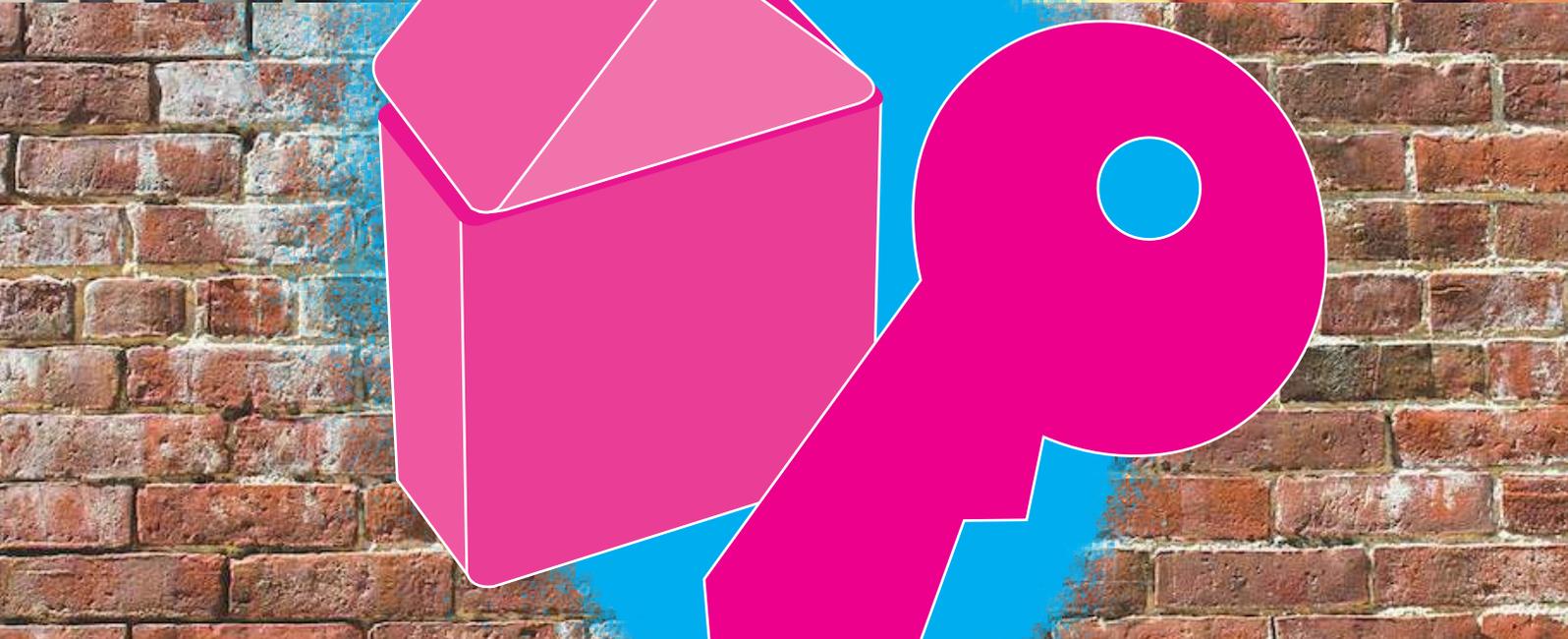
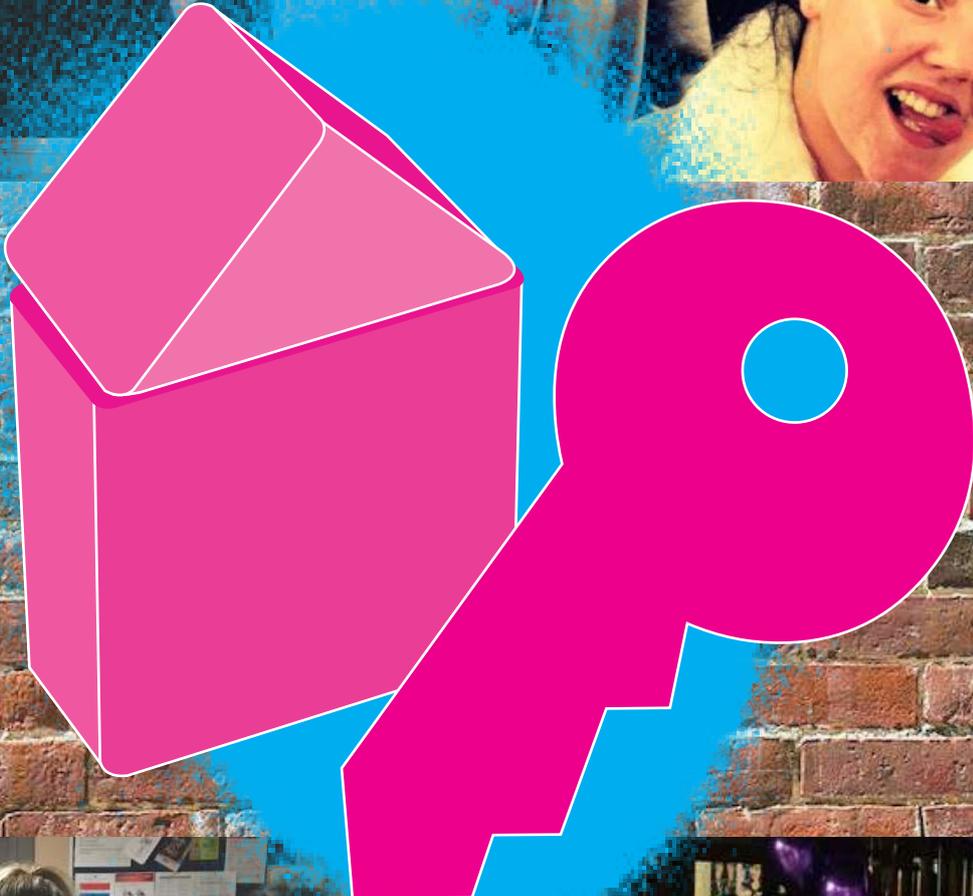
- Our Integrated Service was formally launched in November by Paul Givan MLA and the Lisburn City Lord Mayor. The Mayor presented the Lisburn team with the Lisburn Coat of Arms, to signify our place in the Community of Lisburn and Castlereagh Borough.
- We were shortlisted for the Lisburn Mayors award, under the category of 'Team Spirit'
- Our young people worked with staff and artists to make their shared living space in the building, warm, homely and fun!
- Young people in floating support have been able to benefit from the addition of supported housing and two young people are now living with us and maintaining jobs.
- 12 homeless young people aged 16 - 17 have been able to use our emergency assessment flats and 7 have been supported successfully to return home.

## DOING SOMETHING DIFFERENT

Our team learning this year has been that you can't communicate effectively if you don't communicate effectively. Simple and obvious as it may seem, effective communication is not as straightforward as it seems! Our team have been reflecting this year and learning how to do things differently. We as a team have renewed our commitment to actively listening, speaking up, making time, exploring consensus, decision making and feeding back. We have learnt so much during the expansion of the service and we have a clear vision for the future.

## SHINY DIAMOND

Team Lisburn would like to recognise one of our very own brave and inspiring diamonds. Hayley has made such significant changes to her life over the past year and has also inspired other young people to do the same merely by just being in her presence. What a journey she has been on from being homeless to creating a home in our supported housing to moving into her own flat in the community. She gained a full-time job that she loves, paid rent each month and never missed a day of work despite continuing to face issues that could've made her give up easily. Hayley never ceases to amaze us She loves her new independence and has come so far from the timid and shy girl she once was. She has made her dreams a reality and we are proud to have been part of her journey



# BELFAST FLOATING SUPPORT

## SERVICE DEVELOPMENTS

Over the last year 153 young people have been supported by the Belfast Floating Support team to secure and maintain their accommodation. We have been working closely with the Housing Solutions team in the Northern Ireland Housing Executive on a shared housing pilot and are in the process of developing a shared housing handbook and information programme. We have also been focusing our networking this year on meeting and building relationships with young people in other supported housing services, secure accommodation and juvenile justice so that they can have an easier transition into their accommodation in the community.

## ANNUAL HIGHLIGHTS

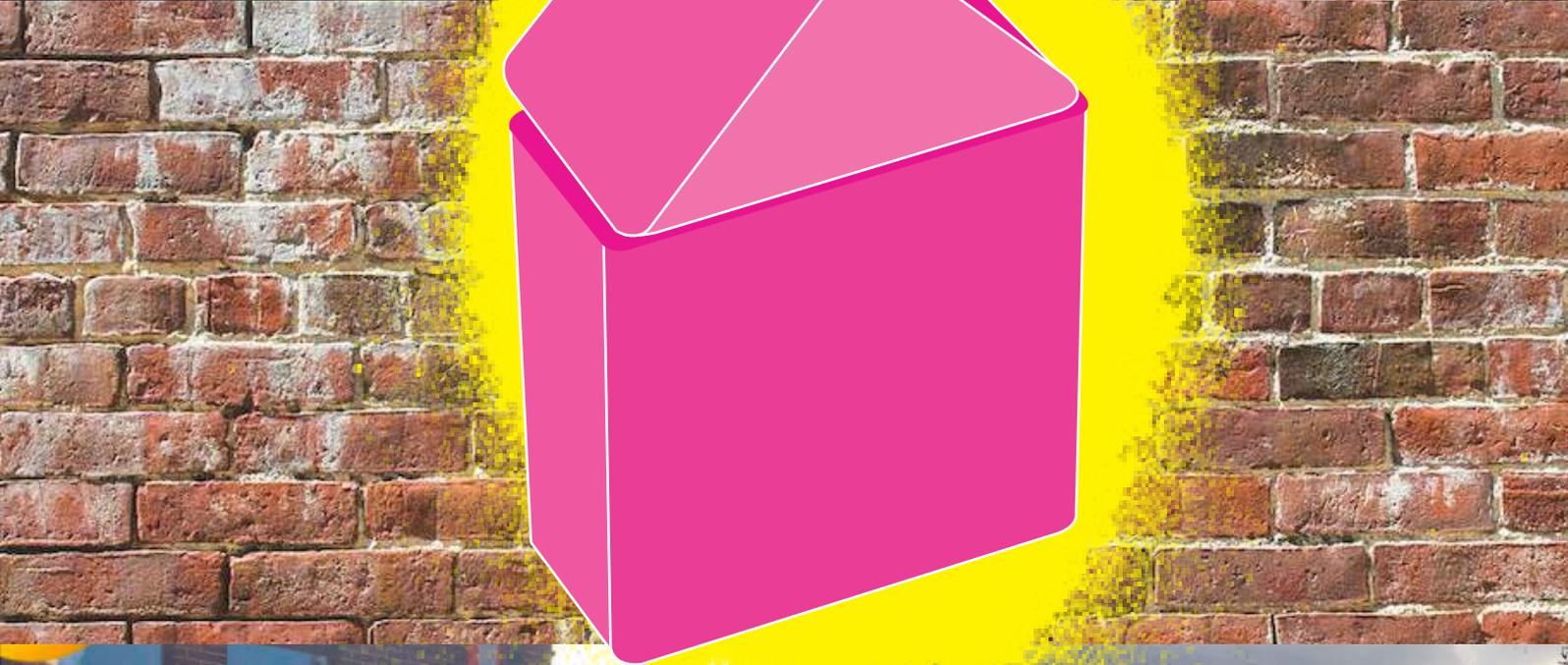
- 2 young people moved into the first MACS shared house. This is a private tenancy which was sourced by the Housing Solutions Team. We have now compiled a waiting list of young people who are interested in shared accommodation and we are liaising with the Housing Solutions team for potential properties.
- The fantastic achievements of our young people, from training, employment, making homes, starting their own businesses, to passing driving tests and becoming young leaders!
- 12 young people have secured Housing transfers with the Northern Ireland Housing Executive.
- Our team was able to secure over £8,000 in grants for young people
- Participating in Belfast Culture Night were our young people designed and handed out keys to highlight the issue of youth homelessness.

## DOING SOMETHING DIFFERENT

The team work closely with the Northern Ireland Housing Executive to access appropriate accommodation for our young people. One potential route to this is supporting a young person via a housing transfer. We have had a number of young people who have received a housing transfer when ordinarily they would not have been entitled to this. Despite not easily meeting the criteria for a transfer their workers persevered, advocating on the young person's behalf and encouraged the Housing Executive to stick with them. Workers were often liaising with the Housing Executive on a daily basis. Not only were workers doing something differently but they were also encouraging Housing Officers to do something differently too. By working together in this new way we have had positive outcomes all round!

## SHINY DIAMOND

Our shiny diamond in Belfast Floating support is Curtis who has been supported by us for 15 months. During this time, we have been amazed by his ability to overcome any obstacles put in his way. He has created an extraordinary home, which is full of personal style and decorated beautifully, he is grown into good neighbour and has even planned and went on holiday this year. Curtis's enthusiasm to attend groups and his ability to engage in support, make appointments and manage his health needs is outstanding. We couldn't be prouder of Curtis as he learnt so much over the year and continues to amaze us with his ability to keep shining!



# BELFAST HOUSING

## SERVICE DEVELOPMENTS

This year has been a year of change reflection and growth! We looked at service delivery and embraced a consultation process which resulted in a new housing staffing model being implemented. This new model has meant that we can do more groups than ever and concentrate on reaching the full potential of all our young people through training, education and employment. We have built a strong partnership with the Bytes project and Carillion and our young people are benefitting from amazing new opportunities. We have also worked closely with our Floating Support and wellbeing Services to bring additional expertise to our team. This year 40 young people have lived with us in our supported housing service.

## ANNUAL HIGHLIGHTS

- Our new staffing model includes an additional support worker and a team leader.
- In November local musicians came to Uni street and had a jamming session with young people in our Dee Lounge!
- In June we attended the Leaving Care Hustings facilitated by VOYPIC and Include Youth.
- For Care Day our young people created amazing individual art story boards and self-portraits of their journey through care.
- BYTES have made an amazing influential impact on our young people this year and 10 young people and counting! are now in to training and employment due to BTYES.

## DOING SOMETHING DIFFERENT

This year we have found ourselves in uncharted territory in relation to supporting an asylum seeker. The team had to learn quickly to deal with UK asylum Law in order for our young person to remain here. The team worked tirelessly and developed our skills and knowledge in partnership with the Children's Law Centre and Law Centre in order to provide Legal Aid for the young person to be released from the detention centre in Larne and then onto Heathrow. During this time staff facilitated visits from his friends and remained in daily contact. It was with the persistence, compassion, resilience and sheer determination of the team that this young person was released from detention. To this day the young person remains in his "home" of Northern Ireland.

## SHINY DIAMOND

In Belfast Housing this year Steven has shone brightly as our amazingly determined diamond. He has lived with us for 2 years and during this time has embarked on an exceptional personal journey. Steven has overcome so many obstacles with determination and a vision to make things happen. His desire to keep going and his perseverance to make it happen have astounded us all. His humour, thoughtfulness and ability to reflect make him stand out and shine brightly especially when he smiles!. We are so proud and wish him every success as he heads off to his new home complete with garden and plans to get his very own dog.



# NEWRY HOUSING

## SERVICE DEVELOPMENTS

The Newry Team completed their Social Pedagogy Pilot which began in October 2015. This has been an exciting adventure with loads of learning on the way. Key points to note include learning from engaging in tasks with young people where workers are not the experts, learning from the diamond model where we consider what our young people are communicating through their behaviour rather than the behaviour itself, and the improved interpersonal connections between young people and workers as the team built in confidence in their 'use of self'. This year Newry housing supported 18 young people.

## ANNUAL HIGHLIGHTS

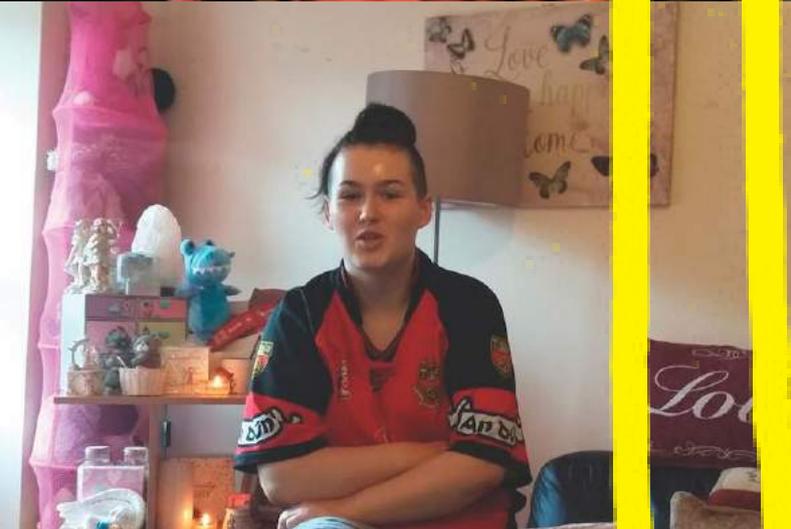
- Launch of our Outdoor space in October 2016. This event celebrated the transformation of Newry's yard space based on the inspiration and ideas of young people living in the Service; personalised art work; use of pallets to create bike racks, planters, a shed; a sheltered decked seating area; an outdoor gym section and chimena and BBQ.
- Hosting of two study visits, at the invitation of VOYPIC, for teams from Haiti and Montenegro. The teams were part of an International programme that were exploring approaches, models and options for Care and After Care provision.
- Replacement of Economy 7 Heating with Mains Gas for all flats in Newry.
- Completing our Social Pedagogy pilot
- Taking out young people on their first ever camping adventure!

## DOING SOMETHING DIFFERENT

When you look at the Model that is Supported Housing, it is clearly defined in terms of identifying Housing Related Support. What has been the learning for us, is that what if the young person is willing, but currently unable to engage in these expectations? Our learning is that it is ok to meet basic needs; to be a safe place that the young person can return to when in crisis, where they can sleep, have a meal cooked for them, have the team wash their clothes and top up their phone, and then the young person heads out again, refreshed and taken care of for a while. Our learning is that providing a Service that meets basic need is as important to the young person who is living in chaos, as is providing the planned contact to work on agreed support needs to the young person who is thriving.

## SHINY DIAMOND

A shiny diamond in Newry Housing this year has been Amy. Amy has been living with us for 18 months and she has grown and sparkled before our very eyes. She has turned her life around, embraced opportunities and her self-confidence has soared. She has recently completed a youth work qualification, become a young leader at MACS and is a role model for her peers which she is supporting to attend MACS events. She has created a beautiful home and really engaged in all MACs has to offer. Her kindness and thoughtfulness are exceptional and we are so proud of all of her achievements. As Amy prepares to move on into her own accommodation we wish her every success for the future.



# ADMIN FINANCE AND HR

## SERVICE DEVELOPMENTS

HR Consultant firm Heads Together visited the HR Team to audit our systems. This is was a very positive report with some very helpful recommendations which have now been implemented.

We employed a new training administrator. Their role is to support the HR Manager in the management of MACS Learning and Development along with maintenance of our PAMS Training Software.

A three year Learning and Development Strategy 2017-2020 has been produced following a review from People Management Solutions. This includes a Leadership Action Plan to empower staff to make decisions, promote innovative practice and identify motivators for staff.

We had 383 applications for employment. All our recruitment processes have been reviewed and improved to introduce a values based approach.

We carried out a flexible working survey with all staff in May 2016- the aim was to measure the impact of formal flexible working on our staff teams. 82% of staff availing of flexible working indicated that their team members were very supportive of their changes in working patterns.

## ANNUAL HIGHLIGHTS

**Employers for Childcare:**  
We were in the Galgorm Hotel to participate in a workshop with other Family Friendly Winners from 2016 to showcase our family friendly initiatives - we won the award for the second year running!

**Legal Island/ Arthur Cox Solicitors:**  
We were invited by Legal Island and in association with Arthur Cox Solicitors in April to present a case study to a group of HR professionals on how we have achieved success as family friendly award winners. The group were very impressed with what MACS had to offer to staff and how we embrace what we call our 'people friendly approach'.

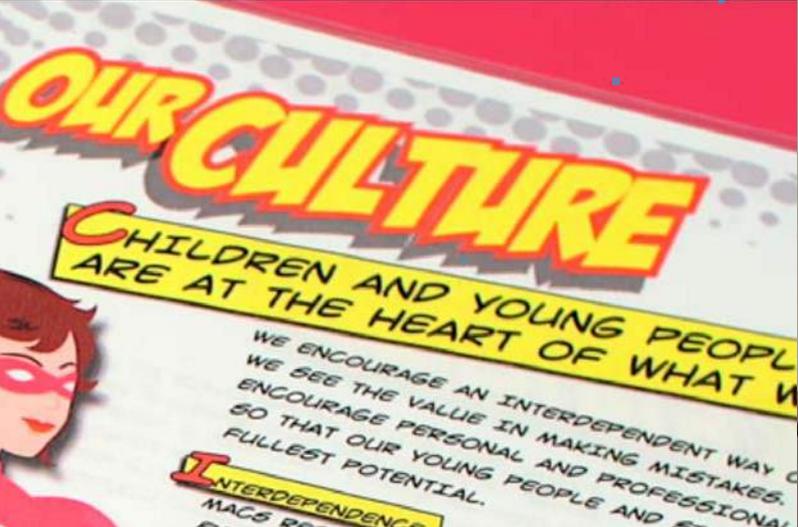
**Staff Promotional Video:** In February we produced a staff promotional video. We completed a two-day shoot where we attended the Wellbeing Service to capture their team day and a day spent in Lisburn interviewing a wide range of staff who discussed MACS unique culture and what makes us a great place to work!

## DOING SOMETHING DIFFERENT

We have learned that as a team we all have different strengths but that unless we take a risk and try something different then we will never improve or know our full capabilities. It is these strengths that we should focus on and with that brings a productive and motivated team. Claire, our HR Administrator, took a risk and decided to step up, take to the stand, brave the crowds in order to showcase MACS as an employer of choice. She didn't once flinch - she produced two excellent presentations for us at the Employers for Childcare Family Friendly Workshop in the Galgorm and again with Legal Island in front of a room full of other HR Professionals. These presentations have put our team and MACS out there as an organisation that is at the forefront when it comes to staff engagement & wellbeing.



Emma McGinnity  
HR & Admin Manager





## PROGRAMME DEVELOPMENTS

Over the last year the Wellbeing Support Service has seen the expansion of our “Bee Well” programme in schools. Our workshops are bespoke and focus on promoting positive mental health covering topics such as coping with stress, improving self-esteem and positive body image. We have continued to deliver a programme in Strathearn School and Rathmore Grammar School. We have also completed a programme in Coleraine Grammar School and have recently established a partnership with Down High School. This has enabled us to provide support to 611 children and young people in schools. In October, we worked in partnership with Strathearn School to do a fundraiser for Children in Need.

## YOUNG PEOPLE IN SCHOOLS TOLD US

“I learnt that all my friends experience the same emotions as me so there is no need to hide my feelings.”

“I know how to reduce my stress levels and now know when I am about to get stressed and can prevent it from happening.”

“I loved every minute of it. I am now getting help!”

“The best bit of the programme was the meditation and learning alternative coping mechanisms. The facilitators were engaging and positive and the programme was interactive and enjoyable.”

# ORGANISATIONAL OBJECTIVES

## GETTING CHILDREN AND YOUNG PEOPLE WHERE THEY WANT TO BE

**Provide a quality service to young people and stakeholders.**

**Help young people secure and maintain their own tenancies or other accommodation.**

**Increase the number of young people worked with.**

**Improve outcomes for young people in the following areas: enjoy and achieve, be healthy, stay safe, positive contribution, economic wellbeing.**

## LED BY YOU

**Increase participation of young people at MACS**

## STRENGTH EXPERIENCE AND VISION

**Maintain and achieve quality standards and accreditations**

**Consolidate governance and strategic relevance**

**Support and develop staff**

**Ensure effective communication and administrative systems**

**Increase volunteering opportunities in MACS**

**Support sustainability through a clear and comprehensive finance and fundraising strategy**



# ORGANISATIONAL OVERCOMES

**MACS supported 1345 young people**

**114 young people accommodated in our Supported Housing Services**

**611 young people supported to find or maintain their accommodation in the community with Floating Support**

**57 young people were matched with Mentors.**

**653 young people participated in our bespoke schools programme promoting positive wellbeing**

**97% of young people and stakeholders surveyed indicated that they received a good or excellent**

**81% of young people found accommodation**

**91% of young people maintained their own tenancies**

**91% of young people improved their mental health**

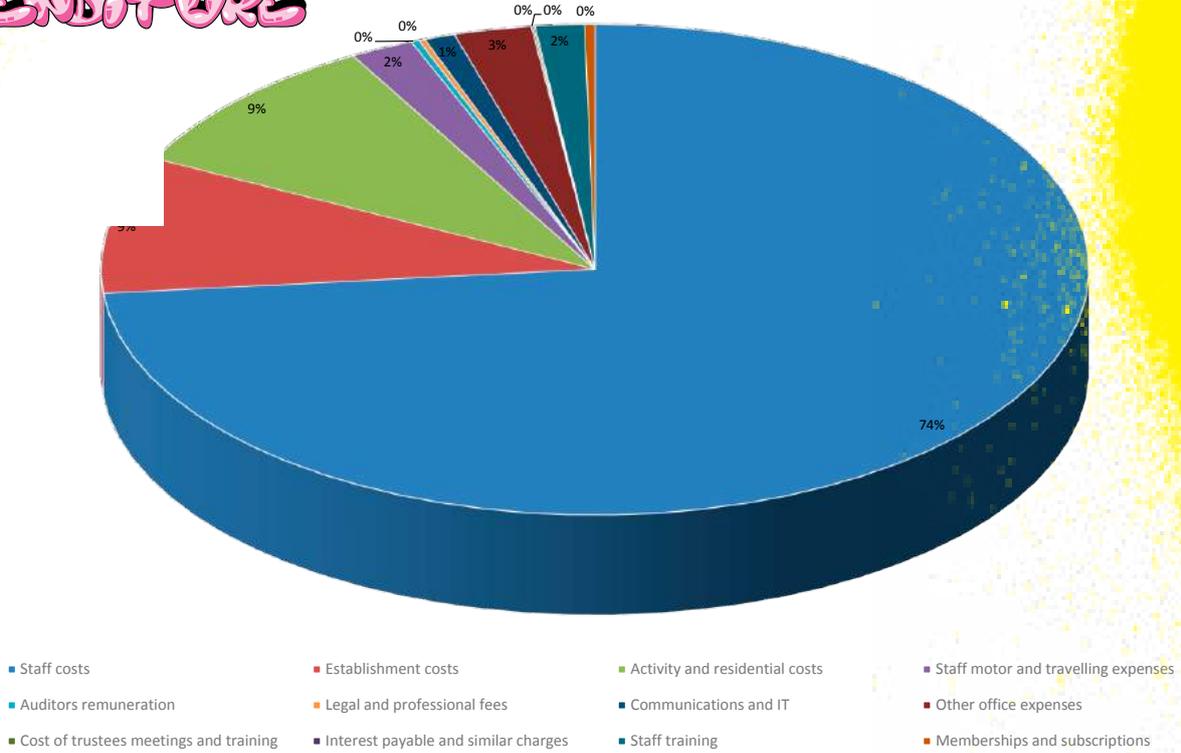
**87% of young people improved their social networks**

**87% of young people accessed the correct benefits**

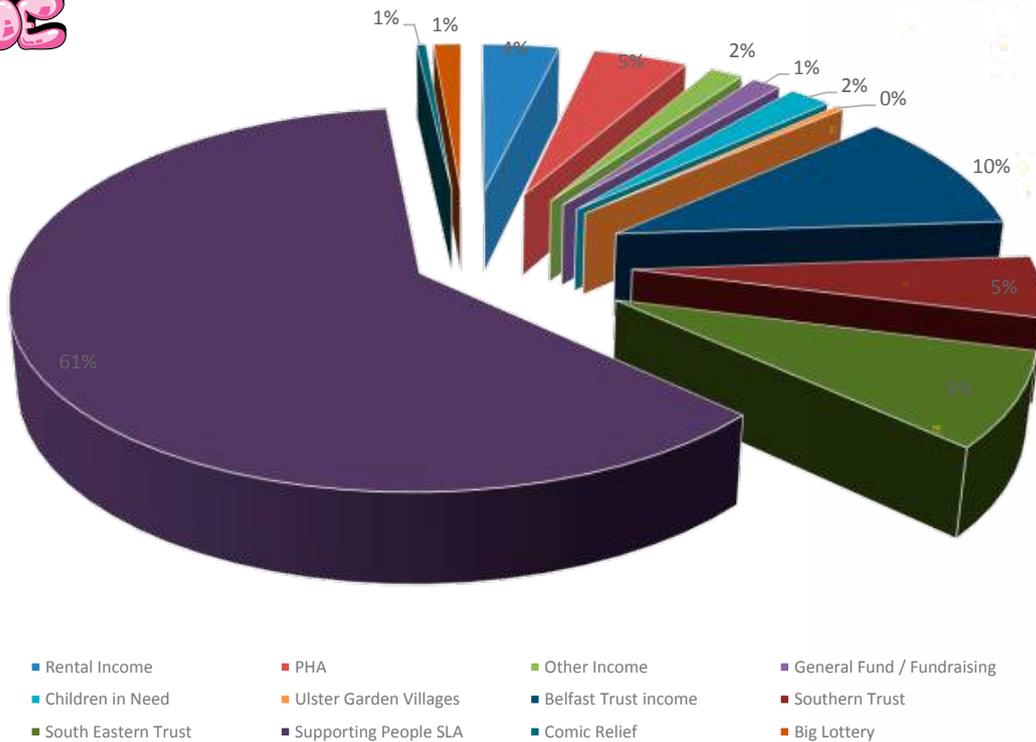
**81% of young people better managed their self-harm and suicidal ideation**

# FINANCE INFO

## EXPENDITURE



## INCOME



# COMPLIMENTS

**“I am going to miss the young person I mentored a lot. It has been a fantastic six months and it has been an important part of my life. Everything he has set his mind to he has achieved and he has shown real determination”.**

**“MACS helped me grow in confidence not just in myself but around others and helped bring out a side of me I didn't think I had”**

**“Being a Young Leader has been a brilliant opportunity to show what I can do - I feel so much more confident and have done things I thought I never would”.**

**“It takes a great group of people to do the work you do, every day and every night to make sure young people are safe, feel valued and are pushed to strive for the best they want out of life while still maintaining control and individuality”**

**“MACS staff have been terrific - young people are in the best possible hands”**

**“Both the young person and staff showed unrelenting persistence and determination to fix the situation and unsurprisingly it paid off. I would expect nothing less from MACS”.**

**“I wouldn't be here if it wasn't for MACS - it scares me to think what would have happened to me”.**

**“If I knew people who are homeless I would tell them about MACS. At first meeting it felt odd but not it's normal and it's good to have access to all the support”**

**“Zero recommendations from RQIA reflect the hard work done by staff over the last year”**

**“I am so glad I became a Young Leader - it has empowered me to see the impact I can make to other young people's lives. I've been able to use the skills I'm learning in my youth work course and it has helped me grow as a person”.**

# CONTACT US

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**MACS Supporting Children  
and Young People would like  
to extend a massive thank you  
to our funders who have  
kindly supported our  
work over the last year**



supportingpeople



**COMIC RELIEF**



ULSTER GARDEN VILLAGES LIMITED



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Department for Employment and Learning  
[www.delni.gov.uk](http://www.delni.gov.uk)







# MACS

SUPPORTING CHILDREN & YOUNG PEOPLE



Family  
Friendly  
Employer  
Awards  
2016  
Winner

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