

Annual Report

2013-14



MACS
SUPPORTING YOUNG PEOPLE

Vision

*Life
is
GR8 FOR
young people*

Mission

We are dedicated to
HELPING
young people 16-25
WHO HAVEN'T HAD
A FAIR DEAL

Ethos

WE
DEPEND ON
each other to make
LIFE WORK

Aims

*Getting you to
WHERE YOU
WANT TO BE*

*Led
by
you*

*STRENGTH
Excellence
and
VISION*

Values

*MAKE YOUR
OWN
Choices*

*Risk
MISTAKES*

*INVOLVE
yourself*

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CEO Statement

MACS has once again enjoyed another fantastic year in relation to growth and expansion - OK guys it's time to consolidate!

It's an incredible achievement, and a testament to the hard work from all staff to see the growth from our humble beginnings of one worker one housing provision for care leavers, to 24 years on, 3 credible services, Supported Housing, Floating Support and Mentoring, and a staff compliment of 85 including sessional workers, and not to mention a very dedicated team of volunteers. And to think that we now employ a Fundraiser to bring in badly needed funds to enable us to do really creative work with our young people, and to publicize the work we do.

STAND-OUT HIGHLIGHTS OF THE YEAR

- Opened Integrated Floating Support & Housing for young people (both care leavers and young homeless with 2 assessment beds) in the Downpatrick community
- Opened Supported Housing in Newry for care leavers
- Launched our new MET programme (MACS Education & Training) for young people not staying in mainstream education
- Continued to support 4 care leavers in full time posts to promote the participation of young people in the organisation
- Successfully re-structured the organisation at senior management level - I now have an Assistant CEO (Kate) - so there is no excuse for me not to become a social butterfly!

- Have established a strong and committed Board with a range of skills and experience well placed to govern a modern, thriving charity
- Have started to create a more mature presence in the online community in relation to Facebook and Twitter
- Worked with 480 young people
- Maintained two young people at Board level

ANY LEARNING?

- There was a lot of expansion, and changes to staff roles, particularly at senior level happening over the year. If we had the year again it would have been ideal to pace the expansion and entering into new pastures i.e providing training for young people - A lot of work came on at the same time, and at times caused stress and some sleepless nights for both managers and staff
- Keep calm and trust in MACS culture - we can, and will learn from our mistakes!

May Ryan



Chair Statement

So what it all boils down to, apart from chicken soup, is the fact that after approaching Peter and Martin, Angelina, B.J (Boris Johnston), Rihanna, and Jamie Dornan and receiving their polite rejections they were left with me. I tried valiantly to resist various inducements from Ms Ryan, but in the end, three pairs of socks, a bottle of Irn Bru, a free lunch and a signed photograph of Katy Perry were just too much to resist and I thought, "how bad can it be?".

Well anyway, to work. The powers that be (my esteemed fellow BOD) decided I would/could make a worthwhile, respectable and lovable chair for MACS and duly elected me to the post. So, my name is Harry Barry (true), I'm 25 years old (false), long career in social work (boo), mostly with adolescents and aftercare (yay), love painting and making stuff, collecting antiques (junk, according to my wife), married, two daughters, love motorbikes (Route 66-Harleys), and have known, loved and respected MACS since day one.

Indeed over the years I have had some responsibility for placing young people into and in touch with MACS and have been one and seen some very satisfied customers.

I know that underpinning MACS is the ethos of supporting young people, doing what's best for and what works for those with whom it engages. An organisation that does what it says on the tin and that's why it gets the respect, recognition and reputation it so richly deserves.

I could rant on and trot out the usual patronising homilies & platitudes but I won't. In short, MACS has a great staff team, a superb management committee and excellent chair (supplied by IKEA), new premises, wonderful young people, and expansion programme that would put the Roman Empire to shame, generous stakeholders and funders, and a CEO whose vision and commitment to MACS enthuses everyone around her.

That's it people, love MACS, really gonna enjoy my time as chair, highs and lows and the best bit of all, apart from telling people they're out of order I get to do something special for MACS.

Keep on biking,



Key Organisational Objectives & Achievements

| YOUNG PEOPLE & STAKEHOLDERS | OBJECTIVES | OUTCOMES |
|-----------------------------|---|---|
| | <i>Ensure high quality performance and service delivery</i> | <i>95% happy with MACS services</i> |
| | <i>Increase the services provided by MACS</i> | <i>Worked with 480 young people</i> |
| | <i>Establish Participate Now project</i> | |
| | | <i>4 new trainees from a care background recruited - 1 trainee has taken up a university place in Wales</i> |
| | <i>Develop 'Transitions' Equine Assisted Growth & Learning project</i> | <i>Development worker in post February 2013 - February 2014</i> |
| | <i>Establish high support housing for care leavers and young homeless in Downpatrick for 8 young people</i> | <i>Flats opened in April 2014</i> |
| | <i>Establish high support housing for care leavers and young homeless in Newry for 7 young people</i> | <i>Flats opened in April 2014</i> |
| | <i>Develop capacity to build in Lisburn both in terms of supported accommodation and floating support</i> | <i>Floating Support team and office established in Lisburn April 2014</i> |

Getting you to
..... WHERE YOU

WANT TO BE





PEOPLE & INNOVATIONS

| OPERATIONS | OBJECTIVES | OUTCOMES |
|------------|--|---|
| | <i>Continue to adhere to contract arrangements</i> | <i>Accredited until 2015 with Supporting People</i> |
| | <i>Maintain Investors In People accreditation</i> | <i>Maintained</i> |
| | <i>Maintain Health & Wellbeing Award (Investors in People)</i> | <i>Achieved</i> |
| | <i>Monitor and maintain volunteer training to OCN standards</i> | <i>Maintained</i> |
| | <i>Monitor and maintain Access NI standards</i> | <i>Maintained</i> |
| | <i>Monitor and maintain NISCC Code of Practice</i> | <i>All current relevant staff on NISCC register</i> |
| | <i>Maintain accreditation portfolio for RQIA</i> | <i>Reviewed with only minor recommendations</i> |
| | <i>Monitor and maintain Health and Safety</i> | <i>Health and safety policy updated in December 2013</i> |
| | <i>Health and Wellbeing subgroup maintain and implement 3 year work plan</i> | <i>3 out of 6 staff survey recommendations have been implemented</i> |
| | <i>Ensure recruitment drives are timely</i> | <i>New Board members appointed with finance skills, management & leadership backgrounds in the charity sector</i> |
| | <i>1 young person and 1 ex young person sit on the Board</i> | <i>Maintained</i> |
| | <i>Volunteer mentors sit on the Board</i> | <i>Maintained</i> |

*Increase recruitment drives and broaden recruitment methods
Increase volunteer opportunities throughout the organisation*

New VIP (Volunteers Inspiring People) programme to be developed by August 2014


STRENGTH
*Excellence
and*
VISION

Supported Housing

MOVE IN TO MOVE ON

MACS offer Supported Housing in 3 locations: Belfast, Downpatrick and Newry. Depending on the location, our accommodation is available to care experienced young people or young people experiencing homelessness aged 16-21 years old. We offer 24 hour support to young people to develop the skills, knowledge and confidence to manage their own tenancy and develop networks and supports to meet their specific needs and keep safer. The overall aim is that young people will be able to manage their own tenancy in the future.

BELFAST UNIVERSITY STREET

- 88 % of young people supported successfully maintained their accommodation
- Belfast Housing had a very successful validation visit by RQIA in February 14, the RQIA inspector spent the day speaking with a number of staff and young people and reviewing files and procedures.
- A volunteer programme in Housing ran during the summer months which support the young men's football in partnership with Mentoring at the Homeless Football League. The BYTES programme and monthly sexual health drop in sessions from Brooke also continued to thrive.
- There has also been the creation of a new post as Senior Support Worker to support full time staff and Sessionals in the evenings. This has also developed with the new housing in Downpatrick and Newry where staff can contact each other through the night for support.
- Participation in MACS events from young people in Belfast housing has increased since Participate Now has had a presence in and around the building. Young people have been in the Young People's Forums, the MET (MACS Education and Training) programme and the young men's football.

DOWNPATRICK ENGLISH STREET

- All 6 young people are active in education or employment from a mechanics course to administration
- All young people actively participate in fortnightly house meetings and weekly drop ins. Young people also help out (and eat!) the fortnightly Saturday fry and monthly Sunday lunch. Our Participate Now worker Sonia also visits English Street every Monday and Tuesday to help spread the word on Participation!
- Groups have included a Ready Steady Cook! night, quiz and board game night to name but a few. Some young people have also taken their first boat trips to Strangford and Portaferry to see some of the sights from their local area.



QUOTES FROM YOUNG PEOPLE

NEWRY CANAL STREET

Boom! MACS housing has arrived in Newry! We have seven super sized self contained flats slap bang in a handy central location. As of March 2014 these will be available for young people leaving care in the Southern Trust Area. Getting set up in Newry is a brilliant achievement for MACS and our Partners; Southern Trust, Supporting People and Oaklee/Trinity Housing Association. Our Newry Housing Team are all locally sourced and know their way round Sleive Gullion, The Town Hall, Five ways (Great for a bargain bun) and back. Buzzing with energy and enthusiasm you will get the warmest welcome when you cross the door. Staff will be tripping over themselves to make you feel settled and at home. Plans for the immediate future include kitting out the flats, doing up the office and buying in furniture and such like to make our shared space homely and inviting. Next on the agenda will be to hold a Launch with our young people, stakeholders and supporters (Proposed date May 2014). Six young people have moved in and are getting used to taking on their own space. Their plans include working with a graffiti artist to make their flats and the yard space more interesting! More to come ...check out next years annual report for more adventures!

“MACS is a fun place to be living in and it gives you the privacy of your own flat but also allows you to have friends come over and its a good build up to what being in the open world on your own is like, it helps you work towards your own place which is something I am glad to take part in.

“The staff at MACS Downpatrick are pleasant and easy to get along with. They have made me feel very welcome moving in and the accommodation is five star

“It was scary being on my own and I was sad about moving from foster placement, but excited about being independent and having my own place



Floating Support

BUILDING FUTURES TOGETHER

The Floating Support Service is funded through the Housing Executive's Supporting People programme and the Public Health Agency's Protect Life programme. MACS Floating Support helps young people find accommodation, set up and maintain their home, learn to be a good neighbour, manage money, and stay safe. This year we have supported 336 young people across Belfast, Downpatrick and Lisburn.

“Since I have been working with my MACS project worker, I have found my life has become easier as I have someone who I can turn to when life gets tough. Sara has supported me throughout getting a house and helped me with all issues I have had with the tenancy, I could not have managed without Sara’s support and I am so thankful that because of Sara I now have more contact with my son which I didn’t dream was going to happen.”

QUOTE FROM A YOUNG PERSON

KEY ACHIEVEMENTS

- A new team and office have opened on Longstone Street in Lisburn!
- Downpatrick have moved into fancy new premises offering an Integrated Supported Housing and Floating Support Service
- 92% of young people are successfully living and maintaining their tenancies with support
- 87% of homeless young people who successfully secured their own tenancy
- Groups are buzzing across the 3 floating support locations connecting young people with each other and helping them get involved in their local community. A total of 25 groups were run through the year with some of the favourites being the Belfast bus tour, up-cycling old/used furniture, and a girl’s beauty night!



Ru Ok?

Ru Ok? is specifically funded through the Protect Life Suicide Prevention Strategy for Northern Ireland for the Mentoring and Floating Support Services.

KEY ACHIEVEMENTS

- Floating Support supported 62 young people with:
 - 93% better managing their mental health
 - 80% better managing their self harm and suicidal ideation
- Mentoring supported 103 young people with:
 - 85% better managing their mental health
 - 87% better managing their self harm and suicidal ideation
- Actively participating and representing the views/needs of young people in the community of Interest, Colin Suicide Task Group, Well 2 Project, Newcastle Suicide Prevention Group, The Downpatrick CUP group, and representation on the SSIB
- Survey/questionnaire of young people's feedback on services completed in Autumn to shape support that benefits young people at risk of suicide or with mental health issues

“*My support worker has helped me to stop harming myself, and to start thinking about things in a different way. MACS have helped me to help myself. Before MACS my mental health wasn't good but now its beginning to get a bit better*

QUOTE FROM A YOUNG PERSON



Mentoring

DARE TO DREAM

At MACS we are very lucky to have amazing volunteers who are committed to making a difference in our young people's lives. Volunteer Mentors inspire our young people by developing positive supportive relationships that focus on identifying goals and building dreams and aspirations. Mentors and young people are matched on common interests and meet weekly. Mentoring offers young people a chance to build confidence, believe in themselves and try new things with the support of a positive role model.

The Mentoring Service supports young men at risk of suicide in South and East Belfast, young people at risk of suicide in the Down and Lisburn areas and 16-18 year olds across the Belfast and South Eastern Trust areas.

Mentoring has increased my confidence during my time with my mentor, I have attended organisational events, and my self harm has really reduced. I am also taking part in a course and gaining new qualifications.

QUOTE FROM A YOUNG PERSON

KEY ACHIEVEMENTS

- 101 young people have been supported by the Mentoring Service and 80 volunteers were successfully trained and recruited
- 87% of young people completing support with the Mentoring Service identified an improvement in managing self harm and suicidal ideation, and 85% identified an improvement in their mental health.
- We were one of only five organisations nominated by Comic Relief to take part in a National Sport Relief competition facilitated by Netmums, which resulted in us coming second and securing £60,000 for the development of the mentoring service.
- Twenty young people participated in our review of the Mentoring Service and have contributed to new vision, which is currently being developed and will be launched in June 14
- One of our young people have been selected to represent Northern Ireland at the homeless world cup in Chile - this opportunity came from him attending our Friday football group who compete in the homeless football league each week



Participate Now

Participate Now funded through Big Lotto is an employment opportunity for four care experienced young people. As Trainee Participation Workers they aim to get young people involved in events, groups and let them participate in all of MACS.

KEY ACHIEVEMENTS

- Young people have input in 3 service handbooks
- Young people's policies and procedures reviewed and amended.
- We brought together a large group of young people whose views and ideas will lead the direction of MACS.

Met

MACS EDUCATION & TRAINING

MET is a fun, innovative and flexible course for young people who are involved in other MACS services. It is funded through Department of Education & Learning Collaboration and Innovative Fund.

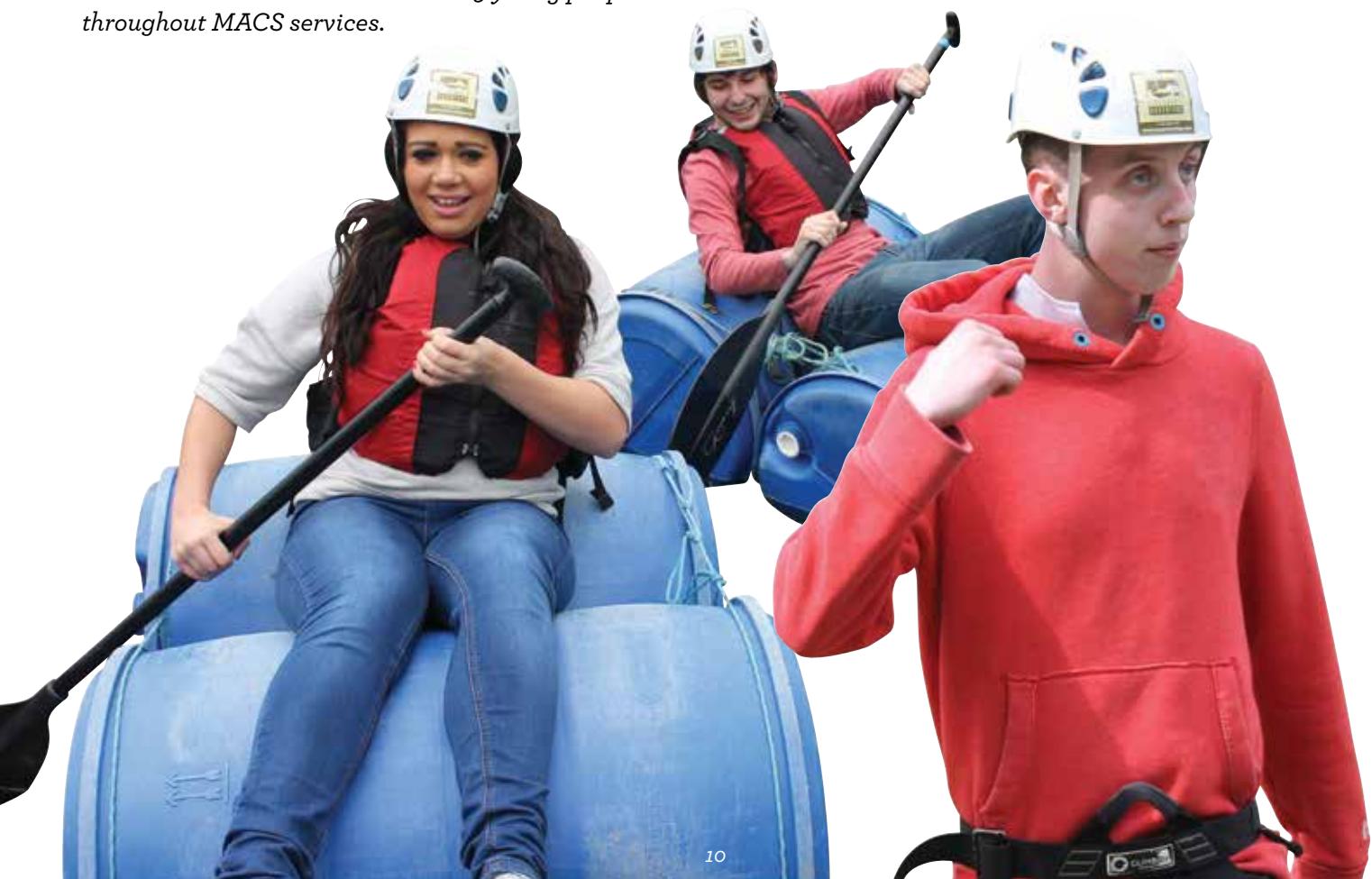
It is a 10 week course which is aimed at developing personal development, essential skills and employability. Our aim is to deliver the course to 19 young people throughout MACS services.

- Individual young people have been given the confidence, the skills and the know how on how to use public transport and also to make new friends.
- We had the opportunity to have our say at an event at Stormont, meet with MLA's and other organisations to let them know what it is like to be young and homeless.

I really enjoyed attending the Forum, meeting lots of people I would never normally meet. I am really excited about having someone my own age to go to things in MACS with

School shunned me when I got pregnant, & I want to get my essential skills so I can support & help my son when he starts school, but I don't like the idea of teachers judging me again

QUOTES FROM YOUNG PEOPLE



Fundraising

MACS are now officially fundraising! We have a Community Fundraising Manager who is revolutionizing our thinking and spreading the word of MACS into new and wonderful realms. Bright Pink MACS collection boxes have started appearing in shops, and variety of challenge events have commenced

KEY ACHIEVEMENTS

- Staff, young people, volunteers and board members are active in supporting and participating in fundraising
- Developed contacts and secured support from local companies
- Raised levels of income from sources previously unknown to MACS
- Established a MACS Community Choir

If you would like to be involved in some of our fantastic fundraising events, contact Madeline at the Fundraising Office at 028 9031 3163 or go to www.macsni.org/fundraising

“MACS is an amazing charity, when I learnt about the work that they do for young people in Northern Ireland, I was more than happy to raise as much money as possible. MARTY, DV8”

“I had little idea of the work that MACS did with young people before I became involved in the choir. I am now really impressed, thank you so much for allowing me to be part of MACS” PATRICIA, VOLUNTEER



Transitions

Equine Assisted Growth and Learning uses horses as a tool for self discovery and personal development. Horses have the ability to tune into the young people and mirror behaviours and feelings. This provides opportunities for young people to learn about themselves and find solutions to challenges in their lives. Equine Assisted Growth and Learning is a worldwide phenomenon and we were the first charity in Northern Ireland to train staff and pilot the approach. We will one day have our own Equine Learning Centre and this year we have made great steps in turning our dream into a reality.

QUOTE FROM A YOUNG PERSON

“Transitions was an amazing experience. I didn’t think it would have made me think differently about my life situation but it has, I would definitely recommend it to anyone.”

KEY ACHIEVEMENTS

- Redesign and development of new systems such as referral, assessments, handbooks etc.
- Established links with EAGALA (Equine Assisted Growth and Learning Association) professional bodies in NI, UK and ROI.
- Represented MACS as EAGALA co-coordinator for Ireland and also as EFETA (Equine Facilitated Education and Therapy Association) representative promoting our service and shaping research, development and policy on the island of Ireland.
- Secured funding from Children in Need and Austin & Hope Pilkington Trust (£9,056) in addition to £60,000 from Ulster Garden Villages and submitted 23 funding applications for Transitions.
- Completed Transitions programme with 6 young people, 21 assessments and also group taster sessions for young people and staff.
- Completed comprehensive evaluation of both the programme and the development year including longer term outcomes for young people.



Organisational Outcomes

88%

*Young people
who have
established
external links
with groups,
family and
friends*

84%

*Young
people who
are better
managing
self harm
and or
suicidal
ideation*

91%

*Young people
who have
accessed
the correct
benefits*

84%

*Young people
who have
actively
engaged in
participation
user
involvement*

82%

*Young people
who have been
helped to
successfully find
accommodation*



80%

*Young people
who had
reduced their
overall debt*



Corporate Services

MACS Corporate Services Team provides organisational support and is responsible for overseeing the Administrative, Financial and Human Resources operations of MACS.

KEY ACHIEVEMENTS

HUMAN RESOURCES

- Successfully recruited 40 new staff members over 26 drives
- Employed a HR Officer
- Implemented SAGE HR system
- Carried out an Annual Staff Satisfaction Survey

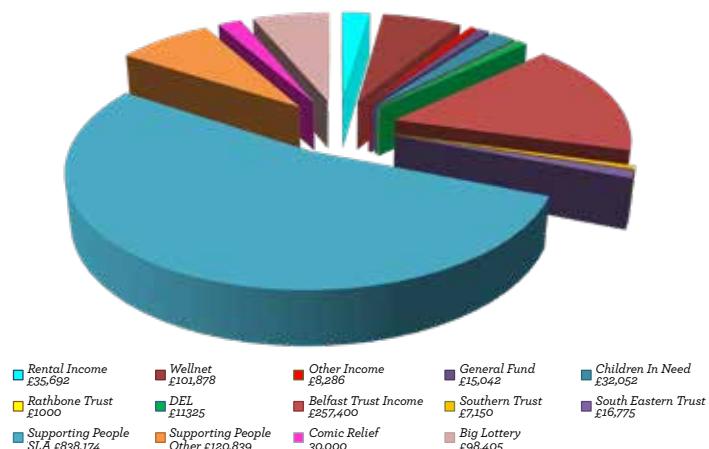
ADMINISTRATION

- Sourced new modern office premises
- Secured funding for an additional Administrative Assistant
- Launched MACS new website and social media presence

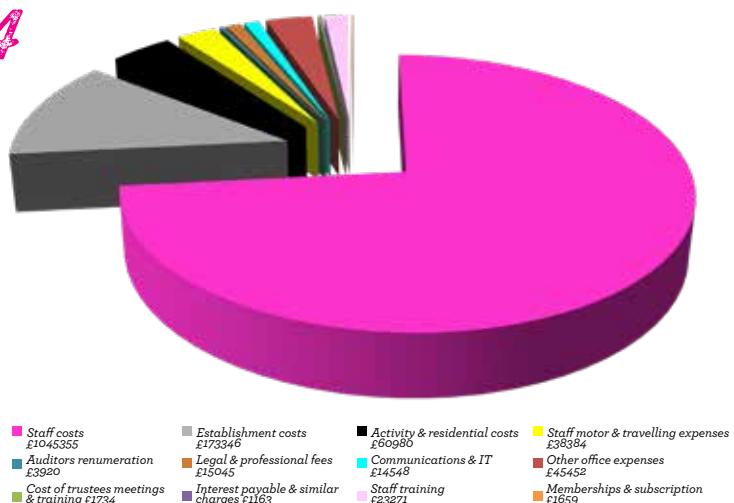
FINANCE

- Employed a Fundraiser
- Increased annual income by 20%
- Finance Manager obtained a Post Graduate in Charity and Finance Accountancy
- Finance Assistant commenced Pitman's Accounts Technician

Income 2013-14



Expenditure 2013-14



What people say about us

“MACS staff maintain the balance between keeping the young people safe but allowing them to take risks, a natural stage in their development. MACS staff have a good understanding of this, and show a willingness to encourage the young person to move away from total dependence on their social worker”

Eamon Quinn - Social Worker Belfast Trust

“I have nothing but praise for the MACS staff I have come into contact with, who supported/encouraged and guided a client back to ‘normal life’. I found them to be professional, approachable, enthusiastic and very interested in their work”

Anne Phillips - CPN South Eastern Trust

“The young people referred to your service have found the intervention positive and supportive at a time when they have felt isolated and let down by others in their lives. The one to one mentoring service has been particularly beneficial in meeting the individual needs of the young person fostering a relationship that will allow the young person to safely and confidently move forward at their own pace, knowing the safety net of support is there to help them achieve their goals”

Heather Laposa - Imago Befriending

“Any contact I have had has been of a high standard. Staff were helpful and genuinely interested in helping their clients”

Kerri Clarke - Community Mental Health Team Belfast Trust

“I’ve always found staff to be efficient, helpful, friendly and professional in any communication I’ve had over the years.”

Maggie Fitzsimons - Colin Community Counselling

Annual staff satisfaction survey

100%

*of staff are
motivated to see
MACS succeed*

100%

*of staff have a
laugh in work*

100%

*of staff take personal
pride in the work
they do*

95%

*of staff are satisfied
with the strategic
direction of MACS*

94%

*of staff are satisfied
with MACS as a place
to work*

91%

*of staff are proud to
work at MACS*





Belfast Health and
Social Care Trust



South Eastern Health
and Social Care Trust



Southern Health and
Social Care Trust



Public Health
Agency



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Health &
Wellbeing
Award