

ANNUAL REPORT



2019-2020



Shadow_board



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This is our fifth year as Young Leaders having the privilege of designing and creating the annual report. Not only does it give us a sense of pride and feeling of achievement but it gives us the opportunity to connect with all of MACS and bring it together into one beautifully designed document. We get to think outside the box about how we want to capture the year of this incredible organisation that we are so proudly a part of and bring together our very own graphics, designs and writings to represent MACS as an organisation. Believe it or not, it is very hard to capture the brilliance of MACS into a set number of pages in an A4 document, but we think, maybe, just maybe, this year we did the trick!

We chose social media as the theme, because it has played a huge part in our organization this year, more than ever. We are writing this during a very strange time: during the chaos of COVID-19 where the majority of MACS have been limited to their houses and we have had to conduct the Shadow Board meetings from our homes via social media platform Zoom. Social media has done a wonderful job of connecting the entirety of MACS together through this unsettling time and keeping the spirit of MACS as joyful as ever so we saw it only fitting to have as our theme for this year's annual report.

We hope you enjoy this year's annual report, we all worked very hard to make it the best one yet!

Until next year,
The Shadow Board



#Hashtag #trending





CEO & Board Statement

ONLINE

I am writing this as we are in the grip of COVID-19 and due to social distancing, I am now working from home, it's tough! Nevertheless, I am lucky as I live with other people: my family who are a blessing and sometimes a pressure cooker when cooped up like this! However, I am mindful of the many people who even before the virus even hit were isolated and lonely. Many of our young people fall into this category and I am aware that suddenly we are told we should take care of others during the midst of this crisis, I wonder - shouldn't that have always been the case?

MACS are fast approaching our 30-year anniversary and over that time - yes I have been around for all those years - I have witnessed the growth of a truly remarkable organisation with a team who are loyal, courageous and fully dedicated to getting the best deal for our young people. This is explicitly evident where all the teams have gone beyond the extra mile to support our children and young people through this very difficult period of social distancing and social isolation.

The last year, there have been some fantastic events and creativities going on in MACS. Here are just a few I would like to highlight that have had particular resonance for me:

- Muddy Paws: our dog walking enterprise, in just a few short months has gone from strength to strength and the feedback from both young people who use the service, workers on the ground at MACS and referrers is so positive and enthusiastic for this project. It's still early days for Muddy Paws but slowly and surely the team are building up a solid supporter base and are garnering a very credible reputation both with the public and with referrers. This is a ground breaking initiative and brings together the healing power of animals, the support of the public, our young people and volunteers in a way that isn't the norm.
- The MACS BIG GET TOGETHER in January 2020 was in incredibly inspiring. This event celebrated the brilliance and resilience of our young people and focused especially on the theme of how proud MACS is of them. There was a great turnout of young people, MACS teams, supporters and volunteers. The atmosphere was buzzing and there was a real sense of friendship and good will.
- Speaking of volunteers, the MACS volunteers are truly amazing! The new initiative of Friends of MACS will only see the growth of volunteers in all aspects of the organisation. As I have always said, volunteers give us the value that cannot be done by paid employees, that is - they come to MACS purely to give to others without any recompense. The young people know that they are not being paid to spend time with them and this is truly valuable to the volunteering experience.
- Our Annual Sleep Out again was a huge success - this event gets better every single year. This year we got support from our local council which made the venue and facilitates more accessible. Again, we had a great turnout from both the general public, commercial companies and staff who work at MACS. What most people came away with from this experience (and believe me it was cold) was how difficult it was to sleep outside and therefore a real appreciation and empathy for those people who find themselves without a home.

I would like to mention the huge commitment, time and support given by The Board over the last year. This relatively new Board is embracing their responsibilities and have displayed a passion for strong governance moving forward. I would like to thank especially our new Chair, Barry Smyth who has been a steadying hand and leads The Board with calm reassurance, ably supported by Harriet Long our Co-Chair.

20:20



Mary is typing...





CEO & Board Statement

ONLINE

I'd also like to thank Eammon McCotter, one of the founding members of MACS who has come back to serve on The Board and donated a beautiful retriever pup to our Therapeutic Community.

Not to blow my own trumpet, I'd like to celebrate and praise the efforts of MACS Senior Management Team. I was lucky enough to be shortlisted for CO3 Inspiring Leaders Award - getting shortlisted is not my achievement but the achievement of the fantastic team I directly work with and if I have been nominated as an inspiring leader... I am nothing without the skills, knowledge, love, compassion and commitment of this remarkable MACS team. Finally, can I thank all the MACS teams - they always go the extra mile and are the backbone of this thriving organisation.

It goes without saying that we are privileged to be working with our children and young people - they achieve so much against the odds in many circumstances. This is very much displayed by our Led by You Project and this is a testament to their work in the production of this Annual Report and their continued support in improving MACS.

20:20



The Board is typing...



There are many highlights happening in MACS and many of the most impressive relate to our young people and their many achievements and challenges that they overcome on a daily basis. These stories are always uplifting and for many of us act as the main motivation for working or volunteering with MACS.

The continued development and opening of the Therapeutic Community is noteworthy and even though the process began prior to 2019, from it being a concept through to Board approval and the purchase of property, the Therapeutic Community only really came into its own in 2019 with the placement of its staff team and first child. True to many MACS traditions, it was a bold move because it represented a change in direction: it was a step outside of MACS comfort zone. The Therapeutic Community was the brainchild of Mary and came from her identifying a need for a way to support young people in a living environment with a holistic approach to support children with complex needs who are not ready for foster care or residential homes. It has been a privilege to be a part of this exciting development and I look forward to supporting in the Therapeutic Communities ongoing development, and in witnessing it becoming a hugely transformational home for many children for years to come.

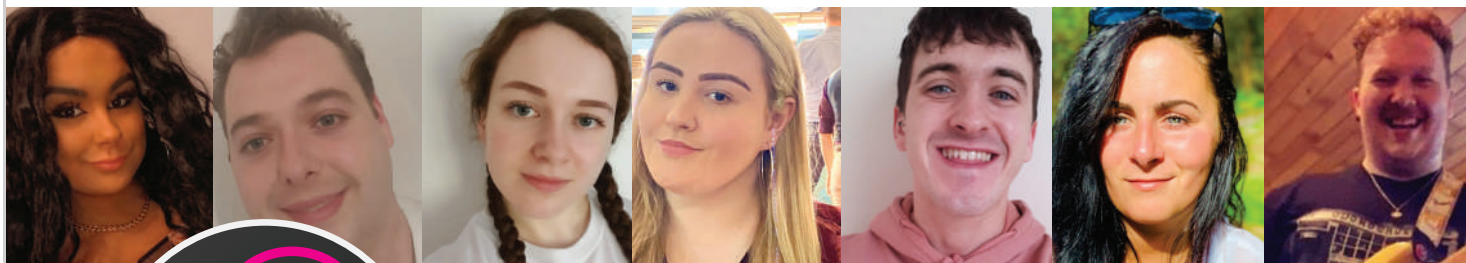
I am always learning about the amazing work being carried out by MACS and the achievements of its young people, my personal learning relates to me undertaking the role of Chair of the MACS Board of Directors in 2019. This past year has seen a big change in the membership of the MACS Board and with this came many great opportunities through the range of new skills, knowledge and expertise coming to the Board and some challenges in the Board with adapting to change and becoming familiar with its role. I found myself feeling that I needed to undertake some Board specific training so that I could carry out my role to the best of my ability, which included learning how the Board and I can best support the work of MACS.

It would be strange for me not to acknowledge the challenges of COVID-19 in all of our lives but I continue to feel excited in the work of MACS and what the future brings for Mary, her team of staff and volunteers, and the young people who are supported by MACS. Mary and her team have ably steered MACS through a very difficult time showing passion, innovation, true grit and teamwork to continue to provide quality services. MACS has shown itself to be resilient and inspirational during the past year. When we all get back to a sense of normality in the coming months, I can't wait to see the continued strides that MACS makes in all aspects of its work and the MACS Board with its many talents and enthusiasm for MACS are here to support in making this happen.

20:20



← Participation



LedByYou

@LedByYou

📍 Location 🔗 www.macsni.org 📅

456 Following 1235 Followers

FLUTTER

For you

Trending

News



LedByYou @LedByYou

American President John Quincy Adams once said “if your actions inspire others to dream more, learn more, do more and become more, you are a leader”. This quote really speaks to the efforts and commitment of all of the young people, staff and volunteers involved in Led By You and MACS Muddy Paws who are truly inspirational. Over the last year, we have seen our service grow and expand to see two new members of staff in Led By You, Maxine our MACS Muddy Paws worker and Caoimhe move from a Young Leader to a paid member of staff as our Time to Shine Leader. Moreover, we have had a huge number of young people volunteer their time to help shape MACS services through the Shadow Board and help combat social isolation through delivering voluntary sessions at Muddy Paws.

As Team Leader within MACS Led By You Service to say I am proud of the young people and staff in our service would be a massive understatement – I am humbled by their generosity, passion and commitment and cannot wait to see what we do next!



Achievements@LedByYou



TimeToShine

Recruited Caoimhe (Young Leader) for a 1 year post as our Time to Shine Leader through funding from The Rank Foundation





Achievements@LedByYou



#Held 18 Shadow Board Sessions over the year
#Updated our Young Leaders Outcomes Pack for Led By You



Achievements@LedByYou

#7 Young Leaders obtained their 200 Hour Gold Award in Millennium Volunteers
#2 Youth and Community Work students completed their placement in Led By You and both got the highest mark in their respective years for their placements




Achievements@LedByYou

#1724 hours were volunteered in Led By You and MACS Muddy Paws in the last year
#Young Leaders helped to raise over £50,000 for Led By You and MACS Muddy Paws



EveLedByYou@LedByYou

I love that Led By You shows that young people are truly at the  of MACS



SquadGoals@LedByYou

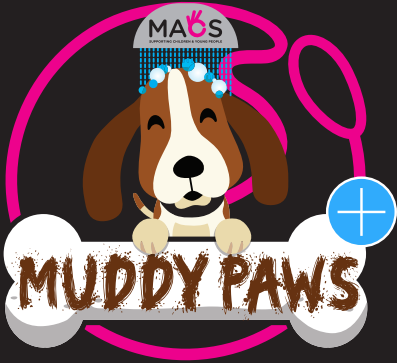


SquadGoals

#Squad Goals

- Recruit more Young Leaders to Led By You
- Focus on training and development
- Work more with other teams in MACS
- Hold ourselves and each other more accountable





MuddyPaws

MACS has gone to the dogs

89
posts

5733
followers

51
following

Follow



2750 likes

Achievements

- ♥ We recruited a new MACS Muddy Paws worker and expanded our services to include grooming
- ♥ We received 157 volunteer application from young people and adults in the last year
- ♥ Our volunteers helped deliver 318 MACS Muddy Paws sessions to the public
- ♥ We have developed a new Outcomes and Training Pack for volunteers
- ♥ We provided 5 training sessions to our volunteers on Animal Behaviour, Animal First Aid, Obedience Training and Child Protection/Adult Safeguarding





Photo



MuddyPaws



♥ 2750 likes

My name is Mya and I came to Muddy Paws to grow my confidence and get experience for the course I am doing at college. It all started when a Muddy Paws leaflet came through my letterbox and I was instantly interested. I went down to the shop and absolutely loved it: the atmosphere, the workers, the other young people and of course the dogs! I have learnt so many new skills that I didn't know before and my confidence has soared as I have become more knowledgeable about dealing with the public and grooming the dogs. I have really come out of my shell and volunteering at Muddy Paws is the best decision I have made! I hope to use these skills to go on to dog grooming and become a mentor at Muddy Paws.





Wellbeing



T5 ran for 6 weeks over summer 2019 and everyone in the Wellbeing was invited to take part! We looked at the five ways to Wellbeing and brought them to life in fun and unique ways. We organised lots of activities such as Escape rooms, we learnt new crafts at The Forest School and spent time getting to know each other. Everyone built their confidence and reduced their anxiety with great success.



Like

Comment

Share



Wellbeing



Young people participating in our service reviews requested a residential so in mid February we took them to Share Discovery Village in Fermanagh. We were able to team build, improve social skills and boost confidence in all the young people and we had fun by trying a few activities such as t-shirt printing, movie night with lots of treats, archery, wall climbing, laser tag and interactive games. A great time was had by everyone and we all built friendships and memories that will last a lifetime!



Like

Comment

Share



Young Mens Group



The Young Men's group was 8 weeks long and our young men had the opportunity to try new activities such as wheel chair basketball, water sports, a walking group and the climbing wall. Young men enjoyed the chance to meet up and chat which successfully built on friendships and confidence. Fun fact: All the members of the walking group were bought matching coats!



Like



Comment



Share



Jessica's Story



Before working with MACS, I lacked a lot of confidence in everyday tasks like making phonecalls. When I started working with Wellbeing at MACS, I joined a variety of different, fun groups which was so scary and intimidating at first as I didn't know anyone. As time went on and with the help of my worker, I very quickly got settled and talking to everybody and my confidence blossomed! I can now make phonecalls by myself, have started back at college again and have my very own flat! Things are looking up all thanks to MACS!



Like



Comment



Share



Achievements



- Wellbeing applied for The UK Mental Health and Wellbeing Awards. These awards celebrate innovative interventions for young people. We were shortlisted as one of the 3 finalists.
- Wellbeing completed an action-packed 2 day residential for 12 young people
- We have delivered 15 groups to young people with volunteers this year to increase confidence and social networks, self-esteem, hobbies and interests. This has included the T5 programme, which incorporates the 5 ways of wellbeing: connect, be active, take notice, keep learning and give.
- 72 volunteer matches were completed within this year with young people. Matches set goals to reduce isolation, loneliness and improve mental health.
- Friends of MACS have developed new and exciting partnerships with other organisations who have contributed time and completed tasks such as maintenance work, gardening and producing practical packs to support young people's needs.



Like



Comment



Share



Downpatrick Integrated Service



TOM

Hello my name is Tom*, I'm 19 years old and live in Downpatrick. I've been involved with MACS Floating and Housing since July 2019. I am from Dublin but lived in Wexford before coming to Downpatrick to live with my auntie because of family issues. When I turned 18, I signed onto Universal Credit and got a private rental flat. I lived there for about 4 months but unfortunately had to move out as the flat was not suitable to live in due to having damp on the walls. This was making me ill and just wasn't a healthy environment to live in. I then found out about MACS through a family member of mine. MACS listened to me and to them I was able to speak about my problems which they immediately helped me with. MACS signed me on for a flat in their Supported Housing straight away and in August 2018 I moved into a flat in English Street. Without MACS help in getting me this flat, I could have been really ill or really depressed and could of lead to my mental health declining. Some of my favorite memories of being involved in MACS Downpatrick are the residential trip in Carlingford – it was so much fun, swimming, watching movies, games with staff (especially the archery competition against staff) and Go Karting. My favourite place in my flat would have to be the kitchen cause I love to eat or my bedroom to sleep (hahaha) or just chilling out the back with the other young people with the speaker going and having a laugh in the sun. I am so thankful for MACS and the help I have received.



Chat



Stories



Downpatrick Integrated Service



ACHIEVEMENTS

- We successfully partnered with SERC to create a Floating Support HUB in the college. This was a good opportunity to raise MACS profile whilst also being more accessible to young people in need of support.
- By adopting a Social Pedagogy approach the staff and young people in Downpatrick have transformed their outdoor space to create a more tranquil and welcoming environment.

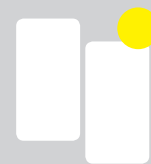


KIRSTY

Growing up was not easy and it never is for most young people with my type of life but gladly at the end of my story there is light and happiness. When I was 11 years old, my mummy passed away which lead me to be placed into care. I lived in various foster placements, which I ran away from and found myself drinking alcohol at a very young age to deal with this. As a result, I was put in a secure unit for 3 years to settle myself because I was at risk. Things unfortunately did not work out there and I decided to move to a different secure unit down south. This was the best decision I have ever made. It changed my life for the better because I got to meet new people, start a fresh new life and the experiences from it were amazing. This experience changed me as a person and I could not be more grateful. I also got a dog who I called Sadie, which gave me a purpose in life and taught me so much. To this day, I have my little bundle of joy, she is the best dog in the world! I then moved back home to Downpatrick and was homeless for 3 months which was horrible but since I am very strong and independent and do not let anything beat me; I got my own place again with the help of MACS. I am stronger than ever and have everything I need. At times, I thought that things were always going to be this tough as I had a very hard life and struggled from a young age but with the help of MACS, I was able to see the light at the end of the tunnel. For anyone out there who is in a similar situation, I promise you that everything is going to work out and be okay. You have to make the most of life in order to be where you want to be and that is exactly what I did.



Chat



Stories



DISCOVER

Featured

Video

Profiles

Join MACSpace



NEWS

Patrick's story



My name is Patrick and I am a part of MACS in Newry Housing. I have overcome many difficulties in my life but with the help of MACS I am on a clear path to achieving my goals. I have faced many fears and anxieties and have taken steps to be able to focus on what I feel like I need to do. I am also a part of a Youth Centre and I am on The Board there which I am very proud of. Currently, I am doing a creative writing course which I thoroughly enjoy and also took part in making a film with the organisation CineMagic. This year I am hoping to study at Belfast Met and through MACS I have become so much more independent. Through my experiences, I am able to help other young people in MACS with their difficulties. I am now thriving and turning my challenges into advantages!

♥ 2019 ⓘ 2020



NEWS

Niamh's story

My name is Niamh and I'm 25 years old. I got involved with MACS 8-9 months ago. I am very proud to say I am 9 months sober and clean.

I had a hard childhood, my mother was abusive and an alcoholic. At the age of 12 years old I began to use alcohol and drugs to escape my reality as it was easier than living in it. I spent almost every day using drugs, from cannabis to cocaine, and extreme amounts of alcohol. I feared going home so I spent many days and nights running the roads, hanging around with older people who could supply me with drugs.

I got into a toxic relationship that was physically and mentally abusive. For years, I didn't have anywhere stable to live, I self-harmed and attempted suicide many times as I wanted the life I had to end.

At the age of 24, I decided things had to change. I sought help, went to rehab and found MACS which was a stepping stone to my recovery. Alcohol and drugs stopped my growth and for years I felt worthless and unloved. It was hard getting clean and sober but I did it - I never want to feel the way I felt before this period of my life again. It was a struggle but a necessary struggle and it was worth it and I work on myself everyday, MACS helped me so much in the short time I had with them, they helped me get my own place and most importantly they picked up the phone when I needed someone. They were at my door when things were getting too much and days got dark. Each time they brightened them and I'll forever be grateful for that. To whoever is reading this, you are important, you are beautiful and you are not alone.

♥ 2019 ⓘ 2020

FEATURED

Achievements

- In July 2019 Newry Housing decided to do something different and pilot a one year Day Support Worker post for one year.
- We successfully secured a Supporting People Floating Support tender to support 25 young people in the Newry area. This is a really exciting opportunity for MACS to continue to raise its profile and to provide young people in the Newry area with much needed support.

Add to Memories



Photos





Memories

"The support I've got from my worker"



"MACS staff help making this place your home"  

"Dog sledding with my support worker and his huskies"  



.....

Story ▾

Save

Rachel's Story

My name is Rachel and I am 24 years old. I spent nearly two years sofa surfing with friends after having to leave my family home. I struggle with health conditions, which negatively affect my sleep and energy levels and had been having a hard time finding somewhere permanent to live as well as keeping on top of my physical and mental health. I felt frustrated and unsure how to achieve my goals, which were finding stable accommodation, looking after my health and going back into work.

I was referred to MACS just before Christmas as I was no longer able to work or look for housing. I was supported to be able to engage with the Housing Executive and being helped to be awarded the housing points I was entitled to. Thankfully, in February 2020, I happily accepted a one bedroom flat that was close to my support networks and GP.

By collaborating with the Glasspool Trust, MACS has supported me to furnish my flat and make it feel like home. I would have to say my favourite room is my brand new living room as it is decorated in my favourite colour combinations and feels cosy.

I am now able to look after my physical and mental health and I hope to get back into employment in the future. It has been fantastic being a part of MACS and starting to achieve my goals and dreams and settle into a place I can call home.

Photos [Comments](#)



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Story ▾

Save

Luke's Story

My name is Luke and I am originally from Poland. I moved to Lisburn MACS in July 2019 from a children's home. When I first came to MACS, I was very quiet, shy and liked to keep myself to myself. However, as the days went on, with the help of MACS, I began to socialise more with the other young people in the house and I really came out of my shell after engaging in House Meetings and group activities like Virtual Reality nights. I attend the gym every day and even in these uncertain times of Covid-19, I still find a way around the obstacles! I want to pass my driving test so I can travel with my family which is my main goal. I have also worked with the South Eastern Trust and devised a Workout and Nutrition in Isolation Plan which will be circulated through all staff and young people in the South Eastern Trust area. I worked extremely hard on this plan and am very proud of it.

Some of my favourite memories from being involved with MACS are Sunday Dinners, visits to my family in Poland, and the visit to the Christmas Market and all you eat Chinese buffet afterwards.

I have overcome many obstacles in my life and have learnt many lessons. During MACS Proud event, I told everyone I was mostly sober which is a huge achievement of mine. I couldn't have done it without the help of MACS. My future goals is to be a successful business owner and open up a pizza bar with my uncle.

Photos [Comments](#)





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Story ▼

Save

Achievements

- We successfully secured a Supporting People tender to support 30 more young people in the Lisburn community.
- Our Bridge Street flats partnership with Resurgam and NIHE continued successfully with 10 MACS young people moving to Bridge Street throughout the year.



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Antonia's Story

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What to watch next



Story
by Belfast Floating Support 2020 views

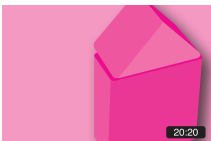
I started receiving Floating Support from MACS during an extremely low period of my life. I was homeless and had lost most aspects of a typical teenagers life, such as a home and a family to turn to. From my first ever meeting with a support worker I was so nervous about what they'd think of me but it quickly became apparent that this wouldn't be the case. Each worker I met greeted me with a smiling face and always made me feel I could turn to them whenever I need, each story I told them was listened with open ears and replied to with nothing but the best advice. With the help of MACS floating support I moved into rented accommodation after being homeless for just over a year and a half and finally had somewhere to call home. They helped me set up my own home and reassured me at times when I just wasn't so sure. They helped push me towards my dream course in university, which I am now studying full time. I recently have moved into a property that I have bought, and it's safe to say without MACS I wouldn't be where I am today.

Other than the materialistic aspects of life, MACS helped me believe in myself, they showed me it was okay to trust another person again and reassured me that a bad day doesn't mean a bad life. Although MACS couldn't take all the scary steps for me, they stood by me and supported me while I did. Without the support I received from MACS, I most certainly would still have struggled with my mental health and wouldn't believe in myself when I needed to most. At times when I felt alone, when every step forward just meant three more back, MACS were just on the other end of the phone to listen to me, which was more than enough for a teenager who had nowhere else to turn to.

I am truly grateful for everything the MACS team have taught me, for the workers I shared laughs with and the ones who had to witness the 'ugly' cry no one usually sees, for the office who were always open when your designated support worker was on a well-deserved holiday and most importantly making me who I am today. Two years ago, I never pictured my life how it is today, but I do know that I will never look back.

My goals now are to finish University, to qualify as a Registered nurse and to be able to help others whose lives just aren't going as expected, to listen to them when they feel no one else is and reassure them at times when they feel scared like MACS did for me.

Achievements



Achievements
by Belfast Floating Support 2020 views



- Secured funding to pilot a Prisons Resettlement Worker Post that will provide support to young people leaving prison through an intensive floating support model, which encompasses a co-ordinated and holistic approach to resettlement.
- Through our Charity Partnership with EYH (End Youth Homelessness) we have been able to access funding to provide a Bursary that will enable young people to access employment, education and training opportunities.
- Also with EYH we have accessed funds that have enabled young people to overcome the prohibitive costs to accessing the private rented sector, by providing them with financial support for deposits.

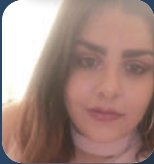
Belfast Supported Housing



-  Liked posts
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MACS Belfast Housing  
MACS here what's happening?



Stacie  



“My experience living in my family home in 2017 wasn’t the best and my social worker and I felt I would be happier If I lived alone. I asked my social worker if there was support out there for someone my age and she told me about MACS the support they provide to young people from my background.

I instantly knew this would be perfect for me and the best way to learn to live independently, especially knowing there are staff there all the time to help and encourage me. What I love about MACS is that it provides young people with an understanding of what it is like to live alone while allowing us to make mistakes and grow in confidence. The staff in the building have always been so helpful with things that I did not know how to do on my own, such as applying for courses, filling in forms, getting the right benefits and looking for new opportunities.

The staff have also helped me realise my potential from when I first moved in. I now enjoy and am confident meeting new people and trying new things. MACS has given me so many great opportunities to do activities with other young people in the building. Such as The Young Leaders Programme, The Big Get Together and going bowling, day trips away, outdoor activities and the cinema. I’m so thankful that MACS has given me the chance to spend time with the other young people and to build positive friendships. I am forever thankful to MACS and the kindness and support the staff have shown me!”



Mubrak Ahmed  

Our boxing superstar! Mubarak Ahmed won the Irish Boxing Champion of Ireland in March 2020 through hard work and dedication to his craft with Belfast Metropolitan College and Holy Family Boxing Club. We are proud of what he has achieved!



Achievements  

Achievements

- We secured funding from NIHE and recruited a Shared Housing Co-ordinator to develop a shared housing project that spans across MACS and other external young people providers. With the creation of a matching process and the development of a tenancy ready programme we envisage that this project will become a vital housing service for our young people to benefit from.
- Open internet access to all young people has been something that everyone in MACS has believed in and a priority goal for Belfast Housing. This year Belfast Housing took the lead in making this happen, developing the processes and the installation of free WIFI across all Housing Services in MACS.

Trending Now



Therapeutic Community

▶ PLAY

+ MY LIST



As April 2019 began we began to receive expressions of interest and referral enquiries to the Service; meeting with several Trusts in the process. We completed initial assessment work for 4 children across the year and offered accommodation at My House to all 4 of them. Through this process we learnt a lot about balancing the needs of the Trust against our own assessment process; making our process more robust; and how to better prepare for risk taking behaviour. We expanded our staff team as we welcomed new children to the House, increasing our House Parent capacity by 2 posts, our day team by 1 post and expanding our House Parent Support Team. Active review of our aspiration for self-management, supported by an external consultant, showed that while direct work with children was a clear strength; decision making across lead areas was more of a challenge. We made the decision to introduce a House Lead in January 2020 to support with decision-making and oversight of Grown Ups lead areas as identified in the Balanced Score Card. As the year progressed, we made real inroads in deepening our understanding of Trauma Informed Practice. Working alongside our Consultant Clinical Psychologist (Dr Michele Kavanagh) we benefited from twice weekly Clinical support. Dr Kavanagh has taught our team to hold and record Therapeutic reviews which feed out from and into Team Formulation. We trialled a form of group supervision for 3 months that included clinical and managerial approaches. At the end of the timeframe we agreed to separate the processes: line management supervision and group reflective practice. Dr Kavanagh introduced a 'Therapeutic Letter' to support the child's view, experiences and opinions and these are written and presented by each child's Main Grown Up at LAC reviews. We continue to embed our therapeutic approach 'Sensory Attachment Intervention' and as of March 2020 have SAI focused supervision from our Consultant Occupational Therapist Nick Smith. We continue to review our policy and procedure in response to our Practice Experience and are very proud of the introduction of our child friendly keeping safe process.

ACHIEVEMENTS ▶

- ▶ With the support of our Clinical Psychologist we devised a child friendly risk assessment and management tool: the Rumble, Rage Rest Volcano.
- ▶ Expansion of Just Right State Childs Programme within local school to include Parents Programme.

OVERVIEW

EPISODES

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Inbox



Starred



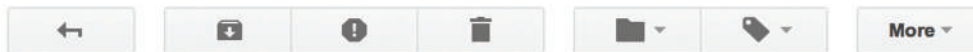
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Important



Sent



Admin, Finance & HR



Inbox x



Sender <Admin, Finance & HR 2019-2020>
to user ▾



It has been a year of change, progression and new adventures for all in the HR and Admin team! Firstly, huge congratulations to Emma on the birth of her beautiful twins, and secondly to Andy, who was successful in gaining a post as a Wellbeing Schools Worker.

Continuing to build on individual skills and strengths, we re-structured our admin team, developing specialisms in Office, I.T. and HR Administration and welcoming enthusiastic new team members - Ellie and Ashley - who have played a key role in maintaining a warm, welcoming atmosphere to all who visit us in Ormeau Road.

Achievements for HR Admin this year:

- Matt has put all of his creative talents to great use and produced 4 amazing promotional videos for MACS this year, as well as running the Instagram account to raise MACS social media profile.
- Claire has achieved her CIPD Level 5 Qualification in HR Management.
- This year MACS Staff Satisfaction Survey showed 100% of staff surveyed felt motivated in their role and are PROUD to work for MACS!
- Another productive year for recruitment in MACS with 38 job advertisements, 502 applications received and 34 new employees started. We set up a recruitment subgroup to review how we recruit and to introduce fresh, innovative ideas to our recruitment processes in the hope of attracting the best possible applicants for MACS.



Reply



Forward



ORG OUTCOMES



2019-2020

MACS support 996 young people

100% of stakeholders are happy with the service

90% of young people maintained their accommodation

19:20

80% of young people found accommodation

19:20



79% of young people better managed their mental health

19:20

85% better managing self-harm and suicidal ideation

98% of staff expressed job satisfaction

19:20



Type a message





Compliments

"Hard to find faults - the staff are always doing their best"

"MACS are very supportive of young people and their needs"

"You's are amazing!"

"Volunteering for Muddy Paws gives me the opportunity to learn something new, meet with other young people and just be part of a group. It's an amazing feeling that you fit somewhere"

"I was always encouraged to have an opinion"

"My support worker was incredible - always went above and beyond"

"My worker helped me be independent but still built a trusting bond with me while still being professional"

"Brilliant service"

"Being a Young Leader has helped me develop skills in a whole cross section of areas such as planning and social skills, working as part of a team and helping to build my self-confidence and sense of worth"

"My worker was friendly and chatty -brought me out of myself"

"My worker was calm and reassuring - especially when my head was minced"

"Staff really know their stuff -they give you accurate and meaningful advice"

"I never felt pressured but was helped to make better choices"

"MACS Are amazing and they go above and beyond for all their young people"

"The workers in the building were my support workers because they all new how to make me feel better and turn my mood around"

"They made me feel safe"

"Muddy Paws is an excellent service, very friendly and kind staff"

"As a Mentoring Volunteer in MACS the enthusiasm and positive attitude I've been met with motivates me enormously"



Stakeholder Feedback

"As a parent, I am so grateful for the support my son got from MACS. He had a great volunteer who met him every week and never let him down during the whole of lockdown. My son now wants to do youth work. I always thought charities like MACS were just for people who struggled financially or who had split up but they do so much more. MACS helped my son in the lowest point of his life, he's a different young man and I have got my son back thanks to their support".

Parent of young person using Wellbeing Service

"I have been working with MACS Belfast for over 2 years and they have helped support many of the young people that I am involved with. The whole staff team have demonstrated high levels of motivation and dedication to help support the young people through homelessness or the transition from residential care to independent living. The staff build great relationships with the young people and their hands on approach ensures that the young people feel that they are supported at any time of the day or night. In addition to the practical support offered (appointments, housing issues, benefits, advocacy) staff are willing to offer reassurance or a listening ear at times when the young people may be struggling to cope in what can be a challenging and difficult time in their lives. The staff teams willingness to 'get alongside our young people' ensures that they feel that the unit is a safe space for them to live and that they know that their voice is being heard. I look forward to my continued collaborative working with all of the team".

Social Worker - Belfast HSCT re Belfast Housing

"Belfast floating support provides a valuable service to assist vulnerable young adults with a different range of issues. This service is essential to a lot of my clients especially the most vulnerable clients with more enduring or complex needs, support is delivered on an on-going basis everyone pulls together on such short notice to put support in place. All the staff are doing an excellent job and without a doubt are going above and beyond for the young people they support".

Nuala Kane - Housing Solutions Team - NIHE

"It was a pleasure meeting the Young Leaders. I was thankful to them for so open and sharing their experience and expertise as Young Leaders. I was so impressed - they are so articulate, confident and compassionate. MACS is definitely in good hands if this is the calibre of people contributing to the development of quality services for children and young people"

Aisling Johnson - LFT Trust

"I booked my shih tzu into Muddy Paws - he is a very anxious dog but the staff were excellent with him and really reassuring. The cut was great and he smelt like new. When I came back to pick him up he was playing with the young people and having the time of his life. He hardly wanted to come home. There is something special about Muddy Paws - you feel it and see it when you go in. I'd highly recommend to anyone - well done to everyone involved".

G Duncan - Muddy Paws Customer August 2020

"I am so grateful for your support with our young person, he has a complex story and your gentle and human approach to connection with him is so helpful. He has a tough road ahead, he is likely to stumble along the way. Am not over ambitious AND I do believe he is deeply benefiting from your kindness and support".

Rachel Gibbs Assistant Director Prison Health

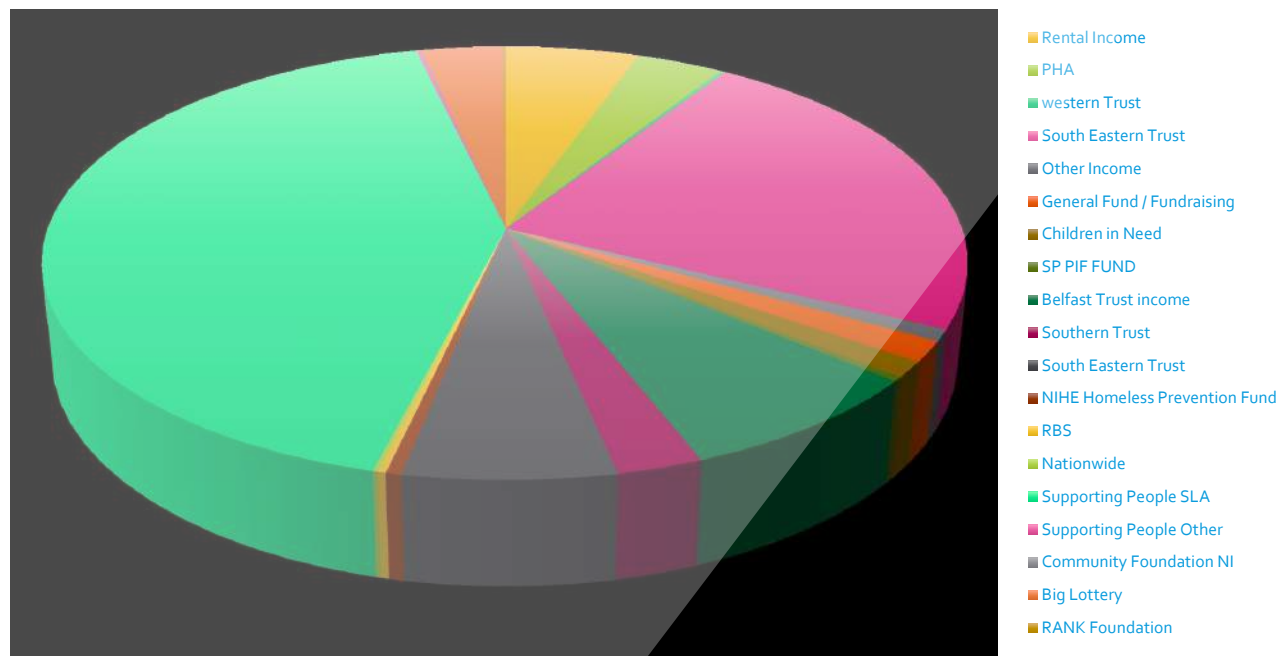
"Joint working with MACS Wellbeing Support Service was a really good experience - the young person I am supporting said her worker was open, had a holistic approach and kept her updated with valuable information she sometimes didn't get from other professionals. Her worker was available and took time to get to know her and help her with what she needed"

Claire Macintyre - Project Worker DAISY

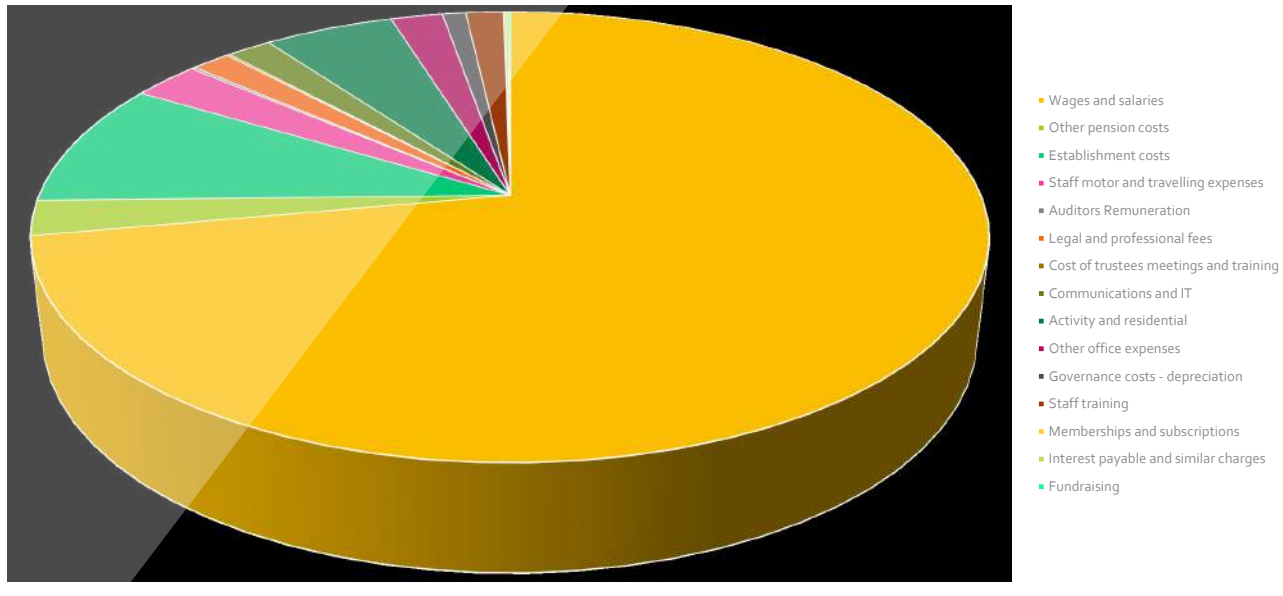
"MACS Downpatrick deliver a high standard of support planning that is flexible and meets the needs of the young people using the service"

Social Worker South Eastern Trust

INCOME



EXPENDITURE



MACS

SUPPORTING CHILDREN & YOUNG PEOPLE



19:20 ✓✓



INVESTORS
IN PEOPLE | Gold

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