



2014-15

ANNUAL REPORT

PRODUCED BY THE YOUNG PEOPLE OF MACS

MACS

SUPPORTING CHILDREN & YOUNG PEOPLE



Hello, we're the Shadow Board. We are a group of young people who are from different parts of Northern Ireland who meet weekly and have given up our free time to create this year's annual report. This is the first year young people have put their own spin on it and made it young people friendly. .

Enjoy reading the best annual report you have ever seen!

MACS Shadow Board was set up in April 2015 to provide an opportunity for young people to influence the strategic direction of MACS. It is being led by Participate Now which encourages young people's participation in the organisation. Young people from MACS, past or present discuss issues that affect

young people being supported by our services and link in with the Board of Directors to give them direct feedback on what is going on for young people in MACS and how services can best meet these needs. The Shadow Board have developed this year's annual report and have met with staff and young people to hear about the work that has been done in MACS over the last year. The young people completed interviews with staff and young people and put together a media piece to show case some of the great things MACS have done in 2014-2015.

Shadow Board ☺

Paul interviewed Harry Barry. He is the Chairperson on MACS Board of Directors. "I met with Harry who told me that MACS is an organisation that treats people with respect and dignity, giving young people space to be listened to and be heard. He said MACS is different from other organisations because of how it works with young people and he loves being on the Board of Directors. Harry told me he has seen the organisation grow and change and is honoured to be able to give back to the organisation and the young people. Harry and myself were in agreement that the Shadow Board is great because now professionals and young people can bring their experience and knowledge together. He also explained that the identity of MACS is not just the people who work here but young people and staff collectively that make it work. Harry explained that young people respond to people who listen and treat them with respect. As a young person on the Shadow Board it is great that he feels that way and it will be nice to work together and I know I will be listened to and respected".

CHAIR STATEMENT



"Harry also talked about governance that means the Board of Directors are keeping MACS on track and making sure the organisation is safe. He was delighted to tell me that MACS Board of Directors had their first ever residential away day in which they looked at the strategic direction for the future 2015-2020".

MARY'S HIGHLIGHTS



Dervla met with Mary who is the CEO of MACS and chatted about Mary's personal highlights for the year. "Mary explained that she was delighted about how MACS have increased the number of volunteers to 60, beating the organisational target of 30 and how they have got the Investors in Volunteers Award. She also told me that MACS have piloted a mental health group work programme in schools and that feedback has been phenomenally positive. In addition to schools work, MACS has supported over 780 young people which I think is amazing! Mary is excited about the development of the shadow board and feels that young people

feeding directly up to the Board of Directors is the only way to go and this will keep MACS relevant and current. She is also very proud that us young people are doing the annual report and she can't wait to see it at the end. Speaking of helping out, Mary talked about the new and different MACS choir which is going strong thanks to Aoife and Madeline.

MACS had some big learning when delivering an in house training program for young people who find it hard to stay in training or education called "MET". Feedback was really positive and young people made great strides but MACS are not experts in this area and if doing something like it again partnership working is a must.

Lastly, Mary thanked me and all the other inspirational young people who gave up their time and energy to help fundraise over the year".

ORGANISATIONAL ACHIEVEMENTS

HOW SUCCESSFUL WERE WE

WHAT WE SAID WE WOULD DO

PROVIDE A QUALITY SERVICE FOR YOUNG
PEOPLE AND STAKEHOLDERS

HELP YOUNG PEOPLE SECURE/
MAINTAIN THEIR OWN TENANCIES
OR ACCOMMODATION

MACS TO INCREASE THE NUMBER OF YOUNG
PEOPLE WORKED WITH

INCREASE YOUNG PEOPLE'S
PARTICIPATION AT MACS IN SERVICE
DEVELOPMENT

WE SET UP A SHADOW BOARD MADE UP OF
YOUNG PEOPLE TO GIVE FEEDBACK ON STRATEGIC
DIRECTION OF MACS

ESTABLISH SOCIAL PEDAGOGY AS AN APPROACH
WITHIN MACS

MACS TO OBTAIN NEW AWARDS AND
COMPLY WITH RELEVANT STANDARDS

MAINTAIN CURRENT BOARD OF DIRECTORS
MEMBERSHIP AND ATTRACT NEW MEMBERS
FROM BUSINESS, COMMUNITY AND FUNDRAISING
BACKGROUNDS

SUPPORT AND DEVELOP STAFF

STANDARDISE AND UPGRADE MACS
ADMINISTRATION SYSTEM

95% OF THOSE SURVEYED WERE VERY HAPPY
WITH MACS SERVICES

92% OF YOUNG PEOPLE SECURED/
MAINTAINED THEIR OWN
ACCOMMODATION

WE SUPPORTED 780 YOUNG PEOPLE
OVER THE YEAR

WE EMPLOYED A TEAM LEADER TO HELP SHAPE
AND DEVELOP PARTICIPATE NOW

YOUNG PEOPLE DEVELOPED THIS YEAR'S
ANNUAL REPORT

NEWRY HOUSING TO PILOT SOCIAL
PEDAGOGY FROM SEPTEMBER 2015

ACHIEVED INVESTORS IN VOLUNTEERS
MAINTAINED INVESTORS IN PEOPLE
REGISTERED WITH NI CHARITIES COMMISSION AND
RECEIVED SPECIAL RECOGNITION FOR THE STANDARD
OF OUR APPLICATION

FINALISTS IN SOUTH EASTERN TRUST
HOUSING AWARDS

RECRUITED NEW BOARD MEMBERS WITH A STRATEGIC,
BUSINESS AND MENTAL HEALTH BACKGROUND.
CONTINUED TO REVIEW BOARD EFFECTIVENESS AND
HAVE BEGUN WORKING ON THE NEW MACS STRATEGY
FOR 2015 - 2020

95% OF STAFF SURVEYED INDICATED A HIGH
LEVEL OF SATISFACTION

NEW INTERNAL SYSTEMS DEVELOPED INCLUDING
MACS STAFF PORTAL

Jordan interviewed Catherine who is the Downpatrick Integrated Housing & Floating Support Manager

“Catherine told me that her team had supported 23 young people in their housing service and 161 young people in the community through Floating Support over the last year. Downpatrick changed to an integrated service (bringing housing and floating support services together) which is new. That means MACS can help young

people who are homeless and those who are moving out of care find accommodation. Young people can stay in MACS for up to 2 years which is great. Catherine told me that they have really good working relationships with the Housing Executive and the local community. I think it's great that they have such good connections. MACS Downpatrick are finalists for the South Eastern Chairman's award which is smashing and will know in October 2015 if they won. Fingers crossed they have!

Downpatrick was launched last year and officially opened by the minister Mervyn Storey DSD. Catherine told me about how bringing the services together means that the young people can have very different needs and that MACS treat them as individuals so they get the help they need. I spoke to a young person who got support from Downpatrick who said that he needs more help because of his learning difficulty but that his worker was great & broke things down to help him understand and let

him make his own choices, helping him all the way. This is cracker, well done Downpatrick.

“I FEEL SAFE AND IT'S A PLACE TO CALL HOME”

DOWNPATRICK INTEGRATED HOUSING & FLOATING SUPPORT



Deirbhile and Jordan interviewed Claire who is the Newry Housing Manager.

“Claire told us that they opened this year and have worked with 14 young people so far. Claire told us they are very involved in the local community, working with the Southern Health & Social Care Trust & local youth clubs like the Magnet centre and other community groups. She also told us that they are

piloting a new approach in MACS with young people called “Social Pedagogy” and they have already started this with young people who have moved in. Claire told us that they had a big inspection from QAF and RQIA and got great feedback which is something to be very proud of in our eyes.

For Newry being so new they have achieved a lot and seem to have a great and supportive team.

Claire talked about how the young people who have moved out have gone on to bigger and better things such as their own accommodation and thinking more positively about their futures which is a great thing for young people to have.

“THE STAFF IN NEWRY HOUSING WILL HELP YOU OUT WITH ANYTHING YOU NEED AND ALWAYS HAVE A CUP OF TEA AND CRAIC FOR US”

NEWRY SUPPORTED HOUSING





BELFAST SUPPORTED HOUSING

Patrick and Jordan interviewed Yvonne who is the Belfast Housing Manager.

“Yvonne told us that Belfast Housing have worked with 27 young people over the last year and she told us that there has been some big changes in Housing. She is a new manager and is really impressed with how

MACS works and how housing supports young people. Yvonne and her team have been able to put their own stamp on the building by refurbishing the office and the young person’s Dee Lounge and it is now a really fun space for young people and staff to hang out in. Yvonne told us that they have continued doing work with children’s homes, visiting them and promoting MACS so young people can come visit and see if Belfast Housing is somewhere

they would like to live. The Dee Lounge is also used when other organisations come to deliver training like FASA, Brook, MET etc and every Sunday, MACS staff make Sunday dinners so everyone can eat together. Young people get involved in making these so I might call in for one myself! One of the big changes in Housing will be involving volunteers which is smashing.

“MACS HOUSING HAS HELPED ME PREPARE FOR HAVING MY OWN HOUSE AND HAS HELPED ME MAKE MY OWN CHOICES”.
“STAFF MAKE YOU FEEL SO AT HOME, THEY ARE FRIENDLY AND HAVE YOU LAUGHING ALL THE TIME”

Deirbhile interviewed Sarah who is the VIP Manager

“Sarah told me that her service has supported and worked with over 262 young people through one to one mentoring and group work. She also told me that they have started new work in 3 schools with young people from 11 up. The schools work is a mental health awareness programme for young people. This is brilliant and helps promote MACS to younger people if they need help in the future.

VIP tried some new ways of working with a program that involved young people getting active, getting creative and getting ahead. They also have been bringing young people to the Northern Ireland street league every weekend for the last four years and had great news because one

VOLUNTEERS INSPIRING PEOPLE V.I.P

of their young people was picked for the Northern Ireland Homeless squad. Other programs included DJ’ing and trash fashion. VIP had some big changes because they reviewed the length of support, changed their name from Mentoring to VIP and then to Wellbeing. Sarah explained young people were consulted the whole way with help from Participate Now. As a young person myself from Mentoring, I felt a huge loss when my support ended with my mentor so I can empathise with young people who



found it hard to see their worker less. I do wonder will they ever settle on a name LOL. I have been involved with V.I.P for about 2 years. They have literally saved my life by supporting me with my mental health issues. I’ve met lots of new people and I can honestly say it’s been the best service. VIP also achieved the Investors in Volunteers which is amazing and also 12 young people got 12 OCN’s so fantastic achievements all round!

“MACS LITERALLY SAVED MY LIFE.”
A VIP VOLUNTEER ALSO SAID HOW “VALUED, SUPPORTED AND RESPECTED THEY FELT BEING A PART OF THE SERVICE AND THE MACS FAMILY AS A WHOLE.”



PARTICIPATE NOW

Jordan interviewed Trevor who is the team leader for Participate Now

“Trevor told me that Participate Now have worked with a total of 104 young people over the last year through one to one and group work support. He said Participate Now have gone through some big changes with getting a team leader, being

really involved in MET and developing the MACS young people’s Shadow Board.

Trevor told me that Participate Now is still doing sub groups to get young people involved and have their say. These have included service reviews, policy and strategy consultations, other consultations with other organisations. Participate Now provides support for young people to attend groups in MACS. He also said that Participate Now is

funded by the Big Lottery and that this is the last year of the project but they will be putting in for a new project based on feedback from young people. Trevor told us some plans for Participate Now they will be supporting the Shadow Board to develop the new MACS Participation Strategy which is brilliant and this will help with the development of the new participation service for young people. Trevor explained that a young person contacted MACS

to say she absolutely loved doing work with Participate Now. When she found out earlier in the year that the guys had care-experience, it meant so much more because she knew they totally understand her”.

“SUPPORT FROM PARTICIPATE NOW WAS GREAT - THEY HELPED ME TO BE IN THE GROUP. THEY ALL LIFT THE MOOD IN THE ROOM”



MET MACS EDUCATION AND TRAINING

Tamara interviewed Suzanne who was the Service Manager for MET

“Suzanne told me that MET ran 3 in house training sessions for 61 young people who were N.E.E.T (not in employment, education or training) and that it was funded by DEL from April 2014 - March 2015. She said that MET helped with both personal development for young people and opportunities

to help with training and employment like essential skills, interview skills, forklift driving, Transitions, Enneagram and social activities for young people. She explained Participate Now were a really big part of it, helping young people attend and stay especially when things were tough for them. Suzanne explained MET has just been evaluated and there were some really positive things from it, especially how much the young people said they got from taking part.

She explained that a young man who was involved in the first MET course gave feedback on his experience in MET/Participate Now. He said “When I first started at

MACS I was not sociable. I wouldn’t speak to people, attend groups and I even struggled to leave the house. The staff helped me to face my fears and social issues and take part in MET and eventually volunteer in later MET courses. It helped me be able to follow a life time goal of joining the army. MET

helped me with accepting my family problems and stopping alcohol abuse and self harming. It also helped me get back into rugby again. I’m grateful for everything that was done for me, without the support I would not be where I am now.”

“THE BEST THING ABOUT MET FOR ME WAS GETTING QUALIFICATIONS I DIDN’T GET AT SCHOOL.”

“THE BIG ACHIEVEMENT FOR ME WAS BEING IN A GROUP, WORKING WITH DIFFERENT OPINIONS & NOT REACTING TO THEM THE WAY I WOULD HAVE BEFORE”

Christina interviewed Eva who is the Belfast Floating Support Manager

“Eva surprised me by saying that Floating Support Belfast had supported 118 young people this year and over 81% of these young people were either able to find accommodation or maintain their accommodation with floating support’s help. Eva explained to me that

Floating Support are involved in a homeless prevention forum and they meet frequently to discuss issues relating to homelessness and floating support. MACS are helping to develop a common referral form for young people who find themselves homeless. The services want to expand the form so it goes to GPs and other services everyone uses as well as the Housing Executive. In my eyes this would be

very beneficial so that other young people can get help when they need it. Eva has worked in MACS for 8 years and in my opinion must love working with young people and as someone who has been supported by this service, I know how important it is to help you get on your feet and help with finding housing and setting it up. My worker was great and gave me all the help and information I needed to get me my own place.

FLOATING SUPPORT BELFAST

“MY FLOATING SUPPORT WORKER IS VERY HELPFUL AND ALWAYS GOES OUT OF HER WAY TO HELP. GOT ME ON MY FEET WHEN I MOVED OUT ON MY OWN AND IS GREAT CRAIC TO BE ABOUT EVEN WHEN I’M HAVING A DOWNER, COULDN’T HAVE GOT THIS FAR WITHOUT HER!”

“FLOATING SUPPORT GOT ME OFF THE STREETS AND INTO A FLAT. THEY HELPED ME GET THE FLAT DECORATED AND MY BENEFITS SORTED. THEY HELPED ME TO SEE THINGS FROM A DIFFERENT PERSPECTIVE BY REFERRING ME TO TRANSITIONS. THEY ALWAYS HELPED ME WITH GOING TO DOCTORS APPOINTMENTS AND IF I EVER NEEDED SUPPORT, THEY WOULD EVEN SIT IN WITH ME AT APPOINTMENTS. MY WORKER ALSO HELPED ME GET INTO A 6 MONTH TRAINING PLACEMENT.”

FLOATING SUPPORT LISBURN

Tamara interviewed Iain who is the Floating Support Manager Lisburn

“Iain told me that they have supported 90 young people in Lisburn with finding and maintaining

their accommodation. He explained that they are a new service in the area and that they have been receiving lots of referrals from different organisations in the local area such as Lagan Valley Hospital, Housing Executive, Social Services etc. Iain explained they have lots of young people who refer in who have

heard from friends which is great! He told me that one of his team attends a suicide task group to keep up to date with other organisations and look at ways to help young people who have mental health problems.

Iain explained that Lisburn will have a big change this year and it is becoming a

housing & floating support integrated service. They will still be helping young people in the community with housing but will have 9 flats for young people from care or who are homeless. This is brilliant and from the sounds of it, young people will be banging down the doors.

Jonny interviewed Madeline who is the fundraiser for MACS

“Madeline told me that since she started there has been lots of different fundraising events in MACS such as parachute jumps, fire walking, the Belfast marathon, pub quizzes, street collections, just giving etc. She has been working with lots of different venues and groups like the Streamvale Farm, Down Museum, Ballynafeigh community centre and other social hubs across Belfast, Newry and Downpatrick and other organisations and

businesses to promote MACS and raise money.

Madeline explained that fundraising is new enough in MACS and there has been lots of progress. One of the new approaches in MACS is to fundraise through MACS choir which is a talented bunch of volunteers. They sing in public to raise money for

MACS and are doing a great job, meeting weekly to practice and doing regular events. Young people have also got involved in fundraising and some of the things we have done were the skydive, street collections, fire walking and one young person on the shadow

board donated the money from his dad’s memorial event to MACS which was really kind and thoughtful! The Shadow Board will also be looking at helping Madeline with the MACS House in Ballycastle and love helping raise money however we can.

FUNDRAISING



T Jordan/Paul interviewed Trevor who was the development worker for Transitions

“Trevor told us that Transitions worked with 35 young people over the year in one to one and group sessions. He explained that Transitions is something really different in MACS because it uses activities with horses to help with young people’s personal development. Some of us writing this report have done Transitions and know it is a really good service

which helps you think about things differently. Trevor explained that they recently completed a program through funding from BBC Children in Need and that the evaluation report was published in an international Equine Assisted Learning Magazine. He explained that for the first time Transitions was included in another program (part of MET) as it is usually a stand alone program. Trevor explained they also made some new partnerships with EAGALA and he was the co-coordinator of EAGALA NI/ROI.



TRANSITIONS

“TRANSITIONS MADE ME THINK ABOUT MYSELF, SPEAK UP FOR MYSELF, I FEEL STRONGER AND CAN SEE A DIFFERENCE IN MYSELF”

**WELLNET
SELF HARM AND SUICIDE
PREVENTION**

Last year MACS supported 130 young people through funding from the Public Health Agency to help with self harm and suicide prevention in our Floating Support and VIP services. This support included one to one mentoring with volunteers, a group programme and one to one support from a MACS worker. Support is tailored around improving coping skills, increasing resilience, building positive relationships and

achieving goals. Through this support 88% of young people reported an improvement in their mental health. Belfast facilitated Aware Defeat Depression to deliver a group called ‘Living Life to the Full’ which focuses on taking control of your own health and wellbeing and breaking the vicious circle. Downpatrick also delivered a 6 week group programme using WRAP to increase young people’s confidence in managing their own mental health.

“I LIKE THE GROUP ASPECT, IT HELPED ME TO SEE HOW OTHER PEOPLE COPE”

**MACS EVENTS
& ACTIVITIES 2014-15
INCLUDED:**

**CHRISTMAS PANTO, OSCARS, CRAFTY
CHRISTMAS, PAINTBALLING, HALLOWEEN
PARTY, JINGLE BALL, SKY TREK, WORLD QUIZ,
SERVICE GROUPS, TOP TIPS, ORG DAY OUT,
FUNDRAISING, FILM CRITICS, DJ COURSE,
COOKING, POTTERY, DUBLIN TRIP &
FAMILY DAY AT STREAMVALE FARM.**

FINANCE & ADMIN

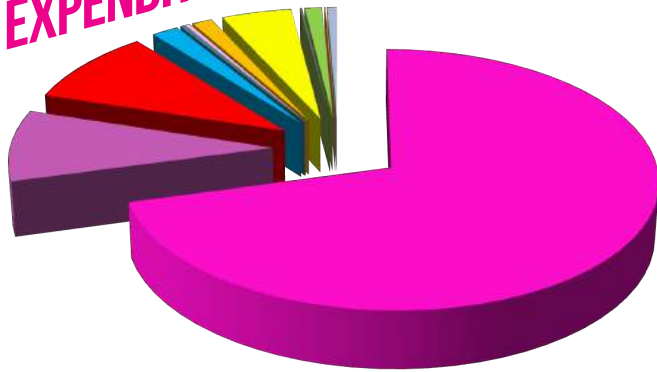
Dervla interviewed Jules who is the finance officer for MACS

“Jules explained to me that finance and admin help to run MACS by being responsible for keeping track of all the money coming in and out of the organisation, helping services with budgets, being responsible for new

systems like the MACS staff portal and generally doing all the administration for the organisation. I asked Jules why she liked working for MACS and she said that it is nice to see young people achieve so much and she has seen young people’s lives changing in MACS. Jules also explained that the admin team do the staff satisfaction survey every

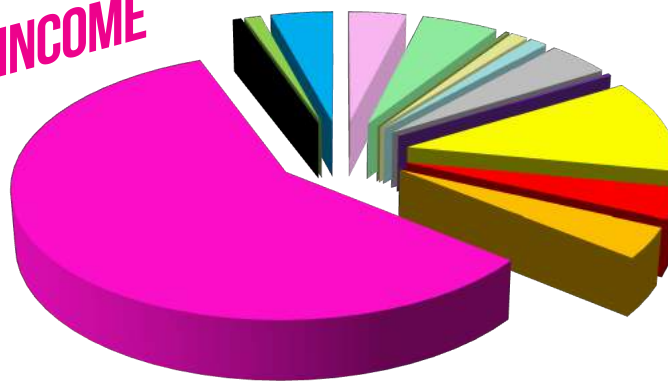
year in MACS which is where staff rate how happy they are with their job. 98% of staff said they are happy to work for MACS which is amazing because if the staff are happy, young people are happy!

EXPENDITURE



- Staff costs £1,532,425
- Establishment costs £195,698
- Activity & residential costs £204,617
- Staff motor and travelling expenses £40,157
- Auditors remuneration £5,980
- Legal & professional fees £7,204
- Communications & IT £30,192
- Other office expenses £103,787
- Cost of trustees meetings & training £865
- Interest payable & simialr charges £1,891
- Staff training £25,752
- Membership & subscriptions £1800
- Depreiation £14,422

INCOME



- Wellnet £115,669
- Other Income £6,198
- Reserves £25,683
- Children In Need £27,281
- DEL £95,997
- EMA £6,333
- Belfast Trust £257,400
- Southern Trust £85,800
- South Eastern Trust £85,800
- Supporting People SLA £1,295,219
- Supporting People Other £13,134
- Comic Relief £25,000
- Big Lotto £93,785

TOP AREAS OF NEED 2014-2015

YOUNG PEOPLE WHO NEEDED HELP
ACCESSING AND/OR ACCOMMODATION

NEED MET
80%

YOUNG PEOPLE WHO NEEDED HELP
WITH MANAGING MENTAL HEALTH

NEED MET
87%

YOUNG PEOPLE WHO NEEDED HELP WITH
SUPPORT NETWORKS OR CONTACTING WITH
EXTERNAL SERVICES & FAMILY

NEED MET
87%

YOUNG PEOPLE WHO NEEDED HELP
WITH TRAINING AND EDUCATION

NEED MET
75%

YOUNG PEOPLE WHO NEEDED HELP
TO PARTICIPATE AND GET INVOLVED

NEED MET
80%

ORGANISATIONAL OUTCOMES

TOTAL NUMBER OF
YOUNG PEOPLE SUPPORTED BY
MACS 2014 - 2015: 780

TOP AREAS OF NEED FOR YOUNG
PEOPLE: 1. MAINTAINING/
ACCESSING ACCOMMODATION
2. MANAGING MENTAL HEALTH
3. SUPPORT NETWORKS
4. TRAINING AND EDUCATION
5. PARTICIPATION



Registered office:
303 Ormeau Road
Belfast
BT7 3GG
T: 028 9031 3163

Other offices:
9 English Street
Downpatrick
BT30 6AB
T: 028 4461 5155

99-101 Canal Street
Newry
Co.Down
BT35 6DX
T: 028 3082 8312

1st floor, 60-62a
Longstone Street
Lisburn
BT28 1TR
T: 028 9260 7570

www.macsni.org

 facebook.com/macsni  twitter.com/macs_ni

 **INVESTORS
IN PEOPLE**  **Investors
in People
Good Practice** **Health &
Wellbeing
Award**

Registered with the Charity Commission for Northern Ireland: NIC100923
Company Number: NI044482 / HMRC Ref No: XR13060