

MAOS
SUPPORTING YOUNG PEOPLE

**2011-
2012**

ANNUAL REPORT



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Mary & Naomi
at the bowling



CEO REPORT

This year we have decided to keep the word count down & make this report more visual. So in the spirit of word economy here goes.

STAND OUT HIGHLIGHTS OF THE YEAR

Completed year 1 plan of Participate Now, 4 year strategy, aimed at involving young people in the day to day operations & direction of MACS.

- 2 young people completed a full year at Board of Director level.
- Big Lottery have funded 4 new amazing trainee posts for young people leaving care.
- Secured £920,000 which means we have increased our staffing & income by 13.5%.
- Maintained Supporting People accreditation for another 3 years.
- Maintained Investors In People Award for another 3 years.
- Achieved Investors In People Health & Wellbeing Award for staff.
- Worked with over 304 young people.
- Celebrated a fantastic Oscar night acknowledging young people's achievements.
- Introduced a recognition & praise ceremony for staff.
- Celebrated 21 years event in the Lyric theatre, hosted & supported by young people.

WHAT WE COULD HAVE DONE BETTER

- We didn't succeed in Making MACS central office space fit for the 22nd Century! 2012 is our year for creating an office space that is innovative & inspiring.
- Julieanne (Finance assistant) must stop calling me "Boss"

Big thanks to Tracy & BOD for their hard work & commitment over the year & of course our awesome staff, volunteers & young people.

Mary Ryan
CEO MACS

CHAIR REPORT

This past year has been an exciting time for MACS & one of the highlights of the year was the Birthday Bash which was held in November 11. This event was well attended by MACS employees, young people, not so young people & stakeholders! Many thanks to those who participated in the event & in particular to the young people who bravely & confidently shared their experiences with us.

The VIM, Corporate Services Partnership is now into an exciting phase of finding synergies in the three participating organisations; Include Youth, MACS & VOYPIC in relation to administration, finance and human resources.

The Board has undergone changes throughout the year & our thanks go out to Helen Ward & Paddy Cordell who stepped down during the year.

We also welcomed Karen Collins-Neill to our Board at the end of 2011 & look forward to working further with her.

In February the Board attended a training day to carry out a skills audit & health check. This was forwarded to Volunteer Now, who has confirmed that we have a varied & strong set of skills already around the Board table. At the time of writing, MACS is currently recruiting for new Board members from the pool of mentoring volunteers & for a young person who is a current service user, which we hope will bring a different range of experiences to our existing Board structure.

On behalf of the Board, I would like to extend our thanks & appreciation to Mary & her team, whose dedication, commitment & loyalty are recognised & highly valued. To the volunteer mentors, thank you for your time & commitment & please keep up the good work. To our young people, such a talented group to produce the outstanding photographic artwork for the birthday bash & not to forget our budding Jamie Olivers, whose cupcakes were delicious. Thank you for attending & contributing, let's keep up the good work into 2012/2013.

Tracy Bell
Chairperson MACS

VISION MISSION ETHOS VALUES AIMS

VISION

LIFE IS GR8 FOR
YOUNG PEOPLE

MISSION

PROVIDE A RANGE OF
SUPPORT SERVICES
FOR YOUNG PEOPLE
WHO HAVEN'T HAD A
FAIR DEAL AGED 16-25

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

KEY ORGANISATIONAL ACHIEVEMENTS

GETTING YOU TO WHERE YOU WANT TO BE

YOUNG
PEOPLE
& STAKE
HOLDERS

OBJECTIVES

- Support young people who have not had a fair deal 16-25 across MACS' 3 services: **Supported Housing, Mentoring & Floating Support.**
- 100% Achieve a quality service for all young people at MACS.
- 100% Referrers & other stakeholders receive a good or excellent service from MACS.

OUTCOMES

- MACS supported 304 young people across the 3 services
- 100% Young people indicated they received a good or excellent service
- 100% Stakeholders indicated that they received a good or excellent service

LED BY YOU

YOUNG
PEOPLE
& STAKE
HOLDERS

OBJECTIVES

- Young people's forum to develop a young people's participation strategy
- 1 Strategic vision day for young people across the organisation

OUTCOMES

- 30 young people attended four young people's forums
- Maintained young people & staff participation subgroup
- Developed a four year young people's participation strategy 2011-2015
- 25 Young People consulted on Vision, Mission, Aims & Values & in the development of the new strategic plan
- Young People made changes on an operational level:
 - **Reduced the amount of outcome stars from 4-2**
 - **Changed mobile network to O2**
 - **Streamlined support plans & increased levels of young people ownership of files**

KEY ORGANISATIONAL ACHIEVEMENTS

STRENGTH, EXCELLENCE & VISION

PEOPLE & INNOVATION

OBJECTIVES

- Establish greater partnership & collaboration with other agencies.
- Ensure staff & volunteer development is central to MACS' ethos.
- Carry out an external staff satisfaction questionnaire in February 2012
- Strengthen governance & strategic leadership

OUTCOMES

- Received funding from Building Change Trust to develop shared corporate services project with Include Youth & VOYPIC
- SPIN completed a 6 month outcomes pilot with Cedar Foundation, NIAMH, Depaul & Womens Aid funded by Building Change Trust
- MACS maintained Investors in People initially awarded 2009
- Obtained Health & Wellbeing Award - Investors in People
- Implemented 18 of 19 recommendations from external staff survey 2010
- Reduced recommendations external survey from 19 to 6 February 2012
- Continue to support 3 young people - 2 past & 1 current onto the Board of Directors
- Recruitment of Mentoring Volunteers onto the Board of Directors
- Have engaged with Volunteer Now Programme to enhance Board recruitment
- Completed Board Health Check as designed by Volunteer Now & assessed Board skills mix & gaps

STRENGTH, EXCELLENCE & VISION

OPERATIONS

OBJECTIVES

- Ensure MACS are a regulated Housing, Floating & Mentoring Support provider.
- Maintain & enhance MACS monitoring/outcomes system.
- Young people benefit from an alternative therapeutic intervention
- Research & develop the need for a high support leaving & after care service in Belfast
- Ensure MACS meet the relevant standards as indicated by funders
- Develop a new business strategy 2011-2015 in partnership with young people
- Celebrated 21 years of providing support to young people who have not had a fair deal

OUTCOMES

- MACS maintained a Supporting People Accreditation from March 2009
- MACS maintained Mentoring Befriending Foundation (Approved Provider standards) 2009-2012, OCN Centre Approved
- SPIN database system implemented to track & monitor outcomes
- Completed pilot of SPIN to four other providers in the sector
- Hold a seminar to promote SPIN to other providers in the sector
- Secured funding for one year 2012 -2013 developmental post in relation to Equine Assisted Growth & Learning
- Commissioned new high support 18 bed project for young people leaving care aged 16-21 in January 2012
- MACS achieved Level B Quality Assessment Framework (Supporting People)
- MACS achieved Level A in young people's participation Quality Assessment Framework (Supporting People)
- Strategy 2011-2015 published in September 2011
- Held a fabulous event in the Lyric Theatre in November 2011 which was hosted by MACS young people



MENTORING
DARE TO DREAM



FLOATING
BUILDING FUTURES TOGETHER



HOUSING
MOVE IN TO MOVE ON

SUPPORTED HOUSING SERVICE

MOVE IN TO MOVE ON

KEY ACHIEVEMENTS 2011-12

- Supported 22 young people & sustained 18 placements
- Signed contractual agreements (December 2011) with Belfast Trust & Supporting People for provision of a high support service to 18 young people - increasing placement availability from 12 to 18
- Successfully implemented an interim high support model at our 2 current Projects (January 2012)
- Establishing a clear evidence based approach to practice through Social Pedagogy & an investment on developing ability to work with Trauma
- Very positive verbal feedback from RQIA as they conducted their inspection of our Project at Belmont; comments included 'innovative & creative practice', 'dynamic team', 'strong ethos & value base'.
- Engaging with South Eastern Trust & Supporting People regarding the development of an integrated housing model in Downpatrick incorporating MACS Floating Support Service.

WHAT'S
GR8
ABOUT
MACS
AMY?

MACS ALLOW STAFF TO BE CREATIVE AND THERE IS FRIENDLY AND APPROACHABLE MANAGEMENT. WHEN WE MAKE SUGGESTIONS ON MAKING THINGS BETTER THEY ARE ACTED UPON. THERE ARE GOOD POLICIES LIKE THE FLEXIBLE WORKING HOURS, TOIL AND THE HOLIDAY ENTITLEMENT. I ALSO LIKE THE PERSON CENTRED PLANNING AND SOCIAL PEDAGOGY AND THERE IS A GOOD TRAINING PROGRAMME AND BUDGET.

THE STAFF AT MACS ARE EASY TO GET ON WITH AND THEY ARE APPROACHABLE AND FRIENDLY. IT FEELS LIKE THEY ACTUALLY LISTEN TO YOU AND ARE ON THE SAME WAVELENGTH. WHEN I WAS WAITING TO START WORK I WAS BORED SO MY PROJECT WORKER ARRANGED FOR ME DO SOME PAINTING FOR MACS, THIS GAVE ME SOMETHING TO DO. JOHNNY

IT'S NICE TO GET AWAY FROM YOUR FLAT AND SPEND TIME WITH OTHER YOUNG PEOPLE. THE GROUPS ARE GOOD FUN AND THE DAY TRIPS AND RESIDENTIALS ARE GREAT FUN. WHEN RQIA CAME TO INSPECT US I SAT IN AND LEARNT LOTS ABOUT MACS, IT WAS GOOD. I FELT REALLY INVOLVED ALTHOUGH IT WAS A BIT BORING AT TIMES! HARRY & JOHNNY

IT IS GOOD LIVING WITH OTHER YOUNG PEOPLE, WHEN YOU GET LONELY THERE IS OTHER PEOPLE TO HANG-OUT WITH. IN MACS YOU GET YOUR OWN SPACE AND YOU ALSO HAVE THE SUPPORT FROM PEOPLE WHO CARE ABOUT YOU. SAM







**WE HAVE PAINTED MUGS & EATEN SUBS
BUT SEWING DEFINITELY BEATS THAT GRUB
I'VE MADE PILLOWS AND BAGS
OUT OF NOTHING BUT RAGS
SO THANK YOU HELEN FOR TEACHING ME
TO SEW, YOU HAVE REALLY SAVED ME
ALOT OF DOUGH**

**EXTRACT FROM A POEM FROM KYLA ABOUT
HER MENTOR HELEN.**

**KYLA IS A LOT OF FUN
AND A VERY ENERGETIC LOVING MUM
SHE'S CLEVER, THOUGHTFUL & VERY
ARTISTIC AND HAS A LAUGH THAT CAN
SOUND QUITE BALLISTIC**

**EXTRACT FROM A POEM FROM MACS VOLUNTEER
HELEN ABOUT KYLA.**

**WHAT'S
GR8
ABOUT
MACS
SCOTT**



**I HAVE BEEN WORKING IN MACS FOR NEARLY FOUR MONTHS NOW,
WITH EVERYONE FROM MY TEAM, THE YOUNG PEOPLE & ALL STAFF
MAKING ME FEEL VERY WELCOME. MACS ETHOS & VALUES ENSURES
YOUNG PEOPLE RECEIVE THE SUPPORT THEY NEED, BUT ALSO ENSURES
STAFF ARE SUPPORTED & VALUED. I HAVE ENJOYED EVERY MINUTE
OF WORKING FOR MACS, I LOOK FORWARD TO BEING PART OF MACS
FUTURE PLANS FOR MAKING LIFE GR8 FOR YOUNG PEOPLE**

MENTORING SERVICE

DARE TO DREAM

KEY ACHIEVEMENTS 2011-12

- 91 young people have been supported
- 41 volunteers have been trained
- 26 matches have been maintained
- Open College Network (OCN) Centre Approval standards have been maintained
- MACS worked in partnership with Positive Futures to establish their new Mentoring Service & generate a small income from sharing office space & training volunteers.
- 3 project worker posts have been secured to target the following areas:
 - Young men in South & East Belfast
 - Young people in the Downpatrick/Lisburn area
 - 16-18 year olds
- 4 participation worker posts specifically for care leavers (16-20 years old) have been secured by the Big Lottery. The two new trainee participation worker posts will commence in September 2012 & the other two in September 2013.

FLOATING SUPPORT SERVICE

BUILDING FUTURES TOGETHER

KEY ACHIEVEMENTS 2011-12

- 214 young people were successfully supported across Belfast, Colin, & Downpatrick areas
- An average of 75% positive outcomes for young people across the five higher level areas of Achieve Economic Wellbeing, Enjoy & Achieve, Be Healthy, Stay Safe, & Positive Contribution.
- Facilitated a workshop on future developments for Floating Support at a regional consultation event on homelessness.
- Pilot of intensive Floating Support approach with 16/17 year olds in the South Eastern Trust area, leading to proposals to develop the first ever integrated Supported Housing & Floating Support model in Downpatrick.
- Collaboration to explore housing support options for young people with mental health needs. Working with Beacon & Collaboration NI.
- Expansion of the Floating Support project workers staff team from 8 full time & one part time worker to 11 full time & one part time split between the Belfast & Downpatrick teams.

MACS HELPED ME GET MY OWN PLACE AFTER I WAS THROWN OUT OF THE HOUSE, STAYED BETWEEN FRIENDS, & SOMETIMES EVEN OUT ON THE STREET. MY SUPPORT WORKER IS THERE FOR ME AT TIMES WHEN I FELT LIKE OTHERS WEREN'T RYAN

WHAT'S GR8 ABOUT MACS JO?

MACS CARE ABOUT STAFF AS MUCH AS YOUNG PEOPLE. I HAVE BEEN HERE FOR ALMOST 3 YEARS & I FEEL PART OF A POSITIVE ENVIRONMENT. THERE IS A GENUINE CARE AND CONCERN FOR YOUNG PEOPLE THAT MACS DISPLAYS. I HAVE SEEN THIS CARE & CONCERN SHOWN TO STAFF ALSO. MACS VISION IS LIFE IS GR8 FOR YOUNG PEOPLE. I FEEL THIS VISION IS THE SAME TOWARDS STAFF.





RU OK?

KEY ACHIEVEMENTS 2011-12

- 37 young people were successfully supported in the Mentoring Service in the South Eastern area
- 40 Young people were successfully supported in Floating Support across Downpatrick, Colin and Lisburn areas
- Actively participating in the Community of Interest, Colin Suicide Task Group, Downpatrick Suicide Task Group, the Downpatrick CUP group, Patient Client Council, Well2.
- Six week Fingerprint training programme completed by 13 young people in Downpatrick
- Staff and young people participated in the Mindwise Mental Health Awareness day in the City Hall, Belfast
- Promotional leaflet developed for young people
- Group mentoring workshops are held monthly for an average of 7 young people

NOW I KNOW IT'S NOT ABOUT DOING IT ON MY OWN. INSTEAD OF CLOSING MYSELF OFF I CAN NOW TALK ABOUT THINGS AND WORK THROUGH IT ALL IN A BETTER WAY

KELLY

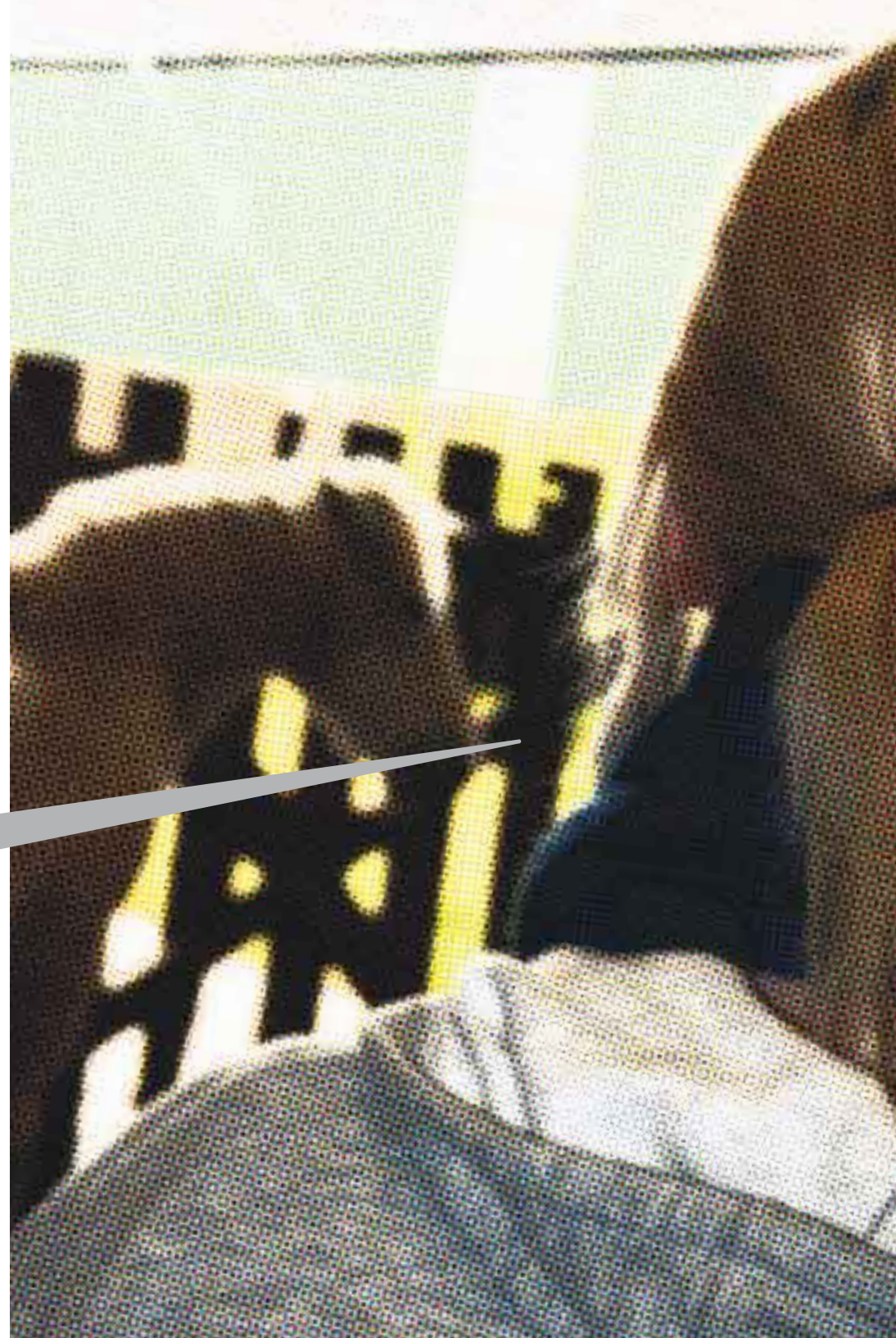


TRANSITIONS EQUINE ASSISTED GROWTH & LEARNING

KEY ACHIEVEMENTS 2011-12

- 4 staff successfully completed Level 2 accreditation in Equine Assisted Growth and Learning with EAGALA.
- Funding secured for a Transitions Development worker for a one year post.
- Pilot commenced with 6 young people in the Burn Equestrian Centre.
- Discussions commenced to secure MACS exclusive equine facility.
- 3 level 2 qualified staff completing QUB counselling course.
- Funding applications for future developments submitted and new funding opportunities identified.

**I DON'T LEARN UNLESS
I SEE, AND IN THE
HORSES I SAW** KELLY





PARTICIPATE NOW

This project has been funded by the Big Lottery. The application was written by our young people and will be monitored by a young person throughout it's life span through a steering group.

- MACS Participate Now project will employ 2 trainee participation workers in September 2012 and a further 2 in 2013.
- The trainee project workers will be 16-20 years olds who are care experienced.
- The trainees will be supporting up to 400 of their peers, helping them build confidence, skills and improve their employability chances.

LED BY YOU

MACS 4 year Participation strategy 2011 - 2015

KEY ACHIEVEMENTS 2011-12

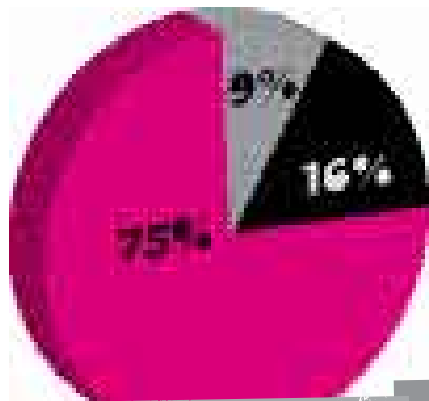
- 2 New ideas from young people implemented:
Change mobile network to O2
Reduce the number of outcome stars per year from 4 to 2
- 3 young people sit on interview panels for staff and volunteers
- 6 young people have been trained in interview training
- Young men's group has been established with an average of 6 attending.
- Young women's group has been established with an average of 7 attending
- 2 young people sit on MACS Board of Directors.
- Each service produces a handbook for young people
- 4 policies have been reviewed by young people (confidentiality, equal opportunities, bullying and complaints)

MEN'S GROUP IS BRILLIANT, I HAVE LEARNT A LOT THROUGH TALKING ABOUT TOPICS SUCH AS RACISM, SECTARIANISM AND RIOTING. IT HAS ALSO ALLOWED ME TO MEET NEW PEOPLE, MAKING NEW FRIENDS ALONG THE WAY AND GETTING ME OUT OF THE HOUSE EVERY THURSDAY

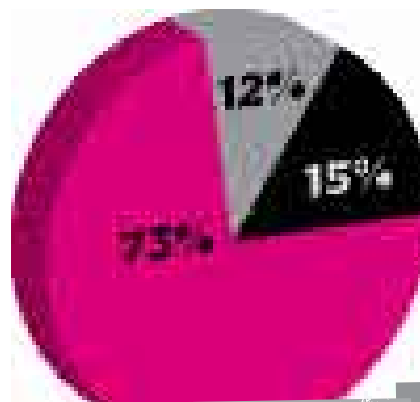
ORGANISATIONAL OUTCOMES

2011-2012

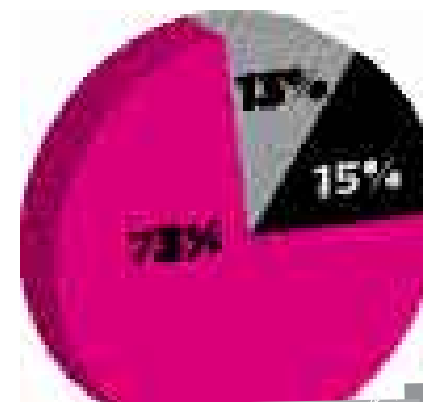
All MACS services monitor individual outcomes of the young people supported using our online database monitoring system SPIN.



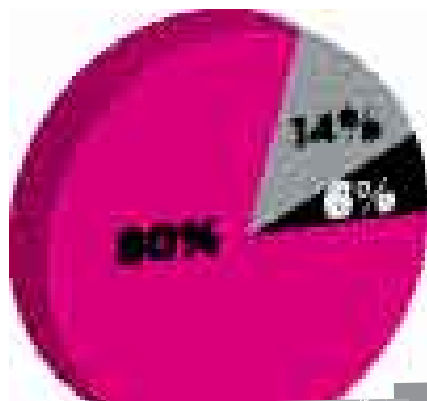
ACHIEVE ECONOMIC WELLBEING



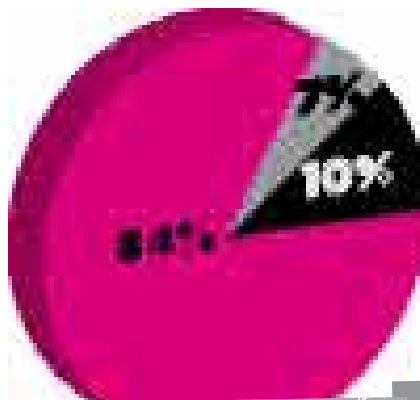
ENJOY AND ACHIEVE



BE HEALTHY



POSITIVE CONTRIBUTION



STAYS SAFE

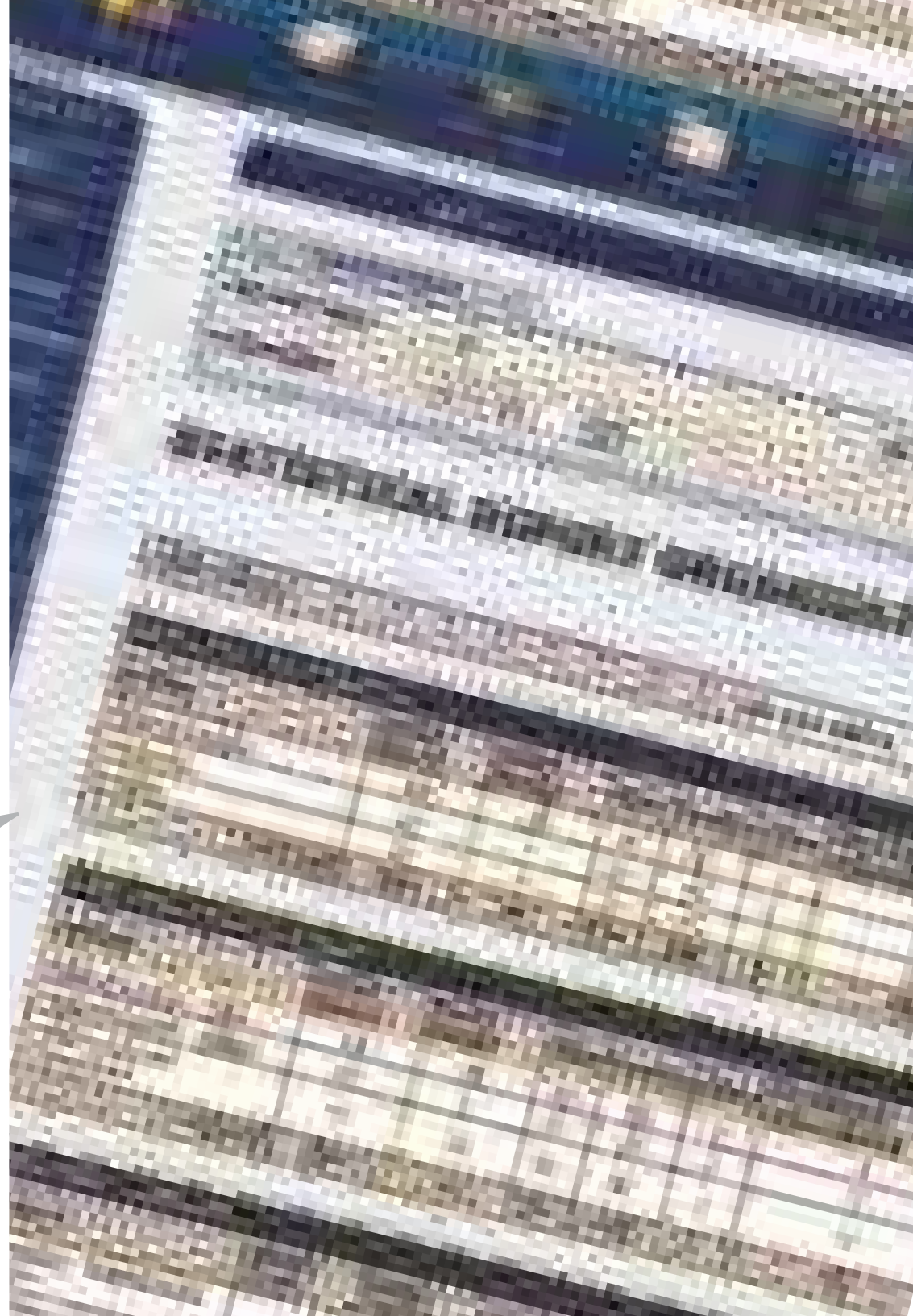
- Need Met
- Need Ongoing
- Need Not Met

SPINSYSTEM

KEY ACHIEVEMENTS 2011-12

- Successfully completed 6 month SPIN pilot with Cedar Foundation, Women's Aid, NIAMH, and Depaul Ireland.
- Engaged in a Joint venture with MSI-IT
- Sold the SPIN system to two organisations
- Developed new section 75 and waiting list reports and improved search criteria for reporting.
- Evaluation of the SPIN pilot completed and an action plan of further adaptations compiled.
- Developed mentoring relationships with EQUINITI through Business In the Community Business
- SPIN website developed <http://www.spinsystem.co.uk>
- Presented our system to a cross border conference on outcomes in Dundalk and to the Concordat Action team.

THE ORGANISATION WAS LOOKING FOR A DATABASE WHICH WOULD MEASURE OUTCOME AS WELL AS RECORD & MANAGE STATISTICAL INFORMATION ABOUT OUR WORK. WE WERE AWARE THAT MACS WERE ACHIEVING THIS THROUGH THEIR DATABASE & WHEN THE OPPORTUNITY BECAME AVAILABLE FOR US TO TAKE PART IN THE PILOT, WE DIDN'T HESITATE. WOMEN'S AID



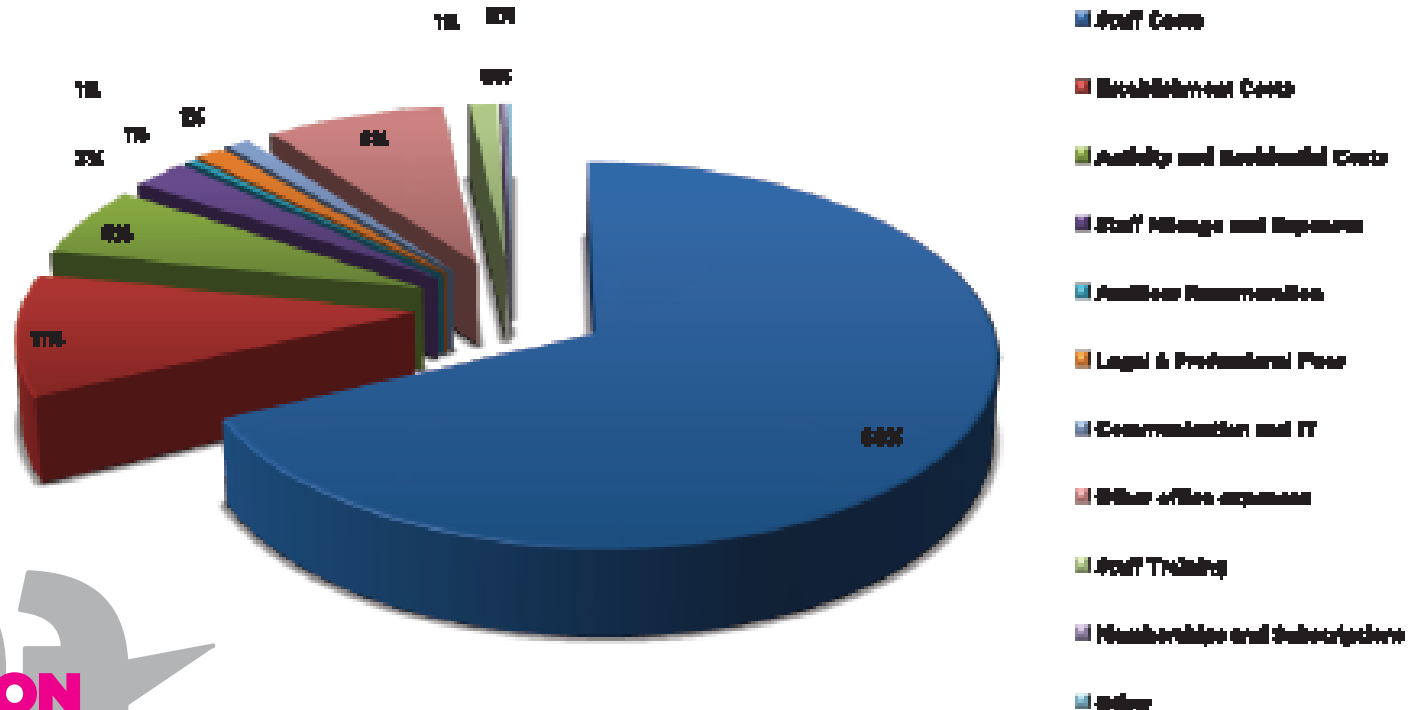
ADMIN FINANCE SERVICE

MACS Administrative team provide organisational support and are responsible for overseeing the administrative, financial and human resources operations of MACS.

KEY ACHIEVEMENTS 2011-12

- Implemented new staff monitoring system and bespoke HR computer software
- Administered 15 recruitment drives successfully
- Obtained a Certificate in HR Practice
- Reviewed all Financial Policies and Procedures
- Increased annual income by 13.5%
- Annual Departmental review showed 90% satisfaction from all staff

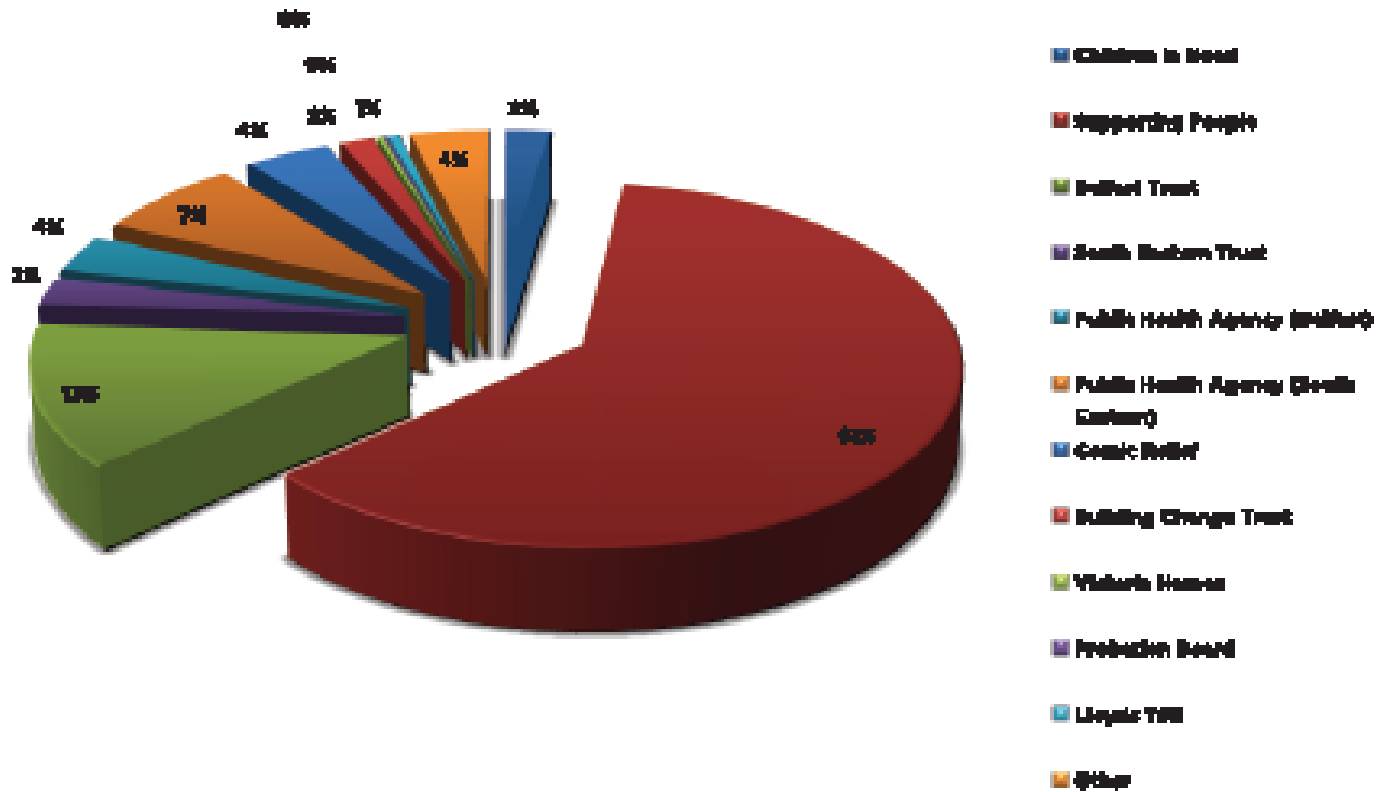
TOTAL RESOURCES EXPENDED



MACS IS AN ORGANISATION WHO UNDERSTANDS THE IMPORTANCE OF WORK LIFE BALANCE

JULIEANNE

TOTAL INCOMING RESOURCES



FUTURE DEVELOPMENTS 2012-2013

- **Increase the number of young people worked with from 300 to 350**
- **Employ 2 care leavers (16-20) as participation trainees**
- **Undertake a comprehensive change management strategy in relation to growth providing quality practice & value for money**
- **Promote MACS SPIN system to other relevant voluntary agencies**
- **Hold a seminar on outcomes monitoring for providers and funders**
- **Create a work environment & space that is unique & inspiring**
- **Obtain Investors in Volunteers Award**
- **Maintain three young people on MACS Board of Directors**
- **Maintain Level B QAF2 across all services & Level A in young people's participation**
- **Establish Social Pedagogy as a model of practice in the Housing Service**
- **Submit funding applications for Equine Assisted Growth & Learning (Transitions) and operate a 1 year pilot programme**
- **Continue to explore opportunities for shared, corporate services model with VOYPIC & Include Youth**
- **Respond to the emerging needs as indicated in the new Housing Executive Homelessness Strategy**
- **Continue to implement MACS new strategic plan 2011-2015 (Life is gr8 for young people)**

ORGANISATIONAL CHART

2011-2012

BOARD OF DIRECTORS

CHIEF EXECUTIVE OFFICER

HOUSING SERVICE MANAGER

FLOATING SUPPORT SERVICE MANAGER

MENTORING SERVICE MANAGER

HOUSING PROJECT MANAGER

FLOATING SUPPORT PROJECT MANAGER
DOWNPATRICK

FLOATING SUPPORT PROJECT MANAGER
BELFAST

FINANCE AND ADMINISTRATION MANAGER

4 PROJECT WORKERS
TEAM OF SESSIONAL WORKERS

4 PROJECT WORKERS

5 PROJECT WORKERS

3 PROJECT WORKERS
2 TRAINEE PARTICIPATION WORKERS

1 FINANCE ASSISTANT

1 ADMINISTRATOR

36 VOLUNTEERS

MAOS
SUPPORTING YOUNG PEOPLE

STAFFTEAM
2011-
2012



OUR FUNDERS/PARTNERS





REGISTERED OFFICE:
4 LOWER CRESCENT
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T: 028 9031 3163

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17B ENGLISH STREET
DOWNPATRICK
BT30 6AB

T: 028 4461 5155

www.macsnl.org



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