

# MACS

SUPPORTING CHILDREN & YOUNG PEOPLE

PRODUCED AND DESIGNED BY THE  
SHADOW BOARD YOUNG LEADERS

# ANNUAL REPORT 2015-16



WE COULD BE HEROES





# SHADOW BOARD



## SUPER LEARNING

**T**HIS YEAR... MACS SHADOW BOARD REPRESENTATIVES PRODUCED MACS ANNUAL REPORT. THEY SPENT EIGHT MONTHS OF THEIR OWN TIME PULLING TOGETHER ALL THE INFORMATION TO PRODUCE THE FINAL VERSION. WE DON'T KNOW OF ANY OTHER ORGANISATION WHERE THE PEOPLE WHO ARE BEING SUPPORTED BY THE SERVICE WRITE THEIR ANNUAL REPORT, AND THIS A HUGE TESTAMENT TO THE COMMITMENT, ENERGY AND INGENUITY OF THE YOUNG PEOPLE ON THE SHADOW BOARD WHO WANTED TO GIVE SOMETHING BACK TO MACS AND PROMOTE OUR WORK.

WE LEARNED SOMETHING VALUABLE ABOUT THE PROCESS OF CREATING THE ANNUAL REPORT WITH YOUNG PEOPLE – IT WORKS! WE ALSO LEARNED IT TAKES A LOT OF TIME, COMMITMENT AND ENERGY WHICH NEEDS TO BE HARNESSSED APPROPRIATELY TO KEEP TO DEADLINES (AS MUCH AS POSSIBLE). WORKING WITH YOUNG PEOPLE REQUIRES FLEXIBILITY AND BEING ABLE TO ROLL WITH THE PUNCHES – AS OUR SHADOW BOARD REPRESENTATIVES SOON LEARNED!

# CHAIR STATEMENT



I HAVE BEEN ON MACS BOARD OF DIRECTORS FOR NEARLY 5 YEARS AND FOR THE LAST YEAR. I HAVE BEEN ACTING AS CHAIR. MY TERM IS ALMOST FINISHED. I FIRST STARTED VOLUNTEERING FOR THE BOARD OF DIRECTORS BECAUSE I REALISED I HAVE SKILLS FROM A PREVIOUS POSITION THAT COULD CONTRIBUTE WELL TO MACS.

I AM SO INSPIRED BY THE YOUNG PEOPLE AT MACS AND HOW THEY ARE INVOLVED IN THE DECISION MAKING AND MAKING THEIR VOICES HEARD. I THINK IT'S GREAT THAT YOUNG PEOPLE ARE GIVEN THE BEST OPPORTUNITIES POSSIBLE, FOR EXAMPLE, THE CHANCE TO BE YOUNG LEADERS IN MACS TO INSPIRE OTHER YOUNG PEOPLE AND SHAPE HOW MACS IS RUN. MY SUPERPOWER IS TENACITY AND DETERMINATION, JUST "PUTTING MY ALL INTO IT"

DURING MY TIME AS CHAIR OF THE BOARD OF DIRECTORS I HAVE SEEN LOTS OF FANTASTIC WORK AT MACS BUT ONE OF THE THINGS I AM PARTICULARLY PROUD OF IS THE ONGOING MENTORING PROGRAMME WITH VOLUNTEERS. I HAVE SUCH ADMIRATION FOR THE VOLUNTEERS AND THE SPECIAL WORK THEY DO WITH YOUNG PEOPLE AT MACS. ANOTHER AMAZING ACCOMPLISHMENT IS BEING AWARDED THE BIGGEST CHILDREN IN NEED GRANT IN THE WHOLE OF NORTHERN IRELAND. A PERSONAL HIGHLIGHT OF MINE WAS MEETING GARY LIGHTBODY (LEAD SINGER FROM SNOW PATROL) AT THE CHILDREN IN NEED EVENT IN MACS MAIN OFFICE.

**I** HAVE THOROUGHLY ENJOYED BEING THE CHAIR FOR THE BOARD AND AM EXCITED TO SEE THE NEW ANNUAL REPORT AND WHAT THE SHADOW BOARD HAVE CREATED!



# OUR CULTURE

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

WE ENCOURAGE AN INTERDEPENDENT WAY OF LIVING. WE SEE THE VALUE IN MAKING MISTAKES. WE ACTIVELY ENCOURAGE PERSONAL AND PROFESSIONAL DEVELOPMENT SO THAT OUR YOUNG PEOPLE AND STAFF CAN REACH THEIR FULLEST POTENTIAL.

## **I**NTERDEPENDENCE

MACS RECOGNISE THAT AS SOCIAL CREATURES, WE CANNOT EXIST TOTALLY INDEPENDENTLY FROM OTHERS.

## **P**ERSONAL GROWTH AND DEVELOPMENT

WE INVEST IN OUR STAFF AND YOUNG PEOPLE, CHALLENGE THEIR THINKING AND ENCOURAGE TRAINING TO INCREASE SKILLS AND KNOWLEDGE.

## **R**ISK TAKING AND MAKING MISTAKES

OUR ETHOS AND BELIEF IS THAT IT IS OK TO MAKE MISTAKES AND BY EXAMINING WHAT WENT WRONG, WE CAN IMPROVE AND USE THE LEARNING.

## **S**ELF DETERMINATION AND AUTONOMY

MACS EMPLOY EXPERIENCED AND SKILLED STAFF THAT WE TRUST TO MAKE APPROPRIATE DECISIONS TO WORK EFFECTIVELY AND SAFELY WITH OUR YOUNG PEOPLE.

## **J**UDGING OTHERS

MACS RECOGNISES THAT JUDGEMENTS ARE NATURAL, HOWEVER, WE ENSURE THAT OURS ARE EXAMINED AND EXPLORED IN A WAY THAT RESULTS IN A POSITIVE OUTCOME FOR ALL.

## **C**OMMUNICATION

WE HAVE A FRIENDLY, RELAXED, ENGAGING AND WARM ATTITUDE THAT FOSTERS POSITIVE COMMUNICATION BETWEEN YOUNG PEOPLE AND THE ORGANISATION AS A WHOLE.

## **T**RUST AND INTEGRITY

WE EARN TRUST FROM YOUNG PEOPLE AND OTHER PROFESSIONALS BY CONSISTENTLY DELIVERING TOP QUALITY SERVICES, UNDERPINNED BY A CORE VALUE OF TRUST AND INTEGRITY.

## **I**NVOLVING YOURSELF

MACS WELCOMES INPUT FROM ALL STAFF AND YOUNG PEOPLE AND ENCOURAGES PARTICIPATION IN HAVING YOUR SAY AND EMBRACING NEW OPPORTUNITIES.

**W**E EXPECT ALL STAFF TO COMMIT TO, AND EMBRACE THE CULTURE OF THE ORGANISATION AS DEFINED ABOVE.





# CEO STATEMENT

## SERVICE DEVELOPMENTS

I HAVE BEEN TRYING DIFFERENT THINGS THIS YEAR INCLUDING ATTENDING SHADOW BOARD MEETINGS AND SPENDING TIME WITH THE SHADOW BOARD REPS. I AM NOW MORE INVOLVED IN OUTSIDE RESEARCH AND LOBBYING AND GETTING OUT AND ABOUT MORE, RAISING THE PROFILE OF MACS! NETWORKING, LOTS OF NETWORKING AS KATE, OUR ASSISTANT CEO, IS NOW RESPONSIBLE FOR THE DAY TO DAY RUNNING OF MACS. I AM REALLY PROUD OF MY STRONG, PASSIONATE AND COMMITTED SENIOR MANAGEMENT TEAM. MY ROLE NOW HAS MUCH MORE OF AN EMPHASIS ON VISION, VALUES, ETHOS, MISSION AND ORGANISATIONAL STRATEGIES IN MACS.

I AM SO PROUD TO SEE THAT IN THE LAST YEAR MACS SUPPORTED OVER **857** YOUNG PEOPLE AND THAT WE HAVE SWELLED THE RANKS TO INCLUDE **60** FULL AND PART TIME STAFF.

I AM ALSO PROUD OF JULES IN FINANCE WHO HAS KEPT US GOING FOR THE LAST YEAR WHILE PEOPLE WERE ON MATERNITY OR GONE TO PASTURES NEW, SHE'S BEEN A STAR! I AM ALSO DELIGHTED BY THE DEVELOPMENTS IN HR AND ADMIN, LOTS OF BRILLIANT CHANGES TO HOW WE DO RUN SYSTEMS IN MACS.

I AM SO INSPIRED BY THE LEVEL OF COMMITMENT OF OUR VOLUNTEERS ESPECIALLY THE CHOIR WHICH IS GOING GREAT.

## SUPERPOWERS

I'M A DOER AND I GET THINGS DONE AND MOTIVATE PEOPLE TO DO THEIR BEST. I WOULD LIKE ADDITIONAL SUPERPOWERS OF MIND READING!

## SUPER LEARNING

I'M TERRIBLE FOR PUSHING PEOPLE TO COMPLETE WORK AND MAKE DECISIONS FAST - I WANT EVERYTHING DONE YESTERDAY. MY DAUGHTER CALLS ME RUSHY MCRUSH! I THINK IT COMES FROM HAVING SEVEN SIBLINGS AND HAVING TO EAT DINNER FAST. I HAVE LEARNT THAT PUSHING PEOPLE AT TOO FAST A PACE CAN CAUSE STRESS, ANXIETY AND RESENTMENT. THE LEARNING FOR ME IS; NOT EVERYONE DOES THINGS AT MY PACE, FAST IS NOT ALWAYS BETTER - ACTUALLY MORE MISTAKES CAN BE MADE IN BEING HASTY. I AM MINDFUL OF THE FACT THAT ON A DAILY BASIS THAT WHEN I WANT PIECES OF WORK COMPLETED, IT IS NOT ALWAYS THE PRIORITY FOR MY FELLOW COLLEAGUES. THEIR WORKING CONTEXT CAN BE DIFFERENT TO MINE AND THEREFORE A MORE GENTLE APPROACH WILL GET THE BEST OUTCOMES FOR EVERYONE.

## MARYS HIGHLIGHTS

I HAVE SOME PERSONAL HIGHLIGHTS OVER THE LAST YEAR INCLUDING; SHADOW BOARD AND YOUNG PEOPLE DOING OUR ANNUAL REPORT 2015 - 2016, MACS BEING NOMINATED IN 3 CATEGORIES IN THE IRISH MEDIA AWARDS (BEST PLACE TO WORK, INSPIRING STAFF AND WORKPLACE EXCELLENCE), THE CONTINUATION OF THE SHADOW BOARD WHICH I'M VERY EXCITED ABOUT, SECURING FUNDING FOR A PART TIME TEAM LEADER IN PARTICIPATION AND WINNING THE EMPLOYERS FOR CHILDCARE FAMILY EMPLOYER OF THE YEAR AWARD. MOST IMPORTANTLY, I AM SO PROUD OF OUR YOUNG PEOPLE AND THEIR RESILIENCE TO OVERCOME SO MUCH ADVERSITY!



# LED BY YOU



## SERVICE DEVELOPMENTS

THE LAST YEAR HAS SEEN A BIG CHANGE IN PARTICIPATION IN THE ORGANISATION. IN MARCH 2014 MACS RECRUITED TREVOR AS TEAM LEADER FOR PARTICIPATE NOW WHO WORKED WITH OUR 3 TRAINEE PARTICIPATION WORKERS PATRICK, SONIA AND LORNA IN THE FINAL YEAR OF THE PROJECT. IT WAS A BUSY YEAR CONSULTING WITH YOUNG PEOPLE ON WHAT WORKED IN PARTICIPATE NOW, WHAT SHOULD BE CHANGED AND TAKING THIS ON BOARD TO FORM A NEW PARTICIPATION STRATEGY FOCUSING ON DEVELOPING YOUNG LEADERS IN MACS. YOUNG PEOPLE WERE ALSO SUPPORTED TO CO FACILITATE STRATEGIC PIECES OF WORK SUCH AS SERVICE REVIEWS AND CONSULTATIONS DELIVERING GROUPS AND COMPLETING ONE ON ONE WORK WITH YOUNG PEOPLE. FOR THE FIRST TIME PARTICIPATION SUPPORTED YOUNG PEOPLE IN MACS TO WRITE OUR ANNUAL REPORT. ALSO, PARTICIPATE NOW HELD 91 GROUPS FROM 2015 - 2016 FOCUSING ON ORGANISATIONAL DEVELOPMENT, SHOWING THAT IN PARTICIPATION, WE REALLY CARE WHAT YOUNG PEOPLE THINK. EXAMPLES OF RECOMMENDATIONS THAT WERE IMPLEMENTED INCLUDED;

- REVIEW OF MACS SUBSTANCE MISUSE POLICY.
- POLICY WAS REVIEWED AND YOUNG PEOPLE COULD HAVE PETS IN HOUSING ON A CASE BY CASE BASIS.
- ADDITIONAL TRAINING ON SUBSTANCE MISUSE AND MENTAL HEALTH FOR STAFF.
- REVIEW OF MENTORING SERVICE MODEL EG. CHANGED LENGTH OF SUPPORT FROM MENTORING WORKER FOR YOUNG PEOPLE FROM 3 TO 6 MONTHS WITH ADDITIONAL SUPPORT FROM VOLUNTEERS.
- ON CALL FOR YOUNG PEOPLE WAS PROMOTED MORE WIDELY IN FLOATING SUPPORT AND MENTORING.

## SUPERPOWERS

INCLUSION, PERCEPTION, CONFIDENCE, WARMTH AND FORWARD THINKING. ADDITIONAL POWERS THEY WOULD LIKE ARE HEALING, TELEPATHY AND ENERGY PROJECTION.

YOUNG PEOPLE TOLD US MACS PARTICIPATION SERVICE HELPED THEM TO:

- LEARN NEW SKILLS SUCH AS GROUP PLANNING
- BUILD ON SKILLS SUCH AS PRESENTATION SKILLS
- MEET OTHER YOUNG PEOPLE
- LET US HAVE A SAY
- FEEL MORE IN CONTROL
- HAVE A BIGGER VOICE IN MACS

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 394 YOUNG PEOPLE FROM ACROSS MACS SERVICES ATTENDED A VARIETY OF GROUPS SUCH AS FORUMS, CONSULTATIONS AND SOCIAL ACTIVITIES WITH PARTICIPATE NOW.
- WE ESTABLISHED THE MACS SHADOW BOARD AND 6 -12 YOUNG PEOPLE ACROSS MACS SERVICES WERE ACTIVE MEMBERS FOR A PERIOD OF ONE YEAR.
- OUR YOUNG PEOPLE WROTE OUR ANNUAL REPORT 2015 - 2016.
- 4 YOUNG PEOPLE FROM PARTICIPATE NOW CO FACILITATED MACS SERVICE REVIEWS WITH THEIR PEERS.
- 6 - 12 YOUNG PEOPLE IN PARTICIPATE NOW PRESENTED UPDATES ON PARTICIPATION TO THE BOARD OF DIRECTORS.
- PARTICIPATE NOW WAS NOMINATED IN THE IRISH MEDIA AWARDS 2016 UNDER THE CATEGORY OF CAREER INSPIRATION.
- 72 STAFF AND YOUNG PEOPLE ATTENDED THE CELEBRATION EVENT FOR PARTICIPATE NOW (MARCH 2016)
- 2 OF OUR TRAINEES ACHIEVED THEIR QUALIFICATIONS IN HEALTH AND SOCIAL CARE.
- OUR 3 TRAINEE PARTICIPATION WORKERS PATRICK, SONIA AND LORNA ALL SECURED POSTS IN YOUTH WORK AND HEALTH AND SOCIAL CARE ONCE THE PARTICIPATE NOW FINISHED.



## HERO STORIES

THIS YOUNG WOMAN HAS GROWN IN CONFIDENCE AND ABILITY, WORKING WELL WITH OTHER YOUNG PEOPLE AND STAFF TO PROMOTE THE SHADOW BOARD AND THE IMPORTANCE OF MEANINGFUL PARTICIPATION IN MACS. SHE IS APPLYING TO UNIVERSITY THIS YEAR TO BEGIN HER DEGREE IN YOUTH WORK AND HAS STRONG AMBITIONS OF BECOMING A MACS MEMBER OF STAFF. SEEING HER JOURNEY FROM YOUNG PERSON NEEDING SUPPORT TO SHADOW BOARD REPRESENTATIVE OFFERING SUPPORT AND GUIDANCE TO OTHER YOUNG PEOPLE TO ASPIRING STAFF MEMBER MAKES HER A HERO IN OUR EYES AND WELL DESERVING OF PRAISE AND RECOGNITION FOR ALL HER EFFORT AND HARD WORK THROUGHOUT THE YEAR!



**PARTICIPATE NOW CELEBRATION EVENT**



**HOW THE SHADOW BOARD HELPED ME...**



**PARTICIPATE NOW SUPPORTS THE SUPPORTING PEOPLE CAMPAIGN**

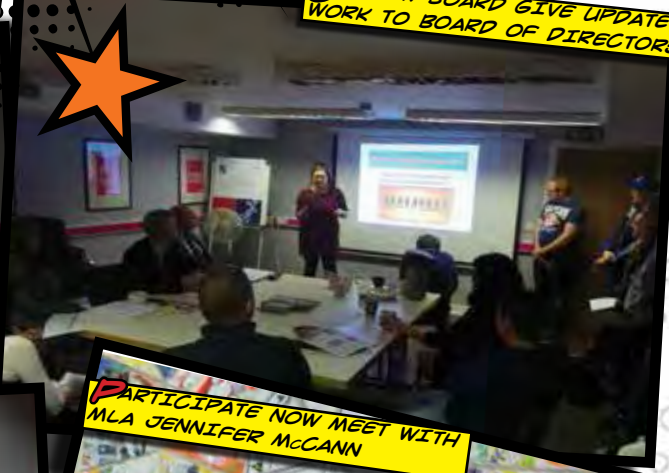


# HIGHLIGHTS

**LAST PARTICIPATE NOW FORUM**



**SHADOW BOARD GIVE UPDATE ON WORK TO BOARD OF DIRECTORS**



**PARTICIPATE NOW MEET WITH MLA JENNIFER McCANN**



**SHADOW BOARD MEETING**





# WELLBEING



## SERVICE DEVELOPMENTS

OVER THE LAST YEAR OUR WELLBEING SUPPORT SERVICE HAS SEEN SOME BIG CHANGES. WE SUCCESSFULLY SECURED FUNDING FROM CHILDREN IN NEED, EMPLOYING A FULL TIME AND PART TIME WORKER. AS A RESULT OF THIS WE HAVE EXPANDED THE SCHOOL'S PROGRAMME, DELIVERING A MENTAL HEALTH AWARENESS PROGRAMME IN TWO SCHOOLS. WE ALSO REDUCED THE AGE RANGE OF THE YOUNG PEOPLE WE SUPPORT. WE NOW OFFER SUPPORT TO CHILDREN FROM 11 YEARS OLD. THIS CHANGE IN AGE RANGE HAS BROUGHT A NEW AND EXCITING OPPORTUNITY TO PROVIDE SUPPORT EARLIER AND TO LET US THINK MORE CREATIVELY ABOUT THE SUPPORT. WE WERE ALSO ABLE TO CREATE A MANAGERS POST IN APRIL 2015.

## SUPER LEARNING

YOUNG PEOPLE IN OUR SERVICE REQUESTED SOME GROUP WORK IN ADDITION TO MENTORING SUPPORT. WE THEREFORE DEVELOPED A "BEE CONFIDENT" GROUP AND CO-FACILITATED THESE SESSIONS WITH YOUNG PEOPLE. THE RISK WAS THAT YOUNG PEOPLE WHO HAD EXPERIENCED MENTAL ILL HEALTH WOULD BE DELIVERING SESSIONS ABOUT MENTAL HEALTH AND HOW TO LOOK AFTER YOURSELF. WE WERE UNCLEAR ON HOW THE CONTENT OF THESE SESSIONS MAY IMPACT THE FACILITATORS AND PARTICIPANT'S MENTAL HEALTH AND IF PARTICIPANTS WOULD RESPOND WELL TO ANOTHER YOUNG PERSON SHARING THEIR EXPERTISE SINCE EVERYONE'S EXPERIENCE IS UNIQUE. THE LEARNING FROM THIS WAS THAT WE NEEDED TO ENSURE YOUNG PEOPLE ARE WELL PREPARED AND CONSIDERABLE TIME IS SPENT WITH THEM TO PREPARE FOR THESE AND TO FOLLOW UP AFTER THESE GROUP SESSIONS. THE YOUNG PEOPLE USED THEIR EXPERTISE THROUGH EXPERIENCE TO SHARE THEIR LEARNING WITH THEIR PEERS TO SUPPORT OTHERS. WE ALSO LEARNED WE NEEDED TO PROVIDE TRAINING FOR YOUNG PEOPLE ON FACILITATING GROUP WORK IN ORDER TO UPSKILL AND EMPOWER THEM.

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 7 YOUNG PEOPLE ATTENDED FRIDAY FOOTBALL WITH STREET SOCCER NI WEEKLY AND WON A COMPETITION ORGANISED BY BYTES.
- 23 YOUNG PEOPLE AND 8 VOLUNTEERS ATTENDED THE CHRISTMAS PARTY AT ST GEORGES MARKET BAR AND GRILL AND THE WATERFRONT PANTOMIME.
- 63 YOUNG PEOPLE WERE MATCHED TO WELLBEING VOLUNTEER MENTORS.
- WELLBEING SECURED £180,000 TO DEVELOP THE SERVICE INCLUDING NEW POSTS.
- ACHIEVED INVESTORS IN VOLUNTEERS ACCREDITATION.

- ONE YOUNG MAN GAINED A VOLUNTARY POSITION THROUGH BELFAST EXPOSED AND DONATED ONE OF HIS PHOTOS TO BE SOLD AT MACS RUBY BALL, RAISING £120 FOR THE ORGANISATION.

## SUPERPOWERS

STRENGTH, CREATIVITY, PROBLEM SOLVING AND BEING UN SHOCKABLE! SUPERPOWERS THEY WOULD LIKE TO DEVELOP ARE REGENERATION, MIND READING AND TELEKINESIS

YOUNG PEOPLE TOLD US WELLBEING HELPED THEM TO:

- MEET OTHER YOUNG PEOPLE
- BE MORE CONFIDENT
- GET OUT MORE
- LEARN TIPS AND SKILLS ON HOW TO MANAGE OUR MENTAL HEALTH
- KEEP OURSELVES SAFE

## HERO STORIES

ONE OF OUR YOUNG PEOPLE WROTE A BOOK CALLED HORRORS OF MENTAL HEALTH. SHE HAS GENEROUSLY ASKED THAT ALL PROCEEDS FROM HER BOOK BE DONATED BACK TO MACS TO FURTHER THE SUPPORT FOR OTHER YOUNG PEOPLE. SHE HAS ALSO DELIVERED A PRESENTATION TO MACS BOARD OF DIRECTORS SHARING HER STORY AND KNOWLEDGE AND IS FACILITATING A GROUP WORK SESSION FOR OTHER YOUNG PEOPLE, DISCUSSING HER EXPERIENCES AND HOW TO SELF-ADVOCATE. SHE RECENTLY SAID, "WITHOUT THE SUPPORT FROM MACS, I WOULD NEVER BE IN THE POSITION I AM TODAY. I WOULDN'T HAVE THE CONFIDENCE AND BELIEF IN MYSELF TO ACHIEVE WHAT I HAVE." THIS YOUNG WOMAN IS GOING ON TO COMPLETE AN ACCREDITED COURSE IN PEER ADVOCACY AND HOPE TO ATTAIN EMPLOYMENT IN MACS IN THE FUTURE.





FOR HOMELESS AWARENESS WEEK THE LADS PARTICIPATED IN A FOOTBALL COMPETITION RUN BY NI STREET SOCCER



TO FINISH OFF THE POPULAR BEE WELL SESSIONS WELLBEING CELEBRATED WITH YUMMY PIZZA



OUR VERY OWN AIMEE MADE THIS HALLOWEEN COSTUME FROM SCRATCH WITH HER MENTOR SHOWING OFF HER MAD ART SKILLS

# HIGHLIGHTS

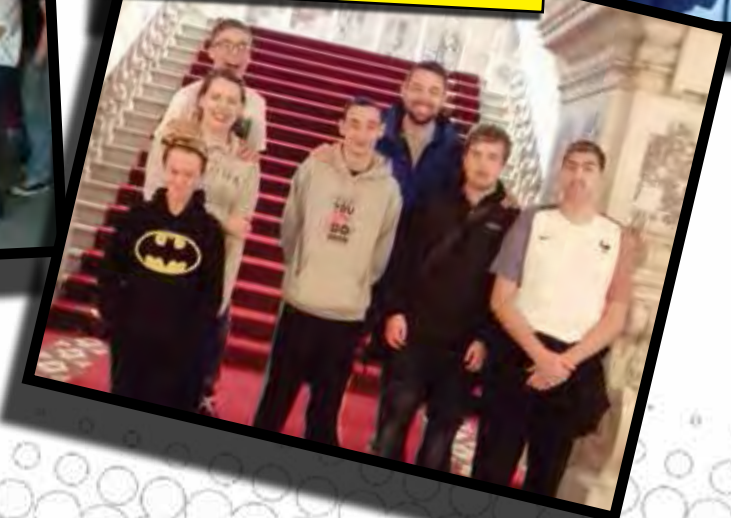
MARTY AND MICHAEL AS PART OF THEIR REALLY SUCCESSFUL MENTORING MATCH



ROB AND RYAN TRIUMPHANT AT THE TOP OF SLIEVE DONARD AFTER A MORNINGS HIKE



FOR WORLD SUICIDE PREVENTION DAY WE TOOK PART IN A DAWN WALK ENDING AT CITY HALL



THIS YEARS CELEBRATION AS PART OF VOLUNTEER WEEK TO THANK ALL OF MACS VOLUNTEERS FOR HELPING US OUT SO MUCH IN 2016



# VOLUNTEERS



## SERVICE DEVELOPMENTS

VOLUNTEERS HAVE AN INTEGRAL ROLE IN MACS. OVER THE LAST YEAR, 49 PEOPLE VOLUNTEERED FROM ALL WALKS OF LIFE. THESE VOLUNTEERS TOOK ON A VARIETY OF ROLES INCLUDING BEING MATCHED WITH OUR YOUNG PEOPLE PROVIDING ONE TO ONE MENTORING SUPPORT FOR A PERIOD OF UP TO 6 MONTHS, CO-FACILITATING GROUP WORK, AND FUNDRAISING. WE COULD NOT PROVIDE THE SERVICES OR SUPPORT TO CHILDREN AND YOUNG PEOPLE WITHOUT THE SUPPORT OF VOLUNTEERS AND OUR GOAL FOR THIS YEAR IS TO INCREASE THE NUMBER OF VOLUNTEERS WE HAVE ACROSS THE ORGANISATION. VOLUNTEERS GAVE APPROXIMATELY 5,040 HOURS OF THEIR OWN TIME OVER THIS YEAR TO HELP SUPPORT OUR YOUNG PEOPLE.

## SUPER LEARNING

VOLUNTEERS ARE ALWAYS LEARNING AND TEACHING US NEW THINGS. ONE BIG PIECE OF LEARNING WE TOOK FROM THIS YEAR WAS HOW TO COMMUNICATE MORE EFFECTIVELY WITH YOUNG PEOPLE AND THEIR PARENTS DURING THE MENTORING RELATIONSHIP. ONE EXAMPLE OF LEARNING WAS; A VOLUNTEER AND YOUNG PERSON HAD BEEN OUT FOR A BIKE RIDE ON A SATURDAY AFTERNOON. THEY HAD BEEN CYCLING, DECIDED TO STOP FOR A BITE TO EAT AND RETURNED HOME. THE CYCLE TOOK MUCH LONGER THAN ANTICIPATED AND THE YOUNG PERSON'S PARENTS STARTED TO BECOME CONCERNED. THE VOLUNTEER'S MOBILE PHONE BATTERY HAD DIED AND THEY HAD NO WAY OF LETTING THE PARENTS KNOW OF THE DELAY. ON RETURN HOME, THE YOUNG PERSON'S PARENTS WERE RELIEVED AND APOLOGIES WERE GIVEN BUT THE SITUATION BROUGHT TO OUR ATTENTION THE NEED TO COMMUNICATE MORE EFFECTIVELY WITH PARENTS. WE HAVE NOW IMPLEMENTED A POLICY FOR VOLUNTEERS OUTLINING THE NEED FOR THEIR MOBILE PHONE TO BE CHARGED, HAVE CREDIT AND TO BRING CHANGE FOR A PAYPHONE IN CASE THERE ARE ANY CONCERNS.

## VOLUNTEER HIGHLIGHTS

- GETTING THE "AMAZING MENTOR" AWARD AT THE OSCARS.
- ONE VOLUNTEER SECURED EMPLOYMENT WITH SOUTH EASTERN HEALTH AND SOCIAL CARE TRUST AS A RESULT OF HIS MENTORING EXPERIENCE WITH MACS.
- 3 VOLUNTEERS COMPLETED MOTIVATIONAL INTERVIEWING TRAINING WITH MACS TO HELP THEM FURTHER THEIR PROFESSIONAL DEVELOPMENT.
- 6 VOLUNTEERS ATTENDED A RECOGNITION EVENT THANKING THEM FOR THEIR COMMITMENT AND CONTRIBUTION WITH A DINNER AT SHED.

## SUPERPOWERS

OPTIMISM, CREATIVITY, PROBLEM SOLVING, BEING SUPER ORGANISED AND PATIENCE. ADDITIONAL POWERS VOLUNTEERS WOULD LIKE INCLUDE; ABILITY TO FLY, MIND CONTROL AND MUTATION!

VOLUNTEERS TOLD US VOLUNTEERING AT MACS HELPED THEM TO:

- GET A SOCIAL WORK DEGREE
- USE THEIR SKILLS TO HELP OTHERS IN A WORTHWHILE WAY
- HAVE FUN
- FULFIL THEIR PASSION TO WORK WITH YOUNG PEOPLE
- MEET NEW PEOPLE

## HERO STORIES

"WORKING WITH A YOUNG PERSON I WAS ABLE TO SHIFT HIS THINKING FROM BEING A VICTIM TO A YOUNG MAN WHO SET GOALS AND ACHIEVED THEM. IT CHANGED HIS OUTLOOK AND I WAS DELIGHTED WE COULD ACHIEVE THINGS TOGETHER"

"IN MY 2ND MATCH WITH A YOUNG PERSON I CAME TO REALISE I NEEDED TO ACCEPT YOUNG PEOPLE WHERE THEY WERE AT, RATHER THAN WHERE I THOUGHT THEY SHOULD BE I LEARNED TO BE WHAT HE NEEDED AND THE RELATIONSHIP FLOURISHED"

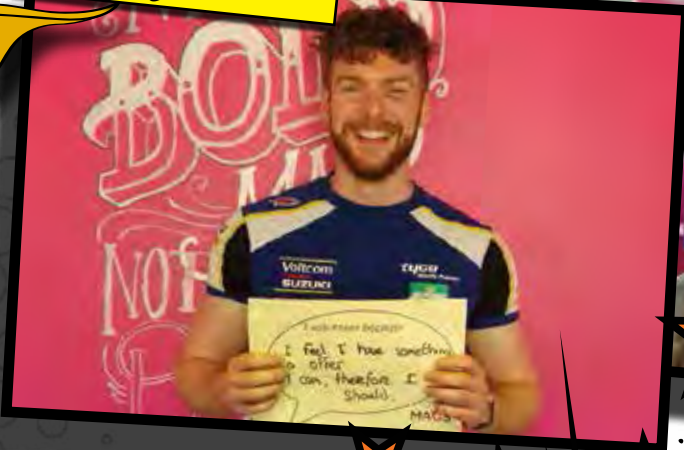
"MY YOUNG PERSON HAD SUCH BAD SOCIAL ANXIETY OUR FIRST WALK IN THE PARK WAS LIBERATING FOR BOTH OF US. I WAS SO PROUD OF HER. PROOF THAT BABY STEPS AND PERSISTENCE OF STICKING WITH YOUNG PEOPLE WORKS - YOU BOTH JUST HAVE TO WANT IT"





**MARTY** SHARING WHY HE VOLUNTEERS

**VOLUNTEERS AND STAFF** GETTING TO KNOW EACH OTHER



**ROB** IS SUPER PASSIONATE ABOUT HELPING YOUNG PEOPLE

# HIGHLIGHTS

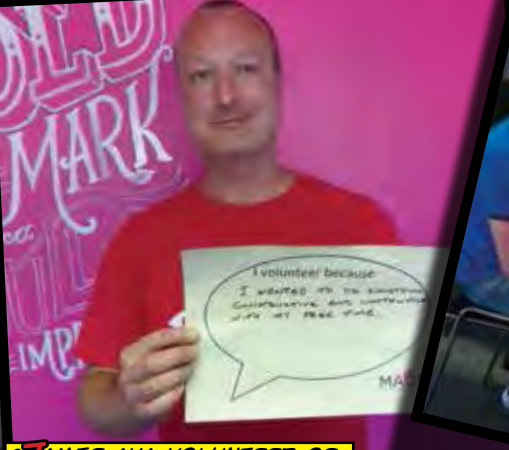
**SPEED DATING** ANYONE?



**LISA** TELLS US WHY SHE VOLUNTEERS FOR MACS



**VOLUNTEER** GET TOGETHER



**JAMIE** AKA VOLUNTEER OF THE YEAR



# DOWNPATRICK INTEGRATED



## SERVICE DEVELOPMENTS

DOWNPATRICK INTEGRATED HOUSING SERVICE HAS SUPPORTED 32 YOUNG PEOPLE IN HOUSING AND 178 YOUNG PEOPLE IN FLOATING SUPPORT. WE HAVE BEEN FOCUSING ON NETWORKING IN DOWNPATRICK, CONTINUING TO BUILD STRONG RELATIONSHIPS WITH PARTNER AGENCIES SUCH AS THE NORTHERN IRELAND HOUSING EXECUTIVE (NIHE) AND CHILDREN'S HOMES TO SUPPORT YOUNG PEOPLE WHO ARE HOMELESS OR CARE EXPERIENCED. WE WERE NOMINATED BY THE SOUTH EASTERN TRUST FOR THE CHAIRMAN'S RECOGNITION AWARD, BEST IN CATEGORY FOR "EFFICIENCY AND SERVICE REFORM" AND WON THE AWARD IN OCTOBER 2015.

WE ALSO INTRODUCED TWO NEW "ASSESSMENT FLATS" FOR YOUNG PEOPLE AGED 16-17 WHO PRESENTED HOMELESS TO NIHE. THEY CAN STAY WITH US SHORT TERM WHILE THEIR SUPPORT AND ACCOMMODATION NEEDS ARE ASSESSED BY SOCIAL SERVICES. THE MAJORITY OF THE 18 YOUNG PEOPLE WHO STAYED WITH US RETURNED TO THEIR FAMILY.

## SUPER LEARNING

AS AN INTEGRATED SERVICE, DOWNPATRICK HAS MANY ROLES WITHIN THE TEAM. AT TIMES WE DIDN'T ALWAYS KNOW WHAT EVERYONE'S ROLE WAS DUE TO DOWNPATRICK BEING THE FIRST INTEGRATED SERVICE IN MACS.

WE ACKNOWLEDGED THE DIFFERENT ROLES WITHIN IN THE SERVICE AND THAT COMMUNICATION IS KEY SO THAT YOUNG PEOPLE GET THE BEST SUPPORT POSSIBLE. WE RECOGNISED WE NEEDED TO MAKE CHANGES TO ENSURE THAT WE WERE COMMUNICATING EFFECTIVELY. AS A RESULT, HANDOVERS ARE NOW CLEARER BOTH VERBALLY AND WRITTEN. WE ALSO HAVE REGULAR MEETINGS WITH HOUSING AND SUPPORT WORKERS TO ENSURE EVERYONE IS ON THE SAME PAGE REGARDING THE YOUNG PEOPLE.

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 32 YOUNG PEOPLE GOT THEIR OWN HOMES.
- 7 YOUNG PEOPLE IN HOUSING MOVE INTO THEIR OWN ACCOMMODATION.
- 5 YOUNG PEOPLE BECAME PARENTS.
- 1 YOUNG PERSON TOOK PART IN CHILDREN IN NEED PROMOTIONAL VIDEO FOR MACS.
- 1 YOUNG PERSON TOOK PART IN THE RECORDING OF HER STORY AT MACS FOR THE CHAIRMAN'S AWARD.
- 1 YOUNG PERSON GRADUATED FROM UNIVERSITY.
- 1 YOUNG PERSON WENT TO UNIVERSITY.

- SOCIAL EVENTS INCLUDED PAMPER NIGHTS, SUNDAY BRUNCH, SPEAK UP TITANIC EVENT AND DAY TRIPS.

## SUPERPOWERS

CONFIDENCE, PROBLEM SOLVING, NETWORKING AND TEAMWORK. ADDITIONAL POWERS DOWNPATRICK WOULD LIKE INCLUDE: MAGIC OURSELVES TO PLACES TO SAVE TIME; ENERGY AND PETROL! REFILLER OF THINGS - SO WE NEED NEVER BE OUT OF TEA, COFFEE OR PETROL! TO BE IN TWO PLACES AT ONCE. YOUNG PEOPLE TOLD US DOWNPATRICK INTEGRATED SERVICE HELPED THEM TO:

- GET THEIR OWN HOMES
- GET PRACTICAL HELP LIKE GRANTS FOR FOOD, COLLEGE, FURNITURE
- GET THE RIGHT BENEFITS AND HELP US MANAGE OUR MONEY BETTER
- GET COLLEGE PLACEMENTS
- GET MORE HOUSING POINTS
- WORK BETTER WITH SOCIAL SERVICES

## HERO STORIES

ONE OF OUR HOUSING YOUNG PEOPLE IS OUR HERO AS HE HAD SHOWN GUTS AND DETERMINATION THROUGHOUT HIS TIME LIVING IN MACS. HE CAME TO MACS THROUGH THE ASSESSMENT FLATS DUE TO HIS DRUG USE AND MOVED INTO ONE OF OUR 2 YEAR FLATS. HIGHLIGHTS FOR THIS YOUNG PERSON INCLUDED: TRAVELLING TO BANGOR EVERY DAY TO TECH, RECONNECTING WITH HIS FAMILY AND GOING ABROAD ON HIS OWN!

**BANG!**



DUBLIN BIG DAY OUT AUGUST 2015



BUNDERLAND HALLOWEEN GROUP OCTOBER 2015



CHAIR PERSONS AWARD CEREMONY OCTOBER 2015

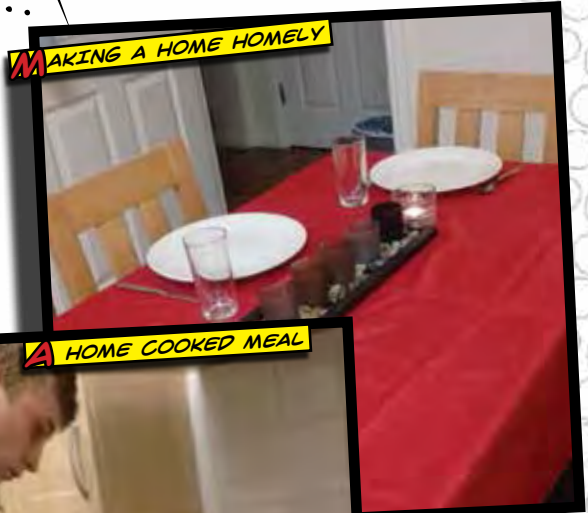


# HIGHLIGHTS

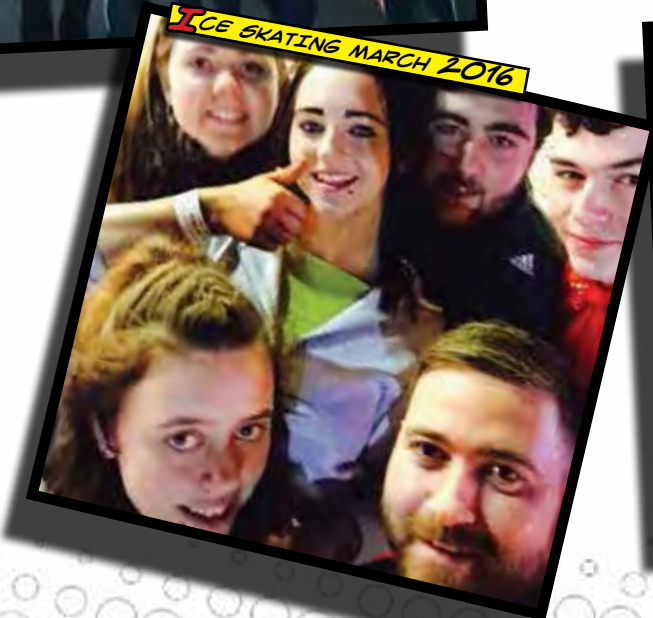
GO KARTING APRIL 2016



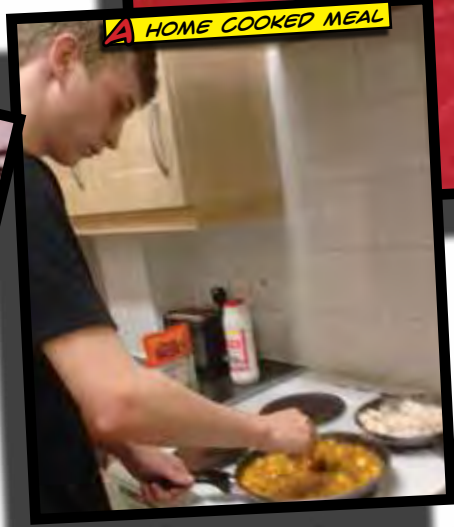
MAKING A HOME HOMELY



ICE SKATING MARCH 2016



A HOME COOKED MEAL





# LISBURN FLOATING SUPPORT



## SERVICE DEVELOPMENTS

LISBURN FLOATING SUPPORT SERVICE HAS SUPPORTED 104 YOUNG PEOPLE AND WE HAVE MAINTAINED A CONSTANT WAITING LIST OF AN AVERAGE OF 45-50 YOUNG PEOPLE. WE WORKED IN PARTNERSHIP WITH THE LOCAL HOUSING EXECUTIVE, BASING OURSELVES IN THEIR OFFICE ONE MORNING A WEEK. THIS ALLOWED YOUNG PEOPLE TO ACCESS INFORMATION ON HOW FLOATING SUPPORT CAN HELP THEM NAVIGATE HOUSING BENEFIT SYSTEMS. DEMAND FOR LISBURN FLOATING SUPPORT REMAINS HIGH. WE CONTINUE TO MAINTAIN A LARGE WAITING LIST, TO HELP YOUNG PEOPLE WHILE ON THE WAITING LIST WE COMPLETE SHORT PIECES OF WORK AND MAINTAIN REGULAR CONTACT WHILE THEY WAIT TO RECEIVE A WORKER.

EXCITING PLANS FOR THE NEW INTEGRATED SERVICE ARE TAKING SHAPE. IN PARTNERSHIP WITH SUPPORTING PEOPLE, THE SOUTH EASTERN TRUST, AND FOLD HOUSING ASSOCIATION WE REPRESENTED MACS AT A PUBLIC CONSULTATION. THE CONSULTATION EXPLORED THE OPENING OF OUR NEW SUPPORTED HOUSING SERVICE. IN SPENDING TIME IN DISCUSSION WITH THE LOCAL COMMUNITY AND LOCAL SERVICES WE WERE ABLE TO PROMOTE THE MODEL AND MAKE POSITIVE NETWORKS. THE TEAM ARE ENTHUSED AND KEEN TO SEE LISBURN HOUSING OPENING IN THE COMING YEAR AND MOVING TOWARDS AN INTEGRATED (HOUSING AND FLOATING SUPPORT) MODEL.

## SUPER LEARNING

THROUGH EXPERIENCES OVER THE PAST YEAR WE HAVE HAD TO ADAPT HOW WE SUPPORT YOUNG PEOPLE IN THE COMMUNITY AND OFFICE ENVIRONMENT WHILE MAKING SURE THEY STILL RECEIVE THE SAME VALUABLE SUPPORT. THIS WAS TO ENSURE THAT WE KEPT YOUNG PEOPLE, AS WELL AS STAFF, SAFE.

THIS HAS ALSO LED TO STAFF COMPLETING RELEVANT TRAINING REGARDING EMERGENCY FIRST AID AND SPECIFIC DRUG AND ALCOHOL MISUSE TRAINING. STAFF NOW HAVE A MORE IN DEPTH UNDERSTANDING OF SOME OF THE ISSUES YOUNG PEOPLE FACE AND HOW THIS CAN AFFECT THEM.

THIS HAS TAUGHT US TO TAKE ALL FACTORS INTO CONSIDERATION WHEN WORKING WITH YOUNG PEOPLE WITH DYNAMIC AND COMPLEX NEEDS.

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 45 YOUNG PEOPLE SUPPORTED OVER THE LAST YEAR SECURED THEIR OWN TENANCIES.
- 59 YOUNG PEOPLE WERE SUPPORT TO KEEP THEIR TENANCY AND AVOID EVICTION.
- A PIECE OF WORK WAS CARRIED OUT WITH THE HOUSING EXECUTIVE IN RELATION TO FLOATING SUPPORT'S ROLE TO STRENGTHEN THIS WORKING RELATIONSHIP AND ALLOW US TO ADVOCATE ON BEHALF OF THE YOUNG PEOPLE WE SUPPORT.
- 1 YOUNG PERSON WORKING FULL TIME CARING FOR THE ELDERLY IN THE COMMUNITY.

- 23 YOUNG PEOPLE ATTENDED GROUP ACTIVITIES INCLUDING CINEMA GROUPS, CHRISTMAS EVENTS, AND MAKEUP GROUPS.

## SUPERPOWERS

BANTER, FRIENDLINESS, COMPASSION, MOTIVATION AND AUTHENTICITY. ADDITIONAL POWERS LISBURN WOULD LIKE INCLUDE; MIND READING AND MAGIC. YOUNG PEOPLE TOLD US LISBURN FLOATING SUPPORT HELPED THEM TO;

- GAIN OPPORTUNITIES TO FACE THEIR FEARS FOR EXAMPLE SINGING IN FRONT OF BIG GROUPS OF PEOPLE
- MAKE NEW FRIENDS THROUGH MACS GROUP ACTIVITIES
- MANAGE THEIR OWN HOMES AND CURRENT LIVING SPACE
- HELPING TO GAIN THE CONFIDENCE TO VOICE THEIR OPINIONS AND BE HEARD

## HERO STORIES

ONE YOUNG PERSON IS SUCCESSFULLY COMPLETING A CHILDCARE OPEN UNIVERSITY COURSE. SHE IS A SINGLE PARENT TO THREE CHILDREN UNDER 6 YEARS OLD. SHE HAS A SMALL NETWORK OF SUPPORT AND HAS ALSO SUPPORTED HER FAMILY TO CARE FOR HER DAD WHO HAS MENTAL ILL HEALTH.





SKY TREK UP UP AWAY!



CHRISTMAS PANTO AT THE MAC THEATRE



GROUP NIGHT AT LISBURN



# HIGHLIGHTS

CHRISTMAS DINNER TIME!



GROUP NIGHT... IDEAS FLOWING!



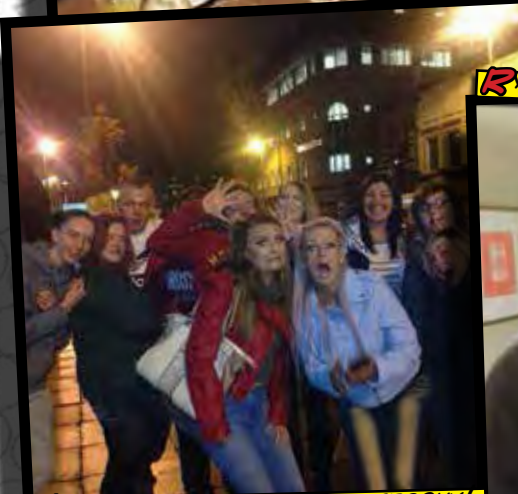
RYAN AND AMANDA CELEBRATING CARE DAY



EVIE AND LYNDA CARE DAY 2015



HALLOWEEN SCARE HOUSE... SPOOKY!





# BELFAST FLOATING SUPPORT



## SERVICE DEVELOPMENTS

BELFAST FLOATING SUPPORT SERVICE HAS HELPED 160 YOUNG PEOPLE ACROSS BELFAST TO ACCESS AND MAINTAIN ACCOMMODATION. WE HAVE ALSO BEEN RUNNING A KID'S CLUB FOR OUR YOUNG PARENTS WHICH HAS BEEN GOING GREAT AND YOUNG PARENTS HAVE BEEN HELPING DECIDE HOW IT IS RUN AND WHAT THEY COVER. WE HAVE ALSO BEEN LINKING IN WITH YOUNG PEOPLE'S HOSTELS TO HELP YOUNG PEOPLE HAVE A POSITIVE MOVE TO THEIR OWN ACCOMMODATION.

WE HAVE ALSO BEEN NETWORKING WITH HOUSING SOLUTIONS, PROVIDING DROP IN SERVICES AT THE HOUSING EXECUTIVE FOR YOUNG PEOPLE WHO MIGHT NEED SUPPORT THERE AND THEN. WE HAVE ALSO BEEN PROVIDING DROP IN SERVICES TO BELFAST HOUSING, SPENDING A DAY A WEEK IN THE BUILDING GETTING TO KNOW YOUNG PEOPLE SO THEY CAN BE REFERRED TO US WHEN THEY MOVE OUT AND THEY KNOW WHO WE ARE!

WE WERE INVITED TO MAKE A PRESENTATION TO THE REGIONAL HOMELESS FORUM IN RELATION TO INNOVATIVE PRACTICE. THIS WAS FOCUSED ON MACS JOURNEY, THE DEVELOPMENTS WITHIN EACH OF THE FLOATING SUPPORT TEAMS, INCLUDING OUR WORK WITH 16 AND 17 YEAR OLD HOMELESS YOUNG PEOPLE AND CREATIVE PRACTICE IN WORKING WITH YOUNG PEOPLE WITH ADDICTIONS.

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 69 YOUNG PEOPLE ACCESSED THEIR OWN ACCOMMODATION.
- 87 YOUNG PEOPLE MAINTAINED THEIR ACCOMMODATION.
- YOUNG PEOPLE FROM BELFAST FLOATING PARTICIPATED IN QUB RESEARCH ABOUT YOUTH HOMELESSNESS, SUPPORTING YOUNG PEOPLE TO HAVE THEIR VIEWS HEARD WHO HAVE BEEN DIRECTLY IMPACTED BY HOMELESSNESS.
- OVER £5K IN GRANTS FOR YOUNG PEOPLE SECURED.
- 2 YOUNG PEOPLE AND THEIR CHILDREN ATTENDED THE CASH FOR KIDS SANTA PLANE TRIP.
- 4 YOUNG PEOPLE AND THEIR CHILDREN ATTENDED THE GRUFFALO TRAIL DAY.
- 8 YOUNG PEOPLE ATTENDED THE HALLOWEEN PARTY.

## SUPER LEARNING

OUR BIGGEST LEARNING AS A TEAM WAS THAT SOMETIMES WE ALL NEED SUPPORT TO MAKE DECISIONS. AT MACS WE ENCOURAGE YOUNG PEOPLE TO MAKE THEIR OWN DECISIONS AND ONE YOUNG PERSON WITH A SPECIFIC MENTAL HEALTH ISSUE TAUGHT THE TEAM A LOT IN RELATION TO HOW WE DEVELOP THE CONFIDENCE TO BE ABLE TO MAKE CHOICES. WE LEARNED THE IMPORTANT FACTOR IS THAT YOU FEEL SAFE AND SUPPORTED THROUGH THE PROCESS WHETHER YOU ARE A STAFF MEMBER OR A YOUNG PERSON. FOR THIS YOUNG PERSON EVEN THE SMALLEST OF DECISIONS WAS A HUGE HURDLE AND THEY FOUND IT HARD TO COPE WITH THE RESPONSIBILITY OF TAKING CONTROL OF THE DECISIONS WHICH AFFECTED THEM. WE RECOGNISED THAT AS A TEAM THAT SOMETIMES WE ALSO NEED SUPPORT TO GUIDE YOUNG PEOPLE THROUGH THIS PROCESS AND SOUGHT OUTSIDE PROFESSIONAL SUPPORT TO DO SO.

## SUPERPOWERS

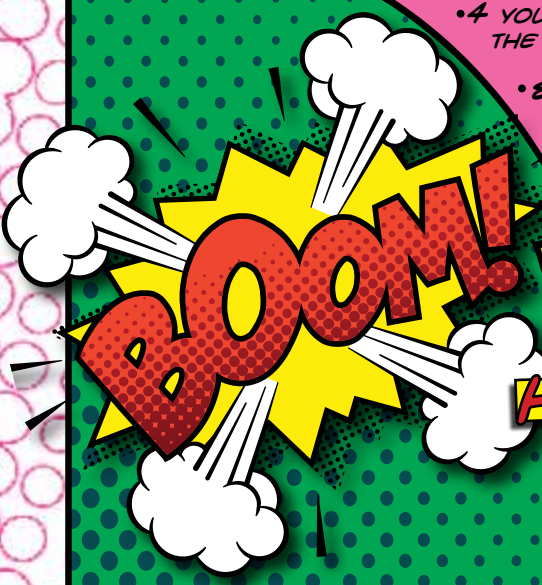
SEEING THE POSITIVES, SEEING POTENTIAL AND SELF BELIEF.

ADDITIONAL POWERS BELFAST WOULD LIKE INCLUDE; TELEPATHY AND SUPER STRENGTH TO BETTER SUPPORT OUR YOUNG PEOPLE! YOUNG PEOPLE TOLD US BELFAST FLOATING SUPPORT HELPED THEM TO;

- FIND A HOME AND HOW TO KEEP IT
- HELPED WITH HOUSING POINTS AND FINDING ACCOMMODATION
- ACCESS BENEFITS AND MANAGE OUR MONEY
- HELPED US TO GET TO IMPORTANT APPOINTMENTS

## HERO STORIES

IN A 5 MONTH PERIOD THIS YOUNG PERSON COMPLETED ONE COURSE AND QUICKLY BEGAN ANOTHER. SHE SOURCED AND APPLIED FOR FINANCE FOR THESE COURSES WITH THE SUPPORT OF HER WORKER. SHE GOT HER OWN TENANCY AND DEVELOPED HER DIY SKILLS. SHE HAS ALSO BEEN WORKING ON A PLAN FOR HER BUSINESS IDEA TO DEVELOP A CLOTHING LINE FOR PEOPLE WITH PHYSICAL DISABILITIES. SHE DID THIS ALL WHILST SUPER HEAVILY PREGNANT AND HAS JUST HAD HER LITTLE BABY. THIS YOUNG PERSON HAS SHOWN US ALL WHAT YOU CAN ACHIEVE IF YOU REALLY PUT YOUR MIND TO IT AND WORK FOR YOUR DREAMS.





**M**ACS YOUNG PEOPLE HAVING THEIR SAY ABOUT YOUTH HOMELESSNESS AT CULTURE NIGHT



**F**UN TIMES AT GROUP



**S**INANN HAS A GO AT PRESENTING WITH FRANK MITCHELL FOR CLOTHES FOR CHRISTMAS



# HIGHLIGHTS

**M**ACS AND KIDS AT STREAMVALE CHRISTMAS



**R**YAN AND HANNAH HELPING OUT WELCOME ORGANISATION ON CARE DAY



**L**IFE IS A JUGGLE BUT IS FUN



**T**AMARA SHOWS OF HER INTERIOR DESIGN SKILLS IN HER NEW PAD



**H**OME SWEET HOME





# BELFAST HOUSING



## SERVICE DEVELOPMENTS

IN THE LAST YEAR BELFAST HOUSING HAS SUPPORTED 40 YOUNG PEOPLE TO MANAGE THEIR OWN ACCOMMODATION. WITHIN THIS THEY SUPPORTED 24 AROUND MENTAL HEALTH AND 20 WITH DRUG AND ALCOHOL MISUSE. WE HAVE ALSO ADDED A NEW TEAM LEADER POST AND BROUGHT IN A NEW HOUSING MODEL TO HELP HAVE CONSISTENCY IN THE SUPPORT PROVIDED TO YOUNG PEOPLE.

BELFAST HOUSING STAFF HAVE BEEN GETTING PRAISE FROM BELFAST HEALTH AND SOCIAL CARE TRUST ABOUT THE HIGH STANDARD OF SUPPORT WE ARE PROVIDING AND HOW THIS IS POSITIVELY IMPACTING ON THE YOUNG PEOPLE LIVING THERE. THE OFFICE SPACE AND GROUP ROOM HAVE ALSO HAD A FACELIFT.

## SUPER LEARNING

OUR LEARNING IS THAT SOMETIMES YOU HAVE TO BE FLEXIBLE AND THINK ABOUT WORKING IN A DIFFERENT WAY WITH HARDER TO REACH YOUNG PEOPLE AND THAT SOMETIMES A DOOR SLAMMED IN YOUR FACE ISN'T ALWAYS WHAT IT LOOKS LIKE. WE ALSO LEARNED THE IMPORTANCE ON REFLECTING ON OUR LIMITATIONS AND SAFETY CONCERNS AS A TEAM AND HOW TO MANAGE THESE BY PUTTING APPROPRIATE MEASURES IN PLACE. WE ALSO LEARNED THAT OUR APPROACH IS VALUED BY EXTERNAL AGENCIES. EAMON QUINN (SENIOR SOCIAL WORKER FOR THE 18+ TEAM) SHARED WITH US HIS APPRECIATION FOR THE INTENSIVE SUPPORT WE OFFERED A YOUNG PERSON WHO TOOK VERY ILL STATING "I THINK THERE IS A REASON THAT THIS YOUNG PERSON LIVES IN UNI STREET HOUSING. NO ONE ELSE COULD HAVE MANAGED THIS SITUATION THE WAY MACS DO WITH SUCH PERSISTENCE AND CARE"

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 13 YOUNG PEOPLE GETTING THEIR OWN FLATS.
- 16 YOUNG PEOPLE PARTICIPATING IN TRAINING AND OR EDUCATION.
- GOING TO SEE BANDS.
- HAVING THE CRAIC WITH STAFF.
- 4 YOUNG PEOPLE AND THEIR CHILDREN ATTENDED THE GRUFFALO TRAIL DAY.
- DAY TRIPS OUT (ESPECIALLY GO KARTING!)

## SUPERPOWERS

EMPATHY, RESILIENCE, CONFIDENCE AND OPTIMISM. ADDITIONAL POWERS BELFAST HOUSING WOULD LIKE INCLUDE REGENERATION AND STRENGTH. YOUNG PEOPLE TOLD US BELFAST HOUSING HELPED THEM TO;

- LEARN TO LIVE ON OUR OWN
- DEAL WITH OUR DRUG PROBLEMS
- BUILD OUR CONFIDENCE
- MANAGE OUR MENTAL HEALTH
- TO GROW INTO ADULTS.

## HERO STORIES

FROM EARLY ON WHEN THIS YOUNG PERSON MOVED TO UNI STREET HE HAD A PASSION FOR FOOTBALL AND OTHER SPORTS. HE BEGAN VOLUNTEERING AT JOG BELFAST AND HELPING TO FACILITATE PROGRAMS TO ENCOURAGE AND HELP MOTIVATE PEOPLE TO RUN. HE ALSO ATTENDED THE GYM, WHICH IS WHERE HE WAS ENCOURAGED TO CONSIDER PERSONAL TRAINING. THE SEED WAS SOWN AND HE SOURCED AN INTENSIVE PERSONAL TRAINING PROGRAM, COMPLETED IT SUCCESSFULLY AND NOW HE HASN'T LOOKED BACK! SECURING A JOB AT THE GYM AND CONTINUING TO COACH PEOPLE HOW TO RUN AS WELL AS SECURING A TENANCY. HE ALSO RECENTLY SUPPORTED UNI STREETS TEAM LEADER TO COMPLETE THE JOG BELFAST PROGRAMME AND RUN OVER 5KM. THE NEXT BIG CHALLENGE FOR HIM IS UNIVERSITY!





GAME OF THRONES THEMED RESIDENTIAL



OSCARS WELL DESERVED AWARDS



KEEPING WARM AT RESIDENTIAL

# HIGHLIGHTS

GAMES NIGHT IN HOUSING



COOKING AROUND THE WORLD

HALLOWEEN TIME!



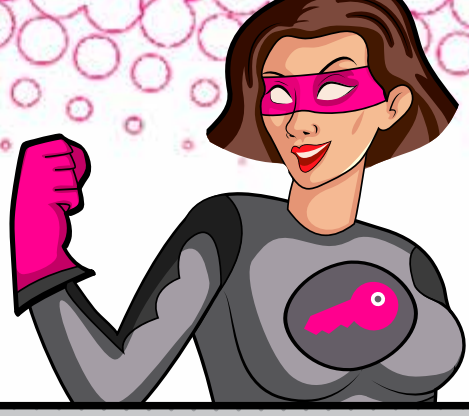
LATEX FACE PAINTING

COOKING UP A STORM!





# NEWRY HOUSING



## SERVICE DEVELOPMENTS

MACS NEWRY HAS PROVIDED ACCOMMODATION AND SUPPORT TO 15 YOUNG PEOPLE. WE HAVE BEEN FOCUSING ON THE DEVELOPMENT OF SOCIAL PEDAGOGY AS AN UNDERPINNING APPROACH TO PRACTICE, IMPLEMENTING AN 18 MONTH PILOT IN OCTOBER 2015. SOCIAL PEDAGOGY IS A SYSTEM OF THEORY, THINKING AND PRACTICE THAT SUPPORTS THE DEVELOPMENT OF VALUE BASED AND "HANDS ON" PRACTICE. THROUGH THIS APPROACH THE NEWRY TEAMS FOCUS WITH YOUNG PEOPLE INCLUDED; DEVELOPING ROOTS WHERE THEY LIVE AND EXTEND THESE TO WHERE THEY WANT TO LIVE; IDENTIFYING ENHANCED PRACTICAL OPPORTUNITIES TO DEVELOP SKILLS AND LEARNING; FLIPPING THE WORKING RELATIONSHIP SO YOUNG PEOPLE HAVE THE OPPORTUNITY TO BE THE "EXPERT"; AND FUNDAMENTALLY PROVIDING A NURTURING, COMPASSIONATE SHARED LIVING SPACE WHERE POWER IMBALANCES ARE REDUCED AND YOUNG PEOPLE FEEL SAFE AND CARED FOR.

A SIGNIFICANT THEME THAT AROSE FOR NEWRY FROM SOCIAL PEDAGOGY WAS THE IMPORTANCE AND VALUE OF THE SHARED "LIFE SPACE" WHEN WE WERE ALLOCATED £5000 FROM THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES, IDEAS WERE SPARKED TO ENHANCE AND CHANGE HOW WE USED SPACE IN NEWRY. WITH YOUNG PEOPLE CENTRAL TO THIS CREATIVE PROCESS, IDEAS AND PLANS TOOK SHAPE. THE END RESULT IS THE CREATION OF ANOTHER LIVING SPACE, THAT LINKS THE VIBRANT OFFICE SPACE WITH THE OUTDOOR AREA AT THE REAR OF OUR BUILDING. NEWRY YOUNG PEOPLE DESIGNED, BUILT, CRAFTED, DECORATED AND INVESTED IN THIS NEW SPACE. IT IS THEIR ACCOMPLISHMENT; SOMETHING THEY WERE ABLE TO START AND FINISH AND GET A SENSE OF PRIDE FROM.

## SUPER LEARNING

AT TIMES IN SUPPORTED HOUSING THINGS HAPPEN FOR YOUNG PEOPLE THAT CAN PUT THEM AND OTHERS AT RISK OF HARM. THROUGH OUR EXPERIENCES, AND TAKING LEARNING ALSO FROM MACS OTHER SUPPORTED HOUSING SERVICES, WE HAVE BECOME BETTER AT TAKING THE TIME TO ASK OURSELVES, "HOW CAN WE MAKE THIS WORK?" RATHER THAN "DO WE FIT?" WE UNDERPIN THIS BY SUPPORTING STAFF THROUGH TRAINING AND BESPOKE REFLECTIVE SESSIONS.

## ANNUAL HIGHLIGHTS FOR YOUNG PEOPLE AND STAFF

- 7 YOUNG PEOPLE SECURED TENANCIES AT POINT OF MOVE ON
- 3 YOUNG PEOPLE SUSTAINED WORK PLACEMENTS, EMPLOYMENT OR JOB TRIALS
- 1 YOUNG PERSON COMPLETED THE "JOURNEY FREE" PROGRAMME WHICH INCLUDED AN INTERNATIONAL EXCHANGE PROGRAMME IN SPAIN
- 1 YOUNG PERSON COMPLETED THE SOUTHERN TRUSTS 'GRIT' PROGRAMME A 5 DAY PERSONAL DEVELOPMENT RESIDENTIAL
- 8 YOUNG PEOPLE WERE INVOLVED DESIGNING AND CREATING THE OUTDOOR SPACE
- 2 YOUNG PEOPLE SUSTAINED INVOLVEMENT IN THE SOUTHERN TRUSTS SERVICE USER AND SOCIAL ENTERPRISE GROUPS
- 1 YOUNG PERSON WAS SUPPORTED TO FUND RAISE OVER £500 FOR MACS BY DOING A SKY DIVE

## SUPERPOWERS

HONESTY, RESILIENCE, BEING RISK TAKERS AND TEAM PLAYERS. ADDITIONAL POWERS NEWRY HOUSING WOULD LIKE INCLUDE; BEING ABLE TO FLY AND TO BECOME INVISIBLE. YOUNG PEOPLE TOLD US NEWRY HOUSING HELPED THEM TO; MEET NEW PEOPLE AND MAKE FRIENDS • GET INTO COLLEGE (AND SOMETIMES HELPED WITH COURSEWORK!) • BUILT OUR CONFIDENCE • BUDGET, COOK AND KEEP A HOME • BUILD THINGS LIKE THE BENCHES FOR THE GARDEN

## HERO STORIES

ONE OF THE YOUNG PEOPLE IN NEWRY WANTED TO GET INVOLVED IN FUNDRAISING FOR THE ORGANISATION. WHEN THE OPPORTUNITY AROSE PARTICIPATE IN A SKY DIVING FUND RAISING EVENT HE DECIDED TO GET INVOLVED. WORKING WITH STAFF, HE WENT AROUND THE LOCAL COMMUNITY BUSINESSES EXPLAINING WHAT MACS OFFER YOUNG PEOPLE AND THE IMPACT SUPPORTED HOUSING HAD HAD ON HIM AND OTHERS. HE DID A LOT TO DISPEL SOME OF THE ASSUMPTIONS ABOUT YOUNG PEOPLE AND RAISED A PHENOMENAL AMOUNT OF MONEY. SKY DIVING WAS SOMETHING HE HAD ALWAYS WANTED TO DO AND HIS ENERGY, ENTHUSIASM AND COMMITMENT WERE OUTSTANDING.





**D**ARINE'S HELLO KITTY WITH HER MACS TAKE ON IT



**B**EGINNING OF THE OUTDOOR TRANSFORMATION TO BRIGHTEN UP THE SPACE IN NEWRY



**N**ATHAN'S TAKE ON A ROSE THAT GROWS WHICH IS PART OF THE OUTDOOR TRANSFORMATION

# HIGHLIGHTS

**K**URTIS CREATING PALLET CHRISTMAS TREES



**S**HOPPING WITH LAURA



**X**MAS SHOPPING WITH LAURA AND SHANIA



**G**YM TIME WITH SOPHIE AND DARINE



# ORGANISATIONAL OBJECTIVES

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

### OBJECTIVE

PROVIDE A QUALITY SERVICE TO YOUNG PEOPLE AND STAKEHOLDERS.

HELP YOUNG PEOPLE SECURE AND MAINTAIN THEIR OWN TENANCIES OR OTHER ACCOMMODATION.

INCREASE THE NUMBER OF YOUNG PEOPLE WORKED WITH.

IMPROVE OUTCOMES FOR YOUNG PEOPLE IN THE FOLLOWING AREAS. ENJOY AND ACHIEVE, BE HEALTHY, STAY SAFE, POSITIVE CONTRIBUTION, ECONOMIC WELLBEING.

## LED BY YOU

### OBJECTIVE

INCREASE PARTICIPATION OF YOUNG PEOPLE AT MACS

## STRENGTH, EXCELLENCE AND VISION

### OBJECTIVE

MAINTAIN AND ACHIEVE QUALITY STANDARDS AND ACCREDITATIONS

CONSOLIDATE GOVERNANCE AND STRATEGIC RELEVANCE

SUPPORT AND DEVELOP STAFF

ENSURE EFFECTIVE COMMUNICATION AND ADMINISTRATIVE SYSTEMS

INCREASE VOLUNTEERING OPPORTUNITIES IN MACS

SUPPORT SUSTAINABILITY THROUGH A CLEAR AND COMPREHENSIVE FINANCE AND FUNDRAISING STRATEGY





# ORGANISATIONAL OUTCOMES

MACS SUPPORTED

**857**

YOUNG PEOPLE

**85%**

OF YOUNG PEOPLE FOUND ACCOMMODATION

**87%**

OF YOUNG PEOPLE MAINTAINED THEIR OWN TENANCIES

**91%**

OF YOUNG PEOPLE IMPROVED THEIR MENTAL HEALTH

**93%**

OF YOUNG PEOPLE IMPROVED THEIR SOCIAL NETWORKS

**85%**

OF YOUNG PEOPLE ACCESSED THE CORRECT BENEFITS

**92%**

OF YOUNG PEOPLE BETTER MANAGED THEIR SELF HARM AND SUICIDAL IDEATION

**CALLING ALL MACS HEROES**





# ADMIN FINANCE & FUNDRAISING



## SUPER LEARNING

## SERVICE DEVELOPMENTS

THE TEAM HAS SEEN A LOT OF CHANGES IN THE LAST YEAR WITH INCREASED RESPONSIBILITY FOR AN EXPANDING ORGANISATION. WE HAVE BROUGHT IN LOTS OF DIFFERENT TOOLS AND APPROACHES TO HELP MANAGE BOTH THE STAFF AND THE FINANCES OF THE ORGANISATION. WE HAVE DEVELOPED A HR SYSTEM USING SOFTWARE TO HELP MANAGERS BETTER MANAGE LEAVE AND NOW STAFF ALSO USE ONLINE CALENDARS LINKED TO PHONES AND LAPTOPS TO HELP IMPROVE COMMUNICATION ACROSS THE WHOLE ORGANISATION. WE HAVE ALSO CONTINUED TO DEVELOP OUR STAFF PORTAL, WHERE ALL MACS TEMPLATES, POLICIES AND PROCEDURES ARE KEPT SO STAFF CAN ACCESS THEM (AND HELP SAVE THE TREES!).

WE TOOK A RISK WHEN WE DECIDED TO INTRODUCE AN EXPENSIVE NEW HR SOFTWARE SYSTEM CALLED PAMS/ESS. THE SYSTEM WOULD REPLACE THE WAY MANAGERS AND STAFF RECORDED ANNUAL LEAVE AND SICK LEAVE. IT WILL REPLACE STAFF TRAINING PLANS IN THE COMING YEAR AND ALL STAFF SUPERVISIONS WILL BE ALSO BE RECORDED ON THIS SYSTEM. WE HAVE ALSO TAKEN THE STEP TO BECOMING PAPERLESS AND INSTEAD OF HARD COPY STAFF FILES, PAMS WILL HOLD THIS INFORMATION INSTEAD.

THE CHALLENGE WE FACED AT THE BEGINNING OF THIS PROCESS WAS GETTING FULL BUY IN FROM ALL STAFF (ESPECIALLY THOSE WHO WERE NOT COMFORTABLE WORKING WITH COMPUTERS) AS THIS WAS A COMPLETELY NEW WAY OF WORKING WHEN IT CAME TO RECORDING LEAVE AND MANAGING TEAMS ABSENCE. RESPONSIBILITY FOR REQUESTING LEAVE AND COMPLETING SICK RECORDS WERE PLACED FIRMLY IN THE HANDS OF THE STAFF.

THROUGHOUT THE INTRODUCTION OF THIS NEW SYSTEM WE REALISED THAT A SLOW AND STEADY APPROACH WAS THE BEST WAY FORWARD. TEACHING STAFF HOW TO USE THIS SYSTEM IN STAGES AND NOT THROWING EVERYTHING AT THE THEM AT ONCE WAS THE KEY TO THE SUCCESS.

WE ARE SO PLEASED TO SAY THAT IT HAS SO FAR HAS BEING EMBRACED FULLY BY EVERYONE IN THE ORGANISATION. THE RISK WE TOOK BUYING SUCH AN EXPENSIVE SYSTEM HAS PAID OFF AND WE HAVE NO DOUBT THAT AS WE CONTINUE TO DEVELOP THIS SYSTEM, OUR STAFF WILL CONTINUE TO ADAPT AND WELCOME THESE NEW WAYS OF WORKING.

## ANNUAL HIGHLIGHTS

- RECEIVED INVESTORS IN PEOPLE SILVER AWARD
- FAMILY FRIENDLY EMPLOYER OF THE YEAR WITH EMPLOYERS FOR CHILDCARE (CHARITY SECTION) 2 YEARS RUNNING!
- ANNUAL STAFF SATISFACTION SURVEY SHOWED 98% STAFF SATISFACTION
- BALLYCASTLE HOUSE ESTABLISHED AS A SHORT LET HOLIDAY HOME
- RUBY BALL HELD TO CELEBRATE MACS 25TH YEAR
  - MACS CHOIR WENT FROM STRENGTH TO STRENGTH UNDER AOIFE AND IAIN
  - DEVELOPING A PARTNERSHIP WITH DOWNPATRICK HOUSING AND KILLYLEAGH MOTHERS UNION TO PROVIDE WELCOME PACKS FOR YOUNG PEOPLE
  - MADELINE NOMINATED FOR THE INSTITUTE OF FUNDRAISING AWARDS DUE TO HER WORK ON THE RUBY BALL

## SUPERPOWERS

DISCRETION, PERSISTENCE AND A CAN DO ATTITUDE ADDITIONAL POWERS FINANCE, ADMIN AND FUNDRAISING WOULD LIKE INCLUDE, ALCHEMY AND THE POWER TO TURN WHATEVER THEY TOUCH INTO GOLD!





**M**ADÉLINE RECEIVING THE BLACK SANTA DONATION



**M**OTHER'S UNION DOWNPATRICK



**M**UD RUN FUNDRAISING EVENT



# HIGHLIGHTS

**N**ICK REPRESENTING MACS AT EMPLOYERS FOR CHILDCARE WORKSHOP



**E**MLOYERS FOR CHILDCARE WORKSHOP



**T**EAM DAY OUT TOLLYMORE FOREST

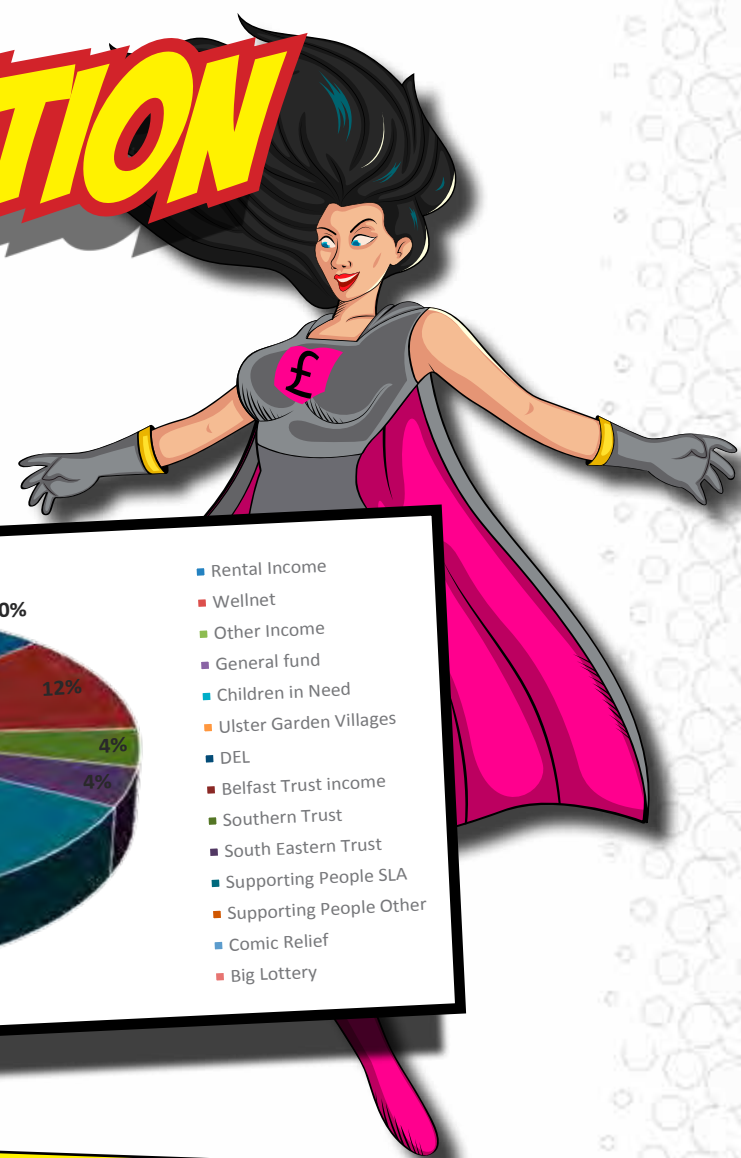


**M**ACS SINGERS PERFORMING

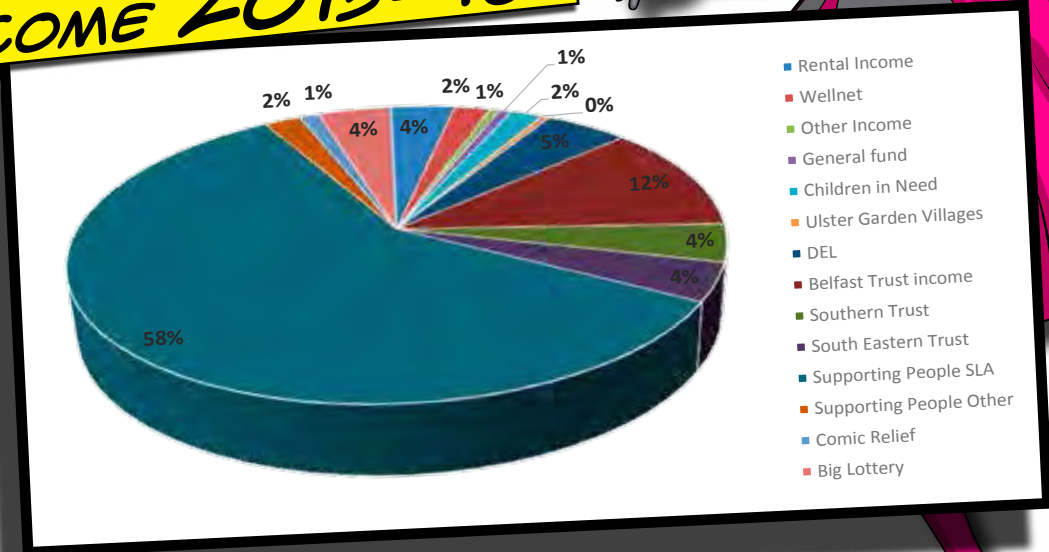




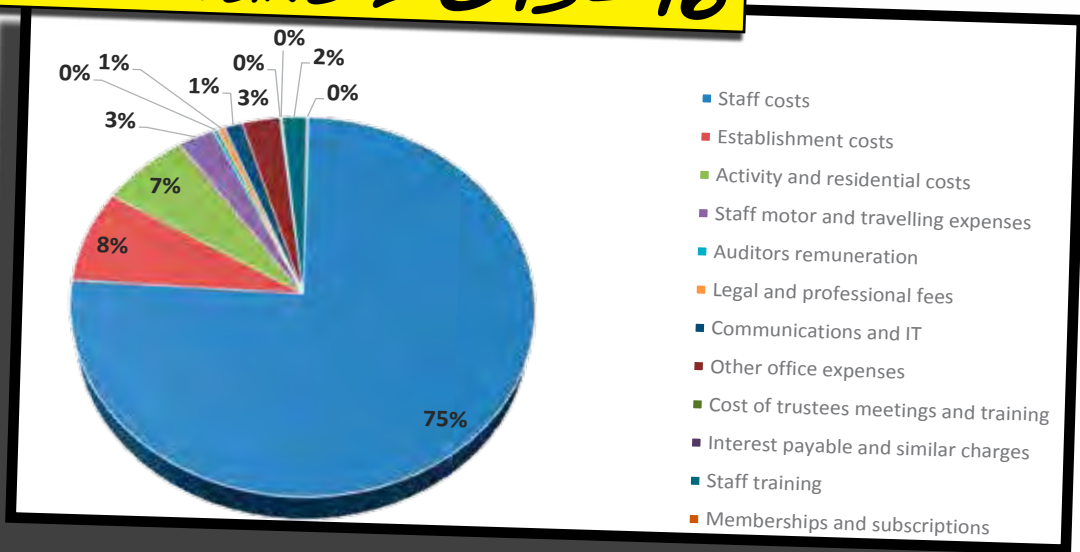
# FINANCE INFORMATION



## INCOME 2015-16



## EXPENDITURE 2015-16





# COMPLIMENTS

**I** WOULD LIKE TO THANK YOU FOR GIVING ME THE OPPORTUNITY TO MEET WITH YOUNG PEOPLE TO DISCUSS FUTURE TRAINING. ALL OF THE YOUNG PEOPLE I SPOKE WITH WERE VERY CONTENT WITH THEIR CURRENT SITUATIONS AND WERE VERY GRATEFUL OF THE SUPPORT RECEIVED FROM MACS MARGARET RICHIE, MP

**I** JUST WANTED TO SAY THAT MACS LISBURN HAVE BEEN VERY SUPPORTIVE TO US AND OUR FAMILIES. I WANTED TO BE SURE THAT YOUR TEAM IN LISBURN KNOW HOW MUCH WE APPRECIATE THEIR KNOWLEDGE AND EXPERTISE  
SHONA JOHNSTON SUPERVISOR FAMILY NURSE PARTNERSHIP

**T**HANK YOU FOR INVITING THE MOLDOVAN DELEGATION FROM THE RECENT STUDY VISIT TO SEE YOUR SUPPORTED ACCOMMODATION. I KNOW THAT FOR MANY OF THE DELEGATES THIS WAS THE MOST USEFUL AND IMPORTANT PART OF THE VISIT AS IT ALLOWED THEM TO SEE SUPPORTED ACCOMMODATION AND UNDERSTAND HOW IT WORKS AND WHAT IS NEEDED IF IT IS TO BE DEVELOPED IN MOLDOVA. WE ARE ALSO ALL REALLY GRATEFUL TO THE YOUNG PERSON WHO ALLOWED US TO VISIT HER FLAT. NAOMI DEUTSCH SOCIAL WORKER GLOBAL TRAINING AND ADVISORY SERVICE

**T**HERE'S A REASON THAT THIS YOUNG PERSON LIVES IN UNI STREET, NO ONE ELSE COULD HAVE MANAGED THIS SITUATION THE WAY MACS DO WITH SUCH PERSISTENCE AND CARE. EAMON QUINN SENIOR SOCIAL WORKER 18+ TEAM BELFAST TRUST

**C**LANMIL HOUSING OFFICERS WERE VERY IMPRESSED WITH THE PRESENTATION THE BELFAST FLOATING SUPPORT TEAM PROVIDED TO THEM. THEY GAVE GREAT INSIGHT INTO THE HOUSING SUPPORT OFFERED BY FLOATING SUPPORT AND SHE RECOGNISED THE EXTENT OF THEIR KNOWLEDGE BASE RELATING TO BENEFITS, APPEALS AND WORKING WITH THE DIFFICULTIES YOUNG PEOPLE CAN PRESENT AS TENANTS AMY MEEK CLANMIL

**P**ROVIDING EMPLOYMENT OPPORTUNITIES FOR CARE EXPERIENCED YOUNG PEOPLE, UNDERSTANDING THE TRAUMA AND WORKING WITH IT IN A COMPASSIONATE AND UNDERSTANDING WAY FOR THE GOOD OF THE TRAINEE PARTICIPATION WORKER AND THE YOUNG PEOPLE THEY SUPPORT IS REMARKABLE. MACS SHOULD BE VERY PROUD OF THE APPROACH IT TAKES TO WORKING WITH YOUNG PEOPLE GARETH DUNCAN SOCIAL WORKER SEHSCT

**F**ROM WORKING WITH MACS STAFF I CAN SEE THAT THEY MAKE YOUNG PEOPLE FEEL VALUED AND HELP THEM FULFIL THEIR POTENTIAL.  
DEIRDRE MCMAHON YOUTH JUSTICE AGENCY

**J**UDGING FROM HOW WELL THE YOUNG PERSON WAS SUPPORTED EVEN THROUGH THE REFERRAL PROCESS, THE YOUNG PERSON IS IN THE BEST POSSIBLE HANDS COLIN SMYTH HOUSING SOLUTIONS

**T**HANK YOU SO SO MUCH FOR ALL THE HELP AND SUPPORT YOU HAVE ALL GAVE ME OVER THE LAST 2 YEARS! MACS HAS HELPED ME SO MUCH WITH EVERYTHING FROM MY ACCOMMODATION TO MY CONFIDENCE TO MY ROUTINE. I HAVE COME SO FAR OVER THE 2 YEARS, I FEEL SO MUCH BETTER IN MYSELF AND HAVE GOOD OPTIONS FOR MY FUTURE NOW! I REALLY APPRECIATE EVERYTHING YOU HAVE DONE FOR ME!  
YOUNG PERSON DOWNPATRICK



# CONTACT INFORMATION



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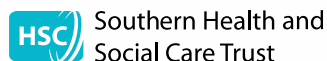
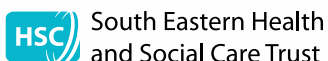
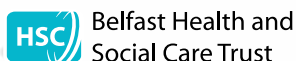
**ZAPI!**  
MACS DOWNPATRICK  
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MACS NEWRY  
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**IMACS SUPPORTING CHILDREN AND YOUNG PEOPLE WOULD LIKE TO EXTEND A MASSIVE THANK YOU TO OUR FUNDERS WHO HAVE KINDLY SUPPORTED OUR WORK OVER THE LAST YEAR**



supportingpeople



**COMIC RELIEF**



Victoria Homes Trust



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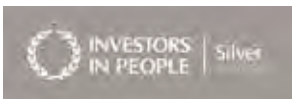








**THE END...**



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