



Centre
Supporting Young People

33

2025

IMPACT REPORT

THE NEED FOR EARLY SUPPORT FOR YOUNG PEOPLE HAS NEVER BEEN MORE URGENT.

Young people have a lot to contend with. As well as juggling worries about exams, friendships and the future, they are facing a cost of living crisis, insecure housing and strained services - it's no wonder that one in five are struggling with their mental health, according to the NHS.

Many parts of Cambridgeshire and Peterborough are home to high levels of deprivation. Cambridge in particular is one of the UK's most unequal cities, with higher than average numbers of rough sleepers and young carers.

At Centre 33, we give young people up to the age of 25 somewhere to go and someone to talk to - we're proud to have helped over 50,000 brilliant young people since we were founded in 1981.

We believe young people deserve respect and excellent support, no matter what they come to us with.

“ Centre 33 is the first place that hasn't let me down ”

WORKING DIFFERENTLY IN CHALLENGING TIMES

It's a challenging time to run a young people's charity. We are seeing steady rises in the numbers of young people who need us and the complexity of issues they come with. Costs are also rising and we're learning how to manage with less, but we feel excited about the progress we've made in this last year.

We've purchased a new building in Cambridge and secured both funding for essential core services and new funding for digital projects. Our work with NHS partners has really given us confidence that there is positive change afoot in the local sector - for example, the implementation of a self-referral pathway for young people and bringing down waiting list numbers.

Please read more about the team's work in these pages. We're very proud of the work we do and the young people we support. They are amazing in the face of multiple challenges.

Beth Green

Chief Executive Officer, Centre 33



THE YEAR IN NUMBERS

This year, we worked closely with

3,403

fantastic young people. That includes:

1,025

in the young
carers project

955

through
engagement
services

1,938

for mental
health
support



Looking back, I don't think I'd be
where I am today without Centre 33

OUTREACH



Our work in the community is important to us. We want young people to be supported in all parts of their lives, and to equip parents and professionals with the tools they need to effectively support young people.

This year, we attended 88 events, reaching 372 young people and 1,774 parents and professionals through our outreach work.

RISK AND COMPLEXITY

We believe that it's important young people feel heard, safe and cared for. In 2024:

54%

of young people came to us with high levels of distress.

1,200

We were concerned that over 1,200 young people were at risk, and support was put in place to keep them safe. Of those, 84% talked about suicide or self-harm.

69%

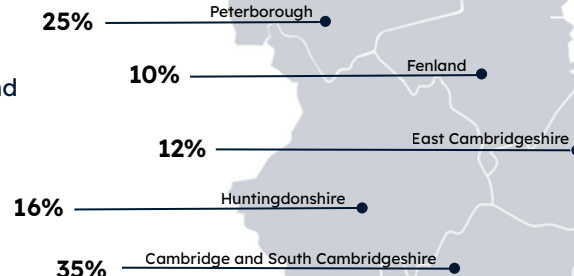
of young people wanted support with their mental health and another issue.

7

On average, young people came to us with 7 challenges. Common issues included anxiety, stress, low mood, sleep problems and anger.

DEMOGRAPHICS

We support young people across Cambridgeshire and Peterborough.



POSITIVE FEEDBACK

We love hearing feedback from young people.

Last year:

92%

of young people said they made progress towards their goals

96%

said they felt listened to

94%

said their views and worries were taken seriously

87%

said it was easy to talk to the person who supported them



At Centre 33 we operate a well-evidenced model of early support hubs, where young people can come to us when the time is right for them with issues spanning practical support and mental health.

SOMEONE TO TALK TO DROP-IN AND PRACTICAL SUPPORT

Young people tell us they have no-one to talk to. Last year, more than a third said they had no support from family, and only 22% said they had support from friends.

When a young person comes to a Centre 33 'Someone to Talk to' drop-in, they can talk to us about anything - no referral needed. An experienced worker will take the time to find out what's on their mind, where they need support and, together, they make a plan for next steps.

We support young people with their mental health and emotional wellbeing, employment, caring roles, education, finances, housing, relationships and sexual health. We signpost to other services, advocate for those who need it, provide information, offer practical support including food bank vouchers and pregnancy testing, make homelessness referrals, help with job applications and more.

Our open access hubs in Cambridge, Peterborough, Huntingdon, Wisbech and Ely offer support across six days - young people can also call, text or email us.



HEALTH INEQUALITIES: THE TRIPLE BARRIER

84% of young people we saw via 'Someone to Talk to' last year were from vulnerable groups.

That might include young people who:

- Have a housing need
- Live in deprivation
- Have disabilities or neurodiversity
- Are in the LGBTQ+ community
- Are young carers
- Are from ethnic minorities

Vulnerable young people are more likely to face health inequalities, including what's known as the triple barrier.

1. Higher risk of difficulties with their mental health.
2. Less access to effective support.
3. Poorer experiences and outcomes when they do get help.

We break this cycle. We're free, easy to reach and tailored to young people's needs - especially for those at risk, with complex needs or who feel traditional services have been inaccessible. And then we make a difference.

FOR YOUNG PEOPLE, DROP-IN SUPPORT IS VITAL. THIS IS WHY.

IT'S HOLISTIC

Young people's lives don't fit neatly into service categories. Most present with complex, interlinked issues - mental health, housing, poverty, identity and relationships. Our support recognises this complexity and works with it. No problem is too big or small.

At Centre 33 young people can get mental health support and practical help with housing, money, jobs or benefits, because these needs are often linked. It's hard to feel better if the basics aren't in place.

Walking in there felt like being wrapped in a warm hug

IT'S EASY TO ACCESS

Our drop-in model is open access in local community venues. Young people who come to drop-in are more likely to have high levels of distress and complex needs. At drop-in, they can come when they're ready, get free and confidential support and won't be told they don't meet the criteria. We support all young people.

Our work over recent years has reinforced a core truth: young people are not 'hard to reach' - but systems are often hard to access. We are determined to be there for all young people.

I came back when it felt right. No one made me feel guilty for needing more time

IT'S FLEXIBLE

For young people facing housing instability, discrimination or multiple disadvantages, inflexible models of support can be a barrier to getting help. We've found that allowing young people to dip in and out of support without judgement leads to better outcomes over time.

Our 'Someone To Talk To' support adapts to young people, whether that's a drop-in chat, a call or regular check-ins over text. Ultimately, it puts young people at the centre of their own support.

They provided me with information I didn't even know I needed



SOMEONE TO TALK TO MENTAL HEALTH AND WELLBEING SUPPORT

91% of young people came to us with mental health needs - mostly anxiety, worries, low mood, sadness, stress, self-harm and suicidal thoughts.

Centre 33 provides a non-judgemental and safe place for young people to share their feelings and explore ways of overcoming their distress.

We reduce barriers to accessing mental health support, and enable young people to improve their mental wellbeing through counselling and other means to alleviate poor mental ill health.

Our offer includes access to Centre 33 counselling and guided self-help in Centre 33 hubs and in local schools.

We work within the YOUNited partnership and with other mental health specialists, ensuring young people don't slip through the cracks in the system.



SUPPORT WITHOUT JUDGEMENT

Last year:

1,938 young people were supported with their mental health

909 of those young people received counselling

72% of young people saw positive progress following the support they received

92% of young people reported having made progress towards their goals

7,000+ therapeutic sessions were provided

We meet young people without judgement or thresholds. At a time when national systems are under immense strain, we have created a high impact local model.

THE POWER OF FIRST APPOINTMENTS

A focus on timely, meaningful support.

Rather than 'assessment-based first appointments', we centre our sessions as meaningful and impactful in the way that we know works for young people. Over many years, the early support hub model has shown us that young people ask for help when they need it and are ready to engage. So we need to be there to meet them. We work flexibly with them to understand if their needs can be met straight away, particularly if what is required is validation, reassurance and coping strategies.

Over three quarters of young people report improvements after the first appointment alone. Many express relief at not being asked to retell painful stories repeatedly. This demonstrates that early, respectful support can reduce crisis need and build long-term resilience.

Additionally for over half of young people the improvement is enough to not need further ongoing therapeutic support at this point. This is a huge result and we are committed to this approach in our work.



77%

of young people
saw improvements
after a single
therapeutic session

56%

did not need
further ongoing
therapeutic support



I feel so much better after sessions and that's exactly why I like to come in

My therapist gave me the tools and ability to cope much better with my existing problems. They were very kind, understanding and patient when talking about past traumas

My counsellor provided a safe space... I haven't shared my trauma story with anyone before

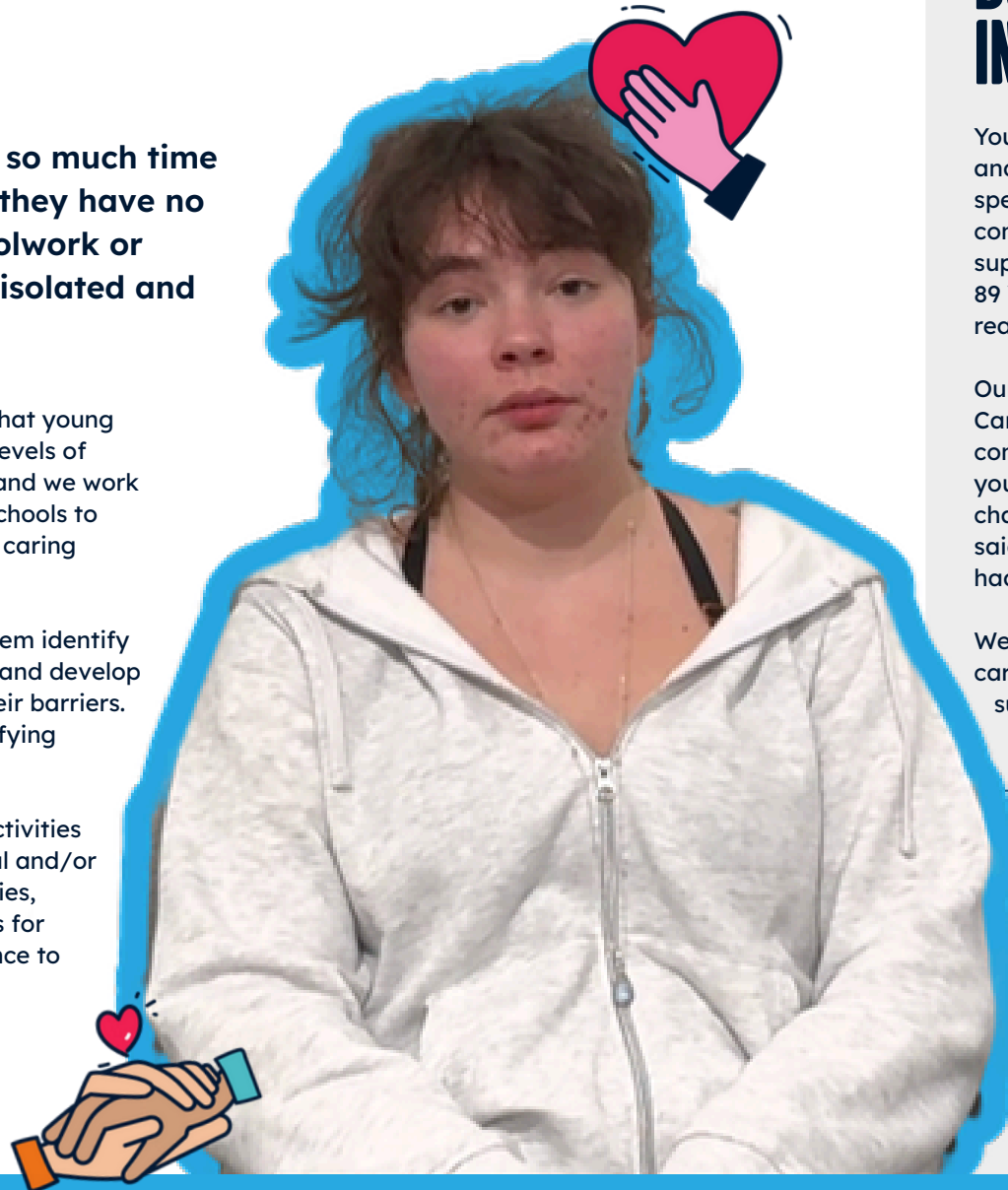
YOUNG CARERS SUPPORT

Young carers often spend so much time looking after a loved one they have no time for themselves, schoolwork or friendships, leaving them isolated and under-achieving.

At Centre 33, we aim to make sure that young carers have the same life chances, levels of wellbeing and voice as their peers, and we work with them, their families and their schools to reduce the negative impact of their caring responsibilities.

We provide a safe person to help them identify ways to build positive relationships and develop tools to challenge and overcome their barriers. We also offer group sessions, identifying positive friendships and activities.

We raise funds to provide respite activities for young people taking on practical and/or emotional caring roles in their families, providing a break and opportunities for peer support, good fun - and a chance to be a young person.



BUILDING CONFIDENCE IN THE COMMUNITY

Young carers are often hidden, unidentified and unsupported. We offer training and specialist advice so everyone in the community knows how to identify and support young carers. Last year, we trained 89 Young Carers Champions in schools and reached 1,123 professionals.

Our training is informed by our Young Carers Advisory Board, where young people come together to amplify the needs of young carers and advocate for positive change. After training, 91% of participants said their ability to identify young carers had improved.

We understand how to support young carers. In 2024, after receiving Centre 33 support:

- **72%** of young carers said their caring role impacted them less
- **83%** felt less isolated
- **98%** felt listened to



Now I am more positive about my future and I'm not just thinking about the negatives

I've met other people who know what it's like to be a young carer and have friends for the first time in years

Centre 33 has helped me realise that I'm not just a young carer and that I'm my own person with a whole future ahead of me

GIVING YOUNG ADULT CARERS A VOICE

This year, through the Young Adult Carers Pilot Project, we identified, engaged and supported young people with a caring role aged between 16 and 25, a vulnerable and often invisible group.

The pilot revolved around empowering young adult carers to take control of their lives and build confidence. It focused on areas including statutory transition assessments, referrals, training for professionals, amplifying their voices and building links with educational settings.

The work, which ran from 2023 to 2025, led to significant achievements - young adult carers who were previously not accessing formal support were successfully engaged, project workers facilitated access to education, training and employment opportunities, awareness of them was increased among wider services and peer support began to grow.

Centre 33 identified a critical gap for 16 to 25-year-old carers who often fall between child and adult services. We identified ongoing challenges for this group - insufficient specialist services, barriers to employment opportunities, insecure housing and fragmented transitions to adult services.

Centre 33 continues to provide support for young adult carers through our drop-in hubs and to advocate for changes to improve support for them across the wider system.

PILOT ACHIEVEMENTS

583

one-to-one sessions were delivered

15%

of young adult carers we closely supported transitioned into independent or semi-supported living

93%

of young adult carers referred to the project engaged in some level of support

IN THEIR WORDS

ARI'S STORY

THE MOMENT I WALKED THROUGH THE DOOR

Ari was 16 and sofa surfing with nowhere to live when she first reached out to Centre 33. She felt a constant pressure on her chest and was living with panic attacks and suicidal thoughts. She didn't see a way out, and felt pressured to keep people happy to make sure she had somewhere to stay.

"My mental health was very, very bad and very low," she said. "I didn't see a way out. I felt very, very helpless - suicidal. I felt very unsafe at the time and I didn't know how to protect myself."

Ari visited a drop-in session at Centre 33's Cambridge hub in Clarendon Street, and said she immediately felt welcome. "Walking in there felt like I was being wrapped in a warm hug," she said. "I didn't get labelled, they saw me as a person."

“From the moment I walked through the door, I felt like I could finally breathe”

With Centre 33's support, Ari started working on coping with everything she was feeling in a healthy way. She was given information around homelessness, help applying for hostels and referrals to services which could provide further support.

"That support felt like a lifeline," she said. "I can't imagine what would have happened to me if I was left alone in that situation. I might have ended up like some of the people I left behind in that life, some who tragically took their own lives."

Ari was able to start applying for college and building a routine, steps which helped her look to the future with more confidence.



She said: "Looking back, I don't think I'd be where I am today without Centre 33. They gave me hope when I couldn't see any and I finally had control back of my life."

"From the moment I walked through the door I felt like I could finally breathe."

Ari featured in our 2024 Winter Campaign, which you can read more about on page 12.

To watch Ari's story in full, scan this code.



ELOISE'S STORY

FINDING MYSELF WHILE CARING FOR OTHERS

Young adult carer Eloise was 18 and caring for both of her parents when she first came to Centre 33. She supported them with complex health conditions including small vessel disease, epilepsy, depression and hearing and sight impairments. The demands of her role were taking a toll.

Eloise became part of our Young Adult Carers Pilot Project, receiving one-to-one support and counselling. Just a few months after being introduced to her project worker, Eloise said the future already didn't feel as far away as it had.

Counselling helped Eloise differentiate between the impact of her mother's illness and her own feelings, enabling her to "separate myself from something I was very, very entangled with" and develop a better sense of self.

To watch Eloise's full story, scan this code.



For more young people's stories, visit youtube.com/@centre33camb



PARTNERSHIP WORKING



Partnership is key to impact. We can not, and should not, do this work alone.

Our collaborations with statutory partners and voluntary and community sector networks have taught us the value of integrated, system-aware service delivery. Shared learning, joint training and trusted referral routes mean young people get the right support faster. Key partnership work this year included:

- **YOUnited** - a key local mental health partnership ensuring young people don't fall through gaps.
- **Developing and Piloting** - a group-based offer for young people with CPSL Mind and the Relational, Emotional Difficulties Service (REDS) at CPFT.
- **Young Carers Partnership Board** - working with system partners to improve the identification of and support for young carers.
- **Breathe** - working nationally to offer digital support and learn from partners.
- **Youth Access** - close working to campaign for early help hubs and strengthen and share our knowledge nationally with other providers and decision-makers.

We continued to host and participate in Fullscope, a collaboration of local charities supporting young people with their mental health. Key events included 'An invitation to think', where sector professionals led energising conversations about change and delivering long-lasting ripple effects across the system.

A group of young people (pictured) also launched 'Help You, Help Them', a resource for those supporting young people who are struggling with their mental health. Projects 'Mapping Soham Stories' and ongoing work with Self Harm projects and CB4ward continued apace.



FUNDRAISING NEWS



We rely on our funding partners and supporters to keep being here for young people. Thank you for everything you do.

CHALLENGE 33 FUNDRAISERS

Several groups and supporters took on various Challenge 33 fundraising challenges, all tied together by the number 33.

One group of students (pictured top right) walked three hours 33 minutes daily for three days, raising £590, while one young person undertook a 33-hour sponsored silence, raising £843.

CAMBRIDGE HALF MARATHON

In March 2025, 18 incredible fundraisers took on the Cambridge Half Marathon (right), running 13.1 miles and raising an amazing £8,600 to support local young people, helping them take steps towards brighter futures.



COMMUNITY SPIRIT

A local golf club hosted a fundraising day with a raffle and charity auctions, raising a fantastic £3,797.95. A supporter's Christmas carol concert in Godmanchester also raised £3,079 for our Big Give Christmas Challenge, with match-funding doubling the total to a brilliant £6,158.

We also received generous support from community organisations, local businesses through employee nominations, churches, colleges and heartfelt in-memory fundraisers, who all helped us reach more people, strengthen our community connections and amplify the impact of every donation.

WINTER CAMPAIGN 2024

From the moment young people walk through our doors, they're welcomed into a safe, supportive space. In 2024, our Winter Campaign shared Ari's story, a young person who visited our drop-in. Read more about Ari's story on page 10.

Thanks to our supporters' donations and fundraising efforts, we passed our £10,000 target and raised an amazing £20,000 - money which is making a real difference to the lives of local young people.

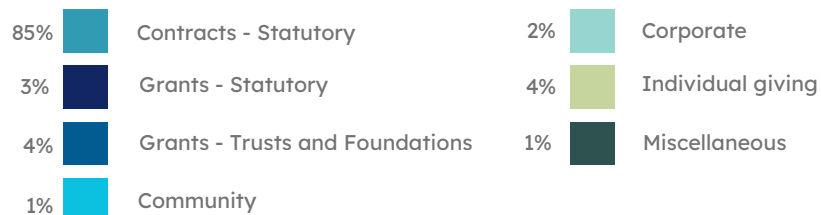


OUR FINANCES

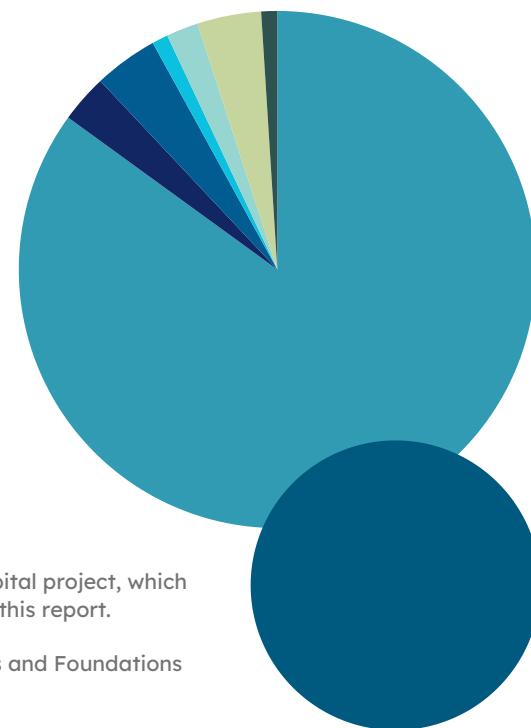


Total income:
£2,954,183

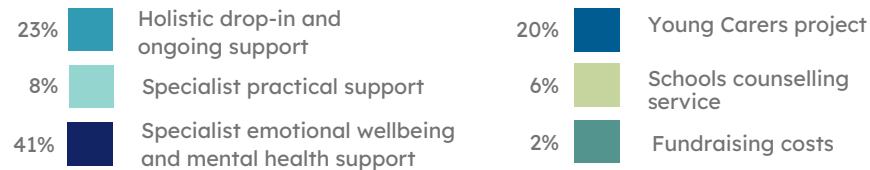
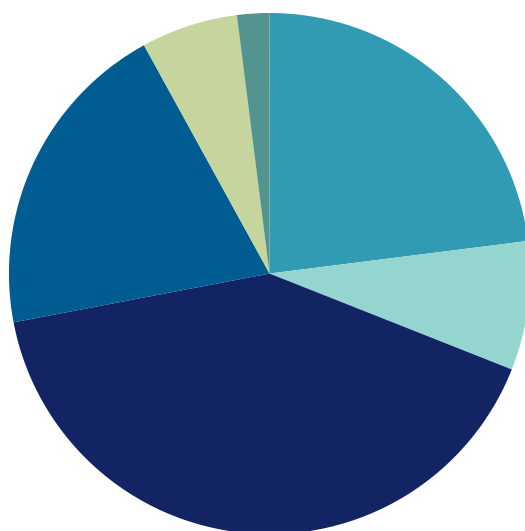
A deficit of just under £80,000 was budgeted for and due to income received in the prior year for spend in the financial year end 2025.



We also received £625,000 in income for our new Cambridge hub capital project, which you can read more about in our audited accounts and on page 15 of this report.



Total expenditure:
£3,033,980



These charts don't include figures from the Fullscope Consortium. For further breakdown please refer to our full audited accounts.

HOW CAN YOU HELP?

Please consider supporting local young people - together we can make a difference in their lives. Your support is more valuable now than ever.



MAKE A DONATION

Make a monthly or one-off donation to Centre 33 and help local young people move towards brighter futures. Visit centre33.org.uk/donate.



FUNDRAISE FOR US

Take on your own challenge, raise money at school, work or with friends or join one of our campaigns or events.



BECOME A CORPORATE PARTNER

Play a crucial role in funding the support Centre 33 gives to young people, helping them overcome challenges and move forward.



GIVE A GIFT IN YOUR WILL

Leave a legacy and ensure that future generations of young people continue to receive the support they need, when they need it most.

Visit centre33.org.uk/get-involved to find out more
- or email the team on fundraising@centre33.org.uk



OUR SUPPORTERS

We are grateful to our supporters, who make our work with young people possible, including:

AJ Purnell and family
Anna Freud National Centre for Children and Families
Cambridge City Council
Cambridge Intelligence
Cambridgeshire and Peterborough Integrated Care Board
Cambridgeshire and Peterborough NHS Foundation Trust
Cambridgeshire Community Foundation
Cambridgeshire County Council
Department of Health and Social Care
Ely South Primary Care Network
Enterprise
Govia Thameslink Railway
Julia Mary Parkinson Charitable Trust
Milton Hall Holdings
Peterborough City Council
Prudence Trust
Simon Gibson Charitable Trust
Dr S Mitchell
The Evelyn Trust
The John Apthorp Charity
The Penchant Foundation
Wright's Clock Land



WHAT NEXT FOR CENTRE 33?

ONLINE SUPPORT

In conjunction with Manchester based charity 42nd Street, we're working to introduce another opportunity for young people to get their Centre 33 support via an online platform.

We know some young people need and want this option due to geographical isolation, caring responsibilities or anxiety, and we're excited to expand the way we work with them and reduce barriers to access.

ADVOCATING FOR YOUNG PEOPLE

As part of our partnership and wider sector work, we're looking forward to continuing to work closely with local NHS commissioners on their upcoming mental health review.

We know the importance of preventative and community-based work and will be advocating for robust future planning to ensure these key elements are embedded for all young people needing support.

A NEW HUB IN CAMBRIDGE

Our much-loved Cambridge home at 33 Clarendon Street is too small to support the number of young people seeking our help. We're creating a bigger Cambridge hub to better meet the needs of local young people.

In 2024 we bought a new building on the corner of James Street and Maids Causeway to create the new Cambridge base for Centre 33 - it will be able to support double the number of local young people with their mental health, practical issues and caring responsibilities, all under one roof. There will be more room for one-to-one and group support and work with our partners.

We can't wait - but we need your help first. Please contact our fundraising team to find out how you can be part of this exciting project on fundraising@centre33.org.uk.

Scan the code for more information on the new hub.



This is an incredibly exciting opportunity to think big and ambitious, and develop something that will make a significant long-term impact for the young people of Cambridge and across the county.

Beth Green
Centre 33 Chief Executive Officer



ABOUT CENTRE 33



We are proud to have supported over 50,000 young people since we were founded in Cambridge in 1981. Today we are a team of 100 staff and volunteers, staying true to our founding principles - to provide a safe space where young people can receive free, confidential and non-judgemental support.

Our vision is a future where all young people are listened to, respected and supported. **Our mission** is to offer young people support with practical issues and emotional needs that is free, confidential, empowering, easy-access and high quality, and to actively work with other local services so that young people's needs are met and their voices are heard.

We are young people-led, we strive for excellence, we work collaboratively and we champion inclusivity - these are **values** we apply to all our work and those we work with.



CONTACT US

Call us
0333 4141 809

Email us
hello@centre33.org.uk

Text or WhatsApp us
07514 783745



centre33.org.uk

Never miss an update - sign up to the latest from Centre 33 by subscribing to our newsletter. Visit centre33.org.uk/subscribe-mailing-list

Charity number: 1074974
Company number: 03725494

SHARE OUR WORK

Connect with us on social media to see the latest Centre 33 news and spread the word about our support.

[@centre33camb](https://www.instagram.com/centre33camb)

