



2020-2021 ANNUAL REPORT



Connecting Youth, Children and Adults

FOREWORD

A brighter and fairer year

Our focus for 2020-2021 has been on ...

- ⇒ *Wellbeing*
- ⇒ *Fitness*
- ⇒ *Environment*
- ⇒ *Culture*
- ⇒ *Outdoors*
- ⇒ *Learning*
- ⇒ *Nature*



We began the year with gratitude for all the support we had received from our funders, board and volunteers. This support means that we are able to continue the work we do, supporting children, young people and their families throughout one of the most difficult times in our history. As the lockdowns continued, so do struggles with isolation, loneliness and anxiety; the team at CYCA have continued to reach out to those most in need.

The one positive we have taken from COVID is that we have had an opportunity to think more about how we can better support our community; so, we saw the start of 2021 as the beginning of a new direction for CYCA. We not only wanted to support individuals and families with their presenting issues, but we also wanted to break cycles and look at prevention rather than being reactive. To do this we applied for new funding streams to support different activities, focussing on physical wellbeing to support the work we do on emotional resilience, as well as entrepreneurial and volunteering support to enable our service users to put into action the progress they have made and to open up opportunities for families across the county to explore business and career opportunities with our support.

Building on from our very successful resiliency model, the team have trained in solution-focussed therapy to enable us to better help parents to communicate more effectively with their children (from the age of four).

We also delivered workshops to professionals, to share our expertise, knowledge and case studies with others in the sector around Wales. And we have expanded our team to enable us to deliver these new elements, and more!



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WHO, WHAT, WHY

Who we are

CYCA is an emotional health and wellbeing charity based in Carmarthenshire, Wales. Founded in 1980, we offer a range of therapeutic support services for vulnerable children, young people and families, as well as specialist accredited training for professionals and families.

What we do

Commissioned Wellbeing Support - we deliver preventative, and crisis support for vulnerable children, young people and their families. Through mentoring, counselling services, training, and family support, we help build people's resilience and give them the tools to cope with life's challenges.

CYCA Training - we deliver accredited and non-accredited training to families to help them improve their wellbeing as well as gain skills and qualifications that will allow them to have brighter futures. We work with local schools supporting key stage 2 children. We also train and support professionals who work with children and families.

Early Years - we deliver support for pre-school children and their families through our flying start nursery settings and wraparound service. We also offer a specialist mobile crèche offering a stimulating, sensory and safe environment for young children to explore and play.

Wellbeing Play - we deliver both after school and holiday play clubs in a variety of settings for children aged 3-11 years old. Having fun in a safe and stimulating environment is the main objectives of the clubs, children's physical and emotional wellbeing is always at the forefront of our activities.

Fitness@theDocks

We have started to introduce physical wellbeing to support our whole offer. This is something we piloted over the summer of 2021 and building on the success of the pilot, we plan to increase activity and support as part of our ongoing offer.



The Wales Emotional Health & Wellbeing Centre of Excellence

CYCA delivers online, hybrid and in-person support. Based at new premises in Llanelli Docks we now have the space to deliver all our support services from our Centre of Excellence and we have refocused our offer to give people the tools to help them thrive, not just survive.

Why we do what we do

Throughout our 40 years, children have always been very much at the heart of the charity. CEO, Tracy Pike MBE, says:

"Children are at the core of everything we do, which is why we have moved from focussing on the child to their wider support group and direct family, we now work with all family members holistically as the child is central to that unit. Very often it's the child's emotional distress that exposes the stress triggers in the home that have gone unnoticed."

Moving forward Tracy wants to do more to protect children online and in the round.

"With the rise of technology and the addictive use of social media, we want to educate children and their families on how to stay safe online, this work needs to be within a wider context of breaking negative familial patterns and resetting a family for a more positive new cycle. We currently give young people and their families the tools they need to make them more resilient; what we would like to do next is remove the need for these tools in the first place."

Julian Littler, Head Teacher Stebonheath School

"Stebonheath has been working with CYCA for ten years and has a great relationship with them as a trustworthy and thoroughly professional outfit. Their officers have worked with pupils who have had loss, bereavement and family break-up. They have worked with groups of pupils to address relationships, resilience and bullying in school and with pupils and their parents who have attended wellbeing sessions. On many occasions I have approached CYCA to request staff training on a range of topics, from Staff Wellbeing to Adverse Childhood Experiences (ACEs). The most impressive thing about CYCA compared to other external services we use at Stebonheath is that they can create bespoke packages that suit us and suit our pupils' needs. I can't praise CYCA enough for their expertise, confidentiality, friendliness and professionalism. They are a great asset in the community, and we will continue to work with them for years to come."

Report from the Chair

CYCA's work has always been defined by its focus on resilience in helping people cope with life's challenges.

The COVID-19 pandemic has presented CYCA and the communities we serve with some of the greatest challenges in its 40 years. CYCA has responded by developing and adapting services so that we are able to respond to the needs of today's children, their families and the professionals who support them. You can read about the positive difference CYCA makes in this annual report.

As we mark our fortieth anniversary, I would like to thank all our staff led by our CEO Tracy Pike, volunteers and supporters who have enabled CYCA to achieve so much in this challenging year.

CYCA has enjoyed a successful year of fundraising to develop our evolving services. On behalf of the Trustees, I would like to thank all the individuals, organisations and volunteers involved in raising funds to improve the lives of the children, young people and families we support.

Thank you for your continued support of CYCA as we face another year with resilience.

Yvonne Rodgers, Chair of the Board



Chief Executive's Report

Despite Covid-19, lockdowns and social restrictions, we continue to deliver preventative, and crisis support for local and vulnerable families through mentoring, counselling services, training and family support.

This year more than ever we are seeing a need for counselling in the round, and we are pleased to have appointed an excellent, full-time counsellor to enable us to support more people in need. We have also recruited a therapeutic play practitioner as many of our new referrals are younger families with young children.

We continue to deliver accredited and non-accredited training to families - online and in person when restrictions allow. We also deliver support for pre-school children and their families through our flying start nursery settings and wraparound service. We also offer a specialist mobile crèche.

We are also really pleased to have been awarded a second year of social prescribing work by Llanelli GPs. This offer includes counselling and tailored support to children, young people and their families, through GP referral from. To date 46 families have been supported some accessing our services for up to a year.

This year we have launched a range of new activities to add value to our community's mental, physical and emotional wellbeing. These include

- Working with nature
- Fitness @theDocks
- Online Pilates
- Virtual socials, coffee mornings
- Cooking at home
- Ceramics
- Painting
- Photography
- Counselling for non-counsellors
- Relaxation and guided visualisation to assist sleep

We have recently had confirmation that our Driegiau CYCA Dragons Project has been successful, and we are planning ahead to deliver this exciting project next year (more information in our section below on The Future).

Earlier this year we prepared a policy paper on our Hub approach, which led to the Deputy Minister for Mental Health and Wellbeing Lynne Neagle visiting us this summer, along with our local Member of the Senedd, Lee Waters MS. We will continue to work on influencing government and decision makers and share examples of our work for the benefit of all.

We are delighted to be our new town council mayor nominated charity for additional funding, as unrestricted funding enables us to support LOCAL vulnerable children. My thanks to all my staff for their dedication and commitment during the past year where we have had to adapt our services overnight as well as respond to increased demands for services as many are on long waiting list of up to two years.

And finally, thanks to my chair of trustees Yvonne Rodgers who is always a source of support and encouragement as well as the full Board of trustees. **Diolch yn fawr!**

Tracy Pike MBE, CEO



Governance

Good Governance has been fundamental to the success of the charity over the last 12 months. The strong and experienced Board, together with the management team, have benefited from the strengthening of governance within CYCA.

It promotes a culture within the charity where everything and everyone works towards fulfilling the Charity's vision.

The Board of Trustees have undertaken a number of training events including inhouse training relating to the Charity Governance Code. This training in particular has helped the Board of Trustees develop high standards of governance.

The Board and management team have embraced improvement in governance to 'Build Back Better' following the adaption of the charity's services during and following the pandemic.

This governance journey of improvement will continue to ensure that CYCA as a Charity, stays safe, strong and fulfils the vision, aims and objectives for the community within which it provides support.

COVID Context

The HR Officer's role was integral in ensuring the whole charity remained safe during the pandemic, she worked tirelessly and disseminated and communicated information to the Trustee board, CEO, the Senior Management Team and Nursery Leaders. The funding of a HR officer was fundamental to the safe operation of the Charity and delivery of its services throughout the period of funding.

The HR officer was and remains an essential post in advising and supporting the staff/CEO and Board on all Covid matters ensuring that the charity could function safely and remain delivering its services at a time when the demand for services increased dramatically.

The HR Officer was also responsible for staying up to date with regular government Covid updates including changes in legislation. When necessary, policies/procedures and risk assessments were updated, ratified, and communicated to staff. The HR Officer was the sole point for contact for Covid enquiries at the Charity thereby ensuring consistency and accuracy of advice. All staff had access to out of hours contact for the HR Officer and response was immediate. This remains crucial and advice and guidance from Welsh Government continues to change and updated, our nurseries in particular are being advised by CIW and Flying Start, it is vital that pertinent information is passed to Nursery Leaders, the Senior Management and Trustee board. The Charity experienced two covid outbreaks during the period of funding.

The HR Officer took the lead in managing these outbreaks ensuring that staff and services were protected and supported whilst ensuring that Welsh Government guidance was always followed. The HR Officer provided staff, CEO and Trustee Board with the confidence and security that there was someone who could be contacted at any time and who would provide not only accurate information/guidance but also emotional wellbeing support as a HR professional.

Thanks to funders for their support in helping us through this very difficult period:



Online Delivery of Services

We have also developed and migrated other areas of online delivery, please see the following:

- Commissioned counselling
- Social Prescribing model
- Mentoring
- Professional Training
- Professional Mentoring
- Enabled CYCA to sell services pan Wales
- Developed the business model to support online working

To date, we continue to sell commissioned services to a range of local and regional and national providers, our proven track record and reputation precedes us, and we are now the go to provider. to deliver courses and provide support.

The requests for services increased tenfold during COVID especially during the lockdowns and firebreaks The request for an additional Tutor enabled CYCA to continue to sell commissioned services to meet the demand. The additional 10 hours a week has been highly beneficial as we saw the demand increase, however our numbers of beneficiaries decreased per group due to the learning of how to best use the ZOOM platforms, 8 is now the number of beneficiaries that we actively work with online, this has decreased from our face-to-face numbers. The tutor supported the specialist Training and the Senior Training Manager in the writing of online training and materials and the support in the migration of our work online including the delivery.

Examples of online delivery:

- Coffee and catch-up sessions to support the ROOTS beneficiaries
- Child Development course
- Teaching Assistant Course
- Safeguarding Course
- Pre employability Course
- Resilience Course
- Confidence Building Course
- Professional Training Courses
- Customer Service Courses
- Course can be accredited and non-accredited

Thanks to the Moondance Foundation for their support, the funding has enabled us to employ a part time digital officer for nine months which helped us transition our services online and identify the best strategy and platform to keep our service users safe. In addition we received funding for equipment which meant we were able to buy tablets to loan to service users, as well as the resources for our online training, mentoring, and counselling.

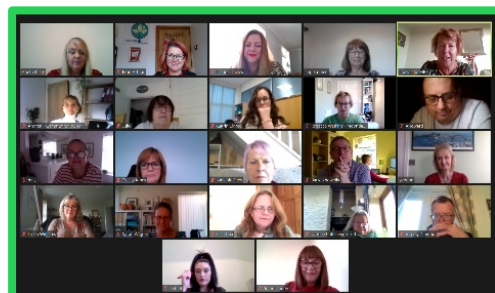


The Commercial offer

Since moving to our new premises at Dragon 24 last year, we have launched and grown our commercial offering. This is a branch of work that sits under CYCA WALES Ltd as is the responsibility of our Senior Strategic Business Manager, Lianna Davies, and is developed to make CYCA and our charitable work more sustainable for the long term. It is vital that we now look at developing new income streams as part of a basket of income generation activities. We don't want to be wholly reliant on funding and are keen to develop an area we have more control over and can grow year-on-year.

This professional branch of our support services includes:

1. Training and events for professionals:
 - Professional Resilience Training
 - Emotional Intelligence
 - Webinars on how to lead in uncertain times
 - Communicating with empathy
 - Wellbeing webinars for professionals
 - Introduction to counselling skills for non-counsellors
2. Hot desking and meeting/conference room hire
3. Speaking at third-party events and conferences



1. Training and events for professionals

We have been delivering a wide range of online events and training for professionals from the four corners of Wales, most recently in Machynlleth.

To date we have delivered training for **Early Years Wales support staff and managers, 60 Early Years Wales Nursery workers in our Professional Resilience and 55 Delta Wellbeing in our Professional Resilience** training, we have also trained a range of Flying Start support staff in Swansea and Flying Start Nursery in the Professional Resilience.

Senior managers at Delta Wellbeing also completed their **Level 1 accredited Resilience** and continued their CPD in completing the **Emotional Intelligence Training** is differentiated and designed to take account of the structure and roles within each organisation. We train from top down, Senior Managers and the Leadership teams undertake Accredited Resilience, and front-line staff undertake the non-accredited version.

"Tracy outlined some really useful coping strategies. We have all been experiencing stress, anxiety and negativity during the last few months- the session made me at least feel that I wasn't the only one feeling that way, that it's ok to feel like this but that it's also within my gift to "close that story and write a new one!". Really positive to undertake this as a team."

This training encapsulates the promotion and understanding of emotional health and wellbeing, it promotes good practice and can be thought provoking, and immediately gives colleagues tools and strategies to use directly after the course. One group of call centre workers who attended the session mid-shift provided immediate feedback and said, *"they will try out the grounding and breathing techniques when they return on shift."*

Our evaluation and feedback are tangible, highlighting the profound impact on the professional resilience training is having colleagues. Front line nursery staff who have worked throughout the pandemic mentioned they were heightened and often in that 'panic mode' state of mind. One professional, told us:

"I thought it was another one of those FIVE ways to wellbeing courses, I seriously underestimated and was surprised that within two hours I have several strategies to use when I return to work, not only to use in work but to use at home."

Feedback on our **Wellbeing Webinars for Professionals** included:

"I thought it was good to take some time to reflect and remember that everyone is in the same situation (it's very easy to forget when you're working in isolation at home even though everyone is only a TEAMS call away). I will certainly be taking time to think/feel/act. I also thought Tracy was the most relaxed and relatable individual that I have engaged with virtually so far (in a training situation)."

"I think it was really important to address the topic yesterday as we have all experienced some of those feelings and I wanted to go to sleep after I had finished, I forgot how good it was to breathe! I am hoping to share useful techniques with our freelance facilitators and parents, therefore next week will be really useful."

2. Hot desking and meeting/conference room hire

Covid-19 could and should permanently shift working patterns and service delivery as organisations have been forced to embrace remote working. Several organisations booked hot desks in 2020 in readiness for returning to offices that will comply with Covid safe workplaces guidance and legislation. To this end, as part of our professional offer, we have desks, meeting rooms, conference spaces available for local businesses that will need a professional environment for workers that cannot all be hosted at headquarters, especially where employees are not able to work from home.

We have developed a range of packages for local businesses highlighting the desks, meeting rooms and conference facilities we have for hire.



3. Speaking at third-party events and conferences

We have embraced more public appearances and speaking opportunities to highlight the work we do and professional services we have to offer. As an example of this, in May 2021 CYCA was invited to speak at the **Mental Health and Wellbeing Show**.

CEO, Tracy Pike MBE gave a presentation on 'Working systemically with families to challenge negative thinking in children and young people'. The team also created a film to give an overview of CYCA, we hope you enjoy it: [CYCA Film](#)



The new Physical Wellbeing element

To support the work, we do on wellbeing we have introduced physical support to make the people we work with more resilient.

Julie Thomas and Luke Brown have been leading on this work and we piloted a physical wellbeing project 'Summer of Fun', as well as a CYCA Bootcamp for parents, which falls under the Fitness @theDocks work stream.

Many of the parents we support are aware that participating in regular exercise can improve our mood, lowers stress and decreases anxiety and depression alongside the many physical health benefits. However, they feel that personal training/gym memberships are generally too expensive for them to access during, they are seen as barriers that we are working hard to remove. Therefore, we created an affordable/inclusive fitness class that allows our families that we are supporting to access this service at a discounted price.



Childcare was another barrier that we were able to address by providing a free creche for our parents to enable them to participate in our bootcamp sessions.

Case Study from 'Summer of Fun':

Through a partnership with Carmarthenshire County Council we were able to provide many of our young beneficiaries an array of fantastic activities, such as trips to the Wetlands Centre, and Brynteg Farm, as well as Paddle boarding at the Docks. One of the beneficiaries was a young person suffering from anxiety and low confidence, they wouldn't have been able to access many of these activities without this project and we then begin to increase their confidence and reduce their anxiety which were two of their main goals we hoped to achieve during.

They developed into a more confident and happier individual, as was seen through a visit to Brynteg Farm where they went from being extremely anxious on arrival to agreeing to hold one of the guinea pigs which instantly calmed them down, and a beaming smile followed. By the end of the visit they were happy to ask questions to the staff who were showing us around the farm and eager to meet the rest of the animals. Afterwards the young person told Luke that it was the best day that they had ever had.

The impact of the support that CYCA has given this young person was evident and rewarding for all concerned. They now show signs of being a lot more confident and have increased their self-esteem. The family of the young person has commented on the change in them and how pleased they are with the outcome of the mentoring support that they received.

CYCA have also developed Social Prescribing Youth Club to provide the children and young people with opportunities to:

- Make friends their own age
- Develop social skills
- Increase confidence
- Improve mental health/wellbeing
- Learn life skills
- HAVE FUN!!!

Projects

CYCA receive funding for projects, these projects have specific aims and delivery outcomes, CYCA teams support each other on the different project, and each has a dedicated lead. In the last 12 months some projects have ended, and some have just begun. In this section we share the projects that have been active during this period.

SOCIAL PRESCRIBING

CYCA manage a social prescribing project for a cluster of Llanelli GPs.

This is the second year of delivery and benefits can be evidenced through individuals and family measures, as well as the benefit to local GPs and the Health Board as less support and referrals are needed as we address some of the fundamental issues at an early stage of intervention. The children we have worked with have not returned to GP services for medication or referrals to CAHMS.

Since March 2021, we have worked with 42 families comprising of 38 children, 11 siblings and seven adults. In October 2021 we received an additional ten new referrals, with a waiting list for January 2022.

Reoccurring themes are depression and anxiety, the support we provide is tailored to each need but includes counselling, mentoring and therapeutic play. The pandemic has created a much bigger strain on all family members, and we are seeing more young people self-harming as one example. Although there are school based counsellors available many will not access them due to stigma. It is also CBT based intervention for six weeks which for the most part is ineffective as deep-rooted trauma needs longer term interventions.

Our qualified counsellors are experienced in working with children, young people and their families. We pride ourselves in working systemically with all family members as we know that counselling offered in isolation, without supporting the whole family unit, is rarely as impactful. We always anticipate that the presenting issues in the first few sessions will be different to the emerging issues that are disclosed during the sessions. Therefore, our service is open ended as we fully understand that the presenting issues cannot be resolved in six weeks. This is why we are unique; we continue to support each family to ensure our work has a long-term impact - we never give up on a family but financially we do not receive funding to deliver on this core work. To date we have supported 32 children plus other family members where in many cases the other family member are the causal stress triggers for the child. Therefore, offering counselling in isolation to the child is futile if they are returning home to the same unchanged toxic environment.

We undertake an initial assessment of need including measuring their wellbeing and goal setting. The counsellor uses CORE 10. We measure their scores monthly and at end. We then transfer that into social investment on return using HACT (A social value calculating the comparative cost of our work in the community) One example of a family of four utilising our services for nine months led to a total cost saving of £24,000 over a period of nine months.

"We already have to use Cluster funds to overcome Health Board deficiencies in Mental Health provision. Llanelli GPs would certainly support CYCA in an effort to

get more funding for their work - in the aftermath of the pandemic - this will certainly increase hugely.

They have been instrumental in assisting the practices to access support within 4 weeks, the only other alternative for us is CAMHS with an 18 month waiting list where we know that most will be ineligible. There are no other services."

Dr Alan Williams, GP LEAD Llanelli Cluster

"Without a doubt patient referrals to CYCA have been met with entire professionalism and utmost caring which is the best combination needed by children and young people when they are vulnerable or experiencing emotional instability. I am absolutely confident and thankful for a service such as CYCA and have every confidence in their ability to positively improve children, young people and families lives".

Tracey Roberts-Jones (Project Manager - Social Prescribing Service, Hywel Dda University Health Board)

Through our current work we are already aware there are major gaps in existing services for young people aged 14 to 18 years old. If they do not attend school or college, they will be highly likely to be experiencing anxiety and depression and would not be accessing counselling through statutory services. Also, as they become closer to adulthood they fall into the gaps between child and adult services so are put on the long waiting lists mentioned earlier. Many of these will also be on the edge of care or leaving care and are a highly vulnerable group of young people exposed to addictions and exploitation.

Masonic Charitable Foundation

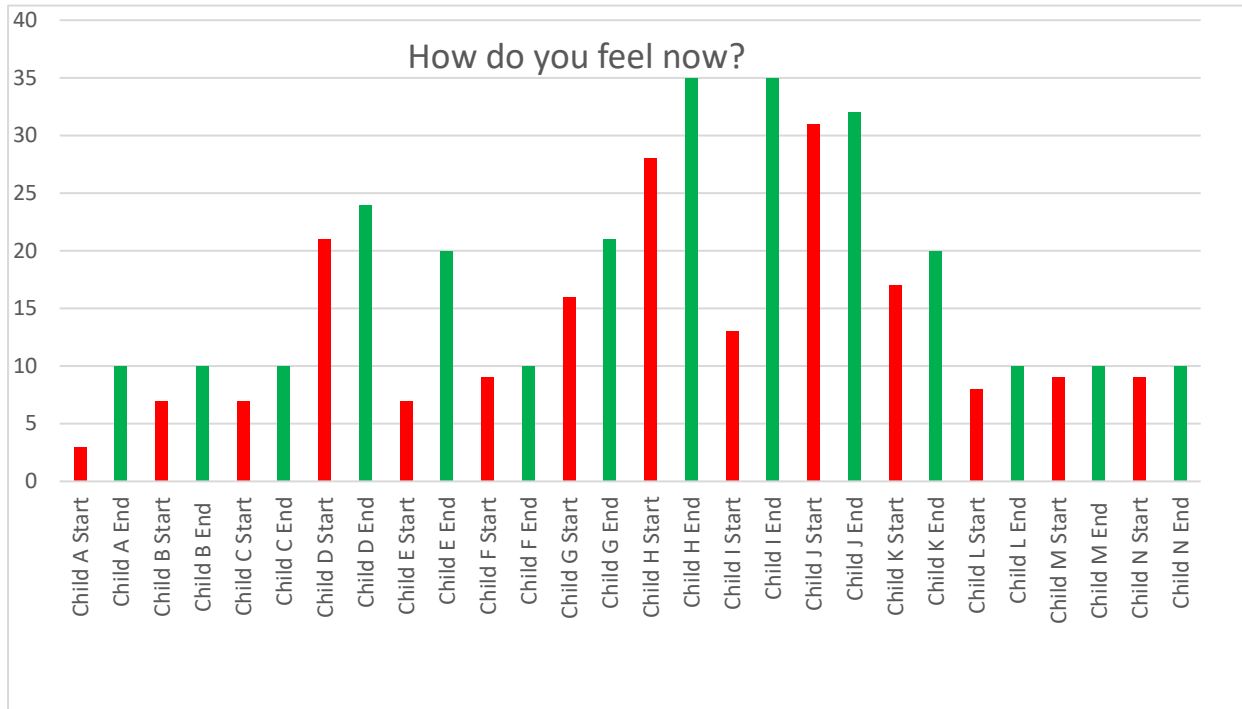
We are fortunate that the **Masonic Charitable Foundation** have given us funding to offer support to work with 40 young adults over the next year. We will also be able to market our services further in the hope that those most in need will reach out to us.

We have witnessed a huge increase in demands for our services in the past nine months with many experiencing EMOTIONAL DISTRESS; anxiety and / or depression. These conditions are not necessarily a mental health condition, however if undiagnosed, over a longer period of time can result in more severe conditions. CYCA support with over 200 families in the past two years has evidenced that by giving the individuals the coping strategies that are appropriate and achievable, they can learn to manage the distress and prevent burnout.



CYCA Social Prescribing Summer Activities Club 2021 Report

The below Summer Club Data Graph shows a clear increase in the children's' wellbeing, based on 20 Children and two adults. The success of the project and the benefits to the children has resulted in a continuation of this project through a weekly Social Prescribing club.



Supported by Carmarthenshire County Council



YOUNG PERSON PEER-TO-PEER BEREAVEMENT MENTORING PROJECT

CYCA's Coop Foundation Bereavement Project, (March 2021 to March 2023) offered counselling support to young people between the ages of 11-20. This was delivered through face-to-face counselling sessions that took place in our centre of excellence. The young people were supported to undertake our Resilience qualification and enabling natural peer mentors to emerge. In the future when the young people return to school/college they use their new skills and strategies to become Bereavement Ambassadors when they return to school or college.

The team worked with young people living in Llanelli aged between 11 to 20 who have been bereaved, experienced grief and loss. Our project was aimed at enabling each young person to:

- Access a qualified counsellor who will offer counselling support.
- Be assigned a mentor.
- Join a peer-to-peer group to support one another.
- Undertake nationally recognised qualifications in Counselling and Listening skills and/or Resilience and Peer-to-Peer Mentoring.

To date, we have worked with 11 young people who have all committed to counselling, we are currently delivering the resilience program to a small cohort, natural peer mentors will emerge from this group. The selected young people will become peer mentors to help other bereaved young people. The peer mentors will start to set up clubs within CYCA and can become Peer ambassadors in school and college. CYCA have provided added value to this project in that, offering counselling support to parents.



Foundation

DIGITAL RESILIENCE SKILLS PROGRAMME THOMAS WALLS TRUST PROJECT

The Thomas Wall Trust work aimed to reduce digital poverty and to support the community in moving further towards the labour market, September 2020 to August 31st 2021.

Through funding for our Digital Resilience skills programme, we exceeded expectations and our Digital Champion enabled the beneficiaries to develop new skills, improving their confidence and self-esteem, moving them closer to the labour market and reducing digital poverty.

The primary objective was to improve their confidence and self-esteem, improve their skills and knowledge, to become digitally efficient, whilst improving their employability prospects.

This project encompassed the 5 digital skills for life and work, whilst supporting individuals to increase their emotional wellness scores and reduce digital deficiency:

- communicating.
- handling information and content.
- transacting.
- problem solving.
- being safe and legal online

The project encouraged beneficiaries to use digital devices, packages, and platforms increased and developed skills for digital resilience through the introduction of Microsoft Word packages. We supported beneficiaries to create PowerPoint's presentations for interviews, enabled them to build their confidence and self-esteem to present these in front of their peers. This has made an enormous impact on the confidence of the participants.

During the course we encouraged friendly discussions and shared experiences they have had with Word, PowerPoint, and other packages and we worked towards creating digital awareness and confidence. Many have gained more knowledge than they expected to have from the course. Feedback was positive, and resilience wellbeing has improved as measured by our wellbeing system. This project has enabled us to upskill many individuals and bring new digital skills and opportunities to many people.



CYCA ROOTS'S PROJECT (National Lottery Community Fund - ended in August 2021)

ROOTS Key Achievements, Findings, Outcomes & Change Indicators include:



145 Families Accessed Support, equating to **462** family members.



By using Community venues and School's we were able to increase referrals into the project and offer free engagers engaging with further **378** individuals



we found childcare was a barrier to address this we created a **mobile creche** utilising the Mentor budget as families reported without this they would not be able to attend without this



100% of families were willing to use our community centre and where transport was an issue we used out reach centres.



100% of individuals engaged reported an increase in aspirations, confidence, self esteem,



The team created a range of qualifications families could participate in that would not only increase resilience but provided opportunities for volunteering, employment or interest in accessing further learning .



Families found CYCA's resilience training beneficial and provided them with a range of tools for when life became difficult.



As a direct result of building confidence in accessing CYCA training we supported 85% of individuals to accessed further education, training and 100% of beneficiaries completed repeated courses at CYCA.



4 Mums completed Math and English GCSE's



1 Mum achieved a degree in Early Childhood studies and is working towards becoming a Lecturer. 2 Mums training to become Midwives, 1 Paediatric Nurse, 1 Health and Social Care, 1 enrolled on Counselling Degree 16 accessed open university



We found 97% of our referrals were female throughout the lifetime of the project



100% of beneficiaries were informed about accessing opportunities for volunteering or sign posted organisations



Volunteers : 1 Community Rugby Volunteer, 5 Fundraising, 1 Support Worker and Created 5 Mentor Mams



We shared with others what we had learnt from the project and key **achievements** through our Annual Reports, meetings and online platforms.



100% Professionals reported CYCA's Resiliency model was effective for their professional work and own personal wellbeing, as a direct result we have received request for commissioned training



Covid-19 enabled CYCA to provide services online, families reported this method of delivery was an excellent source of support when in lockdown/ unable to attend the centre.



Knowledge is Power is a key underpinning value we teach our families, in order for families to still access opportunities we have linked in Open University for families to access free courses beyond the life of the project.



Families reported that peer support and accessing training with peers was really important to them, it decreased isolation and allowed families to normalise emotions .



29 Beneficiaries gained employment in cross section of sectors

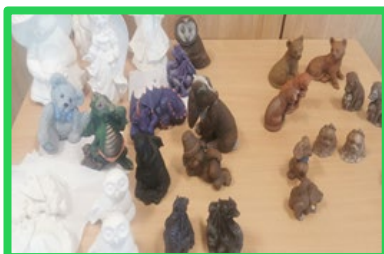


Accredited Training- enabled 100% of beneficiaries to move closer to the labour market



The ROOTS team continued to work directly with families within our community building resilience and providing opportunities to succeed. Julie and Rachel ran a number of face-to-face workshops on an Introduction to ‘Heal Yourself from Adrenal Fatigue’ Course,

Over the past year we ran four groups of Adrenal Fatigue (AF), this have been impactful, and learners reported positive feedback such as gaining knowledge and understanding of AF. Learning and being aware of how they are functioning through stress and in daily life has been very beneficial and many are now making small changes in their life e.g. skin care routine, trying out CYCA healthy eating recipes (given by learners), and continuing with simple stretch routines.



In addition to all of this, the team ran a range of accredited and non-accredited training courses in:

- Healthy Lifestyles
- Resilience
- Children and Young Peoples Development
- Safeguarding

The ROOTS project funding ended in August 2021. It has been a successful project and we would like to thank the National Lottery Community Fund for their support and for making a real difference to so many people’s lives.

As lasting legacy of ROOTS, the team are in the process of supporting and training our wonderful Mentor Mams.

Our Mentor Mams completed training in Peer Mentoring, Safeguarding, Manual Handling Food Hygiene, Equal Opportunities and First Aid.

Alongside our CEO the mentor Mams have built new skills in Ceramics for future workshops (more information below).

Carrie's Cupcake Workshop

As part of our ROOTS Project Carrie has kindly offered to deliver a 4-week Cupcake and decorating workshop

Week 1 we will be baking our own cupcakes and introducing decorating skills.

Week 2-4: will introduce more techniques & build on own personal skills.



Places are limited so please book with asap.

Date: Starting 29th July 2021

Time: 1-2.30PM Venue: CYCA Dragon




Carrie developed a cupcake baking and decorating workshop for our families.



MENTOR MAMS



CYCA Mentor Mams Project following on from our lottery funded ROOTS projects and funding from the Lottery Awards for All (October 2021 to October 2022).

Our Mentors Mams Programme is delivered by Volunteer Mentor Mams who have completed a range of courses through our CYCA ROOTS Project the purpose of the group is for our mentor mams to share their skills and time to run a range of workshops to other parents in our community.

Our Mentor Mams

Carrie Howell

Hi I'm Carrie, a mentor mam with CYCA. I'm a mum to 4 beautiful children and take care of my disabled husband, this is my story.

About 4 years ago I was very depressed and became withdrawn socially. My sons support worker at the time thought it would be a good idea for me to join a course that was run by CYCA at our local family centre, where I could speak to other parents in similar situations and maybe gain some extra skills. Little did I realise that attending this course would completely change my life.

The first course I attended was child development and by the end of it I could already see that I was changing, becoming more confident and feeling happier in myself. So, I decided to attend another two courses which were great and had a really positive impact on my life. I was then offered a place on the CYCA Roots project and completed level 1 in health and social care among other things, I never thought I'd be able to do anything like this while taking care of my husband and children but I had some amazing support from the staff and friends made along the way, I was thriving. I have completed multiple courses and had some amazing support for myself and family with CYCA, and without them I wouldn't be where I am now. I'm confident, have made some wonderful friends and have found a new passion for baking which CYCA have supported continually.

Currently I'm taking part in the mentor mam programme, myself and two others have completed extra training and we now deliver workshops to other mums and pass on the skills we've learnt over the years which is great. It's so nice to be able to give back to the charity that has continuously supported me for years. I'm loving life at the moment and am looking forward to progressing even further.

I'm truly thankful for CYCA and its funders, and I hope to be a part of it for a very long time to come.

Lyndsey Hughes

My name is Lyndsey, I'm a 33-year-old mother of 4, all of which are 7 and under. My partner of 12 years runs a very successful, but busy entertainment business so I took on the role of stay-at-home parent. I have a degree in Animal Science and am an avid animal lover and worked as a zookeeper until my journey into motherhood in 2014.

I started as a member of CYCA in 2017 after signing up to a child development course in my local children's centre. As a lonely mother who missed academia, I held onto the hope that it would bring relief to the isolation I felt being at home as a busy mum. What I didn't expect was the huge shift in my confidence, my resilience and my overall frame of mind. Since that first course I have gone on to complete 11 accredited courses, build up a wealth of knowledge and transferable skills and even become a Mentor Mam through CYCA's mentorship initiative. I now organise, co-ordinate and deliver courses to local mothers while completing my training as a CYCA mentor mam.

I truly love my role at CYCA and am immensely proud of how much my fellow Mentor Mams and I have achieved. I can't wait to continue this journey and will be forever grateful to CYCA and the wonderful staff for allowing me to become someone I am finally proud to be.

Rebecca Bilby

Hi I'm Rebecca Bilby and I am one of the Cyca Mentor Mam's. I am a mum of 2 boy's, one of which has a neurological genetic disorder which he was diagnosed with just before his 2nd birthday. I first came into Cyca in 2018 when I was waiting to take my eldest boy into nursery and I was approached about a child development course and wanting some social time for myself I took that opportunity, this then led to me carrying on to complete a resiliency course as well.

Skip forward to January 2021 and my youngest boy started in Cyca's nursery Jellitotz and I was in the process of trying to get a walking frame from Brooklyn's physio at the time who was very reluctant to give him one even though me and the nursery both felt that it was in his best interests so he could have some more independence whilst playing outside. Tracy Pike was informed of what was happening and raised the funds for Brooklyn to have some sensory equipment as well as a walking frame which we will forever be grateful for.

I was offered a place on a ceramics group with Cyca which I didn't know at the time would be the start of a new journey with Cyca. I was offered an opportunity along with some other inspirational ladies to become a Cyca Mentor Mum, I felt honoured that the staff of Cyca had picked me along with the other ladies to have this amazing opportunity to learn new skills and pass those new skills onto other members within Cyca where we as mentors would be organising and running these classes. I am really grateful for the opportunity to be a part of Cyca and it feels lovely to be able to give back to a charity that helped me when I needed it. After the journey I have been on with my youngest as well I would like to think that I could help anyone else who came to Cyca in need of some advice who were in a similar situation. I personally am very grateful that Cyca were there for me.

Our Mentor Mams have been busy completing their induction training, learning new ceramics skills, and delivering wax melt workshops.

The Mentor Mams have planned a 5-week Christmas timetable and also Santa's Grotto for children and families in Llanelli.



Mentor Mam Christmas Timetable 2021						
Thursdays	Week 1 11th Nov	Week 2 18th Nov	Week 3 25th Nov	Week 4 2nd Dec	Week 5 9th Dec	SATURDAY 18th Dec
9.30-11.15am Free Creche	Christmas Tree Ceramics	Pebble Box Frame Craft	Christmas Wax Melts/ Candle Making	Christmas Cookies and Cakes skills workshop	Cookies and Cakes skills workshop	Mentor Mam Christmas Grotto further information to follow
Tuesdays	Week 1 16th Nov	Week 2 23rd Nov	Week 3 30th Nov	Week 4 7th Dec	Week 5 14th Dec	**Booking Essential
12.45-2.15pm Free Creche	Christmas Tree Ceramics	Pebble Box Frame Craft	Christmas Wax Melts/ Candle Making	Christmas Cookies and Cakes skills workshop	Cookies and Cakes skills workshop	



CHILDREN IN NEED PROJECT

Digital safety project with primary children

(September 2020 – September 2023)

Since the beginning of the Children in Need Project in Primary schools we have had 90 Beneficiaries aged 10-15 years. The project empowers children to make wise and safe decisions with their online activities. Reduces anxiety and depression as a consequence of being bullied online. Reduce feelings of worthlessness, loss of power, betrayal, and stigmatisation as a direct result of online exploration and/or cyber bullying.

This project was delivered to Year 6 pupils at Bryn Teg school's Digi Clwb.

Our online digital safety project came at the right time for the Year 6 children in Bryn Teg School. It was refreshing for the children to discuss openly and honestly through creative play about their concerns and understanding around staying safe online.

We created and delivered a Digi Clwb Power Point to the Whole School Assembly, this was important as it enables the messages coming from Year 6 to be heard by all year groups; connecting children's' shared interest, which is paramount in empowering children and young to make wise and safe decisions with their online activities.

The project received excellent feedback and the school hopes to deliver it to more year groups.



LLOYDS BANK FOUNDATION

This year CYCA completed our Lloyds Bank Foundation project which provided mentoring and training to support building young people's independent living skills.

Each young person was allocated a specialist mentee to create bespoke training packages to help develop independent skills.

From speaking with the young people, we listen to what was important to them and created individual support plans to meet their needs, which included:

- Budget management
- Cooking
- Child Development
- Customer service Skills
- CV Skills and writing
- Digital Resilience
- Emotional health and wellbeing
- Interview Skills
- Resilience
- Healthy Lifestyles
- Health and Social care
- New Transitions

...as well as providing support transitions and next steps into further education training and employment.

Key Project Successes

- 1 Young Person gained employment
- 1 Young person started Volunteering and College
- 6 Young people taken part in accredited training 12 non-accredited during lockdown
- Developed a support service online during COVID Pandemic
- 2 young people joined CYCA other services to access further learning.

The team created an online timetable in addition to mentoring support: Sessions were delivered by the online platform ZOOM so we could still engage during lockdown.

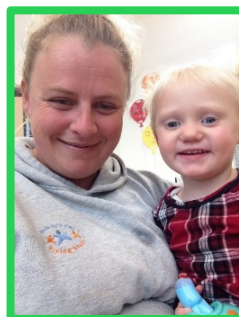
Building aspirations, confidence, motivation and skills:

As part of the support, we listened to what was important to young people and created bespoke packages of support based on interest and need.



JELLITOTZ NURSERY

In February 2021 the children of Jellitotz supported their friend and brought awareness to Angelman Syndrome, through a blue day, with all activities using blue and the children and staff dressing in Blue. Spring term we had a Space theme, making planets, rockets and stars. The space command centre was a great hit, from using the keyboards and listen using headphone, numercon buttons, roleplaying with friends.



With the last 18 months being very difficult, we ensure that the children feel attachment to staff, safe, valued, listened to and that we will follow through on any requests they make. The children help make plans and adapt activities to suit their needs. The wellbeing of each child is extremely important to us.

We have introduced investigation Wednesday, where we do experiments or investigate our environment.

For the Autumn term our theme was the children's own choice of their favourite books, The Tiger that came to tea, Going on a bear hunt, Sali Mali, Beth wyt ti'n Dweud, The Gruffalo and The hungry Caterpillar.



MEITHRINFA TEDI BACH

This year has been a busy year for the nursery especially during the pandemic. Staff have worked hard to become creative with ensuring opportunities to play and special events don't fully go a miss with the restrictions on some resources. We set up a public Facebook to showcase our activities and we have had amazing feedback from this it's been up and running for a year. Our themes have included people who help us, autumn, and Remembrance Day.

September term was difficult for attendance as a lot of families were hit with Covid and illness, but children received packs and online videos from staff so that they did not miss out on being in nursery.

During Halloween we set up a photo shoot for all children to give parents a lovely keepsake.

Remembrance Day and Halloween activities we pride ourselves in making children learn important life events through play and first-hand experiences. Children enjoyed planning and seeing their ideas come through in the activities.



As a setting we worked hard to get the centre ready for tender and done exceptional during the interview process and secured the tender which was an amazing achievement for us. Now securing 6-year contract with flying start.

We look forward to bringing Christmas to the nursery where we will look to host a virtual Christmas concert for the parents and children as this year will be different but no less magical. We say goodbye to 13 children who will be leaving us for big school but look forward to welcoming more new children.

We thank management, trustees, and parents for continued support throughout this difficult time.

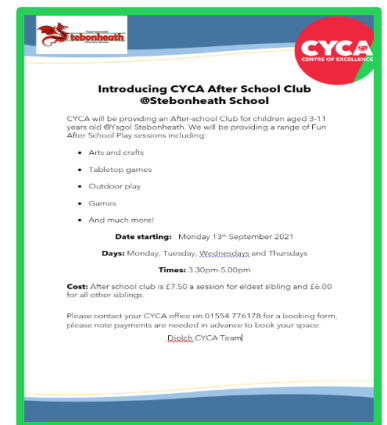
Out of School Club Provisions

SUMMER HOLIDAY CLUB

The team welcomed back children to our CYCA Holiday Club at Ysgol Penrhos this summer. The club was extremely successful we provided summer club to 40 children. The team created an exciting timetable for children including sports day, healthy eating, play day. The Play Team are already looking forward to next Summer Club!



Ysgol Stebonheath - CYCA have been busy ensuring children can access after-school club provisions we worked closely with Ysgol Stebonheath to create a new after school club which is currently being run on Mondays and Tuesday's we have welcomed 2 new team members that currently work in the school Debbie and Nicola who are supporting to deliver Clubs With CYCA Jennie.



Furnace School - In furnace after-school club we have had a different year to normal with moving into a new hall for a short period with children having to stay at tables in their classes. This took some time getting used to for the staff and children. Once we created our new routine and everyone got used to it worked well. We created games we could play as a big group from their tables so everyone could play together. We have had had lots of different themes throughout the year that the children chose themselves. The children enjoyed creating different things and taking part in different activities every day.

When we were able to go back to our original hall and all the children were able to mix again staff and children were very excited. We had lots of outdoor play as they had missed this. We had football matches, races and lots of free play. The children enjoyed mixing with all different ages again and playing together.

Bryn School - Sadly CYCA have closed our after-school Club at Bryn School the team will greatly miss the children, parents and staff and would like to say a massive thank you for the continued support during our time at the school.

The Future

The future is looking very exciting for CYCA. We have started to develop and deliver a new support package of physical wellbeing to complement the emotional and mental wellbeing support we already provide. There are plans to grow this over the coming year and to learn from our beneficiaries more about what they would like to do, so we can tailor whole wellbeing support packages around their needs.

In addition to this, we are pleased to report that CYCA has recently been selected for UK Community Renewal Funding for an innovative project to support individuals in Carmarthenshire achieve their career goals, whatever these may be; from budding entrepreneurs to small steps through volunteering and practical experiences in different work environments.

The project, Dreigiau CYCA Dragons, is a concept modelled on 'Dragons' Den'. Since COVID there has been a rise of 'Mumpreneurs' and other individuals that have developed their hobbies into cottage industries, selling for example, cakes and crafts, to friends and family. Many of these business ideas have developed due to furlough, unemployment and changes brought about from COVID.

Given our background of supporting young people with career advice, training, and mentoring, we have begun to support some of these ventures and from this work we realised that there is a lot more that could and should be done to develop a new wave of entrepreneurs, county-wide. Some beneficiaries may develop local SMEs building up a stronger local economy throughout Carmarthenshire, others may develop other skills that will bring more value to society. We will support them to achieve their ambitions, whatever these may be.

Dreigiau is focussed on those at an early stage, those with ideas they need support to develop and very new start-ups. It is a means of formalising support and helping beneficiaries with business ideas and interests to grow through a programme of professional support:

- we will develop skills for each individual that applies and show them how they can commercialise their skills, ideas and experience.
- we will also provide local businesses with volunteers, beneficiaries that have come through the competition but may need more experience before developing their own business. Our volunteer coordinator can match businesses and individuals and ensure volunteers gain valuable work experience.
- beneficiaries deemed ready will receive some start-up investment as well as a business support package that will help them grow businesses and build a stronger local economy, whilst also receiving training and mentoring to support and develop their resilience and self-worth.
- individuals not yet ready for self-employment will have access to training and mentoring to help them grow their confidence and sense of self, enabling them to look for work or volunteering as a step into work. We will help with career matching and CV/interview skills.

The ultimate aim is that individuals benefit, which means their families benefit and ultimately the community will benefit, building a stronger local economy that then also supports those most vulnerable, helping more people thrive; not just survive.

The CYCA team:

The CYCA team continues to grow as we win and deliver more work . The care team can be found: <https://cycaonline.org/what-we-do/staff/>

New staff include:

Rachel Selby, Acting Monitoring Officer, joined the CYCA team in January 2021. Rachel assists in the day to day running of the charity in the finance department, she is also involved in HR and looks after new members of staff when they join our team. Rachel really enjoys being part of the training team and has recently started delivering our Employability and Customer Service courses.

Rachel recently also joined the Training Team at CYCA and has started co-delivering courses including 'Developing Personal Confidence and Self Awareness' to facilitate learners' journey back to the workplace.

Donna Philpott, Counsellor, is a fully qualified BACP registered Integrative Counsellor and has a BA Hons in Counselling. Donna has worked extensively with all ages, abilities, and has a passion for supporting children, young people and their families. Donna has worked as a counsellor in various settings across local authority, school-based settings, private practice, and has previously worked for Dyfed Powys Police for 12 years in a supportive role.

Donna delivers the Social Prescribing counselling support to children and young people, the counselling support to young people between the ages of 13-20 through the CO-OP Bereavement Project and offers Commissioned counselling services. In addition, she now offers Text based counselling support for young people and has Completed Ecotherapy and Walk and Talk Counselling training.

Emma Harding, Therapeutic Play Therapist, joined the CYCA team six years ago but having recently completed her Masters Therapeutic Play, Emma now leads Therapeutic Play sessions as part the Social Prescribing project, supporting young children with emotional, social, and behavioural difficulties.

Emma is also part of the 'Children in Need' project delivering online safety to many primary school children, which has been a great success. During the summer she also supported the Summer of Wellbeing project, supporting children and their families on days out which consisted of visiting the Well-being Farm, Bowling, Penclacwydd, Paddle Boarding, and Pembrey Country Park.

Therapeutic Play supports strategies and interventions through play to help young children deal and with their social, emotional, and behavioural difficulties. Through providing therapeutic play the children will be able to express their feelings in a safe environment and begin to understand why they feel the way they do.

Luke Brown, CYCA Mentor, works with individuals and families as a Fitness Instructor. His main role is to support vulnerable young people who have experienced trauma, ACE's, and suffer with their mental health. Through these mentoring sessions he enables the young people that he works with to build their confidence, reduce anxiety and to become the best versions of themselves.



THANK YOU

As ever, we remain eternally grateful to our funders and donors for their ongoing support.

In 2020/21 we received funding from;

- Awards for All
- Screwfix
- TK Maxx and Homesense Foundation
- Community Foundation Wales
- Covid-19 People to Places
- The Rank Foundation
- Moondance
- Community Fund Wales
- Lloyds Bank Foundation
- Cloth Bid, Local Community Fund
- ACT
- Leeds Building Society
- Tina Slim Fit
- Wesleyan Foundation
- Carmarthenshire COVID-19 Support Fund (Comic Relief VSEF Grant)
- The Co-op Foundation
- The Thomas Wall Trust
- Masonic Charitable Foundation

In addition, we would like to thank Dyfed Powys Police & Crime Commissioner, Dafydd Llywelyn, for his donation to the Centre of Excellence. This has provided 15 young people with mentoring and counselling throughout the year and enabled them to participate in watersports as well as attend the after-school clubs.



COMISIYNYDD
HEDDLU A THROSEDDU
DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

We would like to give a special thank you to CK Supermarket, BNI Elli Chapter and Llanelli Town Council Mayor, Cllr Mike Cranham for making us their charity of the year, this year.

CK Supermarket have made some wonderful short films of the work that we do. These films can be found on our website at:

cycaonline.org/what-we-do/ck-supermarket-charity-of-the-year-2021/

Diolch yn fawr
i chi gyd!

