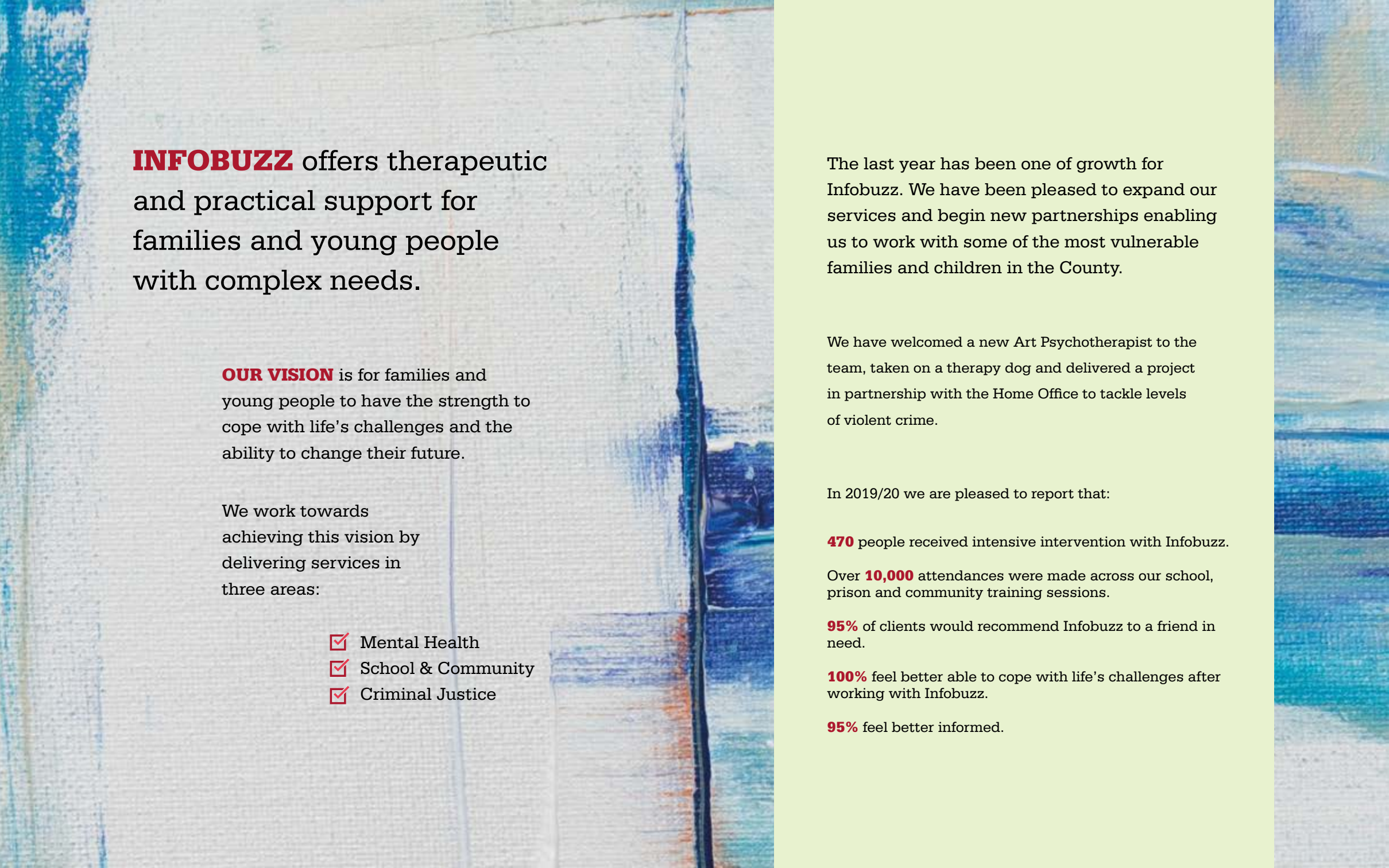




**info**  
buzz

Changing Futures for Families  
and Young People

Annual Review  
2019/20



**INFOBUZZ** offers therapeutic and practical support for families and young people with complex needs.

**OUR VISION** is for families and young people to have the strength to cope with life's challenges and the ability to change their future.

We work towards achieving this vision by delivering services in three areas:

- Mental Health
- School & Community
- Criminal Justice

The last year has been one of growth for Infobuzz. We have been pleased to expand our services and begin new partnerships enabling us to work with some of the most vulnerable families and children in the County.

We have welcomed a new Art Psychotherapist to the team, taken on a therapy dog and delivered a project in partnership with the Home Office to tackle levels of violent crime.

In 2019/20 we are pleased to report that:

**470** people received intensive intervention with Infobuzz.

Over **10,000** attendances were made across our school, prison and community training sessions.

**95%** of clients would recommend Infobuzz to a friend in need.

**100%** feel better able to cope with life's challenges after working with Infobuzz.

**95%** feel better informed.

# Mental Health Services

Infobuzz supports **FAMILIES & YOUNG PEOPLE** to address their mental and emotional needs through a range of specialist counselling and therapeutic services.

**185** clients have been referred for counselling.

**100%** felt more positive about the future.

**95%** of clients felt their mental health had improved.

**91%** felt less likely to engage in risky behaviours.

“ Infobuzz was good, it was fun. The stuff you were doing you could just concentrate on and forget about anything that was worrying me. I felt happy after the sessions. I didn't feel as angry afterwards. **Dylan, aged 13.** ”

## Linked UP and Linked Up +

*Funded by St James Place Foundation & Gloucestershire Clinical Commissioning Group.*

*Delivered in partnership with Young Gloucestershire.*

The two projects offer a wraparound service with Infobuzz providing counselling and Young Gloucestershire delivering mental health focused youth work. Young people aged 16-25, including those in or leaving care, are able to address the emotional and practical challenges of dealing with their mental health. Last year we supported **185** young people delivering **2,271** counselling and youth work sessions.

## Art Psychotherapy

*Funded by Children in Need.*

Infobuzz welcomed an Art Psychotherapist to the team, offering support to our Hidden Victim's children who were struggling with their mental and emotional health. This intensive work involves the child, parents and teachers.

## Art & Photography Commissioned Programmes

We have launched a series of six-week programmes, suitable for one-to-one delivery or small groups, working with children who are experiencing emotional or behavioural difficulties. The programmes use the mediums of art and photography to help children open up about their thoughts and feelings with a professional.



## School & Community Services

Infobuzz works with **SCHOOL & COMMUNITY GROUPS** to provide young people with life skills to support a positive future.

**413** school sessions delivered with **9,167** attendances.

We worked with **16** secondary schools and FE colleges to deliver assemblies, classroom sessions and bespoke group work. Our most popular sessions included drug awareness, mental health and relationships and consent.

We delivered classroom sessions with **14** primary schools through our Move-Up programme which prepares year six students for the move to secondary school.

### **EmpowHer**

*Funded by Spirit 2020.*

*Delivered in partnership with Young Gloucestershire, UK Youth and the British Red Cross.*

EmpowHER is a group work programme that aims to empower young girls and women to lead change. Infobuzz has supported **42** young girls to complete the programme in primary schools across the County.

### **Qualifications**

We have developed a series of NOCN Entry Level qualifications for adults who are in receipt of benefits. Last year we delivered **94** of these qualifications giving adults the opportunity to regain their confidence to train and work. Qualifications included Nail Art, Creative Arts and Creative Cosmetics.

### **Training for Volunteers & Professionals**

The Infobuzz staff team continue to offer personal development opportunities across the County including specialist training in substance misuse and understanding mental health. **195** volunteers & professionals and **35** foster carers trained with us last year.



Thank you for supporting our Wellbeing Evening for parents. The feedback has been overwhelmingly positive. **Pastoral Administrator, Cleeve School.**



# Criminal Justice Services

Infobuzz provides innovative intervention work for **OFFENDERS & THEIR FAMILIES** to break the cycle of crime.

## Hidden Victims of Crime

*Funded by The National Lottery Community Fund, St James Place Foundation and Children in Need.*

The project provides advice and guidance, counselling, mediation and advocacy to families coping with the impact of a family member going to prison.

- |            |  |             |   |
|------------|--|-------------|---|
| <b>178</b> | individuals from 97 families were supported.                             | <b>100%</b> | of clients felt better able to cope.          |
| <b>91%</b> | of young people felt they were less likely to engage in risky behaviour. | <b>90%</b>  | of clients felt their situation had improved. |

## Home Office Project

*Delivered in partnership with Gloucestershire Police, Safer Gloucestershire Violence Prevention Group, Office of the Police Crime Commissioner and Community Safety Partnerships.*

The project aims to reduce violent and knife crime in Gloucestershire. Infobuzz's role focuses on early intervention, working with primary schools in key areas of the County where violent crime is prevalent.

We offer education and support for families and provide access to therapeutic services. **396** young people and parents attended our sessions.

## Work in Prison

*Funded by Avon & Wiltshire NHS and National Health England.*

Last year we delivered **177** sessions with **840** attendances. Our sessions are designed to offer personal development whilst in Eastwood Park Prison providing the opportunity to deal with difficult emotions. The number of women attending has risen and we have been able to build positive relationships with women who have complex needs and wouldn't normally engage with rehabilitation activities.

“

I'm so thankful for this service. I wouldn't want to go back to how it was before, it is really needed. **Nicole, Hidden Victim.** ”

## The Future

### Infobuzz is on the Move

Infobuzz and Young Gloucestershire will be moving to new premises based in Gloucester Docks. We look forward to developing the new space to enable more of our therapeutic work and to develop a welcoming hub for our families.

### Coming Autumn/Winter 2020



### Therapy Dog

Together with our sister charity, Young Gloucestershire, we are pleased to welcome to the team, Buddy. Next year Buddy will increase his work with young people and clients to help reduce barriers to participation.

## Working in Partnership

Infobuzz works in partnership with local charity **Young Gloucestershire**. The charities remain independent whilst sharing core costs and maintaining excellent standards of service delivery.

Young Gloucestershire is a county-wide charity that supports young people, who are facing challenges in their lives. Their vision is for young people to have the confidence, motivation and skills to improve their lives.

Last year Young Gloucestershire worked with **1861** young people across the County. [www.youngglos.org.uk](http://www.youngglos.org.uk)

**yg**  
young gloucestershire



# Thank You To Our Funders

Abingdon and Witney College  
BBC Children in Need  
Criminal Justice  
Gloucester and Forest Alternative Provision School  
Gloucester City Council  
Gloucester Lottery  
Gloucestershire Community Foundation  
Gloucestershire Police and Crime Commissioner  
Gloucestershire Safeguarding Children's Board  
H M Prison Eastwood Park  
Lloyds Bank Foundation  
National Lottery Community Fund  
NCS Fundraising  
St James's Place  
The George Cadbury Trust  
UK Youth

# Finances 2019-20

**Income** £410,284

**From**

**2%** Donations    **97%** Charitable activities    **1%** Investments & other

**Expenditure** £374,429

**95%** Spent on charitable activities

**Surplus** £35,855

## Trustees

**Mark Sheridan – Chair**

*Is a former COO for Zurich and brings with him many years of global financial services experience.*

**Robin Bevan**

*Retired CEO of PayByPhone with a Masters in Experimental Psychology.*

**Nigel Hatton QPM**

*Former Detective Sergeant who has been awarded both the Queen's Police Medal and the High Sheriff's Award.*

**Caroline Jones**

*Head of Learning Disability and Autism at NHS England.*

**Debbie Sleep**

*Head Teacher of a primary school in Stroud, with over twelve years' experience as a classroom teacher.*

**Judge Jamie Tabor**

*Jamie recently retired after fifteen years of being in charge of Gloucester Crown.*

**Paul Murphy**

*A Chartered Accountant with over 12 years' experience, working in practice.*

**Ian Price**

*Ian has worked for St. James's Place for 15 years and is actively involved in the Charity Sector.*

## A Word From Our Chair

"It has been a positive year for Infobuzz, particularly welcoming new staff members to our team. This has enabled us to increase our capacity to support families and diversify the types of therapy we offer.

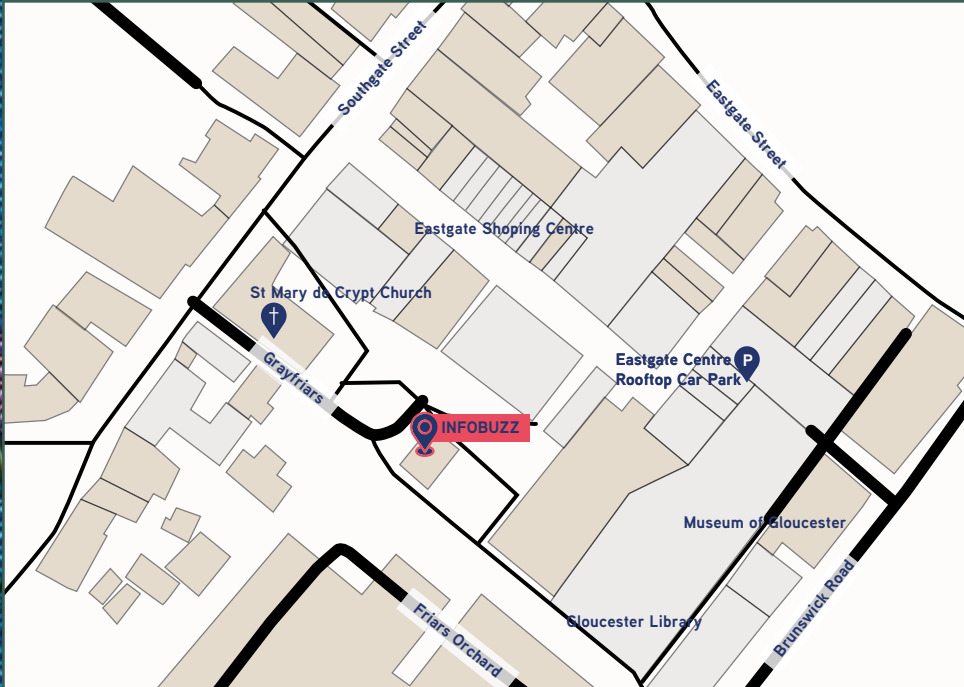
"We have developed some important new projects with partners and funders such as The Home Office, Gloucestershire Police, the Office of the Police Crime Commissioner and Children in Need. This has given us an exciting opportunity to work in some of the most challenging wards in the County and to offer unique and innovative opportunities that will change people's lives.

"We have taken a big step to invest in new evaluation and monitoring software. This will allow us over the coming months and years to paint a much clearer picture of the reach of our charity and also the impact we are having across Gloucestershire.

"Our partnership with Young Gloucestershire continues to work well and to the mutual benefit of both charities. We look forward to moving into new shared premises where the charities will continue to thrive and expand to meet the needs of those most vulnerable in Gloucestershire."

**Mark Sheridan - Chair.**





## CONTACT US

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