

# Impact Report

2023-24



**We have worked  
with a total of  
1,740  
children,  
young people  
and adults  
across our  
services.**

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# A message from our CEO

**Dear supporters, thank you for your support over the past year.**

This report shows how you have improved the lives of hundreds of people struggling with drug, alcohol and mental health issues across Norfolk and beyond. Often these are the most stigmatized and disadvantaged children and adults in our community.

**Central to everything we do are our three core values:**

**We hope** – Believing that lives and relationships can be transformed.

**We empower** – Actively engaging with people to help them reclaim their sense of purpose and expand their choices in life.

**We care** – For the whole person paying attention to safety and well-being through warm, professional relationships.

For me, one of the highlights of the year was working with our young people to redesign the children and young people's service that we deliver on behalf of Norfolk County Council. Their thoughtful discussion of the design of the service and how we can encourage young people to seek help was humbling and they certainly reflected our values throughout.

The impact made over the past year is only made by with your support. Thank you.

**Rachel Chapman**  
CEO

## Flourish Award

**TMP young people team (Unity & On Track) won the Safe & Secure Flourish Award!**

This was the first ever Flourish Awards run by Norfolk County Council to recognise the most outstanding contributions made towards enabling children and young people to live their best lives in the county.





**“The Matthew Project is an absolutely, wonderful place. I really feel like part of an extended family. I feel safe and secure. The Matthew Project really gives it 100% and much more!**  
– Next Step Member



# Next Steps

**Next Steps, based in central Norwich, is Norfolk's first ever community recovery hub. The hub provides a safe space for those in recovery from addiction to learn new skills, build new friendships, and maintain their recovery. The centre also provides additional support for affected others, veterans, and young people.**

The core of Next Steps is the Recovery Support Programme (RSP), a programme of therapeutic and skills support based at the hub. Following participation in the RSP, people are able to access work ready training and support into paid work or volunteering. Drop-in activities are offered to enable people to further their development of recovery capital and continued connection with a recovery community.

Over the past year, Next Steps has supported 234 adults in recovery through a range of therapeutic and skills based programmes. Of these, 69 individuals have progressed through the structured RSP, with the remainder accessing drop ins and additional activities, including volunteering. This amounted to 3,677 attendances at sessions in the centre.



Building community is a significant part of the support offering and for this our café area is a particularly useful resource. In the last year we have served 2,409 lunches and 2,600 breakfasts. Over the last 12 months 19 graduates of the RSP have gone onto to volunteer in the centre, adding maturity in recovery and their experience to the benefit of newer members.

In addition, we have also supported 300 adults affected by substance misuse and involved in offending as part of the Project Adder programme delivered in partnership with Norfolk Constabulary. This includes outreach work across Norfolk.

**"I was extremely unwell. I'd spent 15 years in addiction with enduring mental health problems. I hated my life, I could see no future. The Next Steps Programme was a breath of fresh air."**  
– RSP Member



**234**

adults in recovery  
received support

**69**

graduated from  
the Recovery  
Support  
Programme

**165**

accessed  
drop-ins and  
additional  
activities

**2,409**

lunches served  
in our  
Hub Café

**2,600**

breakfasts served  
in our  
Hub Café

**19**

Recovery Support  
Programme  
graduates became  
volunteers

**300**

adults affected by  
substance misuse  
and offending  
supported

**52%**

of our staff  
and volunteer  
team have lived  
experience

# Outside the Wire

**Outside the Wire has adopted the Self-Management and Recovery Training (SMART) Recovery model to help clients with their recovery journey.**

We take a holistic approach, also focusing on additional issues including homelessness, financial problems, employment, court appearances, and family relationships.

Over the past year, Outside the Wire has provided one-to-one and group support to 192 people. Through our outreach programmes we have supported 145 veterans in the community and 21 veterans in custody providing advice and guidance in prisons.



In addition, we have worked one to one with 28 family members, we have run groups across the region, totalling 10 groups, with an average of 70 members each month.

An additional focus of Outside the Wire is on raising awareness of the issues faced by veterans, as well as tackling stigma around PTSD and substance misuse within the armed forces. To do this, staff have delivered presentations and training to an estimated 105 service personnel and professionals over the course of the year.



**"I had almost given up on myself recovering from drug addiction, my life and having a healthy relationship with my son. Since coming to Outside the Wire, I had found a new spark for recovery and ignited a willingness to try and do the right things in my life and to live the right way."**

– OTW Veteran



**262**

Adults supported  
across OTW  
services

**145**

Veterans received  
one-to-one  
support

**28**

Family members  
supported

**21**

Veterans in  
custody offered  
information, advice  
and guidance

**10**

Support groups  
each month  
delivered across  
the region

**70**

Veterans  
attending our  
groups each  
month

**105**

Workshops  
delivered to  
service personnel  
and professionals

# Unity & YouCan

**We provide vital support for children and young people across Norfolk. Funded by Norfolk County Council's Public Health department, the service supports under 19s experiencing substance misuse issues, as well as those affected by somebody else's substance misuse such as a parent, a guardian, or another close family member.**

Last year we co-produced with young people a new children and young people's service and we were successful in being recommissioned by Norfolk County Council. Our new service has seen the launch of YouCan a newly developed, dedicated service for affected others.

Our young people have participated in a variety of positive activities including drama, baking, outdoor learning, team building events, visits to attractions, first aid training, workshops like photography and sports.

Over the past 12 months, the services have supported a total of 440 young people across Norfolk. This includes: 208 affected others; and 232 substance misuse clients. a morning of sporting activities.

Outcomes	Substance misuse clients	Affected others
Improved wellbeing	73%	72%
Improved confidence	56%	56%
Engaging in education	58%	59%
Better able to cope	n/a	67%
Improvements in substance misuse	75%	n/a
Family relationships	52%	62%



**"Ever since I was young my dad always suffered with a drinking issue. His drinking became worse when I joined sixth form, which is when it began affecting my day-to-day life. I was turning up to school exhausted, not just physically but emotionally. I knew it was no longer something I could handle on my own and I had to talk to somebody, but I didn't know who to reach out to.**

**Sharon helped me to cope with the issues not only going on at home but also the stresses of sixth form. Throughout my two years with Sharon, I have managed to cope with my dad's drinking so much better and he is now receiving help and has quit. I finished sixth form and now I'm at university and I don't think I would've reached this point if I hadn't received help. I am so grateful for the Matthew Project but specifically for Sharon who always helped me over every hurdle I came across."**

**- Priya, Unity client**



# On Track

**The On Track Team works primarily with 13-24 year olds who are furthest from the labour market and who are, or at risk of being not in education, employment or training, to help them overcome their barriers to progression. For those that are eligible, we provide one-to-one sessions and/or positive activities.**

## On Track Projects

### Norwich Coaching Support

Aimed at young people aged between 16-24 years of age, in Norwich and surrounding areas.

Over the past 12 months, Norwich Coaching Support has worked with a total of 35 participants. Barriers to moving into education, employment or training include:

- **82%** Mental Health
- **44%** Learning Difficulties
- **22%** Low Educational Attainment
- **13%** Behavioural Issues
- **13%** Substance Misuse
- **69%** (20) of these young people have moved into education, employment, training or into volunteering.

### Stepping Out

A social recovery project initially to run for 6 months, but with subsequent extensions the project ran 25 months.

The aim was to support young people 15-18 years who were not in employment, education or training (NEET) or at risk of being NEET. Our role was to better understand and improve the management of their mental health, reduce the need for referral to specialist services, enable them to re-engage with education and explore their options.

During this time we worked intensively with 92 young people, and delivering a further 347 brief interventions to families:

- **92** put an action plan in place
- **60** engaged in additional planned activities as identified in their action plan
- **61** made sustained progression into education, employment or training
- **72%** reported improved self-esteem and a decline in their any levels.





## Hangout

Delivering positive activities to support young people currently on a mental health waiting list, with their mental wellbeing.

This service involved working with young people and their parents by supplying information and guidance around mental health and providing positive activities.

## Safe SPACE

Supporting young people aged 13-18 who are NEET (or at risk of) to access regular positive activities and community engagement.

Activities are in a small group of no more than ten young people and are Norwich City based. The aim of the project is to raise young people's motivation and support them by building resilience to have hope for the future. 10 young people have taken part so far with 31 attendances recorded.

## Engagement, Careers and Transitions Coaching

Central Great Yarmouth only, offering 1-2-1 coaching, group work and activities for year 10 students at risk of not being in education, employment or training offering engagement, careers and transition support.

A total of 20 young people have been supported to date, recording barriers to education including:

- Struggle to come into school so there is low attendance and risk of NEET.
- Lacks motivation and attendance is poor
- Struggles with communication
- Needs help to develop their social skills

These young people have told us they want to speak to someone that they can trust who is not part of the education system and they want to feel heard.

# 2023-24 at a glance

**1740**

People supported by TMP over the past 12 months



**347**

Brief interventions were delivered to families, and On Track worked with 92 young people

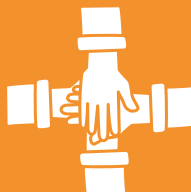
**67%**

of children affected by parental substance misuse have developed better coping strategies



**70**

Outside the Wire are supporting an average of 70 members each month



**75%**

of young members reported improvement in substance misusing

**5,009**

Meals served in the centre



**165**

members accessed drop-ins and additional activities



**300**

adults affected by substance misuse and offending supported



**192**

Veterans and their families given 1-2-1 and group support



**105**

substance misuse & PTSD workshops in last 12 months

**69%**

of young people have moved into education, employment, training or volunteering since July 2024



**73%**

of young members dealing with substance misuse reported improved wellbeing

**10**

Outside the Wire support groups run by staff and volunteers



**3677**

session attendances in the centre over the past year




# Thank you to our funders

Albert Gubay Charitable Foundation  
Angiush's Educational Foundation  
Anne French Memorial Trust  
Armed Forces Covenant  
Barton Turf PCC  
Boileau Lodge Benevolent Fund  
Brigadier DV Phelps 1966 Charitable Settlement  
CAF American Donon Fund  
Carmelite Monastery  
County Bridge Association  
E Ndaji/Spire Solicitors  
Goodman Trust  
Henry Smith Charity  
Higham Trust  
John Jarrold Trust  
KJ and A De Vries Charity Account  
Lady Hind Trust  
Lord Belstead Charitable Settlement  
Masonic Charitable Foundation  
Mickleham Trust (Hansells Solicitors)  
Mr & Mrs Philip Rackham Charitable Trust  
National Lottery Community Fund  
Norfolk Community Foundation  
Norfolk County Council  
Normans Foundation  
Norwich Cathedral Alms Giving  
Norwich Freeman's Charity  
Octagon Unitarian Chapel  
Paul Bassham Charitable Trust  
Per Pro Seventh Day Adventist Church  
RC Snelling Charitable Trust  
Right to Succeed  
Rotary Club Norwich

Rotary Club Norwich  
Rotary Lodge of Norfolk Benevolent Fund  
Royal British Legion  
SG Wealth Management  
Spire Charitable Trust (Spire Solicitors)  
Sprowston PCC  
St Benedicts PCC  
Taverham PCC  
The Barratt Family Charitable Trust  
The Beyond Group  
The Earl & Stewart Charitable Trust  
The Ellerdale Trust  
The Geoffrey Watling Charity  
Witard Road Baptist Church – Andrew Kelsall  
WM & TD Copeman Charitable Trust





**'My faith in humanity  
has been restored  
because of your love  
and kindness'**

**– RSP Member**

THE  
**MATTHEW  
PROJECT**

Finding hope together

[www.matthewproject.org](http://www.matthewproject.org)