

# CROSSREACH

Care you can put your faith in

2018-19

Impact Report



# Welcome



Bringing committed people together to find answers to issues of social concern and help alleviate the challenges experienced in our communities is as real for CrossReach today as it was 150 years ago. At that

point the Church responded by the introduction of pioneering and dedicated social service. The positive impact of that work is the subject of a new exhibition, featured in this report, which is part of a programme of events marking that incredible story of love in action.

Today, our services continue the legacy by offering life changing care and support to those who turn to them. In this impact report we tell just a few tales of transformation from each of our service areas.

Whether taking place in a residential or community setting, the success of our work depends on our many partners – staff, volunteers and supporters – some of whom feature in this report. Your generosity of spirit, talents and gifts helps breathe life into our strapline: 'care you can put your faith in'. We are hugely grateful for every bit of that support. Together we can continue to make a difference.

A handwritten signature in black ink, appearing to read "Viv Dickenson".

**Viv Dickenson, CEO**

# Services for children & families

**A new landmark appeared on Erskine's waterfront last August, a purpose-built independent school for young people unable to take part in mainstream education.**

Jordan, one of the first 21 pupils enrolled at CrossReach Erskine Waterfront Campus, remarks:

"It is a place where you can come and be yourself and you don't have to worry about being judged and what others think. You can just come and learn and be happy".

The opening of the Waterfront Campus marks the culmination of a fundamental change in the way that CrossReach provides schooling for those with additional support needs. Pupils travel daily to the campus from small community houses as opposed to living and learning in the same educational facility. This allows each person to feel the benefit of individual attention and the love that is shown every day by our staff. Referring to one such community house, Rockwood, a resident says simply:

"I like it here, it's a good place to be with good staff who I like".



Jordan and his teacher Tricia, Erskine Campus



Anthony and Bradley, Go2

**Bradley and Anthony both have autism. They both attend CrossReach's Go2 day service in Springburn, Glasgow. But there the similarity ends. Anthony likes to be expressive, vocally and physically. Bradley, on the other hand, is more reserved and enjoys his own company. Loud environments and new places can be challenging for him.**

A sensitive bond has grown between Bradley and Anthony in the time they have spent with Go2, supported by dedicated staff. Anthony shows concern for Bradley if he appears distressed; Bradley enjoys Anthony's company on various outings, such as the newly-introduced outdoor experience in a local woodland setting. Recently, staff from Go2 supported the boys to go on holiday together to Center Parcs - their first holiday without parents.

Go2 is all about making possible the seemingly impossible for children and young people who can often feel defined and held back by their disability. It is a mission shared by Dalmarnock Primary School in the East End which has recently approached Go2 to provide outdoor experiences for a group of six children there to enjoy.



Get into

## Looking at ways to remove barriers to recruitment, in October 2018 we developed a long term partnership with The Prince's Trust and launched our 'Get into Care with CrossReach' programme.

This 5 week programme gave young people the opportunity to receive training and gain sector specific skills, including a 2 week placement within one of our services. Each young person was guaranteed an interview with CrossReach at the end of the programme and 6 of the students are now employed with us.

Steph sums up her experience of the programme;

"Thank you to all the support I have had from The Prince's Trust and CrossReach, now I can open doors to fresh opportunities."

After just one pilot programme, The Prince's Trust describes us as a top Strategic Partner. We are working with the Trust to deliver more programmes in 2019.

At the beginning of April, we learned that the programme has made the shortlist for the 'Making Change Happen' category of the Scottish Social Services Awards 2019 which will be announced on 5th June.

# Services for adults

**The Bungalow is a residential care home to 5 individuals with profound and multiple learning difficulties and complex health needs. The service focuses on making a positive difference to the lives of the people who live there as well as their extended families.**

For the last five years The Bungalow has raised funds for the residents to go on an annual holiday to Badaguish Outdoor Centre, in Aviemore. Together with various outdoor activity providers, one in particular, Active Spirit, they enable the individuals to get out of their wheelchairs and explore the local Loch in canoes and other surrounds in the Cairngorms.

“The emotions run high as we set sail on to Loch Morlich, with the image of the ‘abandoned’ wheelchairs on the beach and the freedom it gives our special young people truly engrained on our hearts”.

The dedication of the staff was reflected in the Specialist Service/Unit of the Year award they received in November 2018 at the National Care Home Awards.



'Abandoned' wheelchairs, The Bungalow



Tracy, Morven Day Service

A highlight of the busy calendar of events at Morven Day Service is the annual Art Exhibition. Established in 1992, Morven Day Service in Kilmarnock supports adults across East Ayrshire with mental health issues. A variety of group activities is on offer for people to socialise, increase in confidence and learn new skills.

“My nurse told me about Morven”, relates Tracy, a member of the Committee of service users which organises the Art Exhibition. “I had tried to kill myself on several occasions. I was in a very low place. Coming to the centre has helped me make friends and I am in a far better place now”.

Churches often enthusiastically embrace our services which are local to them. We are thrilled to have been approached recently by Irvine Old Parish Church to host a mental health support group there.

If your church would like to support CrossReach in similar ways please contact:

**[supporters@crossreach.org.uk](mailto:supporters@crossreach.org.uk)**  
or **0131 454 4374** for information.

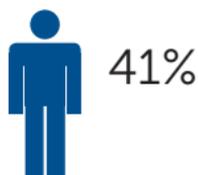
# Service users' survey 2018

**Strongly agree**



95%  
feel safe

**Agree**



94%  
have more enabling  
and supportive  
relationships



91%  
feel more fulfilled



"Being on your own can be very lonely so to have company is just great – changed my life"

"A safe place to talk, be heard and express my feelings"

"Makes me feel like I am important and I matter"

"It is my lifeline"

# Services for older people

**Through a joint project with Balhelvie Church, Balmedie House purchased a trishaw: a bike which allows those with limited mobility to enjoy the outdoors.**

Resident Mary (95) has dementia and is unable to form conversations. A former district nurse, she used to cycle all over the countryside. When the trishaw arrived she exclaimed excitedly "my bike". With the sun shining and the wind in her hair, she smiled all the way to the beach. Having the means to access the beach, to be able to get down onto the sand and put your feet in the water is a wonderful experience we all take for granted. For Mary, it was very special.

Mary suddenly spoke about her first bike that had been purchased by her grandfather. She had to walk 5 miles to the shop, not aware the parcel she was sent for was her bike.

Not to be put off by the autumn and winter weather, Mary enjoyed sitting in the trishaw whilst it was parked in the garage.



A trishaw made for three, Balmedie  
with kind permission of Cycling Without Age, Scotland



Happy Easter from The Tryst

**With spectacular views of the surrounding countryside, The Tryst Day Care Centre helps older people in Pitlochry to enjoy days out, spend time with friends and take part in a range of imaginative, stimulating activities.**

One activity requested was to plant spring flowers which could be put outside and enjoyed when service users were sitting outside in the summer weather.

Pitlochry Church of Scotland benefited from the green fingered service users, who created a flower display in the patio area. The church was very grateful for the flowers and everyone was delighted with the variety of colours on display.

Coming to The Tryst Day Care Centre keeps our service users physically and mentally active, while stimulating their creative side. One service user had this to say;

“being able to go to The Tryst once a week is something I really enjoy and look forward to”.

**April 2018 marked the launch of a special CrossReach project, “Join Up the Dots”, supported by the Church of Scotland Guild. Lasting 3 years, the project will address the scourge of loneliness and social isolation.**

It is a stark reality that there are 200,000 people in the UK aged over 65 who have not had a proper conversation with a family member or friend for over a month. But loneliness and isolation knows no age barrier. In a recent survey conducted by BBC Radio 4’s “All in the Mind” programme, 40% of the 16-24 year olds surveyed reported feeling lonely often or very often.

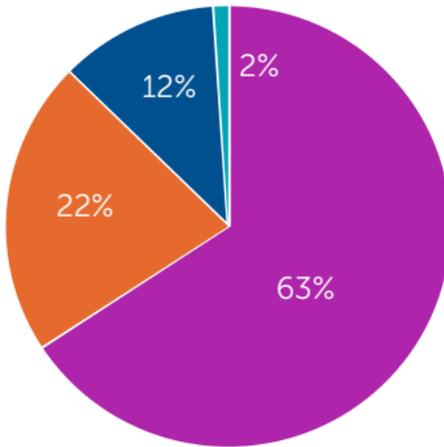
CrossReach is using the money raised by the Guild to extend the provision of our services to new users and into the community. At Go2, for example, the “Join Up the Dots” project is funding a support group for the parents of service users like Bradley and Anthony, providing an inviting space at the centre to meet over tea and coffee and share experiences.

The Guild has already raised an incredible amount of money for and awareness of this important project for which we are truly grateful.



**Join  
up the  
Dots**

# Where the money came from



**Income: £44.8m**

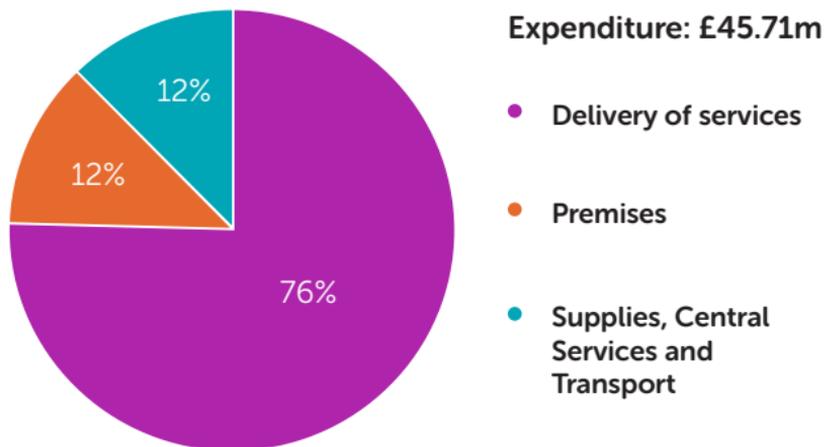
- Local Authorities
- Service users' contributions
- Grants, Legacies and Donations
- Church of Scotland

## The following Trusts and Foundations supported our work in 2018:

Alexander Moncur Trust  
The AMW Charitable Trust  
BBC Children in Need  
Buccleuch Charitable Foundation  
The Cattanach Charitable Trust  
Cruden Foundation Limited  
Dr Guthrie's Association  
Edinburgh Trades Maiden Fund  
The Erskine Cunningham Hill Trust  
The Gannochy Trust  
Greenbank Trust  
The Hinshelwood Gibson Trust  
The Hope Trust  
The J & JR Wilson Trust  
The Lady Marian  
Gibson Trust

The Life Changes Trust  
Micah Fund  
Miss D M Dawson's Trust  
Noble Resolve Gospel &  
Temperance Mission Auxiliary  
The Pilgrim Trust  
Ponton House Trust  
The RS Macdonald Charitable Trust  
Radio Forth Cash for Kids  
The Robertson Trust  
The Scotch Whisky Action Fund  
Scott Thomson Charitable Trust  
STV Children's Appeal  
The Templeton Goodwill Trust  
Thomas Robertson's Charitable Trust

# Where we spent the money



CrossReach has **55** services which are monitored by the Care Inspectorate.

## In 2018:

- **96%** of our registered services received a grade of at least 'Good' for Quality of Care and Support, with 71% achieving 'Very Good' or 'Excellent'.
- **94%** of our registered services received a grade of at least 'Good' for Quality of Environment, with 59% achieving 'Very Good' or 'Excellent'.



**On 29 May 1869, the General Assembly of the Church of Scotland resolved to set up a committee “to inquire as to the progress of Christian Work in the country”. From this initial enquiry there sprung within a few years what was in effect a social welfare system in Scotland where none previously existed.**

CrossReach is marking 150 years of loving Christian social care with a special anniversary exhibition. Launching in Edinburgh on 19th May 2019, the exhibition will tour the country over the coming year. Keep an eye out for details of a location near you!

The exhibition is kindly sponsored by the Church of Scotland and also Resource Telecom, one of our long standing suppliers. We have other types of sponsorship opportunities available. Contact [supporters@crossreach.org.uk](mailto:supporters@crossreach.org.uk) or **0131 454 4374** for more information.

We could not hope to provide all our services to people in Scotland who find themselves in challenging circumstances without your support and that of others like you.

That support helps CrossReach change the lives of over **10,000** people every year and we are incredibly grateful to all of our supporters' generosity.

Thank you for the support you give us in time, talents, money and prayers. We are unable to thank you all individually but wish to pay especial tribute to the:

- **810 individuals,**
- **96 churches,**
- **62 groups/Guilds,**
- **74 event participants and**
- **29 trusts and foundations**

who partnered with us in 2018.

If you would like information on becoming a partner in this our 150th Anniversary year, please contact:

**[supporters@crossreach.org.uk](mailto:supporters@crossreach.org.uk) 0131 454 4374**

**[www.crossreach.org.uk](http://www.crossreach.org.uk)**



The Church of Scotland

Social Care Council

