



CROSSREACH

Care you can put your faith in



CrossReach is a leading and well-respected provider of social care for over 10,000 people in Scotland of all ages who find themselves facing challenging circumstances at any point in their life. Multiple issues affect hundreds of thousands of people day in, day out. Depression and anxiety, loneliness, discrimination and poverty, to name just a few.

We have been responding to these ever-changing needs for over 150 years, constantly innovating and pioneering life-changing work.



Impact Report 2021/22



We described 2020 as an extraordinary year due to the challenges posed by the pandemic. Looking forward, it was almost unthinkable that 2021 would mean living with such disturbance for a further 12 months. However we have yet again been in awe of the resolve and resilience of the CrossReach family; our employees, volunteers, and loyal supporters who worked alongside our supported people to overcome the challenges posed.

It has certainly been a season of trial, but we now enter a season of hope and can take a moment to celebrate all that has been achieved by those we support over the past year.

Let's celebrate:

- recovery for hundreds of people tackling long term substance use
- a parent receiving a hug for the very first time from their 18-year-old child
- enabling the voices of those living with dementia to be heard through the medium of art as they stand against climate change
- seeds of ambition sown in our young people as they think about what the future might hold
- a person struggling with their mental health now writing about 'Kind people, who answered my prayer. I found my inner strength, just like Popeye'

...and the list goes on.

In times where it may seem the only certainty is uncertainty, we know that with your commitment and support we can offer hope and continue to make a real difference.

Thank you.

Rev Thom Riddell, Convener and Viv Dickenson, CEO



Rev Thom Riddell



Viv Dickenson, CEO

The legislation to introduce a National Care Service should bring better opportunities for everyone involved but however good that sounds, we know that you still can't legislate for love. Love lies at the heart of all our services and helps create that 'family feel' in which staff and supported people can thrive.



Buddy

The Polmont Prison Visitors Centre Mascot

Buddy has been having a wee wander around this report and has stopped at parts where his curiosity has been piqued. His paw prints will highlight these areas so that you can be curious too.

Adored by the children, Buddy (winning Polmont Visitor Centre mascot design) has left a trail of his paw prints for them to follow all the way up to the visiting room! Buddy helps reduce the anxiety that can be felt by children when they come to the prison, allowing them to engage more in the visit.





Highlights

Live music and dance is back, bringing big health benefits to people living with dementia.



This group 'saved my life'

Celebrating a mental health support group member who, in the words of their inspiring poem, went from 'too far gone... alone', to being able to say their prayers were answered and 'I found my inner strength'.

Two choices

by T

Life for me was non-existent.
Too far gone or so I thought.
No way off the rollercoaster.
My head spins, please stop. My head hurts.
Voices now, 'Just do one' I shout!!
I scream out loud, but nobody hears me.
Glued to the couch....T.V on.
Knocks on the door but nobody's there.
Mind playing tricks on me.
Alone. Nobody to talk to.
Hear me... Is there anybody out there?
Somewhere in space, and astronaut I am;
Two choices to make....
Stay in space or come back to earth.
Full of tears, a bubbling wreck, I phone the docs
The ball starts rolling, people want to help.
And so the story goes, I've made the change.
I need to do this or die.
I go to this group now.
They saved my life.
Open arms, no thanks needed, you might have heard of them
The Brolly project...Just kidding.
'The Umbrella Project'
Good hearted souls, a shoulder to lean on
Kind people, who answered my prayer.
I found my inner strength, Just like Popeye,
The Umbrella project is there for you and me.

Recovery Volunteer training:

26

people graduated in 2021



120 visits per month to
Morven Centre

75% of people supported by mental
health services feel better

75% have stronger relationships and
an improved social network

72% have more trust and hope



1 in 3 adults have a mental health issue
resulting in over 800 suicides a year



“

Before I started working with you, I couldn't even go on a bus, now I'm applying for jobs!

Dochas service, Stornoway



“ It’s because of this support that I am still here.
Dochas service, Stornoway

Polmont Visitors Centre

August 2021- April 2022

- **283** new visitor information packs given out
- **1884** cups of tea/coffee
- **57** T-shirts borrowed
- **219** Childrens Visits supported



Nurturing the growth of children and young people across Scotland

Joining with others around the country planting trees in celebration of Her Majesty The Queen’s Platinum Jubilee, two of our Children and Families services planted trees in Autumn 2021.



Thriving in the great outdoors

Daisy Chain Early Years Project offers indoor and outdoor based sessions targeted at supporting the wellbeing and development of primary school aged children.

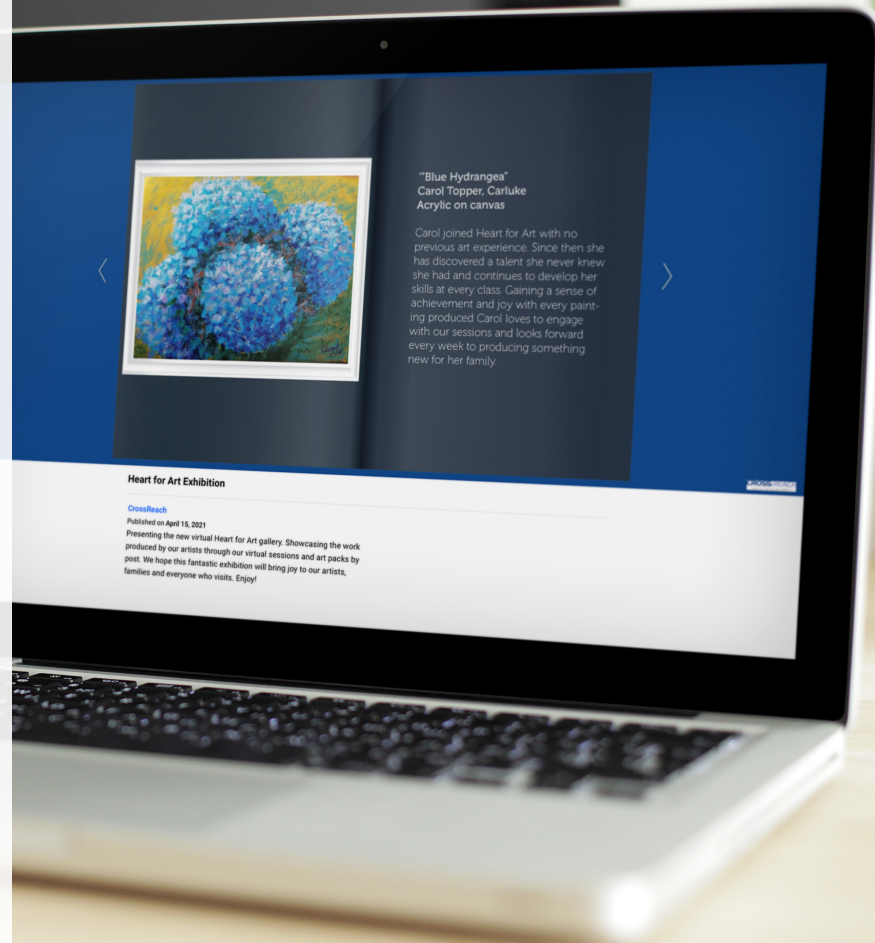


Enabling the voice of people living with dementia to be heard

One thousand people took time to enjoy the 2021 online art exhibition and see for themselves the value and beauty of what people with dementia can do.

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- a parent receiving a hug for the very first time from their 18-year-old child
- enabling the voices of those living with dementia to be heard through the medium of art as they stand against climate change



New online shop

It's now easier than ever to support CrossReach by ordering Christmas cards, calendars, and Heart for Art merchandise.



shop.crossreach.org.uk

Visit our online shop

Become part of the CrossReach family



By setting up a regular gift to CrossReach, no matter how much or how often, you will be **helping us to save and change even more lives.**



That also makes you a part of our amazing CrossReach family.



Sheila Smith
Bluebell Wood

Sheila Smith
Coastal Lighthouse

Mavis Sharp
Sweet days of summer

Louise Lewis
A dream of a peaceful world

John MacIntosh
The Beach

Kari Smith
Majestic poppies

Carol Topper
Little birds

Georgina McKay
Unpredictable future

Colin Buck
The cottage in the wild nature

A woman with long dark hair in a ponytail, wearing a light green t-shirt and a blue surgical mask, is leaning over a table and talking to a young woman. The young woman has brown hair and is wearing a black long-sleeved shirt under denim overalls. She is focused on painting a picture on a piece of paper with a pencil. On the table, there are several paint palettes and brushes. The background is a plain, light-colored wall.

Breaking down barriers

Adult Care Services

From going to the gym to getting ready for their own place in the local community, the Transitions service provides opportunities for young people with complex care needs, based on what they want to achieve as young, independent adults.

“ It’s a unique service and a very rewarding job.

Transitions employee



People can change - a season of recovery



At the age of 12 Gavin was placed within the care system and spent most of his adult life in and out of prison. During this whole time Gavin was using cannabis, cocaine, valium and alcohol every day. In October 2021 Gavin was welcomed into CrossReach Whiteinch Move On Service.

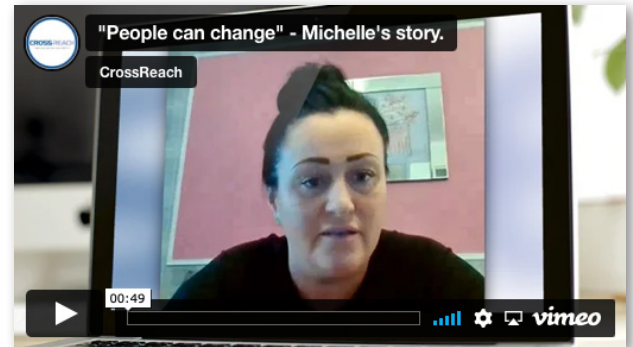
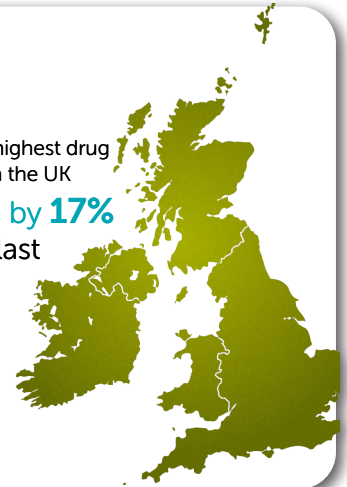
“ If I hadn't come here, I'd have overdosed or gone back to jail. This was the first time I got out of jail and my Mum and Gran haven't been there for me. CrossReach saved my life. It definitely has.

[Read Gavin's story](#)



Scotland has the highest drug and alcohol use in the UK
increasing by 17%
alone in the last
2 years.

BBC News and Audit Scotland



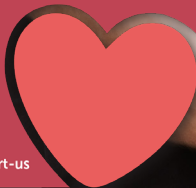
[Watch Michelle's story](#)



Unwavering support from people like you allows CrossReach to provide support through our **lifechanging and lifesaving services**, so that every person can flourish and every life can be lived to the full.



www.crossreach.org.uk/support-us



Support us

Spring Appeal

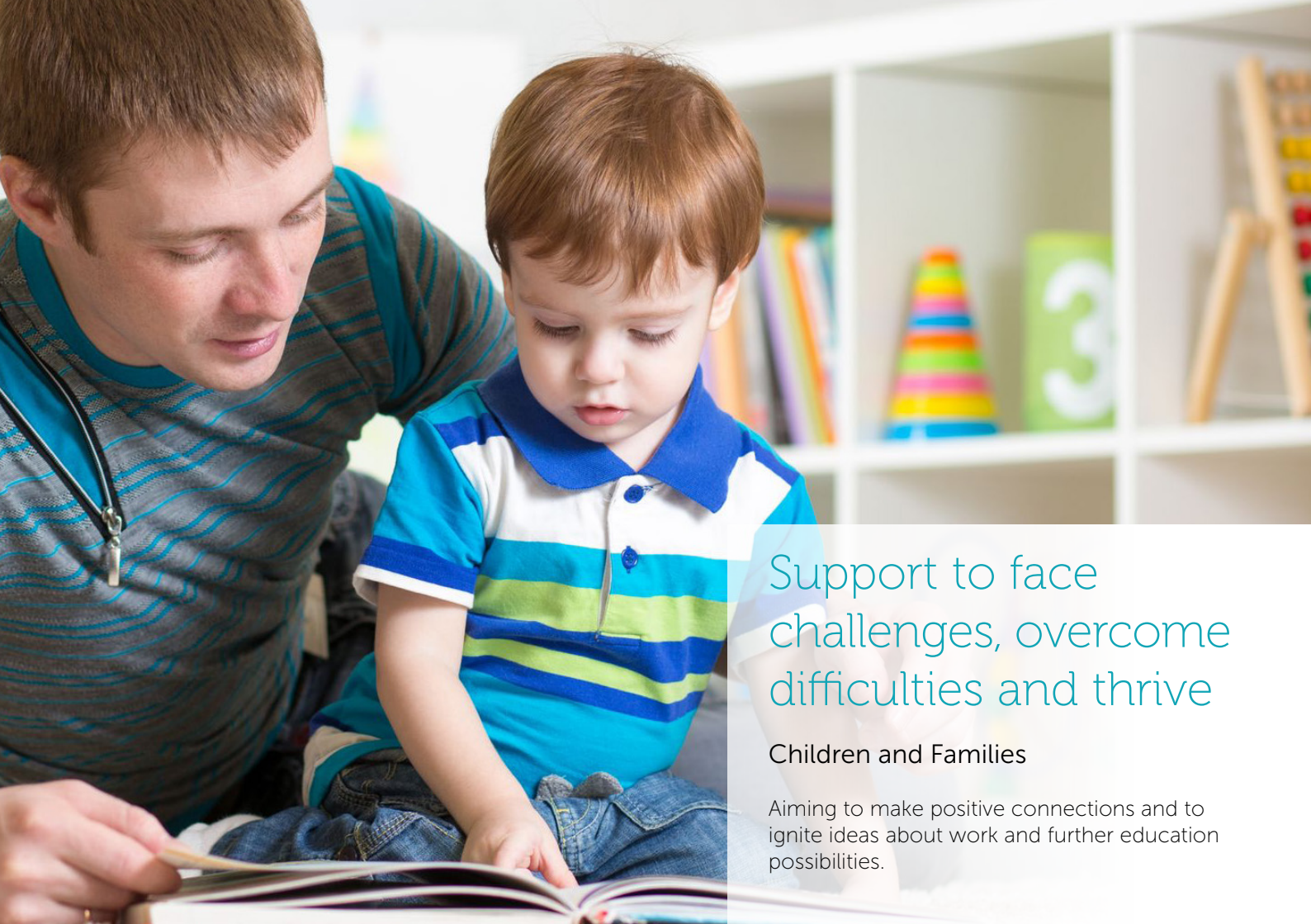
It is clear that CrossReach recovery support has a huge impact on people's lives. This Spring we introduced Scott who told us about his journey to recovery and how your support can make that possible for others.



£50

could cover the cost of a 1-hour counselling session for someone at rock bottom who doesn't have the means to pay for the support they need.





Support to face
challenges, overcome
difficulties and thrive

Children and Families

Aiming to make positive connections and to ignite ideas about work and further education possibilities.

Our pupils at our Erskine Waterfront Campus welcomed representatives from fifteen local businesses and agencies at their first Careers Fayre event.

Exhibitors included Street League, SDS, Police Scotland, Scottish Fire and Rescue, Eclipse Blinds, The Army, The Navy and The Marines.



“ A day like this breaks barriers between YP and police and allows them to have positive thoughts regarding the police

Police Scotland, Exhibitor

Young people said:

“ I liked the police van the best and the police are actually all right when you get to know them.

“ I got different ideas for what I can do as my job.

“ I want to join the Royal Navy and be an assistant medic sub mariner

School Careers Day

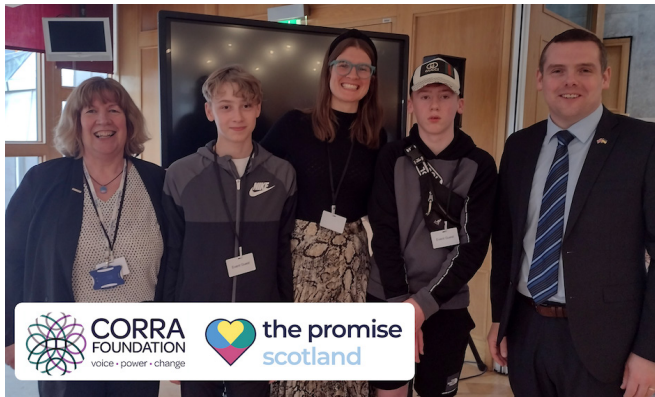


The Promise Scotland: helping improve the steps of transition

To hear the VOICE of children and their families or carers, we are

- Proactively involving children and their families in each step
- Supporting children, young people and their families to actively plan their transition
- Increasing the support of children, young people and their families during transition processes.
- Supporting young people move on successfully.
- Working closely with children and young people to protect, respect and enhance relationships as they move in or out of our care.

Thanks to Corra (The Promise Scotland partner) for providing funding to support these developments.



Prison Visitor Centres

Nearly 30,000 children
have a parent in prison

(Scottish government and Parenting across Scotland)



“ I was so nervous about coming to see him at the prison, I just didn't know what to expect.

CrossReach operates two Prison Visitor Centres which enable supportive relationships to be maintained particularly with children and family members.



New programme to reconnect families through the magic of storytelling

We'll help parents in prison to record bedtime stories or messages for their children on DVD or CD. For many, these story discs are a lifeline, helping to heal rifts and build vital family bonds.



Lord Farmer

The Ministry of Justice's own research shows that, for a prisoner who receives visits from a partner or family member, the odds of reoffending are 39% lower than for prisoners who had not received such visits. Supportive relationships with family members and significant others give meaning and all important motivation to other strands of rehabilitation and resettlement activity

[Read more about Storybook Families](#)

Why do the Visitors' Centres lend t-shirts to visitors?



To support people who have gone through the process of planning for and travelling to a visit, to have that visit. If a person's clothes don't meet the prison's dress code, they won't be able to visit their loved one.

What is a Children's Visit?

When a child, who has a parent in prison comes with their carer. They have a longer, private time with their parent in custody and the child is supported through positive play, bonding, interaction and wellbeing activities.

£10

could buy some colouring pencils and pens for children to enjoy in our Prison Visitors Centres





Celebrating long life journeys

Older People Services

How would you want to celebrate your 100th birthday? Every person's life is a story, with its own bespoke package of laughter and tears, exciting and every-day happenings and of achievement. Each story is precious and unique and celebrating our people in the way they want is incredibly important. Mrs Carson of South Beach House care home and Ron of Whinnieknowe care home have given us the privilege of celebrating their 100th birthdays, and the journeys that have taken them to this significant milestone.

“ When we visit we are always met with a warm welcome. We feel that our input is valued as we in turn value the care and consideration given to us by all members of staff

Whinnieknowe Care Inspectorate Report



Recognised for WWII service following a Royal encounter

Making a Prince blush will certainly get you noticed! But for 96 year old Betty, her encounter with the Lord High Commissioner, The Earl of Strathearn, lead to a different kind of being noticed. Following her proposition to the Prince, Betty caught the eye of Legion Scotland who reached out to her and awarded her a special commemorative coin for her service in the Royal Air Force during the Second World War.

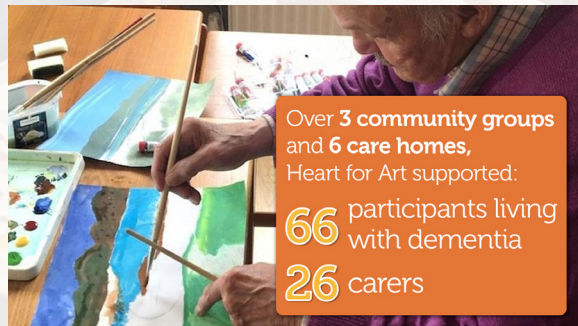




90,000

in Scotland have
a diagnosis of
dementia

(Scottish Government)



Over **3** community groups
and **6** care homes,
Heart for Art supported:

66 participants living
with dementia

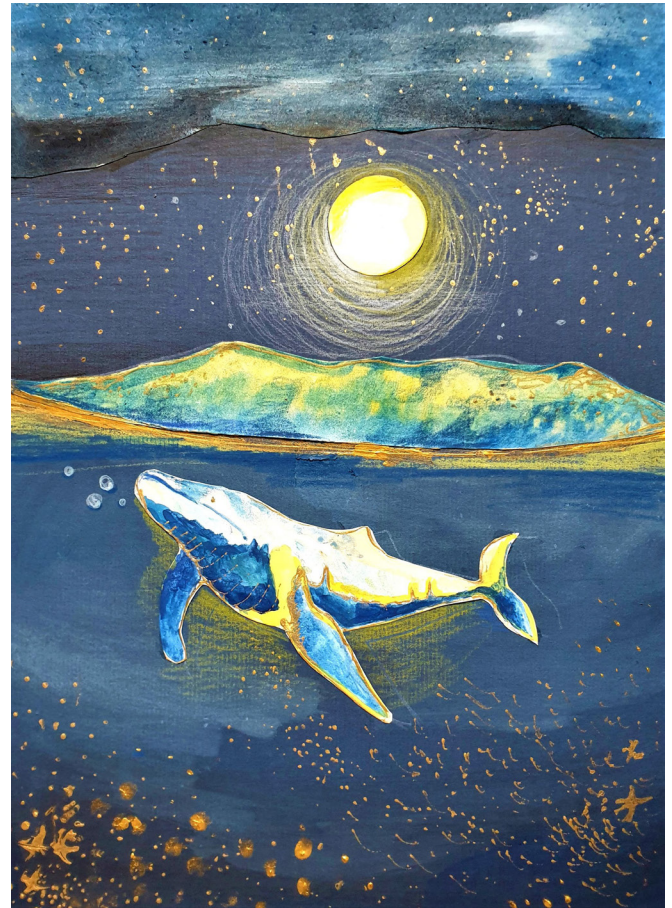
26 carers

Enabling the voice of people living with dementia to be heard at COP26 Heart for Art exhibit

Expressing the importance of oceans in helping reduce climate change as they store large amounts of carbon dioxide. Highlighting the increase in sea surface temperatures making survival much more difficult for sea creatures.

“ I dropped my husband off and met three of the other wives for coffee [bliss] and when I came back two hours later, there was a beautiful masterpiece in oil – a beach with stunning sky. It literally took my breath away and brought tears to my exhausted eyes. Here was someone who had experienced nothing but losses for years and who had produced this beauty.

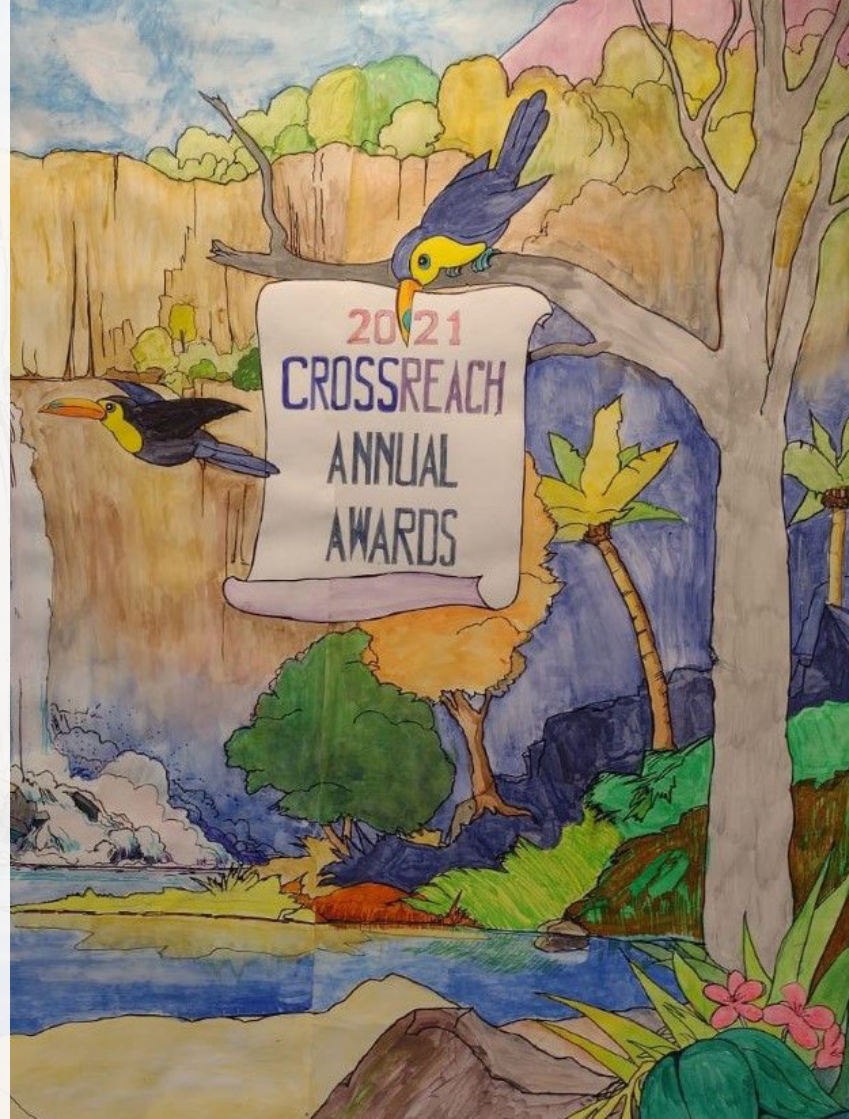
Pam, Galashiels



Artist: Richard Croft; Title: "Into the sea";
Technique: Mixed Media (collage)

Ohana - Meaning 'family' or 'no one left behind'

A special 'Thank you' to each employee



“

Viv Dickenson

They may be in the background, but our employees also tell of a journey undertaken, a difference made, a growing of confidence and an ability to rise to a challenge. A career in care may not be an easy option but it is one in which personal growth is assured and where kindness and compassion are as equally valued as expertise and professionalism.

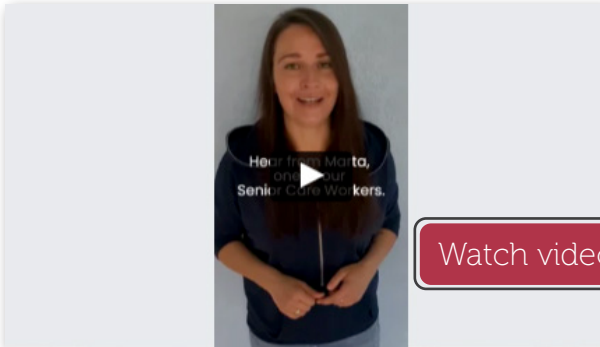
40 years of continuous service!



Over 40 years ago, Glen joined the CrossReach family as part of the Manpower Services Commission and Mary began her journey with us as a domestic worker. Today Glen manages Morlich House residential care home and Mary is a Senior Care Worker in Cumnor Hall care home, having enjoyed other roles and responsibilities along the paths of their continuous and celebrated service!



Marta - a new CrossReach family member



Staff Achievements

Recognise 2020/2021:

- ★ 1 x BA
- ★ 7 x Professional Certificates
- ★ 1 x Counselling qualification
- ★ 1 x Diploma
- ★ 3 x HNC
- ★ 55 x PDA
- ★ 98 x SVQ (2, 3 and 4)

“ You are all winners.

“

All staff and service users at Oasis had a great afternoon celebrating – well done to everyone involved

Employee Awards 2021



Ohana means family, family means nobody gets left behind or forgotten

Ian Manson Award for Excellence:

Michelle Howard (Erskine Campus)

Adult Learner of the Year:

Miriam Rana (Daisy Chain)

Employee of the Year Adult Care Services:

Heather Peberdy (Morven Day Services)

Employee of the Year Children and Family Services:

Caroline Kerr (Daisy Chain)

Employee of the Year Corporate Services:

David MacPherson (Charis House)

Employee of the Year Older People Services:

Donna Shields (Williamwood House)

Volunteer of the Year:

Joint winners –

Elizabeth Dalgliesh (Daisy Chain)

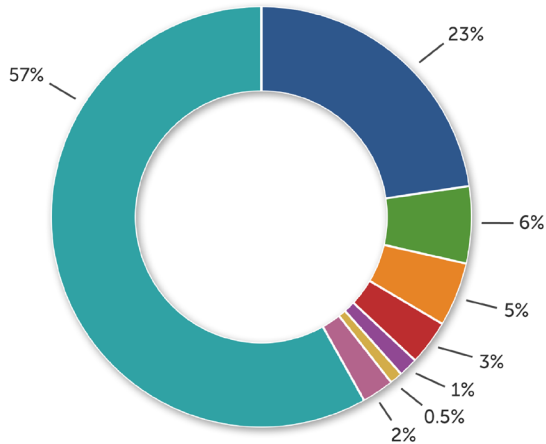
Recovery Peer Voluntary Team (CRRS)

“ ...really proud to be part of this wonderful organisation.

Income & Outgoings

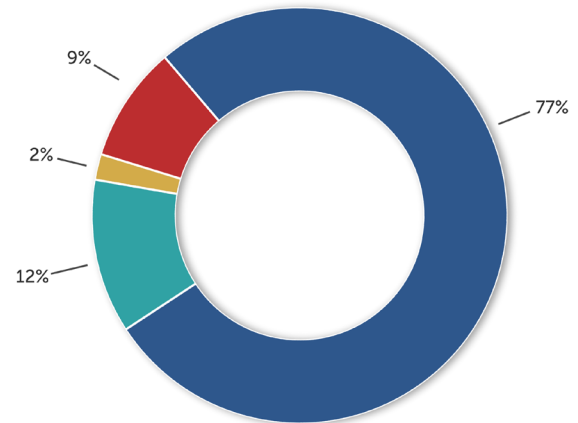
The graphs below show the profile of income and expenditure in 2021, with income showing an increased reliance on self-funders and a substantial increase in legacy income.

CrossReach
Incoming Resources 2021



Local Authorities	28,438,000
Self-Funders	11,098,000
Grants	3,096,000
Other Income	2,265,000
Legacies	1,357,000
Ministries & Mission Fund	1,115,000
Fundraising	508,000
Investment Income	235,000

CrossReach
Outgoing Resources 2021



Staff costs	37,135,000
Premises	6,083,000
Transport	821,000
Supply & Service	4,456,000

Note: these figures do not include unrealised gains on investment and income from property sales. Other income includes Covid-related Government support of £2.1mn

Every gift in a will is received with huge gratitude by CrossReach. Every legacy has the potential to start something new for our service users; a new phase of life, new initiative or new beginning.

Find out more



Watch video



CROSS REACH

Care you can put your faith in

www.crossreach.org.uk



CrossReach1869



CrossReach



crossreachcare



The Church of Scotland
Social Care Council

Operating as CrossReach, Scottish Charity No: SC011353

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