Bethany UpStream Communities

with

CASH BACK FOR COMMUNITIES

Bethany UpStream with CashBack for Communities Annual Report 2025/26

Bethany Christian Trust

Phase 6

Forewords

Martin Fraser

UpStream Counselling & Families Manager

As we come to the end of this three-year phase of UpStream, this feels like an important opportunity to reflect on both the final year of the project and the wider development of the project as a whole. It has been a full and significant period, with growing demand and many opportunities to support young people and families across the East End and wider city.

When Bethany UpStream Communities with CashBack began, there was a clear need for more accessible community-based mental health and wellbeing support for young people locally. Over the past three years, a large number of young people have accessed support through the project, often during very difficult periods in their lives. It has been a privilege to be trusted by so many young people and families in this way.

Throughout the project we have seen the importance of accessible, relationship-based support within the community, and the difference this can make when young people feel listened to, understood, and supported consistently.

I would like to thank our staff team, volunteers, partners, and funders for their support over the last three years, and most importantly the young people and families who have engaged with UpStream and allowed us to play a part in their lives.

Paul Stevenson

Director of Homelessness Prevention

We are very thankful to CashBack for Communities for their continued support over the last three years. Every year we see an ongoing need for our youth counselling service. A need that can only be met sustainably with multi-year funding.

In addition to this, the support of a generous benefactor meant that wait times for young people wishing to engage with us could be reduced. Going forward, we are incredibly thankful to CashBack for choosing to support our work for a further three years.

It is a privilege to work with young people, and we are encouraged that CashBack acknowledge the difference that the work of UpStream is making in the lives of so many young people. Thank you!

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Question
Are the good things from the project still helping you now?

"I'd say for the rest of my life to be honest. Maybe you'll have the problems later in life, but you know how to control things."
- Young Person from UpStream Counselling

01

UpStream Counselling with CashBack for Communities

CashBack for Communities is a Scottish Government programme that reinvests criminal assets recovered through the Proceeds of Crime Act (POCA) into projects that provide positive futures for young people.

Established in 2008, the fund has invested £ 156 million, helping 1.4 million young people across Scotland.

Phase 6 of CashBack for Communities has run from 1 April 2023 to 31 March 2026. It has supported a range of trauma-informed and person-centred services and activities for young people between the ages of 10-25 years old via 29 CashBack Partner Organisations that aim to:

- *Support young people most at risk of being involved in antisocial behaviour, offending or reoffending towards or into positive destinations*
- *Provide person-centred support for young people, parents and families impacted by Adverse Childhood Experiences and trauma*
- *Support young people to improve their health, mental health and wellbeing*
- *Support people, families and communities most affected by crime*

UpStream Communities Counselling Service has partnered with CashBack for Communities since April 2023. Our service offers free and accessible counselling, wellbeing support and clinical psychology for young people aged 10–25 years old who are experiencing distress, feel isolated, or may be involved in offending behaviour.

Our highly trained staff and partners provide a confidential space for young people to process what is going on in their lives. Support is individually tailored and can include one-to-one, group, or family therapeutic interventions.

This vital funding has enabled us to meet the needs of children and young people and lower the risk of homelessness for vulnerable young people and their families in Glasgow over the past three years.

We are delighted to be recipients of Phase 7 CashBack funding (2026-2029), and we look forward to continuing our partnership with Inspiring Scotland to create more lasting positive impacts for children, young people and their families.

> "Without UpStream I wouldn't be here. It's heavy to admit but it's the truth."
> - Young Person from UpStream Counselling

Our Story & Mission

Bethany Christian Trust

Bethany Christian Trust is a national charity dedicated to ending homelessness in Scotland, one person at a time.

Our Mission

Our mission is to relieve the suffering and meet the long-term needs of homeless and vulnerable people in Scotland. We do this through partnering with communities, churches, organisations, local and national government, offering tailored support and services.

Our Beginnings

We were founded in 1983 by a Baptist minister, Alan Berry and his wife, Anne, in response to the homelessness they witnessed in their local area of Leith, Edinburgh. They started with Bethany Christian Centre, a residential unit designed to offer care and support to 28 men and women without a home. From these small beginnings, Bethany Christian Trust has grown to support around 7,000 people who are homeless or at risk of becoming homeless, across Scotland each year.

Our Services

As our services have developed, so too has our community of supporters, partners, volunteers and staff, all committed to loving and serving those in need in Scotland. Over the past 40 years, Bethany's work has grown to include over 30 services, 200 staff and almost 3,000 volunteers.

We work within three core streams of support designed to meet people's needs and break the cycles of poverty and addiction that often lead to homelessness:

- *Homelessness Prevention*
- *Crisis Intervention*
- *Housing and Support*

There are many routes into homelessness, so we need more than one response. Often, people have complex needs and require different types of support to overcome the challenges they face in life. We aim to walk alongside individuals at every step of their journey, helping people to live fulfilled lives, resilient to the threat of homelessness.

Our Values

We seek to put Christian love into action and demonstrate the transforming impact of the Gospel in all that we do.

- **Love** *is our standard*
- *We* **serve** *others*
- *We* **value** *the whole person*

Bethany Christian Trust

Our Service

UpStream Communities with CashBack

Bethany UpStream with CashBack for Communities is a community-based, youth-centred and trauma-informed project providing counselling and mental health support for young people aged 10-25 in Glasgow's East End. We work with young people facing a wide range of mental health and emotional wellbeing challenges, including anxiety, trauma, low mood, emotional distress, and difficulty attending school. Some are at risk of, or already involved in, antisocial or offending behaviour.

The project supports young people to build emotional resilience and coping skills, using early support and intervention to help create lasting, positive change and reduce the risk of harm, offending, and homelessness later in life.

"There comes a point where we need to stop just pulling people out of the river. We need to go UpStream and find out why they're falling in"

- Archbishop Desmond Tutu

The service is free, accessible, flexible, and centred on the needs of each young person. We support young people who face barriers to accessing help, and we work closely alongside statutory services such as social work, child and adolescent mental health services, and general practice, as well as schools and community partners. Young people are referred by schools, families, and partner organisations.

The project is delivered year-round, and young people can access one-to-one counselling, wellbeing groups, family support, and tailored therapeutic support based on their needs. The team includes counsellors, therapists, a clinical psychologist, and a community and families link worker. Our link worker helps young people connect with further support, education, training, volunteering, and other local services.

Our service has been designed to work in partnership with the vital services provided by CAMHS and the NHS. Its design and provision align with the Scottish Government Mental Health Strategy 2017-27 aims of:

1. *Prevention and early intervention*
2. *Access to treatment and joined up accessible services*
3. *The physical wellbeing of people with mental health problems*
4. *Rights, information use and planning*

We work alongside a wide range of local partners to provide consistent, joined-up support that helps young people move forward and sustain positive change.

Watch our short video about what to expect when attending an UpStream counselling session.

For detailed information on how our UpStream Counselling with CashBack service works towards other governmental policies, including Scotland's 2018-2032 Climate Change Plan, Application of the Fair Work Framework, and the United Nations Convention on the Rights of the Child (UNCRC), please see page 17.

Martin Fraser
UpStream Counselling & Families Manager

Martin is our manager as well as a Cognitive Behavioural Therapist, having worked with young people for over 15 years in Community Development and therapeutic settings. Martin is passionate about empowering young people to shape their own stories and achieve their goals.

Debbie Horrocks
Link Worker and Admin Support

Debbie is experienced in social work and in community development, both in Glasgow and overseas. She provides admin support, builds vital community networks, and hosts a variety of wellbeing groups.

Judith Oates
Counsellor and Therapeutic Worker

Judith has experience of counselling both young people and adults with different charities across Glasgow. She is trained as an Integrative Counsellor, and enjoys helping her clients to explore, process and heal from difficult life experiences.

Kate Black
Outreach Psychology

Kate is a clinical psychologist who works with us 1 day per week. She is experienced in working with children and young people who are care-experienced and involved with youth justice services. Kate is committed to understanding each young person's full experience and providing individually tailored interventions.

Mark Cameron-Berry
Counsellor and Therapeutic Worker

Mark has worked with young people in a variety of settings, including as a social care worker throughout the Covid pandemic. Mark went on to train as a person-centred counsellor. He is experienced in school-based counselling and is also involved in delivering therapy in secondary schools external to our service.

Stashia D'souza
Counsellor and Therapeutic Worker

Stashia has worked therapeutically with young people for over 8 years, practising person-centred therapy, CBT and play therapy. She has a special interest in matching the most suitable therapeutic interventions to the needs of the young person and has a Doctorate in counselling psychology.

Phase 6 - Achievements

Statistics

Young People Supported

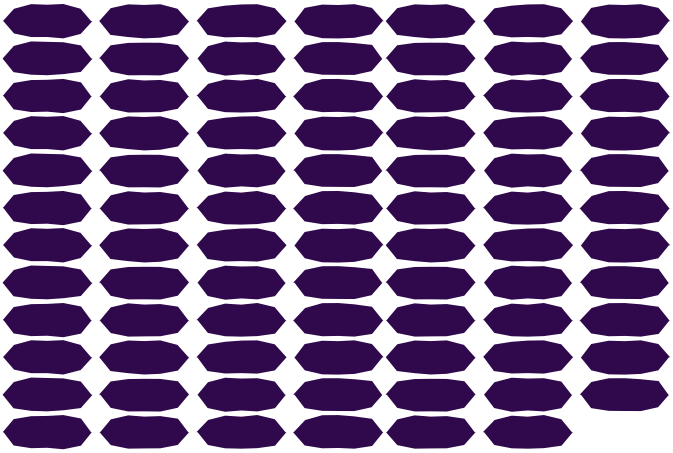
314

Y3 Total = 102

Partnerships with Local Agencies and Organisations

83

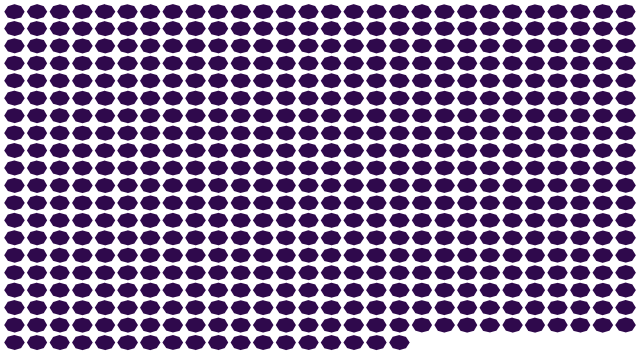
Y3 Total = 13



Referrals

550

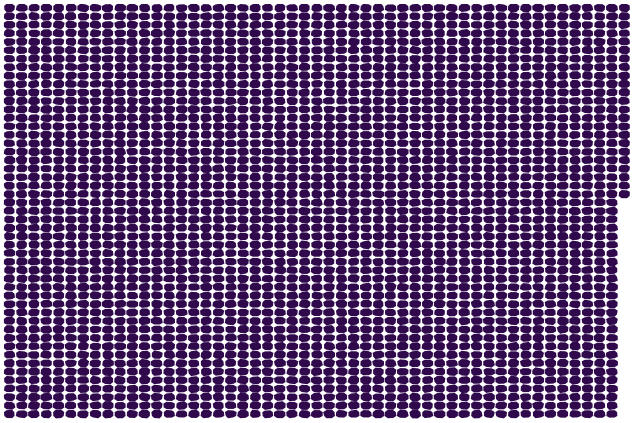
Y3 Total = 146



Therapy Sessions

2,473

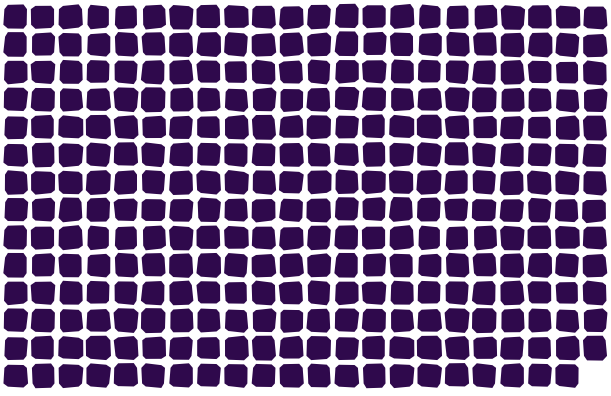
Y3 Total = 1,122



Sessions with Our Clinical Psychologist

307

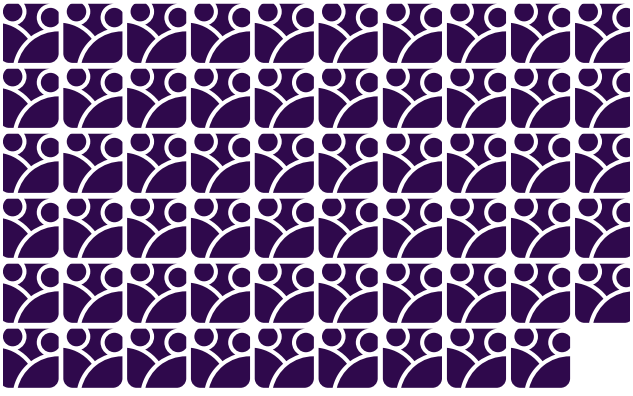
Y3 Total = 102



Group Sessions

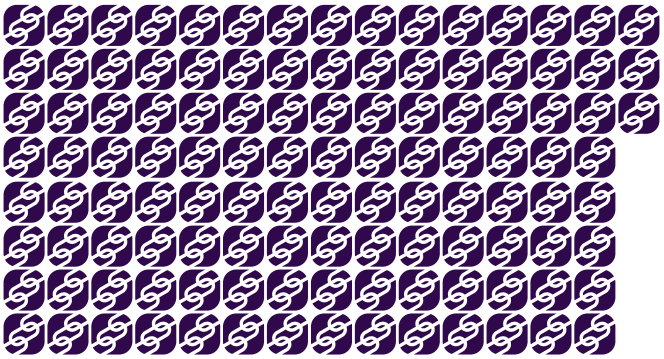
59

Y3 Total = 28



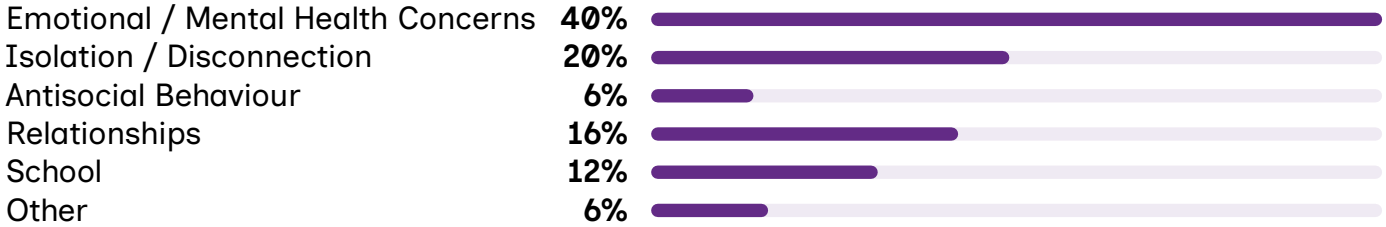
Link Worker Meetings
Introduced in Y2

115
Y3 Total = 57



Referrals Partners

Issues Reported in Referral



Issues Presented / Reported by Young People

Abuse
Anger
Anxiety
ASD
Bullying
Coercion / manipulation
Compulsive behaviours
Drinking
Emotional abuse
Family tension
Foetal alcohol disorder (FASD)
Health issues
Homelessness
Identity
Intellectual disability
Low confidence
Low mood
Low motivation
Low resilience
Low self-esteem
Neurodivergence
Offending
Peer relations
Personality disorders
Physical harm
Relationship breakdown
School refusal
Self-injury
Self-sabotage
Substance abuse
Suicidal behaviour
Violent behaviour
Work stress

06

Reflections on Phase 6

2023-2026

Over the course of Phase 6, Bethany UpStream Communities with CashBack has continued to develop into a trusted and established source of support for young people and families across the East End and wider city. It was clear from the start that demand would be high, and throughout the three-year phase, referrals continued to grow alongside stronger relationships with statutory services and community partners. As the project became more established and increasingly recognised as a trusted point of contact for support, we developed a deeper understanding of the complex challenges many young people and families were experiencing.

This insight often emerged through our initial assessment meetings, which became an important early point of connection and support for young people and their families.

A significant area of learning throughout this phase was the importance of remaining flexible and responsive to individual needs. The team worked across a wide age range and adapted approaches accordingly, from play-based and creative therapy with younger children to more psychologically informed interventions with older young people. This was complemented by group work, family meetings, advocacy, and, where needed, coordinating wider services and support.

Across the project, we adapted our work to better support neurodivergent young people by listening carefully to feedback and learning how to make support more flexible and appropriate to individual needs. We also continually reflected on how we communicate as a service, seeking to engage young people in ways that felt more accessible and inclusive.

Throughout the phase, it became increasingly clear how important it was for the service to remain community-based, welcoming, and flexible. The wide range of skills and therapeutic approaches within

> “I’ve got methods now.
> I’m not losing my temper so easily.”
> - Young Person from UpStream Counselling

the team meant support could be adapted to meet a wide range of needs- from brief focused interventions and signposting to longer-term therapeutic support and wider family work. This often involved identifying needs that may otherwise have gone unnoticed and helping young people and families navigate wider systems and services. The impact of the work was often felt beyond the individual young person, positively influencing family relationships, home life, and wider support networks.

The project also worked within communities affected by trauma, violence, loss, and community grief, and this formed an important backdrop to much of the work undertaken.

While there were many examples of positive outcomes and meaningful progress, there were also ongoing challenges. Collecting evaluation and feedback data consistently remained difficult, particularly where young people disengaged from support or where circumstances were more complex. However, the feedback and outcome data we were able to gather suggested the project was meeting, and in several areas exceeding, its intended outcomes. In many cases, UpStream became the start of a longer journey of support and recovery for young people and families. At other times, there were young people whose needs remained difficult to meet, or who disengaged before support could fully develop. This continues to reflect the realities and complexities of community-based mental health work.

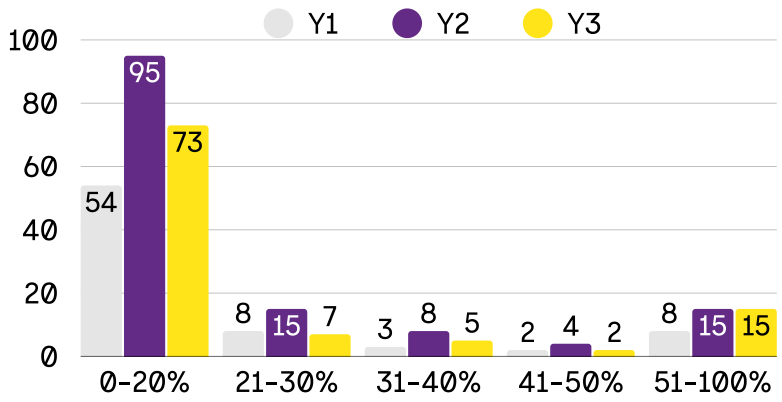
The last three years have brought a significant amount of learning for both the project and team, and we are grateful to have played a part in supporting so many young people and families during that time. As we move into Phase 7, we look forward to building on this experience, continuing to develop the service, and continuing the work alongside the young people and communities we support.

Our Young People

SIMD & Protected Characteristics

Totals Y1 75 Y2 137 Y3 102 **Please see Appendix on page 22 for full Phase 6 data.**

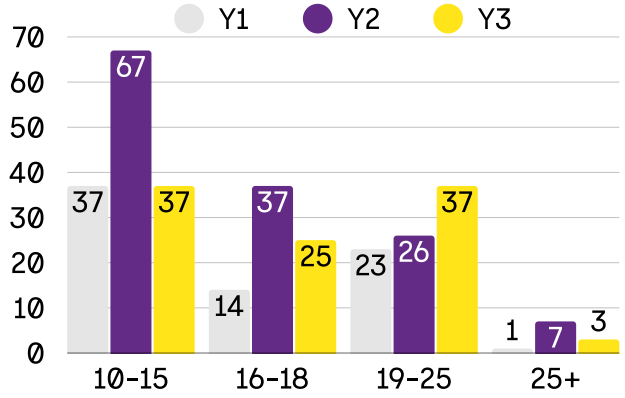
SIMD Profile



The 0-20% bracket has stayed proportionately consistent through Phase 6.

The 21-30% bracket saw a decrease of 4% from Y2 and the 51-100% bracket saw an increase of 3.8%.

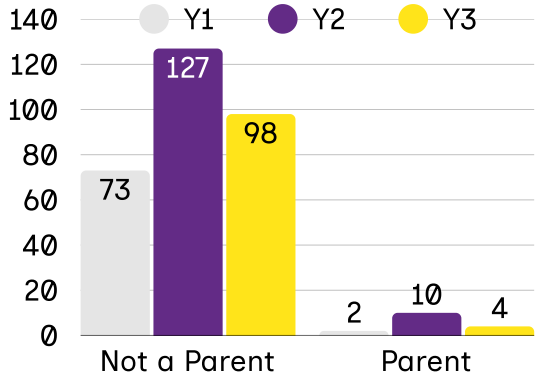
Age



Following Y2's drop in Young People aged 19-25, Y3 has risen to its highest of 36.3%

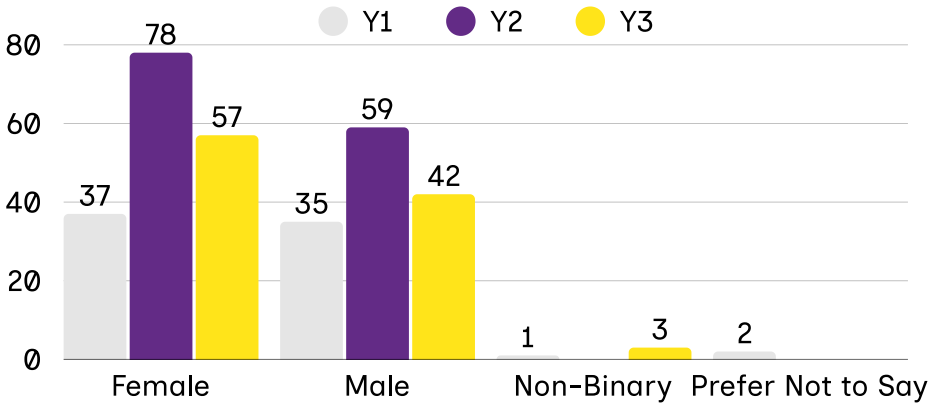
The Y2 data is the only set that shows a reduction as age increases.

Parental Status



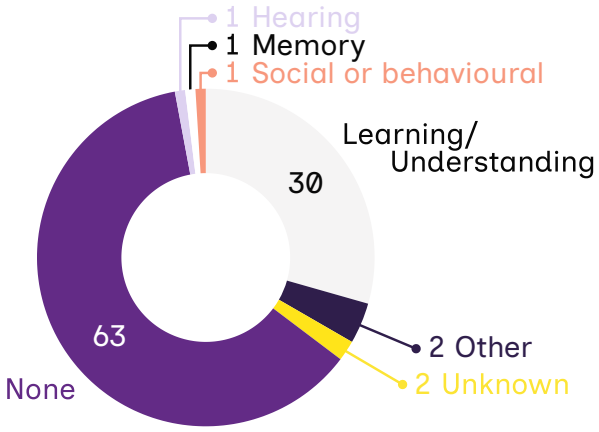
Data shows a cumulative decrease in YP presenting as Parents between Y2 and Y3.

Sex



Throughout Phase 6, a majority of YP have presented as Female, year on year, with a Y3 bump of Non-Binary presentations.

Disability - Y3



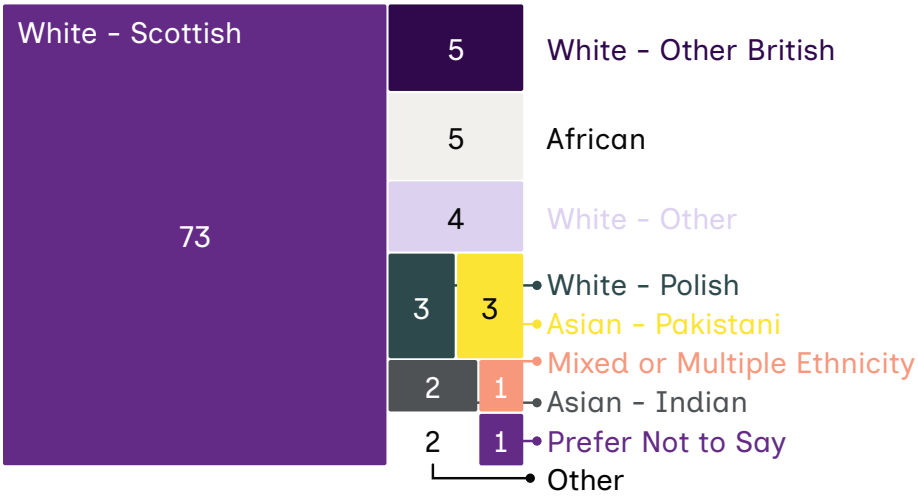
Almost a full 1/3 of Y3 Young People present as having difficulty with Learning/Understanding.

A detailed look at Disability can be found in our Appendix on page 22.

Local Authorities

All YP we supported in Y3 came from Glasgow City Council postal codes.

Ethnicity - Y3



Through Phase 6 our data has shown a consistent proportion of White - Scottish YP.

A detailed look at Ethnicity can be found in our Appendix on page 22.

“Don’t get me wrong, I still go through the stuff, but I know how to handle it.
If I wasn’t still coming here, I don’t know what I’d do to be honest.”
- Young Person from UpStream Counselling
ANGER
Grrrrrrrrrrrr!
Bring it on ...
HOPEFUL
RELAXED
Free from strain and tension
STRESSED
Love is everything - the key to
ANXIOUS
What's happening?
On edge
SAD

Case Study

Jamie‘s story*

Jamie engaged with UpStream over a sustained period, allowing a strong therapeutic relationship to develop. Much of the work focused on trust, belonging, emotional wellbeing, relationships, and anxiety. Support remained flexible throughout, adapting to Jamie’s changing circumstances and needs.

During his time with the project, Jamie experienced a significant loss which had a major impact on his wellbeing and affected many areas of his life. This period brought additional challenges and setbacks, including concerns around risk-taking behaviour. Much of the work during this time focused on helping him understand and manage difficult emotions, process experiences of loss, and strengthen the coping strategies available to him. This support also helped Jamie reflect on choices and behaviours, and consider the kind of future he wanted for himself.

Alongside these challenges, there were encouraging signs of progress. Earlier in the work, one of Jamie’s goals had been to better understand and express his emotions. Over time, he became increasingly able to identify different emotional responses, reflect on what they might be telling him, and communicate these more openly with others. He also began thinking more positively about his future, exploring opportunities around employment and greater independence.

Jamie’s story highlights the importance of consistent, flexible support for young people who have experienced instability, loss, and significant life challenges.

It also demonstrates how progress often happens gradually, with trusted relationships providing the space for young people to better understand themselves and move forward with greater confidence in the future.

*all names and likenesses have been changed to protect identities.

Outcomes & Progress

Working towards achieving five outcomes

Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5
Young people (YP) are diverted from antisocial, criminal behaviour and involvement with the justice system.	YP participate in activity which improves their learning, employability and employment options (positive destinations).	YP's health, mental health and wellbeing improves.	YP contribute positively to their communities.	YP build their personal skills, resilience, and benefit from strengthened support networks and reduce risk taking behaviour.

Our 3-year target - 147 YP

Successful evaluations - 142 YP

Outcome 1

No. achieved in Phase 6 - **118** YP feel less inclined to participate in antisocial and/or criminal behaviour

Reported views on this outcome were **83% positive**.

Outcome 2

No. achieved in Phase 6 - **106** YP indicate an improved relationship with their school

Reported views on this outcome were **75% positive**.

Outcome 3

No. achieved in Phase 6 - **130** YP indicate an increase in feelings against SHANARRI indicators: Safety, Health, Achievement, Nurture, Activity, Respect, Responsibility, Inclusion

Reported views on this outcome were **92% positive**.

No. achieved in Phase 6 - **129** YP's mental health has improved and they have a more positive outlook on life

Reported views on this outcome were **91% positive**.

No. achieved in Phase 6 - **127** YP's confidence has increased

Reported views on this outcome were **89% positive**.

Outcome 4

No. achieved in Phase 6 - **119** YP feel their contribution, links with communities and social interaction are improving

Reported views on this outcome were **84% positive**.

Outcome 5

No. achieved in Phase 6 - **121** YP feel more resilient (e.g. believing in self, taking things in stride, being determined, self-disciplined, optimistic, adapting to different situations)

Reported views on this outcome were **85% positive**.

No. achieved in Phase 6 - **121** YP indicate positive, supportive networks- including improved relationships with family, friends and peer mentors

Reported views on this outcome were **85% positive**.

No. achieved in Phase 6 - **121** YP indicate increased access to appropriate services

Reported views on this outcome were **85% positive**.

No. achieved in Phase 6 - **128** YP indicate positive changes in their behaviour (e.g. reduced risk taking, increased understanding of risk, better ability to make positive choices, improved understanding of rights and responsibilities)

Reported views on this outcome were **90% positive**.

The Children's Rights and Wellbeing Impact Assessment serves to protect the children and young people who use our services, or come into contact with the organisation, from harm.

Bethany believes that everyone has a right to feel safe and protected from any situation or practice which results in anyone being physically or psychologically harmed. This policy outlines how Bethany strives to achieve this with reference to its duties and responsibilities from legislation and guidance, in particular the Children and Young People (Scotland) Act 2014 towards children (including unborn children) who come into contact with the organisation. Harm could be perpetrated by family, friends, carers or workers and could be physical, emotional, sexual or neglect.

Bethany strives to adhere to the principles on the Rights of Child as laid out in the United Nations Convention on the Rights of the Child (1989) and in particular that every child has the right to protection from all forms of abuse, neglect or exploitation.

"I don't think I would have been able to cope with life; I probably would have spiralled. I wouldn't have been able to deal with general life.

It's helped more than I could say."

- Young Person from UpStream Counselling

Reflections

from our Partner Clinical Psychologist, Kate Black

Over the past three years, one of the most positive aspects of the UpStream project has been its ability to establish a broad range of partnerships with other agencies. This has enabled a large number of services to signpost and refer young people and families for support, helping the project reach individuals who may otherwise have struggled to access help. The self-referral process has also been a significant strength, empowering young people and families to seek support at the time they feel ready, while still offering practical assistance from staff where needed. This flexibility has often resulted in high levels of motivation and engagement from those accessing the service.

A particular strength of the project has been its ability to support young people who often experience barriers to accessing more traditional services, including those who are care experienced, homeless, applying for refugee status, or involved in the justice system. The development of more holistic support around the counselling provision has also been highly valuable. The expansion of link worker and family support roles has enabled practical and advocacy-based support for families alongside therapeutic intervention. In many cases, this has helped create a safer and less crisis-driven context in which one-to-one therapeutic work could take place more effectively.

It has also been encouraging to see the positive impact of collaborative working in cases where there has been ongoing involvement with schools, social work, and other agencies. This has often helped create greater consistency around the young person and supported opportunities beyond the therapy room, including access to education, training, and increased understanding of a young person's needs within school settings. The assessment process itself has also been experienced positively by many families, with a number reporting that the initial appointment helped them feel hopeful, understood, and less alone.

Alongside these strengths, the project has highlighted important learning over the course of the funding period. Demand for the service has consistently outweighed capacity, reflecting the significant level of unmet need among young people and families. A growing area of referral has involved younger children awaiting neurodevelopmental assessment, often presenting with behavioural difficulties linked to aspects of neurodivergence that are not yet fully understood or supported. Many of these young people and their families experience high levels of distress and stress while navigating long waiting periods for assessment and support.

This has reinforced the importance of multi-agency approaches for neurodivergent young people and their families, involving coordinated psychoeducation, parenting support, school-based intervention, and individual support. While UpStream has been able to offer meaningful support in many of these situations, the experience of the project suggests that there is value in ensuring services such as UpStream are included within wider planning and provision for young people awaiting neurodevelopmental assessment and support.

Finally, the project's open approach to re-referrals has been experienced as a positive and flexible aspect of the model. Young people and families have been able to end support knowing they can return in the future if needed, which can make endings feel less daunting and allow individuals to access support again at points when they feel more ready or able to engage.

Working Together

11

Alignment with Government Policies

Best Start, Bright Futures

states that "We must ensure a coordinated approach to services which wrap around families – providing the right support to the right people at the right time." Bethany UpStream Communities meets this aim in its hub-style provision of individual counselling, therapeutic group sessions, family support sessions, skills workshops and volunteering and training referrals all as part of one service.

Our Community Link Worker builds trusted relationships encouraging families to access the support that they need and are entitled to, as well as making use of community assets so that the necessary connections are made to address the causes and impact of child poverty in communities. UpStream with the help of CashBack for Communities contributes towards improved school attendance rates, positive destinations and helps to prevent young people becoming parents in poverty, by enhancing their wellbeing and access to support services.

The United Nations Convention on the Rights of the Child (UNCRC)

are embodied in the design and delivery of our UpStream service. All of the staff delivering this project have completed the relevant training related to this. We review our CRWIA annually in relation to our Child Protection Policy which explicitly mentions how Bethany Christian Trust strives to adhere to the principles on the Rights of Child as laid out in the United Nations Convention on the Rights of the Child (1989) and in particular that every child has the right to protection from all forms of abuse, neglect or exploitation. This policy is reviewed every 18 months by the Chief Executive and Director of Homelessness Prevention.

Vision for Justice in Scotland

states that to prevent people coming into contact with the justice service we need to tackle the longstanding societal issues which exist beyond the boundaries of the justice system. Arrivals to prison are disproportionately from the most deprived areas. The people most likely to be in contact with the justice system experience high levels of mental health problems and need to be treated with dignity and respect.

With the help of CashBack for Communities, we have been able to collaborate with 48 local and national referral agencies to deliver a service that is free and geographically accessible to young people with wide ranging needs in the top 10% deprived areas of Glasgow.

Our trauma informed practice, rights based and collaborative approach draws on the experience and knowledge of our third sector partners. Young people referred to us often have no recourse to early intervention like youth counselling or therapy because of challenges including stigma, school refusal and statutory waiting times. In addition, families are supported by our experienced Link Worker to engage in local facilities and social networks to live well so that future generations will thrive. UpStream recognise that approaches need to reach beyond the school gates to mitigate the barriers to learning caused by poverty and to enter into and sustain positive destinations to break the cycle of poverty.

Continued on next page.

"The groups I've been part of, the therapy... I've just been grateful I guess, for the support and really honoured to be in such a safe space and be open-minded about the stuff I've been through as well."

- Young Person from UpStream Counselling

Scotland's 2018-2032 Climate Change Plan

is something that Bethany Christian Trust is committed to and we are working to minimise our environmental footprint while delivering quality services. We recognise the importance of environmental stewardship, and are committed to minimising the environmental impact of our activities and promoting sustainability in all aspects of our work. As an organisation, we have created a robust Environmental and Sustainability Policy which demonstrates our commitment to reducing emissions, optimising energy use, prioritising biodegradable and recycled products, minimising waste, and endorsing sustainable use of materials.

We have the following actions in place within the delivery of UpStream Counselling with the support of CashBack for Communities to support Scotland's Climate Change Plan.

1. Electricity

We are committed to reducing our energy consumption, working towards the facilities we operate from being fitted with energy-efficient lighting and appliances. We regularly monitor our energy and water usage to facilitate constant efficiency optimisation. Energy-saving practices are encouraged among staff and the people using our service.

2. Transport

We endeavour to reduce emissions through the thoughtful planning of our service delivery. We schedule our work to minimise vehicle usage and encourage public transportation, cycling and carpooling amongst our staff.

3. Waste and the Circular Economy

Our sustainable procurement policy prioritises environmentally-friendly products and promotes the use of recycled materials. We implement efficient waste disposal, including recycling and we also promote a paperless office culture, leveraging digital platforms where possible for our administrative needs. We promote reuse of unwanted items, diverting items from landfill by not always buying new. Wherever possible, we opt for sustainable and ethically sourced materials. This includes office supplies, furniture, and other resources necessary for service delivery. We also aim to source locally, reducing the carbon footprint associated with transportation.

As an organisation, we value education and awareness, seeking to foster environmental consciousness among our staff, volunteers, and the people using the UpStream service. Regular communication, training resources, and engagement in sustainable practices are key components of our strategy. Continuous improvement is central to our environmental policy.

This involves setting and reviewing environmental targets, conducting annual environmental audits, encouraging stakeholder feedback, and benchmarking our performance against industry standards. Through these efforts, we will continuously refine our practices, ensuring alignment with evolving local and national environmental goals. Our commitment to the environment is unwavering, and we strive to uphold this through our services. We understand the importance of our role in promoting a more sustainable future, and we are fully dedicated to fulfilling this responsibility.

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As part of the **Fair Work Framework** we take our responsibilities to society seriously. We are aligned to the Fair Work First principles across all staff, including agency or subcontractor workers, engaged in this contract delivery. Our steadfast commitment to Fair Work goes beyond statutory obligations, creating an inclusive, fair, and productive work culture within BCT and extending this ethos to our partners in contract delivery.

1. Effective Voice

Organisationally we facilitate effective dialogue and representation through:

- *Staff forums and regular team meetings*
- *Shared vision throughout our organisation*
- *Full engagement with organisational and team strategy*
- *Staff engagement surveys (99% satisfaction)*
- *An "open door" culture encouraging contribution*
- *Health in work opportunities*
- *Recognising the right of staff to participate in Trade Union activity*

2. Opportunities

Bethany Christian Trust are recognised as a 5-star organisation using the EFQM Model and retains Investors in Volunteers. All staff participate in Annual Personal Reviews that focus on continuous professional development. In addition to this, we offer a range of support for workforce development including:

- *4-6 weekly supervision*
- *External clinical supervision*
- *External specialist training*
- *Allocated learning time*
- *Bethany Learning Hub e-learning portal (1,000+ courses)*

3. Security

We do not use zero-hour contracts for directly employed staff. However, for relief staff voluntarily seeking flexible work across the organisation, we maintain zero-hour contracts responsibly. These ethical staffing practices ensure fairness, flexibility and shift cover. Bethany Christian Trust stands firmly against fire and rehire practices. We advocate for constructive engagement and voluntary agreement on changes in contractual terms.

4. Fulfilment

Bethany Christian Trust's staff reflect the communities in which we work. Our processes comply with the Equality Act. Our recruitment policy requires us to monitor the backgrounds of applicants and make vacancies accessible to underrepresented groups. We do this through:

- *Clear and non-discriminatory application processes, tackling gender pay gap*
- *Promoting vacancies through local employment agencies, press and community groups*
- *Using objective assessment criteria and monitoring*
- *Promoting re-application, relief staff or volunteer roles for unsuccessful applicants*

We will also seek to recruit those with "lived experience" as staff and provide meaningful work experience and training.

5. Respect

We are an accredited Scottish Living Wage Employer with attractive salary bands and offer:

- *Occupational sick pay*
- *Above average salary benchmarking*
- *Above average annual leave allowances*
- *Pension provision matching and exceeding current Pension Regulations*

We have established flexible and family-friendly working practices that support work-life balance through:

- *family-friendly policies*
- *flexible working hours*
- *allowances for time off in lieu*
- *employee assistance programmes*
- *time off for childcare*
- *above average parental leave*
- *access to free counselling for all employees*

12

Finance

CashBack Funding Spend 2025/26

Area of Expenditure	Y3 Budgeted (£)	Y3 Claimed (£)	Total Phase 6 Claimed (£)
Salaries	80,652	81,772	212,180
Non-staff Project Delivery Costs	11,600	11,600	28,700
Management & Marketing	9,939	8,819	23,778
Total Expenditure	**102,191**	**102,191**	**264,658**

During Phase 6, 2023-2026, we have spent the full amount of our CashBack for Communities grant of £264,658.

Appendix

Data from Phase 6

Our Young People on page 9

SIMD & Protected Characteristics

SIMD Profile	Y1	Y2	Y3	P6
0-20%	54	95	73	222
21-30%	8	15	7	30
31-40%	3	8	5	16
41-50%	2	4	2	8
51-100%	8	15	15	38

Local Authorities	Y1	Y2	Y3	P6
Glasgow City	74	137	102	313
North Lanarkshire	1	0	0	1

Sex	Y1	Y2	Y3	P6
Female	37	78	57	172
Male	35	59	42	136
Non-Binary	1	0	3	4
Prefer Not to Say	2	0	0	2

Parental Status	Y1	Y2	Y3	P6
Not a Parent	73	127	98	298
Parent	2	10	4	16

Age	Y1	Y2	Y3	P6
10-15	37	67	37	141
16-18	14	37	25	76
19-25	23	26	37	86
25+	1	7	3	11

Disability	Y1	Y2	Y3	P6
Learning/ Understanding	4	28	30	62
None	47	90	63	200
Vision	0	2	0	2
Hearing	0	1	1	2
Memory	0	0	1	1
Social or behavioural	0	0	1	1
Other	21	16	4	41
Unknown	3	1	2	6

Ethnicity	Y1	Y2	Y3	P6
White - Scottish	45	118	73	236
White - Other British	7	2	5	14
White - Polish	2	2	3	7
White - Other	7	1	4	12
Mixed or Multiple Ethnicity	2	5	1	8
Asian - Pakistani	3	3	3	9
Asian - Indian	1	0	2	3
Asian - Other	1	0	2	3
African	0	1	5	6
African - Other	0	3	0	3
Black - Other	1	0	1	2
Asian - Scottish Chinese	1	0	0	1
Prefer Not to Say	4	1	1	6
Other	0	1	2	3

Continued on next page.

Outcomes & Progress on page 13

Working towards achieving five outcomes

Outcome	Number of positive outcomes from completed evaluations	Percentage of Total Number of completed evaluations
1 - Antisocial Behaviour - Q5	108	76%
1 - Confident Saying No - Q9	100	70%
1 - Total number of YP to answer at least one of the above	118	83%
2 - Relationship with School - Q6	106	75%
3 - MH & Positive Outlook - Q4	129	91%
3 - Confidence - Q1	127	89%
3 - SHANARRI - Q11	130	92%
4 - Communities - Q7	119	84%
5 - Relationships - Q8	121	85%
5 - Access to Services - Q10	121	85%
5 - Choices - Q3	128	90%
5 - Resilience - Q2	121	85%

Phase 6 - Achievements on page 5

Statistics

Achievements	Y1	Y2	Y3	P6
Young people Supported	75	137	102	**314**
Referrals	207	193	146	**546**
Therapy Sessions	311	1,040	1,122	**2,473**
Sessions with Clinical Psychologist	92	113	102	**307**
Group sessions	10	21	28	**59**
Partnerships with Local Agencies and Organisations	48	22	13	**83**
Link Worker Meetings	N/A	58	57	**115**

"I thought it would be strict, but it was the opposite of strict."
- Young Person from UpStream Counselling

"Thank you to all of you, really. You changed my mind, which is something not many people can do. You've helped out a lot, and you've given me hope."
- Young Person from UpStream Counselling

"I felt valued by my counsellor."
- Young Person from UpStream Counselling

Acknowledgements

Find us online
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**all names have been changed to protect identities.*

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