



Bethany  
UpStream  
Communities

*with*

**CASH  
BACK**  
FOR COMMUNITIES

# Bethany UpStream with CashBack for Communities Annual Report 2023/24



Bethany  
Christian  
Trust

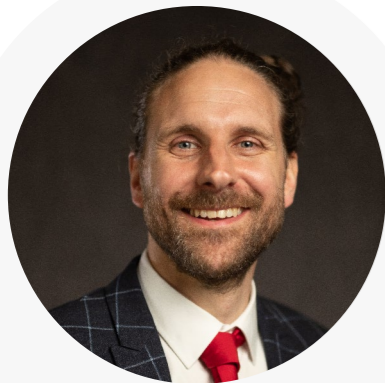
# Forewords

## Martin Fraser

*UpStream Counselling & Families Manager*

It has been an exciting year launching Bethany UpStream with CashBack for Communities in the east end of Glasgow. The response to our service and the subsequent referrals from young people, families, other services and agencies have clearly demonstrated the value and need of this work in our community. It has been a pleasure to network with other local organisations and support one another's work; building a collaborative network which will ultimately benefit the young people

in our area. I am proud of all our staff and partners who have worked so hard to get the project off the ground- delivering high quality therapeutic interventions, innovative wellbeing groups and linking young people with wider support opportunities. We have a lot more to do but appreciate this opportunity to pause and reflect on the past year. It has been a busy year full of growth and we look forward to meeting the needs of young people in year 2 and 3.



## Paul Stevenson

*Director of Homelessness Prevention*

It has been a real joy to see the launch of Bethany UpStream with CashBack for Communities. Two years ago, Martin Fraser and his team of counsellors saw an unmet need in Glasgow. There existed a gap in counselling provision for young people seeking such support in a community setting. Out of our discussions the idea for a new service started to take shape. Having shared the idea with CashBack for Communities, we were delighted that they shared our vision and funded us to make what was a concept on paper a reality in

practice. The demand for that service has outstripped our capacity within this first year. The staff team have done a tremendous job to commence the service and to work with the clients referred to them. Over the last twelve months, 210 young people have been referred to us and we have had the privilege of working with 75 individuals. We look forward to seeing how the service will develop and flourish over the course of the years ahead and would like to thank CashBack for bringing this idea to fruition.

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# UpStream Counselling with CashBack for Communities

# 01

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

Established in 2008, £130 million has been committed to community initiatives to improve the quality of life of young people across Scotland. Over 2.5 million activities and opportunities for young people have been delivered so far.

Phase 6 of CashBack for Communities runs from 1 April 2023 to 31 March 2026 and will deliver a range of trauma-informed and person-centred services and activities for young people between the ages of 10–25 through 29 CashBack Partner Organisations that:

- *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 been working in partnership with CashBack for Communities since April 2023. Our service offers free access to counselling, wellbeing support and clinical psychology for young people aged 10–25 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 funding has been vital in enabling us to meet the mental health needs of young people and children, and enabling us to work towards our aim of reducing the risk of homelessness for vulnerable young people and their families in Glasgow.

We are so grateful for this partnership and for how it has enabled us to strive to meet the high demand for mental health support for more children and young people, so that homelessness won't be part of their story.

# Our Story & Mission

# 02

## Bethany Christian Trust

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

Our mission is to relieve the suffering and meet the long term needs of homeless and vulnerable people in Scotland. Every week we meet with people in their crisis, strengthen communities to build resilience to the causes of homelessness, and provide people with a fresh start and place to call home. We do this through partnering with communities, churches, organisations, local and national government, offering tailored support and services.

We were founded in 1983 by 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.

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 led 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.

Find out more about our work by [watching our 40th Anniversary film here](#).

### 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



# Our Service

## UpStream Communities with CashBack

Bethany UpStream Counselling with CashBack for Communities is a community based early support hub that exists to support young people with mental health problems. We aim to guide them through adverse experiences to help improve mental health, increase resilience and reduce the risk factors of homelessness like: poverty, trauma, bereavement, education and skills gaps, and relationship breakdown, from taking root in their lives.

We aim to provide children and young people the specialised support they need, so that homelessness won't be part of their story in later 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**

We fill an urgent gap in the provision of a community-based, holistic, mental health and well-being service for young people and their families in the East End of Glasgow. Our service is free and geographically accessible to young people with wide ranging needs, yet no recourse to early intervention like youth counselling or therapy because of challenges like stigma, school refusal, sub-threshold diagnostic criteria, statutory waiting times and low-income households.

**“The majority of adult mental health problems begin in childhood with 50% of mental health problems established by age 14, therefore timely access to support is extremely important”**

**– Public Health Scotland, 2023**

We offer a mix of talk therapies, wellbeing support groups, and clinical psychology. Our service has been designed to work in partnership with the vital services provided by CAMHS and the NHS. Its design and provision aligns 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*

Our service also aligns with the Scottish Government's 'Best Start, Bright Futures: The Scottish Government's Tackling Child Poverty Delivery Plan 2022–26', in contributing to the three themes of: providing opportunities and support needed to enter, sustain and progress in work; maximising the support available for families to lead dignified lives and meet their basic needs; and supporting the next generation to thrive.

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 22.

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**Martin Fraser**

*UpStream Counselling & Families Manager*

Martin is our Manager, as well as a Cognitive Behavioural Therapist, having worked with young people for over 12 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 well-being 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 6 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, currently completing her Doctorate in counselling psychology.

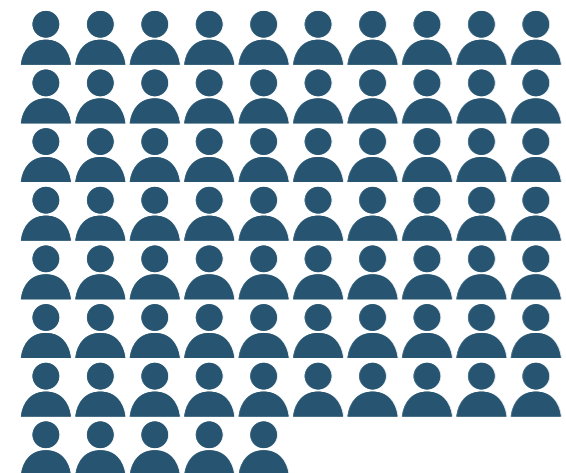
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# Year 1 - Achievements

# 05

## Statistics

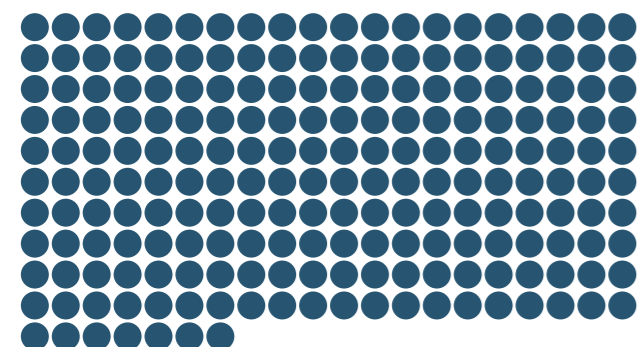
Young People Supported **75**



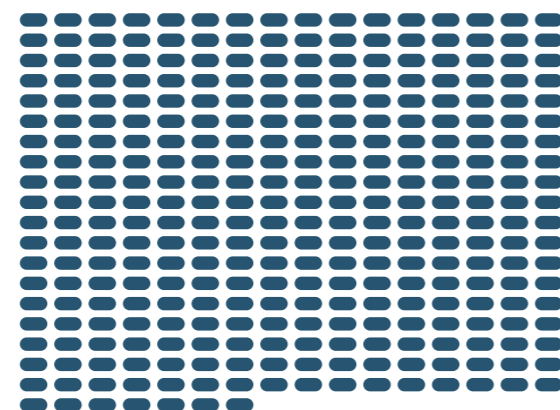
Partnerships with Local Agencies and Organisations **48**



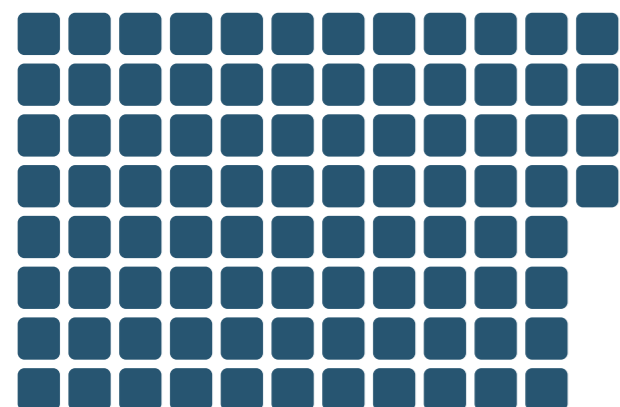
Referrals **207**



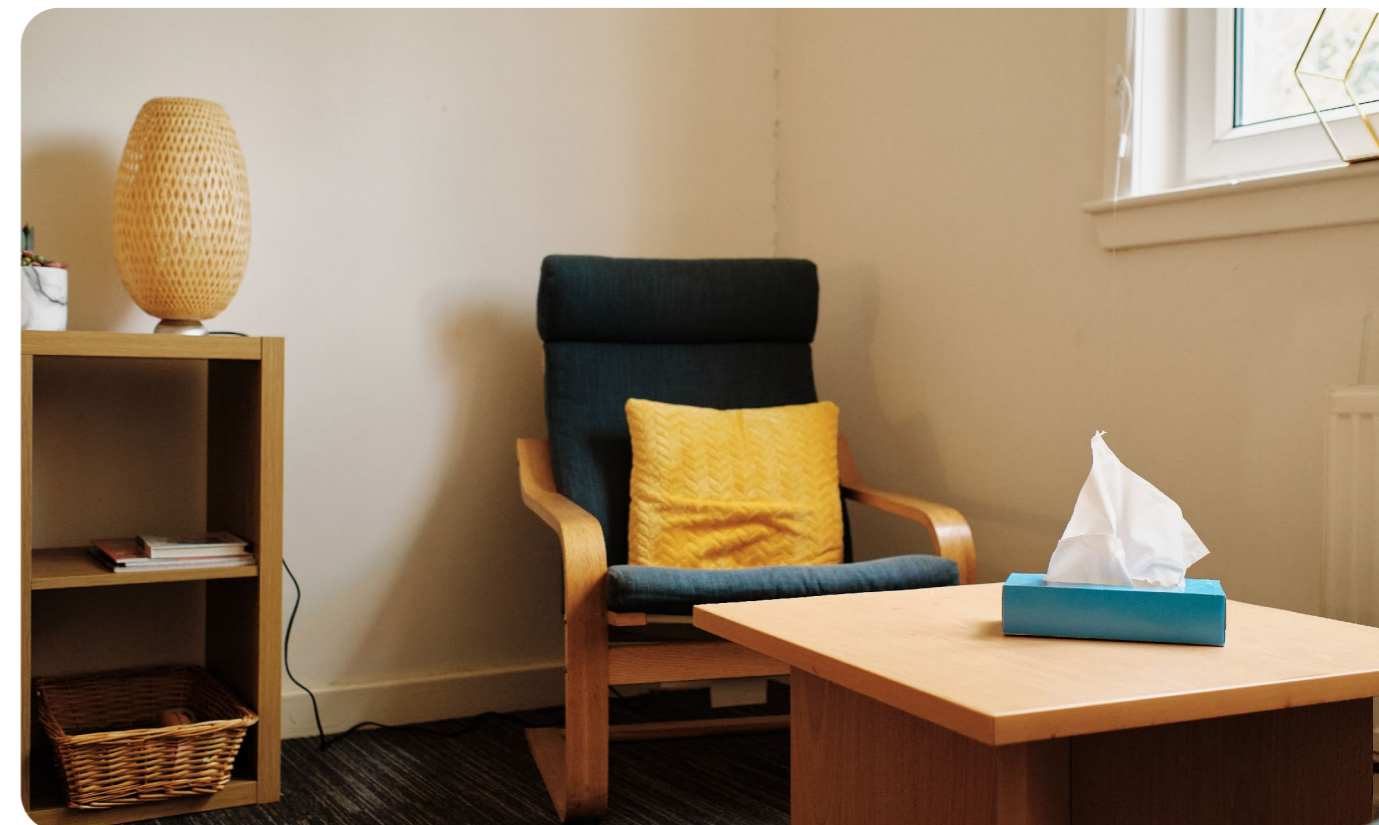
Therapy Sessions **311**



Sessions with Our Clinical Psychologist **92**



Group Sessions **10**



## Referral Partners



## Issues Presented / Reported by Young People

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

# Case Study

# 06

## Ross' Story\*

Ross was a happy child growing up but struggled with confidence. However, from a young age, he found that he could play drums quite well and he devoted himself to this. Tragically, at just 11 years old, Ross's mum, who struggled with addiction, passed away. This left Ross in a difficult family situation that was filled with tension.

At 17, Ross left school with a few National 4 qualifications, which he was disappointed with, but he just wanted to leave school. He continued to play drums and performed in a few events, though this came to an abrupt end when the Covid pandemic hit.

Through the loss of socialisation, crippling anxiety, unprocessed trauma and a toxic relationship, Ross' mental health began to spiral. During this time Ross began to use substances to relieve the pain he was feeling on a day to day basis. Eventually, through desperation, Ross approached a local agency for help, who referred him to Bethany UpStream with CashBack for Communities, for counselling.

Ross was a little apprehensive about attending therapy, but felt he had to try something. He found it hard to leave the house and aside from one or two quick walks a week to the shops, he had hardly been outside since the pandemic. We arranged to meet Ross at his local community centre, somewhere he was used to attending.

Initially, Ross missed some sessions because he did not feel up to counselling. We made it clear to Ross that his case would not be closed, and that when he felt ready, he could start his sessions again. Eventually, Ross began to attend regularly and engage.

Through his sessions, Ross was able to process the grief of his mum's death, work on his substance dependency and consider

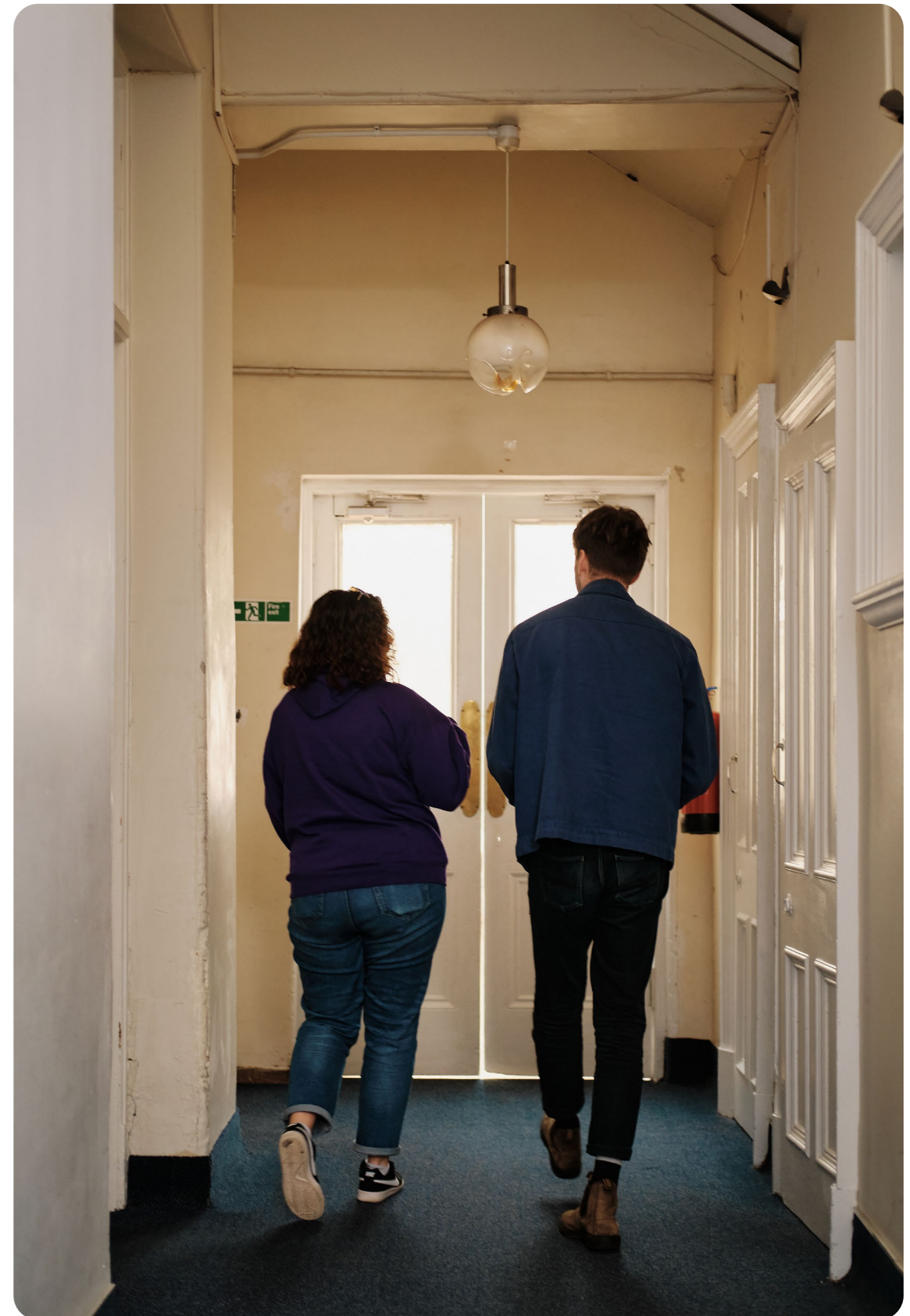
what made him feel bad about himself – particularly in the context of relationships.

Over the course of a few weeks, Ross began to make progress towards the goals he had made for himself. His substance dependency reduced and he was able to venture outside more often.

After some slow progress, things started to change more quickly for Ross. Firstly, he rekindled his affection for playing the drums. Through this, opportunities to meet new people arose and they began playing together. It also helped Ross come into contact with a charity that helps young people engage in playing and creating music. In addition to attending activities with the charity, the organisers asked Ross to help out from time to time. Ross loved this and did such a good job that they employed him for a couple of hours a week.

Ross still attends his sessions with us, though they have reduced to monthly meetings because he is in a much better place. Although there are still things that Ross struggles with, he has progressed from being unable to leave the house to playing music again, meeting friends and getting paid work.

While Ross is always keen to express his gratitude to Bethany UpStream with CashBack for Communities, the reality is that he did the hard work himself!



\*all names have been changed to protect identities.

# Year 1 - At a Glance

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## Timeline of 2023-24

### Preparation and Planning April-August 2023

Our service began in April 2023 when we secured our partnership with CashBack for Communities. Having already been running our Bethany UpStream Schools counselling service since 2018, we knew there was a huge need for therapeutic help for young people in the community who were not in school attendance for various reasons, and we were delighted to receive the funding to extend this help to more young people in need.

We celebrated receiving the award on our [social media](#) and [website](#). We were delighted to be featured in the **Church of Scotland's magazine Life and Work**, highlighting our new service and partnership with CashBack. [It can be accessed online here.](#)

In these initial months Martin and his team were busy planning, designing materials, recruiting staff, networking within the community, and preparing our therapy rooms, waiting area and therapeutic aids. During this time we accepted a small number of referrals and ran a wellbeing group in a school.



### Networking and Increased Referrals September-December 2023

With promotional literature, materials and staff ready, we launched the service in September by connecting with organisations and key services such as medical centres, social work and the NHS.

We attended various meetings with key local stakeholders to promote our work and build referral pathways, such as the **'Let's Get Reconnected' event run by One Glasgow** in November which we highlighted on our [social media platforms](#).

This event aimed to improve 'Working Together, Improving Outcomes Across the Community Justice Eco-system'. This event was invaluable in establishing connections with statutory services and other agencies. We met and networked with Police Scotland, Social Work, EEI and others. Other CashBack partners were also in attendance and it was great to connect with them.

Other agencies we have met with include: the **Third Sector Children's Mental Health and Wellbeing Network**; the **local NHS Health Team**, and we presented to our local **CAMHS (Child and Adolescent Mental Health Services)** team.

We attended a **Roundtable event with Justice Secretary Angela Constance**. We were able to share with the Cabinet Secretary our experiences of what families were struggling with in relation to Tackling Child Poverty. We advised on government initiatives that were working well, and highlighted others that families needed to be extended or increased. We emphasised the importance of partnership working, as well as preventative work, within communities.

Referrals began to quickly come in during these months, often with multiple referrals each day. Our counsellors' availability became stretched and we soon reluctantly realised we would have to operate a waiting list.



**Assessments, Groups and Positive Impacts  
January–April 2024**

In response to the increasing high demand for counselling sessions, we put in place **'Emergency Assessment Slots' with Dr Kate Black, our Clinical Psychologist.** These sessions were made available to families who were in desperate need and did not carry the same waiting time, which proved greatly helpful for those in crisis.

In February and March 2024 we ran a **Wellbeing Group in partnership with Soul Space.** We invited young people aged 16–25 who were on our waiting list to receive counselling. We also sent the invitation out to partner organisations who regularly refer to our services including: Link Workers based in GP practices, CAMHS, and Dixon Community Young Carers.

The group ran for 6 weeks, with 6 young people attending throughout the time ranging in age from 19 to 26. Each week we talked about different aspects of mental

health and also the five ways to wellbeing: Take Notice, Get Active, Learn, Give and Connect. The group chose 'Looking after yourself', 'drugs and alcohol', 'anger' and 'anxiety' as weekly topics. In each session there was input on the theme, time for personal reflection and also a chance to share and discuss together.

Some comments given as feedback:

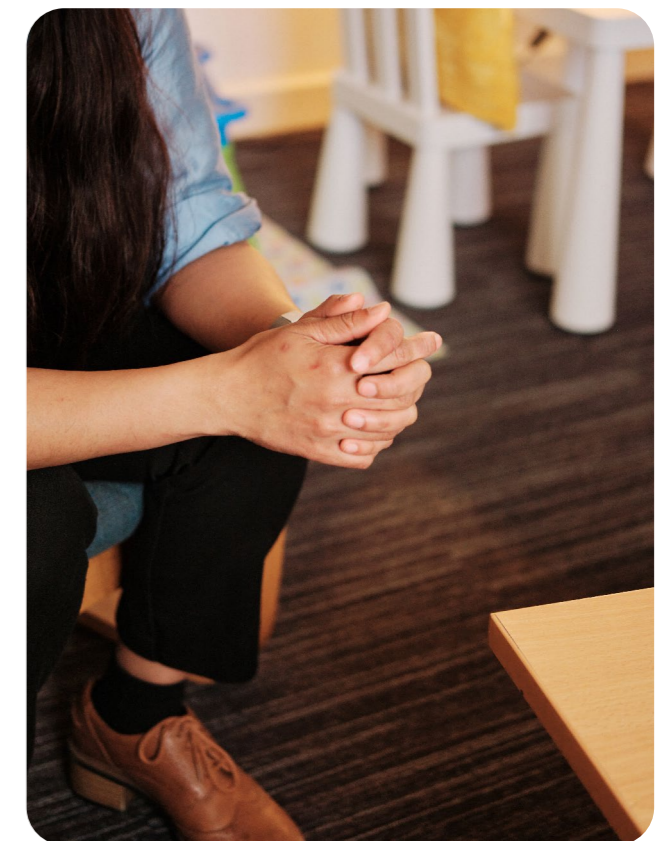
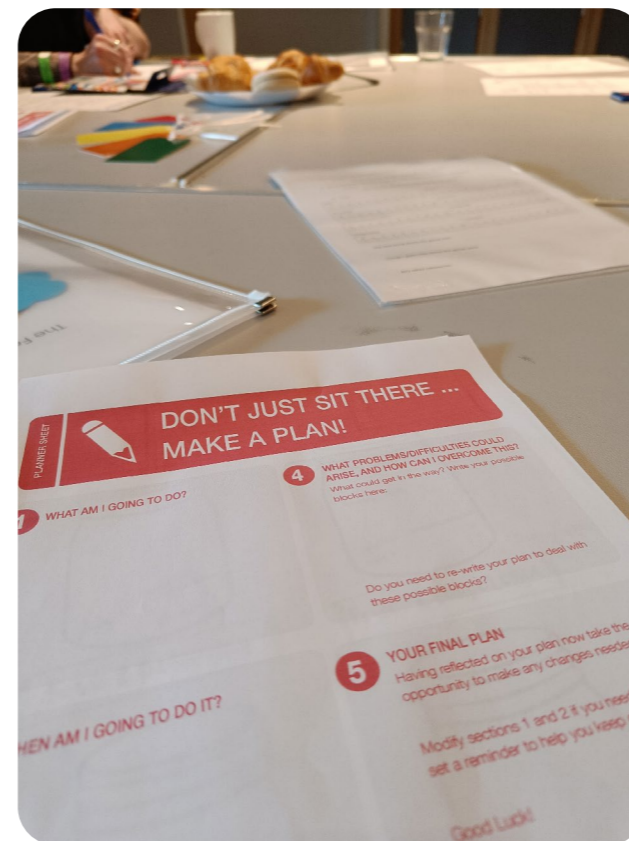
**"You helped me to find my voice and speak up instead of sitting and let it suffer."**

The best thing about this group was:

**"Being able to be open and talk to people about how you're feeling."**

**"Being able to share without judgement."**

**"The safe space to be transparent."**





# Year 1 - Reflections

## and Priorities for Year 2

08

In the first year of the service we have learned a lot of lessons that we hope to take into the next year. Most prominently, we have understood that one-on-one therapeutic interventions are a priority, evidenced by the exceedingly high level of demand. At the start of the year we had anticipated a higher engagement with Group Sessions, and had hopes for offering a weekly legal clinic. Although our Group Sessions received great feedback and were appreciated by those who attended, they have proven not to be as key as one-to-one counselling sessions. With permission of CashBack for Communities we therefore adjusted our budget breakdown to reflect this need and direct our spending towards more counselling hours. However the legal clinic is still something we would like to implement next year.

Collecting evaluation and outcomes has been a challenge for the team. This is due to the long-term nature of the work, with the majority of our young people still currently on their therapeutic journeys and therefore

final evaluations have yet to be completed. We hope to produce a much higher number of outcomes in Year 2 when we will have more evaluations; enabling us to better document the impact our work has had on young people's mental health and wellbeing.

With waiting lists so prevalent in the media, we too feel the weight of an ever-growing referral list and waiting time. Our priority in the year ahead is to reduce the amount of young people waiting to be seen- especially as we know they have likely been waiting a long time in the system before being referred to us. We have already made helpful steps to counter this by introducing initial assessments at the point of referral, which has helped young people feel seen and hopeful that they are starting their therapeutic journey with us despite a wait to start their counselling sessions. We have also offered Group Sessions as a supportive tool for those on our waiting list.

Despite still being in its early stages, Bethany UpStream with CashBack for Communities' has seen some real highlights- from stories of small impactful interactions, to being overwhelmed by the uptake of our services. It has been encouraging to hear the feedback from agencies on the value of our service in filling a much needed gap in young people's mental health support in the area.

On an individual level, we are hearing stories from young people really benefiting and feeling the impact of the therapeutic input they are receiving from our service. In some cases young people have only experienced an initial assessment session with us, but even this in itself has been helpful and enabled them to offload what is going on for them. Others have really enjoyed the group sessions and are keen to keep working in a group setting as this offers them another layer of growth and support.

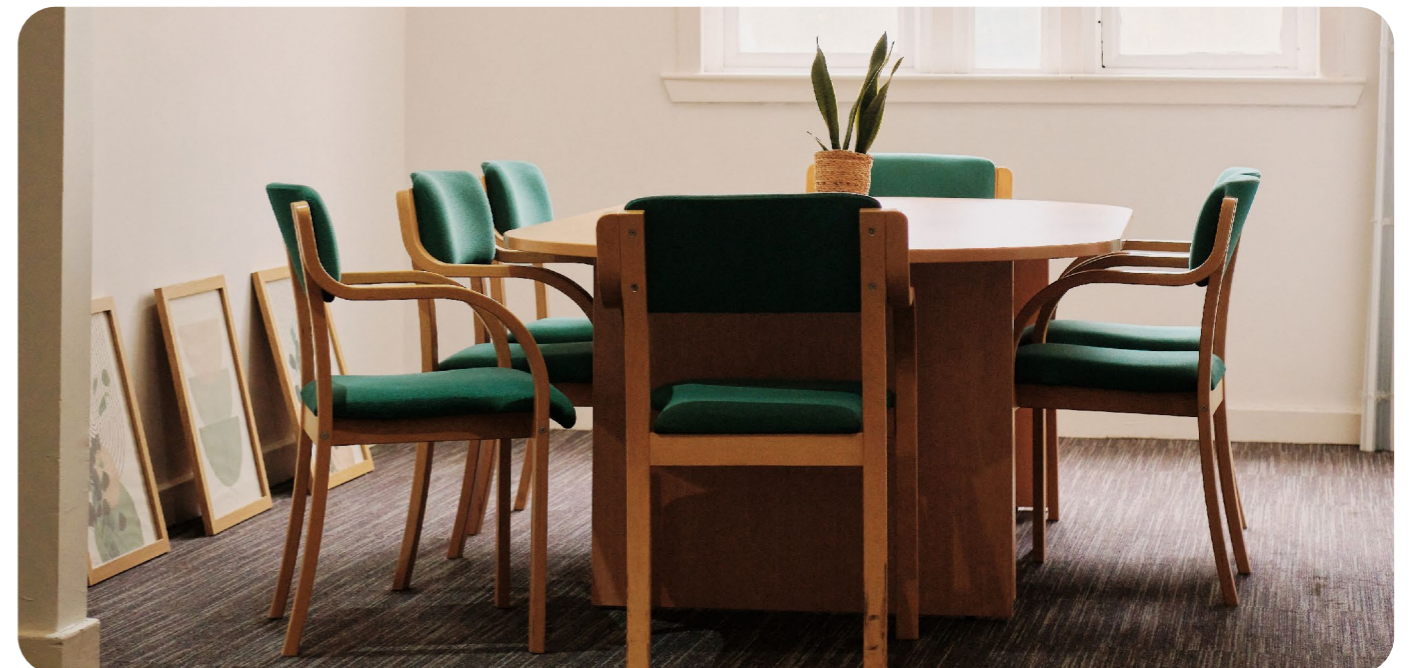
**"I would just like to thank everyone here for everything they have done**

**for me. Whenever I come here I feel so relaxed and comfortable and safe.**

**I had been suffering so much with so many problems – my mental health, family and life. [My therapist] always tried to find ways to support me as much as she could. Now I feel better, I've seen a difference and I want to thank everyone here.**

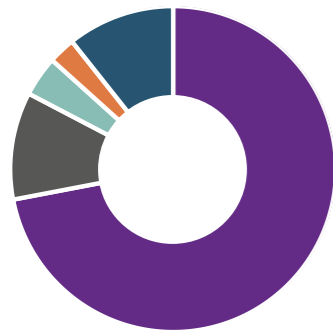
**The service is perfect – trust me."**

On a wider organisational level, our integration within local networks, including statutory services and medical centres, has helped us feel part of the wider holistic care for young people in Glasgow. We look forward to continuing to strengthen and grow these partnerships in the coming year, so that we can offer more young people a safe space to be heard and supported.



# Our Young People

## SIMD & Protected Characteristics



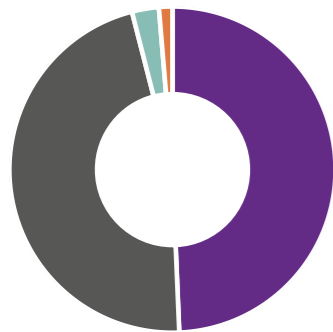
### SIMD Profile

0-20%	54
20-30%	8
30-40%	3
40-50%	2
50-100%	8



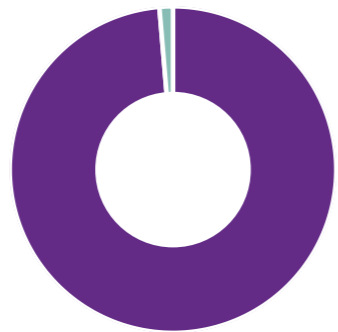
### Age

10-15	37
16-18	14
19-25	23
25+	1



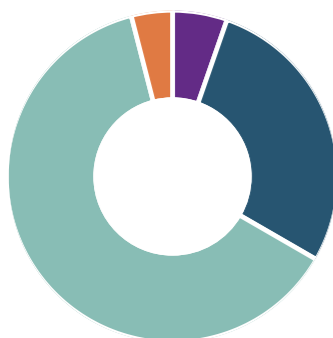
### Sex

Female	37
Male	35
Non-Binary	2
Prefer Not to Say	1



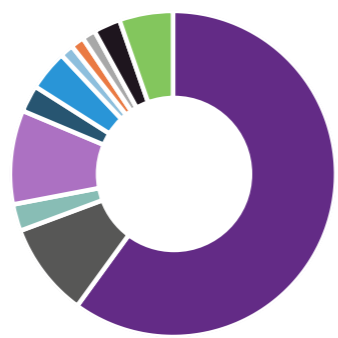
### Local Authorities

Glasgow City	74
North Lanarkshire	1



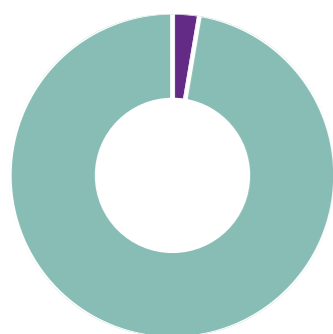
### Disability

Learning or Understanding	4
Other	21
None	47
Unknown	3



### Ethnicity

White - Scottish	45
White - Other British	7
White - Polish	2
White - Other	7
Mixed or Multiple Ethnicity	2
Pakistani, Scottish or British	3
Indian, Scottish or British	1
Chinese, Scottish or British	1
Other Asian Ethnicity	1
Black - Other Black Ethnicity	2
Unknown	4



### Parental Status

Parent	2
Not a Parent	73



# Outcomes & Progress

10

## 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.

### Outcome 1

**Year 1 Target** – 49 YP report that they feel less inclined to participate in antisocial and/or criminal behaviour

**No. achieved\*** – 14 

*While we have seen some great progress made from individuals engaging in our project, we are working towards introducing a more creative way of measuring this outcome.*

### Outcome 2

**Year 1 Target** – 49 YP report an improved relationship with their school

**No. achieved\*** – 10 

*As a significant portion of our participants are not attending school, we have seen a smaller No. of achieved outcomes thus far. In addition, many of the young people using our service are disillusioned with their place of learning and are finding it a challenge to make progress.*

*We are looking at ways to tackle this issue more creatively with our participants, in order to see improved relationships with their schools.*

### Outcome 3

**Year 1 Target** – 49 YP report an increase in feelings against SHANARRI indicators: Safety, Health, Achievement, Nurture, Activity, Respect, Responsibility, Inclusion

**No. achieved\*** – 21 

**Year 1 Target** – 49 YP report their mental health has improved and they have a more positive outlook on life

**No. achieved\*** – 20 

**Year 1 Target** – 49 YP report their confidence has increased

**No. achieved\*** – 19 

*We believe the therapeutic interventions and supports provided by the project are making a positive impact on those using our service. We expect the data to show this over the duration of the project.*

### Outcome 4

**Year 1 Target** – 49 YP report feeling their contribution, links with communities and social interaction are improving

**No. achieved\*** – 15 

*We are still at a stage of the project where only a small portion of young people have completed their courses of therapy, and therefore have not gone through the evaluation process.*

*In some cases we have gathered evaluation of their progress midway through, while others have not returned to the service after starting therapy.*

*We have looked to improve our evaluation methods to increase the likelihood of obtaining feedback from participants, before circumstances make this too great a challenge for them. We do expect an increase in achieved outcomes in Year 2, starting with the first quarter.*

### Outcome 5

**Year 1 Target** – 49 YP report feeling more resilient (e.g. believing in self, taking things in stride, being determined, self-disciplined, optimistic, adapting to different situations)

**No. achieved\*** – 19 

**Year 1 Target** – 49 YP report positive, supportive networks- including improved relationships with family, friends and peer mentors

**No. achieved\*** – 18 

**Year 1 Target** – 49 YP report increased access to appropriate services

**No. achieved\*** – 15 

**Year 1 Target** – 49 YP report 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)

**No. achieved\*** – 17 

*From the data we have collected so far, we are seeing positive signs in relation to Outcome 5. We expect this to continue, and indeed increase, as we gather more feedback from participants in the months ahead.*

\*No. achieved of the 28 YP evaluated so far in Year 1.

# Working Together

## 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, legal advice 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.



## 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.

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 Academy 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*

## CashBack Funding Spend 2023/24

Area of Expenditure	Budgeted (£)	Claimed (£)
Counsellors	20,631	26,131
Psychologist	23,625	23,625
Workshops and Groups	9,000	5,500
Trips and Activities	2,000	0
Marketing	475	475
Management	5,664	5,664
<b>Total Expenditure</b>	<b>61,395</b>	<b>61,395</b>

### Justification for the variance in claimed expenditure

Bethany UpStream Communities within its first 9 months of existence surpassed the number of annual referrals anticipated for the project. To keep waiting times down we made the decision with the agreement of CashBack to increase the number of counselling support hours delivered by existing staff in Q3 and Q4.

The amount of referrals is something that we've needed to keep pace with. Amongst the individuals that we have been engaging with, we have not found that there is the demand among the young people for the breadth of activities, trips and groups that we had envisaged offering. In response to the need for increased counselling staff hours to deliver counselling sessions, funding was reallocated to this area of expenditure. Outcomes for the project have not been adversely impacted by this change.

## Acknowledgements

### Find us online

[Instagram](#) - @bethanychristiantrust  
[Facebook](#) - Bethany Christian Trust  
[X / Twitter](#) - @bethanychtrust  
[YouTube](#) - @BethanyCT

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**Bethany  
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*\*all names have been changed to protect identities.*

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