CROSSREACH

Care you can put your faith in





Residential Care and Education

Impact Report

www.crossreach.org.uk



Our Vision

We believe all children are unique and deserve opportunities to grow, succeed and to be our future. Our children and young people are at the heart of all that we do, and they deserve the best care and education we can provide. We believe that for the adults to do their best for them, they need to be valued, well trained, and properly supported.

Our Core Assumptions

We believe that all young people who have been harmed by past trauma and negative life experiences can be healed through developing positive, trusting, and nurturing relationships that can last a lifetime. We all need to have hope in our lives, and we will help each other hold onto that hope, even when it feels hopeless.

Find out more

Carraig View

A house in Port Glasgow for 4 children and young people providing a homely and therapeutic environment.

Carraig View is set within an amazing location with stunning views across the Clyde allowing for many outdoor experiences and local community links. One of our children attends a local boxing club and another continues to attend a club from their home area allowing for a sense of belonging.

The use of play has been instrumental for one of our children in helping him improve his confidence, self-worth and emotional regulation which in turn improved relationships with his family. We pride ourselves on working closely with families, with some parents being able to come and visit the house to provide nurture and participate in activities. This has helped improve relationships and ensure that families feel valued and included in their children's lives.

We have championed children's rights and have advocated for one of our children to be able to continue to live at Carraig View and another to return after some time at home. This has allowed these children to feel a sense of belonging and safety and develop special meaningful relationships.





Finniescroft Farm

A house in Lennoxtown for 4 children and young people.

Young People, our team and visitors all comment on the homely, welcoming atmosphere within Finniescroft. Over the last year we have kept the house looking its best by decorating throughout and renewing one of the bathrooms. We have also benefited from new windows throughout the whole house that has contributed to a warmer more relaxing environment.

A number of the young people who live here, or who stayed here recently are moving into adulthood. One of them enjoyed celebrating his 18th birthday in Finnescroft with family and friends. One young person who used to live here has become a father of two children and we have been able to support a family visit when he and and his children stayed over. The team has recently supported young people, one of whom had been with us for 12 years, to move into their own flats, while making sure significant relationships were maintained. We were proud when one of our young people passed his theory test and we have our fingers crossed that he will pass his driving test soon. Recently we have welcomed a young person who has arrived without any adults from Iran and who is seeking asylum. Staff have been navigating the language challenges and cultural differences with some success.

Due to the length of time some of our young people have lived at Finniescroft the young people and staff team have developed strong, meaningful relationships and created memories such as attending Formula 1 racing at Silverstone. This has allowed them to build trust, a sense of safety, and to be open and transparent to help support them through both happy and difficult times.



Find out more



Dumbrock House

A house in Strathblane for 4 young people

One of our young people has been attending the local karate club and has been excelling, this has really benefited his confidence, health, and overall wellbeing, we are very proud that he has recently been invited to compete in an international tournament. Another of our young people has been attending a local football club and has been participating in local competitions, this has given him the chance to experience what it means to be part of a team, he has been going to a boxing club which is helping him understand respect and discipline and has helped his confidence.

The house sits in a lovely quiet environment and close enough to the local community for our young people to attend clubs and activities enhancing our relationships and connections in the area. This has helped to reduce the stigma of residential care in the community and sends a message that our young people are just as capable of excelling and achieving.

Find out more





Find out more



Millmuir Farm

A house for two young people in Gargunnock.

Millmur Farm is situated within the quiet village of Gargunnock, near Stirling. It has the capacity to offer a home to two children and young people. Young people are encouraged to remain in education post 16, with the staff team supporting this in whatever capacity is required, whether it be facilitating transport or supporting in college or a further education course. Last year the staff team supported a young person to access their Right to Continuing Care allowing him to remain at Millmuir which he considered his home and with the people he saw as his family, until he was 21 years old. Staff have supported successful transitions to interdependent living, whilst maintaining lifelong links to ensure continuity of relationships.

Millmuir was also successful in supporting a family in the community by providing outreach work and short breaks, with the father highlighting that Millmuir had managed to achieve more with his son in 8 months, than he had in 8 years. Between the training provided and the safe and reflective culture that has been created at Millmuir Farm, this has contributed to the development of the staff team and their ability to form meaningful and loving relationships with the young people in their care. We have been busy creating some wonderful memories with one young person enjoying a sunshine holiday in Spain with their Key worker.



Mount Pleasant

A homely environment for 4 children and young people

In the past 12 months in Mount Pleasant one of our young people has been attending a badminton club in the local community. He looks forward to going each week as he has great fun and really enjoys playing with the other children that are there. He has made friends, and this has helped improve his confidence and communication as well as his overall wellbeing – it has been great to see his confidence develop to such an extent that he is now a valuable member of the match day team in setting out kit and setting up the pitch with a local junior football team.

The team in Mount Pleasant have recently supported a young person who was experiencing acute mental health difficulties. Through the strength of their relationships alongside trauma informed practice and a lot of love and care, the staff team have shown their ability to support the young person throughout and into a recovery phase.

The staff team value and support family relationships and recently supported a young person who had not seen their siblings for 2 years to re-establish a relationship with them, resulting in much joy and excitement!

Find out more



Find out more



Find out more



Rockwood House

Home for 4 children and young people

Rockwood House is a fantastic home in the heart of the local community. This setting has allowed one of our children to form a friendship with the child next door. This provided the child with the opportunity to experience a sense of inclusion and build a friendship out with her home.

All our children have access to Beith's local resources and clubs. Our children are encouraged to participate in activities that the local area has to offer, such as dance classes, creative arts, cadets, clay pigeon shooting, making good use of the nature walks/trails and play parks.

Responding to our children's wants, needs and expectations has provided us with the opportunity to fully understand the importance of consistency and predictability, to support our children to feel safe and loved within their environment. Recently staff have developed experience in looking after a young child, focussing on play while managing emotional containment and regulation. In Rockwood House we are focused on our children's experience of play, love and acceptance whilst implementing safe boundaries and relationships.

We embrace our children's individuality and provide opportunities for them to explore who they are.



Find out more

The Old Lodge

A home for 3 children in Kippen

The Old Lodge is situated within the tranquil estate of Boquhan, on the outskirts of Kippen and has the capacity to offer a home to three children and young people. The 1:1 staffing ratio allows for intensive support to be designed around the needs of the child/young person with adaptation being made in recent months, to offer 2:1 support to a young person.

The Old Lodge supported a positive transition for a young person moving to the service this year, which was described by the placing Local Authority as 'inspirational', and in turn informing their own transition process. The service has provided continuity of long-term placements for young people, and ensured transitions out of the service were planned and supported to meet the needs of the young people, ensuring they were experiencing transitions as positive and informed by their own wants, needs and views. This included a young person leaving the service who experienced his first 'positive ending' to a placement.

We have been able to provide opportunities and experiences that can last forever with a member of the team accompanying one of our young people on a Rugby tour to Sweden, creating much success, enjoyment and positive memories. Children and young people at The Old Lodge mainly access education at Erskine Waterfront Campus with staff transporting them there and back and also supporting in class if necessary. We have also been able to provide home education for a young person unable to travel safely to school. Between the training provided and the safe and reflective culture that has been created at The Old Lodge, this has contributed to the development of the staff team and their ability to form meaningful and loving relationships with the young people in their care.











Erskine Waterfront Campus

A safe, supportive and high quality alternative to mainstream education.

Find out more



Outcomes and Achievements – Education

We believe all children are unique and deserve opportunities to grow, to succeed and to be our future. Our pupils gain from a bespoke school experience developed from knowledge of our school community, our professional capital, and our understanding as a long-standing education provider.

Our school week is built upon:

- Small group learning and a high ratio of trained staff to lead and to support.
- Minimised transitions.
- Relationships and safety as a prerequisite for learning.
- Planning and risk assessment for optimised setting conditions.
- Pupil voice and family participation.

The school week does not comprise solely of 'class lessons'. All interactions between staff and pupils provide opportunities for learning. Those opportunities promote the development of Skills for Learning, Life, and Work.

Our learning environment is purpose built, with an emphasis on well-chosen spaces:

- Sensory responsive.
- A campus by design with a school identity.
- Brave spaces for our work.



Wider Achievements

Sailing - Eco Schools - Biking - Climbing - Come Dine with Me

We continue to address the attainment gap and to ensure that our pupils take all opportunities available to achieve and attain.

Our pupils have gained national recognition in all 8 areas of the curriculum, from High 5 Awards to National 5 level NQs.

In the senior phase we celebrate attainment and achievement in:

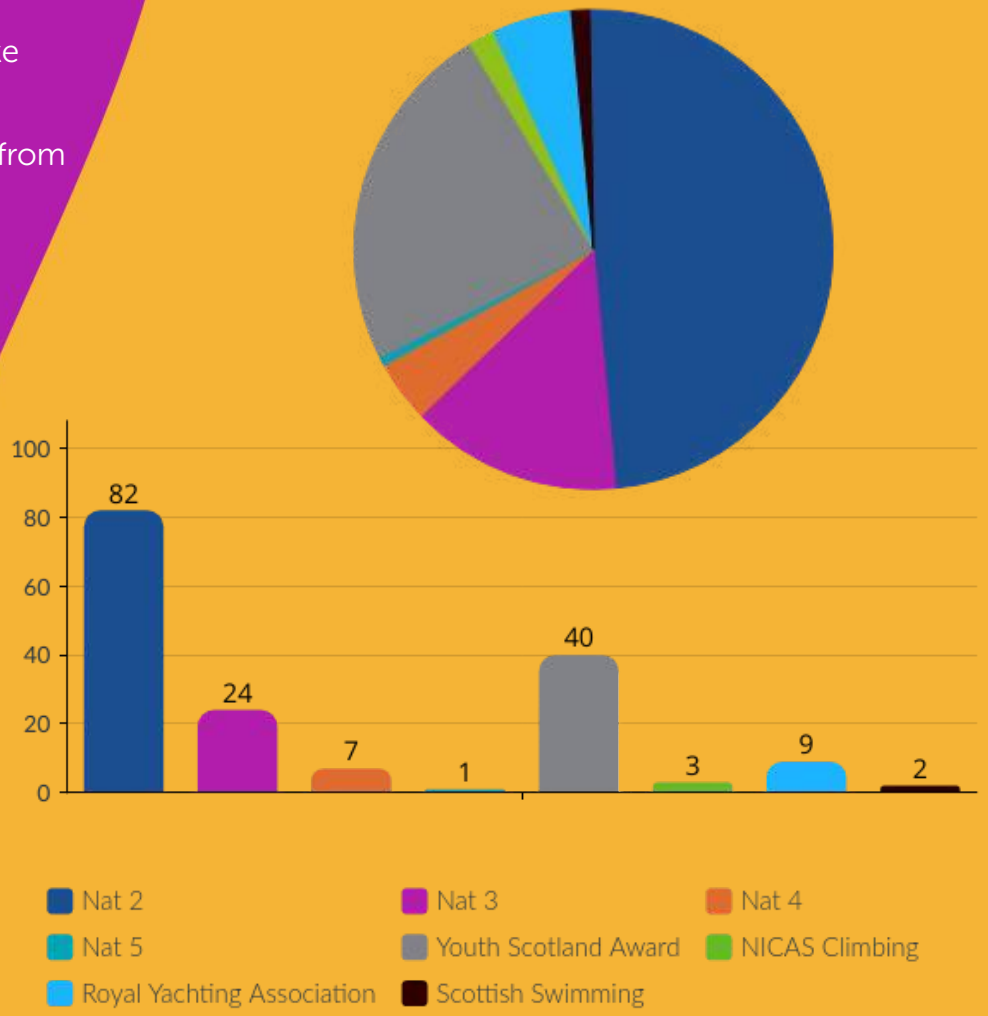
- Employability skills
- Work placement
- Estate maintenance

To equip our team to provide the right learning environment, we ensure our commitment to professional learning meets our standard across:

- Developmental Trauma and PACE
- Safeguarding and CEOPs
- Assessment and reporting
- Classroom management and promoting positive behaviour
- Autism awareness
- LGBT inclusive

We are a UNCRC Bronze Rights Respecting School.

Educational Attainments







“Very helpful and friendly staff as always😍’

Parent feedback, Prize Giving 2024

“I do really like that you are inviting all of us together as a group, after all, we are all about relationships…One team, one dream…’

New Colleague 2024 Feedback

“The airport was big. I enjoyed the whole trip because it was fun.’ Seeing the Emirate plane was so cool man, it’s so big and I seen a plane take off, it was rapid… not as rapid as me though!’

Feedback from Pupils after a trip to Glasgow Airport



While children are with us it is our responsibility to love, look after and care for them so that they can develop in a positive and healthy way. Within our houses we do this in a way that replicates good parenting whilst recognising the additional therapeutic needs of our children and young people.

As educators we strive to identify and remove barriers which prevent our children from engaging in learning through positive relationships and by recognising individual educational needs and experiences.

In order to consolidate and strengthen our commitment to this approach we have developed a Practice Model which details CrossReach's philosophy and model of care and education, and highlights the importance of creating therapeutic environments which are populated with safe and trusting relationships.

CrossReach recognise that in order to achieve this, staff need to have access to excellent training, support and role models. We have an excellent programme of training and encourage staff to pursue their own learning whether that is doing a Masters in Residential Care, Teacher Accreditation or online modules on UNCRC. Creating learning environments for staff also creates a positivity about learning for children and young people.

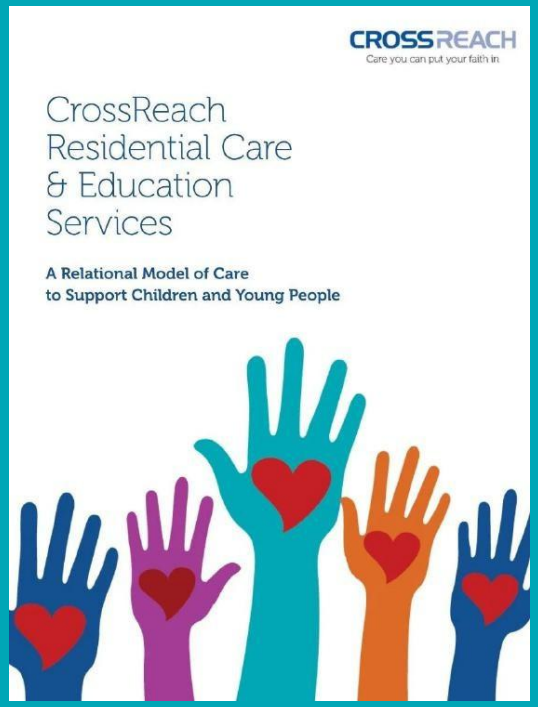
Practice Model and Training

In 2019 a young person made a comment within one of our services that 'new staff copy old staff but they don't always copy the right people.' This comment was a significant catalyst in the development of our Practice Model which sets out our approach to supporting children, young people and their families within our services. To date, the anecdotal evidence suggests that this model is making a considerable difference and we were heartend to see this evidenced in a recent Care Inspection report where it stated:

> "...the introduction of a practice framework and specialist training, had improved organisational culture, supported staff learning, made staff feel valued and therefore improved the standard of care and outcomes for children and young people."

Also;

> "Staff had a competent understanding of underpinning theories, this included attachment, neurodevelopment, trauma and resilience. Practice was informed by TCI (Therapeutic Crisis Intervention) and the PLACE model (Playfulness, Love, Acceptance, Curiosity and Empathy)...These theories and practice models informed staff practice, and we saw that staff were actively using this as a basis to understand young people's circumstances. This developed practices around reciprocity, respect and empathy."



SCAN ME

At CrossReach we understand that equipping the workforce with the requisite skills and knowledge to practice confidently and competently in Residential Child Care requires more than just the provision of formal training. It requires learning to be embraced in all of its forms including direct practice observations, feedback, supervision and most importantly the provision of safe reflective spaces where practitioners are supported to reflect upon, process and learn from experiences so that this can enhance and develop their practice on an ongoing basis. We have made a concerted effort to cultivate learning and reflective cultures in all of our services where honesty and integrity are key values.

Our regular staff meetings, new starts groups, Reflective Action Learning sets and external consultants means that our staff team embed their learning, are well supported and work effectively together as a team to respond to a diverse and complex range of needs and behaviours.







> From start to finish it was full of information that was extremely useful for the job and for being a parent and member of the community."

> This course was amazing start to finish. The mix of ice breakers, theory and reflection time was perfect. The trainers enthusiasm and passion for the subject was what made the information resonate."

> The training has significantly helped me with my confidence in allowing me to be successful in my role."

> Hugely interesting content. As hard as the subject is, it is massively important to recognise and to be aware of our roles and responsibilities."

> The delivery of the training was fun and I felt confident/safe in the environment."

> Very informative training on a crucial subject matter for my role, delivered by excellent trainers."

The Promise

CrossReach is committed to keeping the promise and ensuring that all children, grow up loved, safe, respected and realise their true potential. We have been fortunate to receive funding from The Promise Partnership. This funding has been used to complement our Children and Family strategy. We undertook a coproduction initiative to improve transition experience for children and young people who are supported in our residential services. The solutions which were identified through this initiative have gone on to form the basis of further work. Direct impact of this stream of work has included:

The development of a transition flat for young people who CrossReach are supporting through continuing care. The existence of the transition flat will enable young adults to experience a more gradual transition from a residential childcare environment to interdependent living with the support and protection of relationships with those who they value and trust.

Stronger collaboration working with internal services such as CrossReach Counselling services has led to improved access to mental health support.

Improved relationships with families we support which has in turn led to families feeling more empowered to shape and develop services which they are part of through the creation of a family inclusion officer role.

The creation of bespoke training, workshops and experiences which has led to the increased knowledge, capacity and capability of our workforce to be able to practice therapeutically, relationally and uphold children's rights.

The redevelopment of CrossReach's care planning and assessment framework, ensuring that time is spent working in the life space of children and young people.

Moving forward into the future, CrossReach is looking forward to adapting and shaping services so that they form part of the scaffolding of support that families, children and young people require to thrive.



Whole Family Wellbeing and Support

As well as being one of the key themes we have explored under the Promise banner, CrossReach recognise the importance of working with the whole family unit to achieve improved outcomes for children and young people. We have recognised that we need to work closely with families of our day pupils if we want to achieve the best for young people and we are aiming to provide better resources to ensure that this works as well as possible.

The quality of our communication, particularly at times of stress, is key.

We ensure that time is created for family visits and communication with our children's houses and that family members are able to contribute as much as possible to day to day life.

We have recently provided short breaks to 2 young people in our children's houses, working closely with families and social work to provide support while building on existing strengths and capacity.



Read More

To find out more about the work of Children and Families in CrossReach you can scan below to read our 5 year Strategy.

CrossReach Children and Families have a vision of a Scotland where every child, adult and family feel loved, supported, safe and able to achieve their full potential.

We aim to provide therapeutic and safe spaces for children, young people, adults and families to build resilience, to overcome difficulties and to thrive.

We are committed to upholding the vision of The Promise, ensuring that children, young people, and their families are at the centre of decisions affecting their lives, with care and support that feels connected, compassionate, and consistent. In alignment with the UN Convention on the Rights of the Child (UNCRC), we are dedicated to safeguarding and promoting the rights of every child, ensuring their voices are heard, their needs are met, and their potential is realised.



SCAN ME



To find out more about the work of CrossReach you can scan below to read our 5 year Strategy.

Caring for people in their communities has been at the heart of The Church of Scotland for over 150 years.

Today, CrossReach plays its part in continuing that tradition by offering care and support to around 28,000 people annually. As one of the largest and most diverse not-for–profit providers of social care in Scotland we are deeply rooted in communities, empowering people of all ages to live life to the full. The services, delivered by our specialist teams in Children and Families, Adult Care and Older People fill a vital role between the private and statutory sector, offering a person-centred approach. They have changed over time but are as much needed today as they ever have been.

CrossReach looks to the future with optimism and ambition. We strive to offer excellence in service delivery, we aspire to be at the forefront of change, working with local and national partners to find better ways of supporting people, and we want to do all of this in a way which is sustainable and cost-effective.



SCAN ME



The Church of Scotland
Social Care Council
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