




CROSSREACH

Care you can put your faith in

2025/26

A JOURNEY OF
LOVING PURPOSE

*Love from
CrossReach*



“ At first when I came in here I didn't really want to talk to staff, I found it really hard to trust people. Then I started building that trust up. I always say, if I can change, anybody can change.

“ It has just been so enlightening to see the change in her, its been marvellous.

“ I just didn't want to, basically didn't want to live and I gave up and then, they just, they all helped me here. Best place ever.

“ For someone like myself it keeps me connected and to show how far I've come.

“ They keep me safe and protected and let me know there is nothing to fear.

“ School makes me feel happy.

“ Gradually I have learned to accept help and everybody in here has helped me overcome so much and basically saved my life. I'm a totally different person to who I was when I first came here and it's all thanks to this place.

“ Coming here saved my life. I cannot express how grateful I am, to be fortunate enough to have had the opportunity to get my life back on track. The staff are true heroes.

“ I am so grateful to be given chance to get better. Got trust in my worker which is hard for me, gave me hope in my recovery.

“ And by faith we'll walk – as you walk with us ”

Every journey serves a purpose but it's real value can lie in the difference that it makes. At CrossReach, our journey is grounded in our Christian calling: 'To Love'. That calling shapes our five-year strategy and it drives us to take practical action where people need support most.

Our purpose is **'to demonstrate Christ's love in action by offering high quality care and support'- so people across Scotland can find stability, grow in confidence, and live fuller lives.'**

For more than 150 years, CrossReach has walked alongside people through some of life's hardest moments and we pray we can keep doing so for generations to come.

This Impact Report is a snapshot of what that support looks like in practice this year. Inside, you'll see the moments, people and partnerships behind that change; from crisis to safety, from isolation to connection, and from uncertainty to renewed hope. It's also a tribute to our workforce who, even amid the pressures of a complex social care environment, keep turning up, listening, caring, and helping people take the next step forward. And it reflects the strength of our partners, whose support helps care and compassion reach further than we could alone.

I'm especially grateful to Steph, Keiran, Ryan, Jean and Eileen, who shared their own walk with us in this edition.

As you read, I hope you'll see the impact that's possible when people are met with dignity, consistency and love and feel encouraged that your support truly matters. When the right support reaches someone at the right time, it can change the whole direction of a life.

Thank you to our dedicated staff, volunteers, partners, supporters, prayer warriors and friends, your commitment makes this work possible.

Together, we will keep walking by faith, bringing Christ's love into real lives, in real communities, through care that makes a measurable difference.

Viv Dickeson
CEO CrossReach



THE PEOPLE WE SUPPORT - Adult Care Services

Celebrating 40 Years

CrossReach Abstinence Recovery Service also known as 'Rainbow House' marked 40 years of operation this year. In a moving ceremony at Scotstoun Parish Church, service users old and new came together to reflect on the work done at the service across this time.

Over 2000 people have been supported since the service began, and today it currently supports 18 people at a time through a 12-week programme, to equip them to maintain an abstinence-based lifestyle.



Well done Graduates

CrossReach's annual Recovery Volunteer Graduation celebrates people who have gone through our rehabilitation and recovery services, completed various training courses, and are returning as volunteers to support those in the early stages of recovery at our services.

The ceremony, attended by Marie Todd Minister for Drugs and Alcohol Policy and Sport highlighted the achievements of the 17 Volunteers. Friends, family, CrossReach staff, and other guests gathered in Glasgow to mark this special day.



Sporting Success

We were delighted when William who had been supported at our Glasgow Residential Recovery Services, was selected to represent Scotland in the Homeless World Cup in Norway in August 2025. www.streetsoccer.org.uk.

William has been supported through the Whiteinch Move on Service and has recently taken up employment and moved into his own home, a major milestone for him.



Doing the volunteer training was wonderful. Before getting into Rainbow my life was so messy, so tumultuous. It was like an ocean, just, destructive, I was wrecking everything in sight. It feels my sea has come to a calm now. I'm so inspired by how much I can do now... Volunteering is a huge part of that, and I can't wait to get started.



Listening and Sharing

Adults from our learning disability services met together at a National Forum to share their views on what is important to them. The forum is organised by a small group of volunteers and provides helpful guidance to ensure the services can be best suited to those who need support now and may need in the future. The event also provided a time to relax with friends as attendees listened to music, played drums and danced at a silent disco.

Walking with us – Steph Macleod

Musician Steph Macleod has shared how his upcoming album has been inspired by his journey with CrossReach and the support he has received from one of our recovery services. The Christian singer-songwriter and mental health advocate, shared how CrossReach's Rankeillor service helped him through a difficult period in his life when he struggled with personal challenges.

Rankeillor offers accommodation, advice and support for people moving towards more secure and settled housing. During a difficult period in 2023, Steph turned to the service for support and has been assisted into getting new accommodation.

Rankeillor walked with Steph during this difficult time and helped him get back to what he loves - writing music.

He said: *"I actually wrote most of my upcoming album while I was in Rankeillor. The songs were originally written to help me through my journey. I find that I can really express myself through creativity and songcraft so the songs that I wrote were a part of my journey and really helped me through. It's my hope that people will see that these types of services are available to people who are struggling with things like addiction or just feeling lonely or stressed."*

During his time with the service, Steph explained how he was supported in dealing with personal challenges and mental health struggles before being helped into new accommodation. He said: *"I had immeasurable support, understanding, patience and kindness. There was always check ins and good communication. My needs were listened to, even when I felt like I wasn't making any sense. There was always someone there, and they were always kind and compassionate."*

Steph has a deep passion for music and has released several albums and singles. One of the songs Steph and some friends wrote in lockdown, "Breaker of Chains" for musician Noel Robinson, was nominated for the Step Forward Awards down in London earlier this year. After being invited to attend the awards show, Steph asked if some fellow residents at Rankeillor could visit with him.

Eager to encourage Steph and support his passion for music, CrossReach supported a few of Steph's fellow residents to travel down with him. Steph said: *"We had a wonderful time; you should have seen their faces on the red carpet!"*

"It was great to be there with my friends and experience it together. CrossReach made that happen and it was really cool. Just having that support from people who are my friends was a real boost for me too."

When asked what advice he might give to those needing support for recovery, Steph told us: *"Be brave enough to talk to someone. Even if you don't understand what it is you need, it's ok to say 'I'm struggling.' I was able to do that sometimes, and other times I underestimated how difficult some of my personal challenges were. If anyone is in Rankeillor or a similar service, it's ok to feel pain, and it's ok to feel low and it's ok to not understand and to just talk to someone and just sharing it can really help."*

Steph's new album is set to release in June this year.



THE PEOPLE WE SUPPORT - Children and Families

Skills Development at Erskine Waterfront Campus

It has been an industrious year for pupils at the Erskine Waterfront Campus, with a high success rate achieved across Nat 1 – Nat 3 units. 17 pupils achieved a total of 240 SQA units with 14 gaining 21 additional qualifications. Strong performances were noted across literacy, numeracy, science, employability, personal development, cookery, PE, ICT and creative arts.

Pupils also enjoyed skills development through Youth Scotland with awards which included, sailing, indoor climbing and swimming. An HMIE report commended the school, which supports children with educational needs, for working closely with parents and local authorities to build strong, trusting relationships.



Research with Daisy Chain

Parents from our Daisy Chain service have been significantly involved in putting to research as part of a collaboration between the Robertson Trust, Glasgow City Council Early Years Team and Glasgow Caledonian University. The research is looking for ways to improve educational outcomes by enhancing the learning experiences of children in their earliest years and explores different ways of offering that support.



CrossReach Counselling

In 2025, CrossReach Counselling teams supported 1,859 people with over 16,367 counselling sessions across our Edinburgh, Glasgow, Inverness, Moray and online services. The teams specialise in Perinatal and Infant Mental Health, Trauma, Addiction, Abuse and other often complex reasons but importantly behind each number and reason, is a person, a family, a moment where someone finally felt heard.

Our outcomes continue to be exceptionally strong, with over 80–90% of people reporting improvements in psychological health, relationships, and overall wellbeing. A huge number of clients described their experience with us as professional, caring and life changing just like Anna...



I can see the light at the end of the tunnel.....I'm in a much better place than the dark place I was in... I feel more accepting of my struggles...I want to take a moment to say thank you to myself.

Percentage of clients showing an improvement by the end of therapy

Improved Quality of Life 85%

Improved Relationship with Others 87%

Improved Physical Health 76%

Walking with us – Keiran and Ryan

At our GO2 Day & Community Service in Glasgow, we support young people with disabilities in accessing community activities, while promoting independence through the development of essential life skills. Kieran and Ryan spoke with us to tell their story about how taking part in these activities has helped them.

Kieran has been coming to GO2 since he was 17 and explained how he has felt supported by the service.

He said: “No day is ever the same. You’re always doing something whether it be going to the cinema, doing volunteer work, even simple stuff like making your lunch. There’s a lot to do within and out with GO2.” Kieran told us how his relationship with the staff at GO2 was key to his experience at the service.



They’re very supportive. Not just in the usual ways, in terms of doing personal care and everything, you’re almost building a friendship with staff.”

Ryan comes to our service and said what some of his favourite things to do at the service were.



We’re always going to different places like the cinema or the park. We’re always having fun. I enjoy being with my friends and the staff, it’s really good.”

Ryan also explained how staff have helped him remain calm in stressful situations.



“Sometimes I get a bit angry and sad. They [staff] keep me calm; they make me want to be calm.”



THE PEOPLE WE SUPPORT - Older People

CrossReach Older People Services in the North have continued with their intergenerational projects, with visits from schools, Brownies and up-and-coming musicians.

Cameron House have had visits from the Gaelic Primary School where they play word and number games and teach a few words and phrases in Gaelic to residents and staff. During the term the children invited residents to join them at Eden Court to see them perform their action song at the Mod, which the residents thoroughly enjoyed.



Whinnieknowe in Nairn have been involved with the Junior World Playgroup. During the visit the residents can participate with the children in play, singing songs and storytelling.



The Walter and Joan Gray in Scalloway host The Chatterbox program which is managed by the School Sports Development Team. Primary 7 children from the local school attend the service, play games and interact with residents, finishing on the last week with a talent show for them.

Care worker raises £1,000 after abseil challenge

CrossReach care worker Nisbaan Sayed has raised more than £1,000 for residents living with dementia after taking on a sponsored abseil challenge. Driven by a love of adrenaline and a desire to make a difference, Nisbaan took on the challenge to support residents at CrossReach The Elms. The funds raised will go towards an Interactive Activity Touch Table, designed to support people living with dementia through engaging games, music and activities.



Nisbaan said: "I wanted to do something that would have a real impact. Seeing the smiles on our residents' faces makes every effort worthwhile."

The new touch table will play an important role in daily life within the service, helping to stimulate memory, encourage social interaction and create meaningful moments. Designed specifically for people living with dementia, it supports connection, reduces distress and helps residents stay engaged.



Walking with us – Jean and Eileen

We don't believe it's ever too late to try something new, and this couldn't be more evidenced than with our Heart for Art programme. Heart for Art are creative arts groups for people with dementia and are run by CrossReach across Scotland, including in many of our care homes.

One home which has been keenly involved in the project is St Margaret's House in Polmont, where many residents have taken up painting. Two popular paintings from residents were also enlarged and used as a wall mural in the home, adding colour and a heartfelt warmth to the home, while residents Jean, 94, and Joan, 90, had their designs featured on the home's Christmas cards.

Jean's daughter, Lorraine told a local newspaper that the family had been amazed at her new-found skill.



Mum had never shown any interest in art before but seems to have a real talent which has been hidden away until now. It just shows you that it's never too late to learn. It's certainly given her a new lease of life and interest."



St Margaret's manager Elspeth McPheat said that the residents really enjoyed getting involved with painting and that many had come to the home with no prior painting experience but proved to be budding artists.

Last year we launched a new Heart for Art group in Strathaven expanding the network for those benefiting from the service.

One participant, Eileen, told us how Heart for Art has helped her after she suffered a brain aneurism. She said: *"It totally changed my life, I was a carer and I can't go back to work. Coming to this class really helps give me something to focus on. The members are really nice, and the food is good too!"*

OUR WORKFORCE

Having a strong, well trained and resilient workforce is essential for CrossReach and we are thankful for all our staff and volunteers. We continue to find ways of investing in them and create a workplace where every member of the CrossReach team feels valued.



The staff and management are fantastic, my son would be lost without it.



The service has been great and my counsellor has helped so much with my mental health - I'm so grateful to her

Refreshed Values

It's important that we get the culture right and so last year we took time, as part of our strategy development work, to refresh our values. Sessions took place with managers at engagement events across the country and all staff were issued a booklet explaining these values in a bit more detail.



Employee Wellbeing

Supporting mental health in the workplace is increasingly important and we are committed to ensuring that our employees feel able to get help when they are struggling. In 2025 CrossReach joined forces with See Me Scotland and invited employees to take part in the See Me in the Workplace survey as part of World Wellbeing Week activities. We do already have a number of supports in place which can be accessed through our Employee Assistance Programme run by HSF.

Employee Awards

We enjoyed a day of celebration with our staff at this year's Annual Employee Award ceremony which took place in Glasgow. Set under the theme of one of our values 'Working Together'. Over 200 nominations were received, and those who were selected as finalists enjoyed a lunch together. 25 Employees were also recognised as celebrating long service of over 20 or 30 years with CrossReach and 90 staff were highlighted for achieving new qualifications this year.



Her knowledge and expertise along with how friendly, welcoming and compassionate she is, is everything you could ask for.



Staff in rainbow were fantastic every one of them. My worker was brilliant she made any problem I had her own and solutions came easy much respect for them all.



Care and compassion are clearly embodied in the way that all members of the staff in the Tom Allan Centre interact with you.

STRONG AND SUSTAINABLE SERVICES

Our Road to Net Zero

We recognise the climate emergency and are committed to playing our part in Scotland's national endeavour to end our contribution to climate change within a generation. Our Energy Saving Framework delivers projects that reduce energy costs, are self-funding (where savings cover the cost of the assets installed), reduce carbon emissions, and improve the comfort of our buildings. Across the last year, 500 solar panels have been installed across 7 sites. This is forecast to generate 180MWh of renewable electricity annually (enough to power roughly 65 homes) whilst also reducing our operational costs. This has been achieved through partnership with Eco-Congregation Scotland. The income which is generated as a result of this partnership will be used to fund ecumenical work through Eco-Congregation Scotland to support local Churches to achieve net zero. We have already begun work to expand the solar initiative to 14 additional sites as we move towards our goal of 100% renewable energy by 2030.



Capital Investment

Significant investment continues to be made in refreshing the décor and upgrading facilities in a number of our residential care homes. This has made a difference to the quality of the environment and residents have enjoyed these improvements.

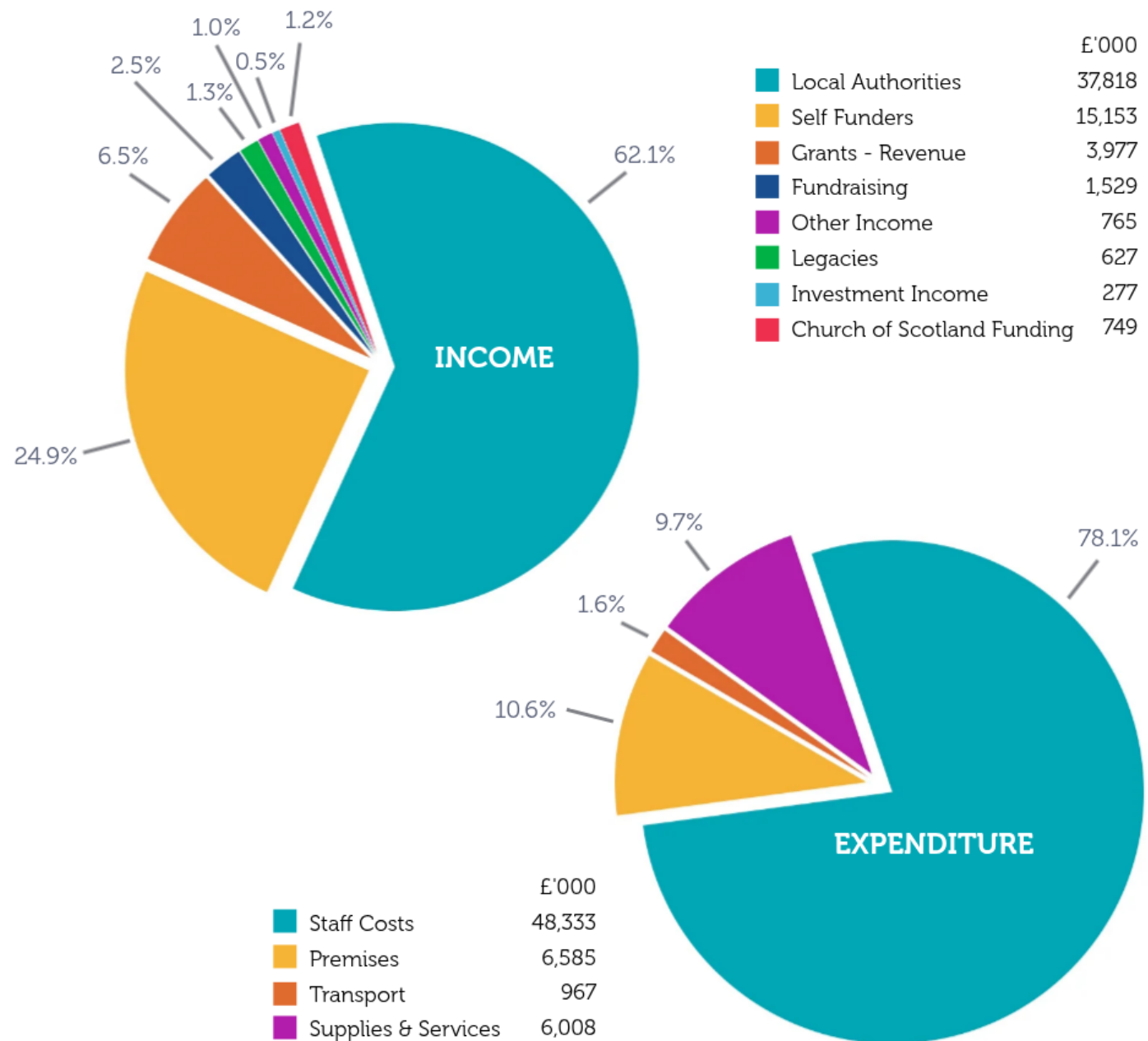
Cybersecurity within CrossReach

We have invested in strengthening how we protect the sensitive information we hold. This gives us a much stronger early warning system and a faster, more reliable way to respond to cyber incidents. We're also investing in staff cyber training to help spot phishing attempts as well as advanced scanning and filtering tools that will block harmful links, and prevent impersonation attempts. Together, these investments form a strong and practical approach to protecting our data.



2025 was another challenging year for CrossReach, with c. £900k added to costs due to an unfunded increase in Employer National Insurance Costs. In spite of this, and of continuing local authority pressure on income from care and support, CrossReach came in ahead of budget for the year. Year on year service delivery costs increased by 5.4%, while income from charitable activities increased by 5.6%. This improvement was not enough to bring CrossReach to breakeven.

The increased cost of service delivery derived primarily from a Scottish Government mandated pay increase for frontline staff which, as always, was welcome. However, in line with earlier years, it did not fully cover the costs of the increase, it did not cover the wider staff group, and there was no recognition of the inflation in non-wage costs.



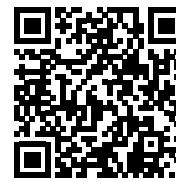
OUR PARTNERSHIPS

This year 44 churches took part in CrossReach Sunday offering, prayer, donations and a platform to share mission within their congregations. We look forward to extending the invitation to be a part of CrossReach Sunday to more church partners in 2026.

Diversifying income streams and finding ways to attract new investment is a key part of our strategy to allow us to sustain what we have, and invest in the future. We are pleased to report that in 2025 over £1m was raised through fundraising initiatives.

We shared an incredible evening at CrossReach's annual Christmas carol concert in Edinburgh. The atmosphere was filled with warmth, music and community spirit as we celebrated the season together.

2025 was another challenging year with sector funding cuts and the cost of living crisis alongside higher demand putting strain on our services. What has remained however, is the generosity of our supporter, donors and partners.



Donate



Thank you!

Every single person who took on a challenge, donated to an appeal, purchased Christmas cards or set up a regular gift, helped us raise a total of

£1,459,991
in 2025!

Thank you from the bottom of our hearts for being a beacon of hope for our services and families.



As of April 2026, our incredible friends at Guilds across Scotland have raised over

£59,000

towards our Perinatal and early years services. We are so grateful to everyone who has put time and effort into raising such a huge amount.

163 churches each showed their faith and compassion by raising

£80,000



Over 35 different funders backed our services, donating nearly

£970,000!



Our members donated a huge

£108,000

through their regular donations, their ongoing support truly helps us plan each month and into the future.

ADVOCATING AND INFLUENCING

There have been a number of ways in which we have engaged with Local and National Government over the past year to raise matters of importance to those who are supported by the services and our employees. Key areas of activity have included:

Social Care underfunding

Working with our partners in CCPS Scotland (Coalition of Care and Support Providers in Scotland) who represent the voluntary sector, we have taken part in several meetings with Government Ministers and the Cabinet Secretary to outline the potentially catastrophic consequences of the current funding policies. We were a signatory on an open letter to the First Minister in August 2025 and the Chief Executive was interviewed as part of a follow up piece featured in the Herald.



Anne's Law

The Chief Executive has been part of the Annes's Law oversight group for the past 4 years. It was originally formed in March 2021 as the Open with Care (OwC) Oversight Group, when lengthy, blanket restrictions on care home visits during the Covid-19 pandemic had a significant impact on the health and wellbeing of residents. In response, Scottish Ministers committed to making a law to ensure that people living in adult care homes can stay connected with their loved ones whatever the circumstances. That law is known as Anne's Law and was enacted in July 2025 as part of the Care Reform (Scotland) Act 2025.



Scotland Demands Better

CrossReach supported the Scotland Demands Better march on 25 October 2025 which had as one of it's areas of focus better jobs with fair conditions and wages that pay the bills. This fits with the activities that Crossreach have been undertaking over the past couple of years to raise the issue of Fair Work in Social care which the Government undertook to take forward on the back of the Fair Work Convention 2019 report into conditions in the sector, but which has not yet been fully delivered



Scotland's Social Care Landscape

Drug Deaths: Figures published in September 2025 (ISO) show 1,707 deaths for 2024, tragically, still the highest in Europe..

Ageing Population: The biggest change in age structure is for the oldest age groups. It is projected that the number of people aged 75 and over will rise by 341,300 over the 25 year period between mid-2022 and mid-2047 (Scottish Public Health Observatory)

Mental Health: The percentage of people reporting mental health conditions more than doubled in Scotland and increased sixfold in young people between the 2011 and 2022 Scottish Censuses. This upsurge was the largest increase across all health condition types. (Royal College of Psychiatrists 2025).

Child Poverty: Nearly 1 in 4 children are living in poverty, and poverty rates amongst the Scottish Government's so called priority families remain particularly high. Over half of all children in poverty live in a household where someone is disabled. (Joseph Rowntree Foundation 2025)

Prison Population: Scotland's prison population in 2025 hit record high levels, reaching 8,441 in November 2025.



Adult Services

Justice Services

- Dick Stewart Service (Glasgow)

Homelessness Services

- Cale House (Inverness)
- Cunningham House (Edinburgh)
- Kirkhaven Project (Glasgow)

Learning Disabilities

- Eskmills (Edinburgh)
- The Bungalow (Stonehaven)
- Threshold Edinburgh
- Threshold Glasgow
- Threshold Support Services
 - Community and Short Breaks (North and South Lanarkshire)
- Threshold Support Services
 - Housing and Residential (North and South Lanarkshire)

Mental Health

- Allarton (Glasgow)
- Gaberston House (Alloa)
- Lewis Street (Stornoway)
- Morven Day Services (Kilmarnock)

Substance Use Services

- Beechwood House (Inverness)
- CrossReach Abstinence Recovery Service (Glasgow)
- Dochas Housing Support (Stornoway)
- Nevis House, Inverness
- Rankeillor Initiative (Edinburgh)
- Tayside Support Service (Dundee)
- Whiteinch Move on Service (Glasgow)

Children and Family Services

Looked After Children

- (7 small residential houses and education campus)
- Carraig View (Port Glasgow)
- Dumbrock House (Strathblane)
- Finniescroft Farm (Lennoxton)
- Millmuir Farm (Gargunnock)
- Mount Pleasant (Dalry)
- Rockwood House (Beith)
- The Old Lodge (Stirlingshire)
- Erskine Waterfront Campus

Children With Disabilities

- Short Breaks & GO2 (Glasgow)

Community Services / Early Intervention

- Daisy Chain Early Years Project (Glasgow)
- Perth Prison Visitors Centre
- Polmont Prison Visitor Centre

Counselling, Support & Training

- CrossReach Counselling North and West – includes:
 - Bluebell Perinatal Counselling Services (Glasgow)
 - COSCA Counselling Training (Glasgow)
 - CrossReach Counselling Inverness
 - Children and Young People (CYP)
 - Counselling and Generic Service
 - CrossReach Counselling Moray
 - Perinatal and Generic Service
 - Tom Allan Service (Glasgow)

CrossReach Counselling East – includes:

- Counselling & Recovery (Edinburgh)
- Perinatal East Counselling (Edinburgh)
- Sunflower Garden (Edinburgh)

Older People Services

- Adams House (Elderslie)
 - Dementia & Heart for Art in the Care Home
- Balmedie House (Balmedie)
- Bellfield (Banchory)
- Cameron House (Inverness) – Dementia
- Clashfarquhar House (Stonehaven)
- Cumnor Hall (Ayr)
 - Dementia & Heart for Art in the Care Home
- Heart for Art, Broughty Ferry Parish Church
- Heart for Art, Carluke
- Heart for Art, Edinburgh (Charteris Centre)
- Heart for Art, Edinburgh (Morningside)
- Heart for Art, Galashiels Parish Church
- Heart for Art, Garelochhead
- Heart for Art, Glasgow (Broomhill)
- Heart for Art, South Beach House (Ardrossan)
- Heart for Art, Strathaven
- Heart for Art, Dunfermline
- Morlich House (Edinburgh)
- Oversteps (Dornoch)
- Queen's Bay Lodge (Edinburgh)
- South Beach House (Ardrossan)
- St Margaret's House (Polmont)
 - Dementia & Heart for Art in the Care Home
- The Elms Care Home (Edinburgh)
 - Dementia & Heart for Art in the Care Home
- The Oasis Garelochhead
- The Walter & Joan Gray Care Home (Shetland)
- Whinnieknowe (Nairn)
- Williamwood House (Glasgow)
 - Dementia & Heart for Art in the Care Home