



A lifeline for teachers

Tailored one-to-one support from CashBack 180 helps teachers ensure students' needs are met.

CashBack 180 delivered by Mayfield and Easthouses Youth 2000 project (Y2K) has two key offers for young people in the area; a group youthwork programme and one-to-one sessions for young people tailored to their needs. In this case study Miss Bruce, a guidance teacher at Newbattle High School, reflects on how CashBack 180 has supported her student Ben*, and why it is a vital resource for the school.

Missing out on education

Ben was being disruptive in class and had trouble controlling his anger. This caused him to miss a lot of class time and there was no sign of things getting better.

“Some students I don’t see at all unless I’m teaching them. But there’s some that I’ll see every day, sometimes multiple times a day. Ben was one of those ones. He was being sent out of classes quite a lot, it was quite clear that he couldn’t manage his anger, that was his main issue.”

“His second year was worse, where it was all the time and he didn’t have relationships with his teachers, just because he got so angry; you couldn’t tell him off without him exploding. It did eventually get to the stage where we thought: ‘Right we need to do something, this wee guy is struggling.’ That’s when Y2K and Natalie came onboard. The work she does on the 180 Project, it’s more about anger and getting into trouble in the community and school, sexual health, all these sorts of things that would help somebody like Ben.”

“Honestly, Y2K, I’m not just saying this, they’re amazing. They’re an absolute life source for the school.” [Miss Bruce]



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Picking your moment

School staff knew they had to choose the best time to bring up the idea of Ben accessing Y2K's support.

“It was just picking the right moment, and saying, ‘Ben, things aren’t going well, it doesn’t take a rocket scientist to work that out, you’re not in your lessons, you’re missing parts of your education, we need to try and do something to help you better stay in class.’”

“He was good, he said: ‘Yeah, I know.’ But he obviously didn’t know what that could be or what I meant. We went through what Y2K could do and he was quite open to that. The good thing about Y2K is that they’re around [the school] a lot, so everyone’s used to their red jumpers.”

A huge improvement

There has been a marked change in how Ben conducts himself in school and with his teachers. He is spending more time in class and not missing out on his education.

“He’s a different boy to be honest. He still has his moments, but he’s a lot better. Before if he was sent out, I would need to listen to the big explosion from him first and need to give him time to calm down. Whereas now... it’s not as often at all, so he’s in a lot more lessons now.”

“His relationships with his teachers are a lot better; he’s more receptive to them and their relationships are better because of it. He can reflect a lot better. He just engages with support a lot better.”

“He’s just a lot more self-aware, of when his emotions are getting the better of him. Because he’s still a young lad, but it is, it’s that self-awareness. He just really values the support, he loves that; the one-to-one sessions, he just loved it.”

Supporting the whole school

As well as benefitting individual students, CashBack 180 helps staff ensure students are getting the right support at the right time.

“I’m responsible for one hundred and sixty kids, so I don’t have the time to be able to give Ben an hour a week. I’d love to do it, I’d absolutely love to do it, I know the difference it would make. But we just can’t. So, we do need these guys to be able to come in and spend that time with them. It’s brilliant.”

“The service as a whole is just amazing, and it ticks so many boxes. For Ben, his need is for anger management. Then you’ve got drugs and alcohol problems in the community, you’ve got sexual health, you’ve got anxiety. It’s just amazing and they’re so available, communication is great, you can get them at any time via email. They support the school. They’re the best agency without a doubt that we work with.”

**Pseudonyms and illustrative photos have been used*



In the accompanying case study, Ben tells us how CashBack 180 support has given him a brighter outlook on life.