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Finding a new way

One-to-one support from CashBack 180 helps young people face their challenges and make positive changes.

The person-centred, one-to-one support provided by Mayfield and Easthouses Youth 2000 project (Y2K) through CashBack 180 creates a safe space for young people to open up and get the help they need.

In this case study Ben*, a student at Newbattle High School, tells us about the challenges he was facing and how CashBack 180 has given him the confidence and tools to do things differently. Being able to make positive changes both inside and outside school has given him a brighter outlook on life.

“ I feel happy. I don't feel down as much anymore, I feel like, if it wasn't for Natalie (Y2K) I'd be going downhill.” [Ben]



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A challenging time

Ben was having a difficult time in school and didn't want to be there. The people he was hanging about with outside school were getting him in trouble.

"I just hated school and I'd sit on the phone and tell my mum that I wasn't going to class, and my mum would break down, having to phone Miss Bruce. I was just not in the right mindset to go to school at that moment in time. Before I done the sessions, I felt like school wasn't a safe place for me. So I was quite, like, scared to come into school sometimes."

“ I was getting sent out (of class); I was spending quite a lot of time in Nurture.”

"I used to muck about with the wrong crowd outside of school and sometimes I used to get into trouble. Then my mum was like: "It's either them, you're going to be in trouble with everyone you go about with or..."

Getting to the root cause

The sessions helped Ben understand that the grief he was experiencing was influencing his reactions. This opened up other areas that Ben wanted to find out more about.

“ Natalie actually found out it's more, like, with grief. I had lost a couple of people in my family, so I was quite upset and my anger and all that was just, I couldnae control it.”

"I wanted to know more about sexual health and all that. So, at the end of the last two weeks, we covered a lot of the topic of sexual health, just because I was quite concerned to see what it was like."

Dealing with things differently

Working with Y2K has given Ben the confidence, self-awareness and techniques to manage his emotions and control his reaction to difficult situations.

“ When teachers shout at me, I used to always – my anger would just trigger, and I would just start like shouting at them. I've learned to control my anger and just like be less agitated.”

"I used to always be nervous and scared and shy and I wouldn't put my hand up for anyone, because I'd be so scared. School is the safe place that it should be now."

"It's, like, confidence and I just know there's always somebody there if I need them. If I really want to ask [Natalie] a question she's always in school, so I can ask her a question."

Outside of school

As well as a more positive school life, Ben doesn't hang out with the 'wrong crowd' anymore. His mum has noticed the change she has seen in him.

“ My mum says I'm more positive, I'm not really moody a lot and I'm not, like, low. She could tell I'm low because my body language was down, and I wasn't coming out my room, my door would be shut.”

"I'm spending probably more time with my family, just enjoy being outside instead of stuck in my room. I just started mucking about with my old friends from primary and I've just been going out all the time, going out on my bike to the jumps and cycling. I don't get in any bother now. There's only like 10 of us and we just go on our bikes and we just see how far we can cycle to and just come back."

**Pseudonyms and illustrative photos have been used*



In the accompanying case study Miss Bruce, reflects on how CashBack 180 supported Ben and why it is a vital resource for the school.