



First class support and fun

CashBack 180 provides a range of diversionary activities that young people enjoy, and also delivers interventions and support that meet their wider.

CashBack 180 is delivered by Mayfield and Easthouses Youth 2000 project (Y2K). The programme provides support to young people in their local community both in and outside of a school setting. In this case study, Charlie, who is 15 years old and has engaged with Y2K's summer programme and is a regular attendee at their evening drop-in sessions, tells us about his experiences with Y2K, what he has learned, and why he keeps going back. During this time he has been supported by staff through tailored one-to-one sessions, and his wider family have also benefitted from the wrap around support provided.

“ I just wannae keep coming here, I just love this place.”

Raring to get involved

Knowing that his siblings had been going to Y2K and liked it, Charlie decided he would get involved as soon as he was old enough. From a nervous start, Charlie quickly started to enjoy it and now goes as often as he can.

“My brother and sister used to come here and they always liked it, so I started coming when I could as well.”

“When I first came here, I was really nervous cos there was a lot of people here.”

“I come almost all the time now, at the drop ins. I usually play the x-box and just see ma mates and stuff.”

“Now everyone knows me here, I kept coming and been here for ages now. I’ve met new friends as well.”

Lots to get involved in

Charlie spoke about the fun activities that he has been able to take part in through his involvement with Y2K, and how these have helped him to develop confidence.

“We went to laser tag and other stuff during the summer. We went kayaking... we done bubble football, it’s like, you’re inside the bubble, an inflatable thing and you’re playing football, trying to score goals and stuff. It was a laugh and people were all bumping into each other.”

“The trips are really good. I’ve been to Ryze, a water park place, I’ve done boxing as well and kept going for a while. This place helps me with ma confidence as well.”

“We’ve just got a foosball table, so I play that a lot now as well. I’m better at FIFA on the Xbox, I’m one of the best here, but I’m pretty good at the foosball too.”

“We just do loads of stuff, canny remember all of it because there is that much.”

Fun, making friends, and a safe space for young people

Besides enjoying the trips and activities, Charlie told us how important Y2K was for making friends and socialising. He also explained it is one of the few places his mum is happy for him to go to.

“It’s just good to see ma pals and hang about with them.”

“If I’m no here I just watch YouTube videos on ma telly.”

“It’s fun and you get to make new friends, and the staff are nice.”

“I just love coming here. Yeah [I feel safe here]. I’ve got epilepsy so I’m only allowed out so far, to certain places, but she’s fine [my mum] with me coming here, knows I’ll be alright.”

Learning and support at key transition and crisis points

Close relationships with CashBack 180 staff mean that Charlie is comfortable approaching them when he needs support, that he has opportunities to build relationships with different services. He appreciates the help that his wider family have received in times of crisis, which Y2K provide using other resources to add value to the CashBack 180 programme. Charlie described how he has learned and developed new skills, how CashBack 180 will support his progression from school, and his plans for the future.

“We’ve done stuff on health and wellbeing, we get taught what is healthy for you and what’s not, and exercise and stuff. On Friday the police came in, and I met the police officer and they played the Xbox with me and they done a talk. We had the firefighters as well and they told us how to do CPR and stuff like that.”

“[CashBack 180 staff member] and [another CashBack 180 staff member] are the ones I’ve known longest. They’ve known me that long so they know me really well, they know what I’m like, they understand me. They’re really good.”



“Ma birthday is in February so that means I can leave as a December leaver, I’m leaving school in December. I’ll be able to get help from them [CashBack 180 staff], I’ll speak to them about it.”

“If someone is bullying me I’ll always speak to the staff here. It’s not often but when it does. Even if there is stuff going on outside of here, like at school and things, they help me. Just if I have problems an that. I share a lot of problems with them. They always help me.”

“They’ve gave my mum ASDA vouchers before to help us out with food because we didn’t have any.”

*Pseudonym has been used to maintain anonymity.

In the accompanying case study, Julie Hynes, a social worker that has been working with Charlie and his family, describes her experiences of working in partnership with Y2K to meet the family’s needs.