



**We're  
a finalist!**

#SocEntScotAwards25



# ANNUAL REPORT

BRAG.CO.UK  
2024 -2025



brag





# brag INDEX

<b>Words from our Clients</b>	page 2
<b>Words from the Top</b>	Page 3
<b>Employability &amp; Training</b>	Pages 5
<b>Spring Forward</b>	Page 6
<b>Bright Futures</b>	Page 7
<b>Square Start</b>	Page 9
<b>The Pantry</b>	Page 11
<b>Food4thought</b>	Page 14
<b>Together Levenmouth</b>	Page 16
<b>Enterprise Centres</b>	Page 18
<b>Quality &amp; Business Support</b>	Page 19
<b>Community &amp; Wealth Building Support</b>	Page 27
<b>Financial Review</b>	Page 28



brag

## WORDS FROM OUR CLIENTS

"Squarestart is helpful in many ways. Squarestart has helped me with my anxiety and getting out the house. Squarestart has helped my confidence. It's a safe space and helps with my mental health. The family nights bring people together. I appreciate Squarestart so much and would be most without it."

"Cheers for your help, tell Craig thanks for helping me back to work, no more job centre ha ha "

" I would be lost on a Thursday night if group wasn't on."

"I liked making the soup and I think my Mum will enjoy it and we can make it at home together" (child participant)

" I have got my first job cheers for the help"

"I enjoyed learning a new skill and making something from scratch to take home with me. I feel that I have achieved something that I did not think I could do"  
(adult participant)

"Squarestart Families is a friendly and welcoming safe space and is great with different topics each week and on family nights, which is a help to everyone who attends. They help with and advise on benefits, housing and anyone who needs help on how to budget. Staff are so friendly and easily approachable and they are appreciated in everythin they do to help"



brag

## WORDS FROM THE TOP

From our Chair, David Piper

As we move forward into what looks like a full-blown recession period, the pressures on our organisation are set to increase due to the high rates of inflation, and the increase in the cost of living that will affect everyone in our organisation as well as our range of clients around Fife. BRAG appears to have developed a strong stability ahead of the forthcoming year so I must compliment our staff in bringing about the changes necessary to slim our organisation down to make it viable going forward. Our aims are to alleviate poverty and social issues throughout the Fife region and with the expansion and development of our bases in Leven and moving forward into Cowdenbeath we are set to be one of the leading organisations working in a range of partnerships with other organisations that can help communities around Fife.

The board members of BRAG enterprises are committed to supporting the staff and I hope that the new Employment Rights Bill scheduled for 2026 will only help us to continue to grow and expand the range of services that we provide. These are uncertain times and living standards are under threat, this is the time that organisations such as ours have to step up and provide help and support within communities across the region. BRAG has earned a number of success stories thanks to the hard work and dedication of our staff members, and they are to be commended for the skill and dedication they have shown in the delivery of our services. The fact that BRAG have been nominated in two categories in the SES awards is testament to this.

No doubt we shall encounter many challenges lie ahead over the next 12 months, but I am of the belief that our staff and management will cope and continue the good work in support of Fife communities and our clients who participate in our wide range of schemes and projects.





brag

## From our Managing Director, Brian Robertson-Fern

Last year was very special for BRAG as we celebrated over 35 years of operation.

More importantly we celebrated 35 years of real community impact. From those humble beginnings back in Benarty in 1988-89 where local people led by Willie Clark and Joe Paterson lobbied the council for an answer to crippling unemployment and deprivation in the area, to today where we can proudly demonstrate our real community impact across several communities in Fife.

The organisation has seen both good and bad times in those years and the current cost-of-living crisis has created real tensions in current demand given that our income has gone down. However, we have always kept pushing ourselves to be the best we can with what we have, adapting to an evolving need whilst remaining current and fresh.

We strive to offer people a way out of poverty whilst supporting those still in poverty where a positive future is freely available to all. The current term being used by government is community wealth building and I would suggest that this is all we have been doing for the last 35 years so maybe we are the real leaders here? I for one am proud to be the one leading such a tremendous team and organization and I give personal thanks to every one of our stakeholders who make it all possible.

Well done Team BRAG!





# ACHIEVEMENTS & PERFORMANCE

## Employability and Training

Our employability provision is still our largest workload and core business so we continue have a huge impact across Fife working closely with our Fife ETC partners where it's appropriate. Our delivery is aligned with the Scottish Governments No One left Behind NOLB principles. We also receive funding via Opportunities Fife to support the UK Governments Shared prosperity targets.

Our Young adult (19-24) service is called Bright Futures and our 25+ service is branded as Spring Forward.

### OUTCOMES 2024 - 2025

<b>No One Left Behind</b>	172	Registrations
	289	Personal Improvement Logs
	88	Jobs
<b>Shared Prosperity</b>	106	Registrations
	108	Personal Improvement Logs
	52	Jobs

As in previous years, BRAG continued to provide ongoing support to those clients we registered and those who would benefit from our wide, varied and innovative employability and personal growth, interventions.





During the 2024-2025 year, we continued to deliver our support in person and online, with 1-2-1 sessions and in groups. The teams delivered short sharp courses in interview techniques and employer expectations. We attended Jobs Fairs, college open days and recruitment drives. We held diaries within the job centres and increased our working relationships with work coaches and advisors, to increase referral rates. We continued to supply travel tickets and travel training to those who required it, and completed interview preparation for work ready clients. We made a conscious decision this year to have a real emphasis on mental health and anxiety, as the number of clients we support who list this as their biggest barrier to employment, has been growing year on year. This has understandably had an impact on staff and to continue to support the teams, we have had a real focus on mental health training for staff including trauma informed practice and vicarious trauma training. The wellbeing team also provided staff with toolkits and support services on a monthly basis.

Our achievements against our targets continue to be at the highest end of delivery for our funders at Opportunities Fife, and our ongoing funded provision is an example of the excellent work the teams have achieved. All targets for this contractual year were exceeded, and our positive outcomes were once again higher than the national average. Adult referrals have remained strong and demand has at times outstripped supply capacity. However, engaging and supporting young adults continues to be a challenge given many had missed key transition steps into work or further education during the pandemic era and are now drifting. As a consequence, our staff team are constantly thinking of new ways to hook people in given many are not engaging with statutory agencies like they once did. We now use a mixture of activities and barrier removal to have a reason for people to engage with us. They may be attending an activity like game design or outdoor activities, although they may also be in debt or homeless and just need advice. With us there is no wrong door. The team are taught to engage and support with a view to building a strong supportive relationship with the individual.

We once again provided advice and guidance to those with an offending background, completing letters of disclosure and support with job searching, ensuring that the field of employment chosen is appropriate to the background and that unachievable goals are not encouraged. We have also supported a high percentage of those presenting with a background of offending behaviour, to gain work experience and proof of ID. This was a recurring ask this past year, and BRAG were able to fund acceptable forms of ID for a number of clients.





**bright futures@brag**  
shaping the young workforce

## Games Design

This programme was a repeat of our joint award-winning course from 2024 where we ran a second cohort group as we moved into 2025. Our students spend time here at BRAG whilst also spending time at Abertay University in Dundee working jointly with existing students there. The programme culminated in Abertay University's Inaugural Applied Games Show. The show highlighted the great partnership between BRAG and the University as well as many other organisations. It was a fantastic opportunity to meet all the honours students who have been collaborating with BRAG and our Bright Futures group of young people. The presentation of the game highlighted how the groups had collaborated with BRAG from conception to final playable game; the final game was also available to play on BRAG's own VR headsets.

The results were fantastic and demonstrated how much work has gone into the game. It was clear that there was a lot of input from our young people; they were delighted to have their input recognised by the University. For some of the young people this was a huge achievement, to even be at an event of this size. We were all very proud of everyone involved. Kitsune: The Lost Way was then showcased at a celebration event at BRAG with the young people and their friends and families getting the chance to play the game along with Abertay University's students joining us.

## Case Study

Client J, aged 22, was a self-referral to the NOLB Youth Delivery Project, Bright Futures in July 2023; she had never worked and was looking for a way to build up her skills and improve her confidence. Client J has learning disabilities and Autism, which affects her day-to-day life, and she relies on her mum to arrange her appointments and manage her money.





**bright futures@brag**  
shaping the young workforce

## Case Study Continued

Client J had always been interested in video gaming and in art, so we encouraged her to attend some of our sessions related to these activities – she attended an art course we ran in partnership with Falling Up Living In Art and also a Games Night we held at The Kino.

As we worked more with Client J she began to open up more about her struggles with her mental health and about how anxious she felt in groups of strangers such as on public transport; we agreed that I would refer her to Venture Trust for their Outdoor Therapy – Client J and her therapist then met regularly for a number of months and helped Client J to develop some coping strategies to allow her to manage her emotions in these previously scary situations.

As that therapy came to an end, our staff member helped Client J to sign up for a volunteering role in the Eats Rosyth Café where she now spends one day a week working in the kitchen. She has quickly grown in confidence and has moved from a dish washing role into also doing some food preparation. Whilst she gets dropped off by her mum in the morning, she has started to make her own way home after her shift finishes, which involves catching a bus by herself.

Most recently Client J attended our Games Design Course in partnership with Abertay University, she did really well during this course and participated in all of the activities. Client J has grown in confidence since our initial meeting with her and was able to quickly build up friendships with the other young people on the course and also with the University staff and students. During this course she expressed an interest in learning to manage her own money, so we supported her to budget for her lunch and to order and pay for that herself. Over the 3 months of the course she went from being very anxious about doing this to being able to walk into a shop by herself and purchase her own choice of product.

It has been great to see the progress Client J has made throughout her time on the Bright Futures Project and how much more confidence she now has in herself and her skills. A particularly memorable moment was when we attended the Showcase Event for the games built by the university students; Client J was able to show visiting professionals the game that was made during our Games Design course and confidently explain the parts that she had made and what she had learned during the course.





# Square Start Families

Our family's project was also funded by NOLB and was set up to support households in Dunfermline and West Fife Villages along with the Northeast Fife area.

## OUTCOMES 2024 - 2025

**No One Left Behind**      64 Registrations  
   98 Personal Improvement Logs  
   4 Jobs

Once again BRAG's Square Start project has exceeded performance targets and supported those most disadvantaged families in our funded areas. During the period 2024-2025, the Square Start team delivered, amongst others:

- Skills and Qualities for the work place/college
- College Speaker - information on courses
- College applications and benefits check
- Scottish Mental Health First Aid
- Spring cleaning and de-clutter sessions
- Household budgeting workshops
- Food and Hygiene training
- Christmas parties
- Time to Talk/active listening sessions
- Fire Safety
- Personal Safety
- Online dangers/awareness sessions
- Youth 1<sup>st</sup> activities





## Case Study

Ms A had recently separated from her husband and was living with her 2 children in a private rental property. Due to the breakup her mental health took a dramatic decline, and she was signed off work. Having gone from 2 full-time wages to one and being sick she ran up significant rental arrears and was being threatened with eviction.

We supported her through meetings with her landlord's agent and managed to arrange a repayment plan that would enable the family to remain in their home whilst paying a sustainable amount to the arrears every month.

We also worked together to enable her to develop strategies to help her manage her mental health more positively which involved doing something for herself each day.

She has now progressed onto joining a gym and has lost almost 3 stone in weight, is back at work and has recently signed the lease on a new build house nearer to her work with a housing association where the rent is almost half of what she was paying previously.

She has also now decided to go for a legal separation as she realised that her husband could still be running up debts that she may have been left with.



## The Pantry

The Pantry@BRAG continues to provide our local Benarty community with access to local, affordable and healthy food options, whilst reducing food waste. The Pantry continues to be busy and remains the hub of the community on Thursday. In the last month 12 new members have been able to join the Pantry.

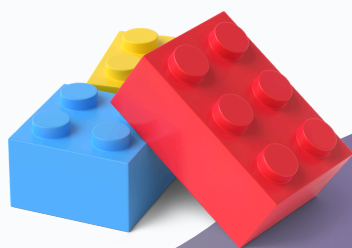
We saw an increase in families attending during the Easter Holidays. Within the last period, the Pantry has supported -

### OUTCOMES 2024 - 2025

Supported **1433** Families  
Given out **7293** KG of Food  
Helped **2475** Adults  
Volunteers have given us **589** hours of their time  
Assisted **896** children

Without our volunteers we would not be able to run the Pantry as efficiently as we do and we celebrated their Group Citizens of the Year Award with a well-deserved celebration lunch, which everyone very much appreciated.

Our Bricks at Six Lego project is running extremely well, with an average of 17 families attending every Friday night, a total of 198 people have been through the doors since the project started. We are keen to expand on this and look for further funding to continue this project





Our Centrica Funding is now sadly finished. Over the last year the project has supported a large number of individuals and families with very positive outcomes. Between April 2024 and March 2025, we hosted 7 pantry drop-in events, speaking to 84 people, Cosy Kingdom's energy advice team, called the 'Handy service', provided in-depth energy advice to 23 households in our local community (11 households received in-depth telephone energy advice sessions and a further 12 households received face to face advice through either a pantry drop-in or home visit).

We have also provided energy-efficient measures (through the handy service) to 34 homes. These measures have increased energy efficiency, helped participants to feel cosier within their homes, and saved them money.

### **Financial Gains**

During the project, information about participants' financial gains has been gathered. We gather these financial gains from measures installed through the 'handy' service, money saved through debt clearance, fuel top ups, credit added to participants' meters and money received through the Warm Homes Discount. We also give out energy saving devices, including halogen heaters, microwave ovens and TV power downs.

To date 23 participants have received a total of £10,120 in financial gains, averaging £440 per home.

"I was given advice on a lot of things, I was helped to keep the house warm, when I struggled I was helped with the heating package, I got help to speak to our supplier as I have a phobia and anxiety of using the phone for things like this so I had let it become a problem but I was given help to clear fuel debt and prevent this from happening again for my family, it means I have more money for food and the kids, it did really mean a lot"

## Impact Statement

## Case Study

Mr B lived alone in a council flat. He was in receipt of benefits and attended the BRAG pantry on a weekly basis. Cosy Kingdom held a drop-in session where Mr B approached and asked for some information. He was struggling to keep his home warm and was at risk of self-disconnection for his electricity. His gas and electricity were with Scottish Power, and he paid his gas by Direct Debit and electricity by Pay as you Go.

During the pantry, light touch advice was provided, and a telephone call was arranged to give more in-depth advice and information. I called Mr B at the agreed time. Energy efficiency and heat retention advice was provided, for example turning appliances and gadgets off, using energy saving lightbulbs, doing washing at a lower temperature, having shorter showers in his electric shower, turning radiators down, keeping the thermostat at 21 degrees or under, closing doors and curtains when heating was on, using draught excluders, batch cooking and using a slow cooker or air fryer. We discussed gas safety and the Warm Home Discount and how to apply.

The handy service was arranged for thermal curtains and LED bulbs. A fuel voucher was issued to help keep Mr B on supply. At a later date, a Christmas event was held, and light touch advice was given again, and Mr B was provided with gloves and hats. Another fuel voucher was issued to help Mr B.

As a result of the support and information provided, Mr B feels better informed about how to reduce gas and electricity costs. He has never applied to the Warm Home Discount but now knows how to apply. He also feels better informed about gas safety and what to do if there is a smell of gas. The fuel vouchers mean that he did not self-disconnect from his electricity.

The Handy Service measures installed will help retain heat and reduce costs. Overall, he feels happier as a result of the support received and knows if he needs any further support or information that he can approach me at the BRAG pantry or call Cosy Kingdom for an appointment.



food4thought@brag



## Investing in Communities Funding -

This Scottish Government Food for Thought Programme was designed to combat social isolation within Benarty and to help move people to a more sustainable lifestyle; it has been life changing for some of the participants. In 2023 we then added the garden space where we received further financial help from Fife Council which has allowed us to broaden the scope of our offer. Individuals can now attend community growing activities as well as time spent volunteering in the garden.

The Health & Wellbeing activities continue to draw the community in. We continue to support many people who have been involved with the project over the last two years and they continue to build confidence, have gained new friends and reduced their social isolation and anxieties. Many feel that their mental health and wellbeing has increased significantly. They are now supporting new people who join activities.

A great example of this is the Crochet Club (this group named themselves), we have over 20 people attend weekly and it seems to grow every week with new people, there is a varied age range and those who have been attending for a long time now support new people attending sessions, making them feel welcome and included whilst passing on their knowledge and experience. They are very community focused and regularly make blankets and hats that can be handed out to the elderly, as well as crocheting toys and teddies for the local nursery as part of their sensory corner and they crochet wreaths and flowers for Armistice Day. They have a real sense of pride in what they do and they all support each other if they have problems or need help with anything in their lives. This has been a real success.

## Impact Statement



“I don’t go out very often, but my carer had seen a post on Facebook about wellbeing sessions at BRAG and then I got involved in the crochet group. My carer supported me to come along as I am very nervous and suffer from anxiety, but everyone is so welcoming and caring, I now attend every session on my own, it makes such a difference to my mental health and I look forward to a Friday and meeting with the new friends that I have made. Without this I wouldn’t have made the new friends or have company, I feel better when I come to BRAG” (beneficiary attending weekly sessions)



food4thought@brag



During the Easter holidays Food For Thought and Community Roots worked together to deliver 3 family Easter sessions which included Easter chocolate making, Easter chocolate baskets, making clay plant pots and potting nasturtium seeds.

In the sessions we supported 8 families (21 participants 13 kids & 8 adults) The kids all enjoyed themselves melting chocolate and putting the chocolate into Easter moulds and cooling them in the fridge. They also made chocolate Easter baskets where they melted chocolate and mixed in shredded wheat and arranged into cake tins, making a basket shape and decorating with mini chocolate eggs. They also made polymer clay plant pots by rolling out clay and shaping it around small pots. Everyone went out into the garden and filled their pots with soil and placed a nasturtium seed in their pot.

“Absolutely loved the activities session, very friendly atmosphere. I have 3 kids and one of my boys is on the Autistic spectrum and I was not sure if he would take part or not..... he took part in every activity and enjoyed himself. It was great to see him joining in with the activities and having fun and we felt like we could just be a family, I felt relaxed. We had never been to a session before and we’d love to come back with the kids!” (family participants)

## Impact Statement





## Together Levenmouth Hub & Events Space

The innovative Together Levenmouth Hub finally reopened after the devastating fire in the neighboring property back in November 2022. Since the reopening back in October 2023 It had been a busy year for the team with month on month increases in trading income.

We made changes to the menu and removed some of the crazy golf to accommodate additional seating as things got busier. We also stripped out the gift shop extending the party room into the space to create PopUp@The hub. However, we felt that there was a disconnect between our employability team based in Methil and the Hub and we wanted the Hub to be more community focused. We were also struggling to manage the escape rooms, so something had to change.

Therefore, in January 2025 we made some changes in space. We moved the whole team from Methil into the Hub whilst also creating a new Pop up space in the rear of the building. Early indications are promising, and we are now moving to create additional space in the basement.

### Case Study

Chell Moir has become a driving force in raising awareness and building support for people living with Functional Neurological Disorder (FND). Having struggled to access help through traditional healthcare channels — including waiting over a year for neuropsychology support and seeing doctors unfamiliar with the condition — Chell decided to take action herself.





## Case Study Continued

What began as an online effort has grown into a thriving community. Chell created a TikTok account to document her own journey and raise awareness, a Discord channel now connecting over 100 people worldwide, and a Facebook group that continues to grow rapidly, with over 40 new members joining in a single day. For many, these online platforms have become a lifeline, offering connection and understanding in the absence of wider recognition of FND.

Recognising the need for face-to-face support, Chell launched the first in-person FND group at the Together Levenmouth Hub on the High Street on the 12th, providing a safe space where people can feel seen, heard, and supported. She explains that “there are no posters up about FND in doctors’ surgeries or hospitals — it’s almost as if it doesn’t exist. This group changes that by making people visible.”

Chell is also a regular visitor to the Hub, often coming 4–5 times a week, which shows how central it has become to her daily routine and to the growth of the group. The emotional impact is clear: she reports feeling less lonely, more confident, happier and more relaxed through the support she has gained and offered to others.

In addition to improving her own wellbeing, Chell has built a strong local peer network while also expanding her online reach, creating bridges between digital and in-person communities. By leading this initiative, she feels more motivated and supported, reducing the stress that often comes from isolation and a lack of recognition in healthcare settings.

She has also noted how other spaces can feel rushed or unsupportive, whereas the Hub provides the time, safety, and inclusivity needed for these conversations. This contrast highlights how the Hub meets a need that is not being fulfilled elsewhere in the community.

Chell’s journey demonstrates how the Together Levenmouth Hub delivers on its mission of reducing isolation, providing inclusive spaces, and empowering community-led action. Her initiative has not only transformed her own wellbeing but has created a lifeline for others with FND, proving the powerful impact of the Hub on individuals and the wider community.



## Methil & Crosshill Enterprise Centres

Our Enterprise Centres have continued to provide affordable business space for small local businesses in each area as well as providing good quality accommodation to our staff and volunteers.

Crosshill still requires ongoing improvements as we tackle years of under investment as we attempt to bring the structure up to modern standards. Both buildings have also benefited from ongoing repairs and improvements, which have helped us achieve 100% occupancy.

With the employability team moving out of the Methil Centre we have been able to create 7 new units that were immediately filled with new tenants.

### Case Study

Tia owns 11:11 Brow Artistry that operates within unit 25 at the Methil Enterprise Centre, where she works as a Beauty Therapist offering treatments on nails, eyebrows and lashes.

She started her business in March 2022 and initially she was working within a shared space however she soon outgrew it and needed her own space to store all her products and to provide the best environment for herself and her clients.

Tia picked the Methil Enterprise Centre as she has access to her unit 24 hours a day and due to our security measures, she always feels safe within the building, the facilities are fabulous, there is always someone who is willing to lend a hand and this all contributes to the overall laid back environment within the building.

Moving into unit 25 has been the biggest achievement within her business so far, however she does say that hard work pays off and with that in mind her next goal is to complete a Lip Blush course so that she can expand the list of treatments that she can provide to her clients.





brag

# Quality and Business Support

## 1. Our Staff

We recognise that our BRAG team is our biggest asset and deserves our full support and although the main function of this department is to look at continuous improvement across all aspects of the organisation, one of our main responsibilities is HR and staff welfare. Staff are now represented at Board level, and we use working groups on various matters to ensure staff have a voice in decision making.

Over the past year, our Wellbeing Group introduced staff positive personality profiles across all three sites. This proved to be an extremely popular exercise with all staff and gave everyone a good insight into how their colleagues viewed them.

Julie is a genuinely lovely person and does not realise how appreciated she is, great to work with

The nicest person I have ever met

Genuine, honest

Conscientious and can be relied on to get the job done

Thoughtful, kind and passionate with

Kind. Quiet, Picks good rhubarb

Caring and compassionate

Trustworthy, caring, down to earth

Youthful / Thoughtful, Trustworthy

Committed, dedicated and hard-working, at work and home alike. You are genuine and easily approachable

Chilled

Friendly

Quiet confidence

Radiates goodness with most infectious laugh

The wellbeing group promoted a variety of events including mental health awareness week, stress awareness week, grief awareness and a meditation activity was carried out in the onion labyrinth in our Crosshill garden. On a crisp and clear day, a few BRAG staff embarked on a scenic cycling tour around the River Leven area, passing through Silverburn, Kennoway, Cameron Bridge, and Leven. After cycling for several miles, the group paused to enjoy a bite to eat, taking in the tranquil surroundings.





brag

Over this past year, we ran two coffee mornings on behalf of MacMillan and raised just short of £500, and recently a coffee morning was held in Crosshill where £176 was raised for Breast Cancer Now.

Some male members of staff took part in Movember; growing moustaches to raise awareness of mental health through a male lens, whilst raising £410 for men's health projects in the UK and around the world.

We held a free Family Fun Day in Crosshill where staff volunteered their time to give over 800 visitors a free fun filled day with their families. As part of this our generous visitors donated a total of £1055 towards our Pantry provision.

As part of our 35 year celebrations last year, staff were awarded an additional day's annual leave. Staff were asked to request the day as their "BRAG day", and to do something on that day that would celebrate BRAG. To facilitate this, we agreed to contribute a sum of money to each member of staff to be used on the day. Staff used their day in a variety of ways including, getting a tattoo as a tribute to their grandmother, visiting Rick Stein's restaurant in Padstow, getting special treatment at the hairdressers, having an extra special day out in Edinburgh or Glasgow with their families and one member of staff travelled to Newcastle to visit the Christmas lights and their favourite Chinese restaurant.



## 2. Health and Safety

Another area where we strive to obtain continuous improvement is health & safety across all three sites. Each site has a minimum of 2 reps, and the group meet monthly to ensure good practice is maintained across all sites. Our legislation tracker allows us to stay on top of recent case law and to keep abreast of upcoming changes to legislation.



brag

We have invested in upskilling and training and development. A member of staff has recently passed their NEBOSH exam whilst a continuous mandatory training programme now includes fire awareness, office safety, manual handling, with food hygiene and emergency first aid included for those whose role requires this as mandatory and those members of staff who wish to learn these particular skills.

This investment has proved worthwhile as figures on accidents and incidents are down; Aug 23 – Aug 24 there were 24 reports. Using the figures for the same time period for this year, there were 13; a reduction of 54%.

### 3. HR

The new year brought a change of base for our Employability North team. Previously located in Thomson House the transition into our innovative Levenmouth Hub situated in the heart of Leven High Street went relatively smoothly.

As with any change, there had been some natural anxiety however now staff are in situ, they are adjusting well, and both the employability team and the café team are getting to know one another and working well together.

Earlier this year, we purchased a new software package which we have started to pilot with a limited number of staff. Their feedback has been invaluable, and from that, we have been able to produce three user guides which are currently being trialled by a member of staff. The feedback on the guides will be used to adapt the guides and the pilot will be rolled out to all staff over the coming months.

Changes in Government policy is bringing a new Employment Rights Bill, and the landscape of employment rights will change substantially from what we know now bringing welcome news for employees across the UK.

Our Quality Manager is drafting a BRAG specific road map to ensure we are ready for the changes as they happen. A management away day has been organised to bring other Senior Managers up to speed and guidance and training will be provided on an ongoing basis to ensure changes are captured and understood as they happen.





brag

Earlier this year we signed the Scottish Business Pledge as part of our commitment to the Fair Work Convention. We believe that Fair Work is work that offers effective voice, opportunity, security, fulfilment and respect; that balances the rights and responsibilities of employers and workers and that can generate benefits for individuals, organisations and society. We are committed to paying the Real Living Wage, to no inappropriate use of zero hours contracts, workforce engagement, and retaining a balanced workforce.

We maintain our commitment specifically by: -

As an accredited Real Living Wage employer, we pay all our staff a minimum of the Real Living Wage. We provide channels for effective workers' voice with the use of working groups and focus groups to ensure that everyone's voice can be heard and acknowledged. We have an employee rep attend our Board meetings.

To invest in workforce development, we ensure that every employee has the opportunity to maximise their potential. There is a training matrix which allows managers to track staff training, staff have their individual Personal Development Plans and are given protected reflective learning time.

## Impact Statement



"I was delighted when I was offered the job, here at BRAG. This was my first job as I am only 17 and when I saw the job advertised, I decided to take the opportunity to apply and was very excited when I was offered the apprenticeship. The best thing about working here is the customers and staff, everyone is really friendly and I work with a great team. Going forward I want to work my way up to Manager so that I can continue to work at BRAG"

We are committed to never using zero hours contracts. To tackle the gender pay gap and create a more diverse and inclusive workplace all staff are paid relevant to role irrespective of gender. We also provide our staff with a 7.5% contribution to their pension and private health cover. This rewards package is very much a benchmark for others to follow.



brag

We are a Disability Confident Leader ensuring we remain committed to promoting diversity and inclusivity and reducing inequalities. We actively promote this status and encourage this amongst our stakeholders and external partners. We offer flexible and family friendly working practices for all workers from day one of employment. We have one family friendly policy which is the umbrella policy for an additional five. We also offer hybrid and various flexible working patterns and locations. We oppose the use of fire and rehire practice.

## Case Study

I took a call from my Jobcentre Plus disability work coach that started as “You’ll not be interested, but there’s an open day for a course that I need numbers for”. I was a single parent, my son had just finished education. I struggled with my mental health and other disabilities, lost my confidence, lost my social circle, I hadn’t worked for 18 years. I was stuck.

Something in me said “Yes, I’ll go”. On the day I was terrified, but I showed up. I am so glad I did.

I met 2 lovely Brag staff that explained their 12-week course to a room of Employment & Support Allowance claimants. I said I was interested and managed to secure a place. Day by day on the course, I felt the old me, the confident, motivated me, start to return. I met some lovely people on the course, one of which is now my husband.

After the course ended, he & I went on to volunteer on Brag’s next course. During that time a vacancy came up within BRAG to work for the Fife-ETC project. I hadn’t filled out a real job application or attended an interview in 18 years, it was scary.

When Gayle phoned me to tell me I had been successful I was shocked, but very happy. My BRAG story started 10 years ago, and I am so very glad that it did.





## 4. Continuous Improvement

BRAG is the lead partner in our Fife wide employability consortium, and the Quality and Results team continue to work with our partners in an effort to improve reporting processes to funders and Scottish Government. Surveys have been completed by the organisational leads who sit on the Steering Group and all frontline staff. The quantitative and qualitative data has been analysed and the analysis will be used to improve the way we collect the results we gather from our employability work. The data from those results are designed to show the quality of the work we provide to the clients we serve, alongside the traditional target driven results that are currently used.

We now have access to an online professional design tool which saves us money and, from a quality perspective, also allows us to build a recognised brand across all our marketing materials, ensuring a consistently high standard when promoting our services.

Our Quality Manual has four levels, Corporate, Staffing, Health & Safety and Local. Across those four levels there are currently in excess of 50 policies and procedures. There is an ongoing system of reviewing, developing, approving, and implementing all those policies, the introduction of new policies, and any associated paperwork.

Sitting alongside all policies is the development of guidance and training for managers and staff to ensure successful understanding and implementation.

We will continue to review all policies and all processes across all sites, we will continue to monitor the implementation to ensure they are being carried out correctly and we will continually evaluate performance across all areas by providing the knowledge, tools and guidance to help everyone play their part to build engaged teams, increase efficiency, and increase stakeholder satisfaction.

Credit and thanks should go to all staff who have worked hard to understand the need for changes and adapted well to the adjustments that have been made as part of our test of change.





brag

## Case Study

Lindsay started working as our communications officer back in April of this year. Prior to joining us here at BRAG, Lindsay had worked for nearly 8 years as a Forklift Truck Operator and 12 years within a contact centre, both employers were International Organisations and despite having various policies to help and support staff they had always fallen short when Lindsay required assistance.

Whilst working within the contact centre her husband suffered a major heart attack and required stents. Lindsay wanted to take some time off work once her husband returned home, to look after him as he was very tired after his surgery. Lindsay's manager called her after she missed TWO shifts, demanding that she return to work as their children would be able to look after him.

As a Fork Lift Truck driver Lindsay was issued with a uniform, which included cold weather items as she worked nightshifts however after losing a significant amount of weight her uniform did not fit and it took more than 8 months for the company to issue new uniform, this resulted in Lindsay working outside, at night in the rain whilst the temperature was minus 5 without the appropriate PPE.

Lindsay had only been working at BRAG for a few weeks when one of her parents were involved in a life changing incident and the support from everyone at BRAG was instant.





brag

## Case Study Continued

She was sent home, immediately, despite her protests and when she returned to work her managers main concern was her mental health and making sure that she was aware that she could have time off – at ANY point if required and working remotely would be allowed. It was discussed that her laptop would go home with her so that all eventualities were covered.

This vastly reduced the stress that she was under and knowing that she was fully supported at work improved her confidence as it showcased how much BRAG stood by their policies as they had no issues implementing their flexible and family friendly working practises for someone who had only been employed for three to four weeks.

In the last six months Lindsay has continued to be supported and is delighted that every day, BRAG demonstrates its commitment to their staff by making sure they have access to all equipment they require and allowing flexible working to all staff

“I found out about BRAG’S services as my Dad was a client. I have had various jobs from a football coach to working in a call centre and when I was job searching my Dad advised me to ask BRAG for help.

I think it is brilliant working here and would recommend it to anyone who is looking for a job. The best thing about working here is my team, who are very close, and my wider work colleagues. Everyone helps and supports each other”

## Impact Statement





brag

## Community and Wealth Building Support

As always, we see ourselves as a true community anchor organisation with a belief in broader community wealth building with an approach of offering mutual aid.

As such, we have been busy In Levenmouth supporting Promfest 2024 as well as the Kennoway Gala. We also hosted a Tourism Officer in the area who delivered on a number of positive activities including an exciting new website and Heritage Trails.

In Crosshill we have supported the Benarty Gala and Pipe Band championship and acted as a key supporter and sponsor of Rockore. Benarty Improvement Group (BIG) along with the events group (BEG) and Benarty Foodbank are still all receiving access to our space and we now house an extra container from the events group in the car park.

This mutual aid support is a critical part of our community wealth building approach.





brag

## Financial Review

The organisation set aside a large portion of restricted employability grant income back in 2021-22 and we continue to utilize those restricted funds to deliver on the funders wishes, although we have eaten into these since then. Although our accounts show a loss for the year, we are in effect using up those restricted reserves from 3 years ago. Our cash flow has been tested as we supported the Hub into breakeven not to mention the cash we have invested in our fixed assets.

### 2023 - 2024

Income	£2,421,062
Expenditure	£2,439,792
Year End	(£18,730)
balance sheet value	£2,487,686

### 2024 - 2025

Income	£1,996,348
Expenditure	£2,182,798
Year End	(£186,450)
balance sheet value	£2,301,236

## What's next...

It's been a busy year and we are already planning for next year. We have exciting developments happening in Cowdenbeath and Leven and a whole programme of events taking place across Fife.

Keep an eye on our socials to follow progress or contact us, using the details below :-



[www.facebook.com/bragenterprises](http://www.facebook.com/bragenterprises)  
[www.facebook.com/TogetherLevenmouth](http://www.facebook.com/TogetherLevenmouth)



[www.brag.co.uk](http://www.brag.co.uk)



[enquires@brag.co.uk](mailto:enquires@brag.co.uk)



01592 860296



[tlhubandevents](https://www.tiktok.com/tlhubandevents)



[www.linkedin.com/company/brag-enterprises/](http://www.linkedin.com/company/brag-enterprises/)