

Providing Fast Support in a Crisis

Includem responds immediately to provide crisis support, reducing immediate risk of harm and creating opportunities to develop trust and learning.



“The Helpline was my saviour in the early days.”

Supporting young people when no-one else can •

Whether it's absconding, self-harming, or alcohol fuelled risk taking and offending, just one crisis can make a young person's life fall apart. Includem can help prevent them – and their family – from stumbling from one crisis to the next.

We are leaders in the field. We respond immediately to crisis referrals, adapting our service to meet a young person's individual immediate needs – whatever they are.

The nature of a crisis is that it can happen anywhere, at any time, and we're flexible enough to get someone out that day or evening. Our experienced staff know how to help, especially in sensitive and difficult situations such as sexually harmful behaviour.

With our Out Of Hours support and 24 helpline, we respond immediately in a crisis. If a situation calls for it, we will go out at 2am on a Saturday night to keep a young person safe.

Being there for a young person when they are at risk helps build a rapport – and helps them learn and move to a positive outcome. Ultimately, if young people are helped through crises, it's usually better for them, their family and the community.

5 KEY PRINCIPLES AT THE HEART OF EVERYTHING WE DO:

- WE BELIEVE NO YOUNG PERSON IS BEYOND HELP
- WE GUARANTEE A FLEXIBLE, QUALITY SERVICE 24/7
- WE AIM TO REBUILD FAMILY RELATIONSHIPS
- WE PROMISE VALUE FOR MONEY
- WE KNOW WE'RE SHAPING THE FUTURE



“We found their crisis support
very effective and they work very hard”

SOCIAL WORKER

How Includem makes a difference •

Established in 2000, Includem is a specialist Scottish charity registered with the Care Inspectorate, focusing on delivering support to the most vulnerable and challenging young people in society.

At the heart of what we do is 1-to-1 relationship-based support for young people and their parents or carers. Whatever time of day or night, 7 days a week, we're there when they need us most.

We also offer a free 24/7 Helpline, giving them a practical way to get in touch. This means we can intervene at the point of crisis, reducing immediate risk of harm as well as developing trust and learning opportunities for young people and families.

Our toolkit A Better Life is based on best practice and research evidence, and provides a framework for young people to make positive changes to their attitudes and behaviours. In addition, all staff are qualified to SSSC residential child care standards.

WHAT OUR SERVICE DELIVERS

- Crisis referrals, including Friday referrals for emergency weekend support.
- A free 24 hour helpline available for every single young person, their family and carers, with trained staff.
- Staff immediately report any child protection concerns, play a role in monitoring these cases, and where appropriate are trained in mental health and suicide prevention techniques.
- Helpline can respond by providing face to face support to young people where necessary, typically in the family home.
- Responding to crisis situations and following up thoroughly plays a significant part in winning trust with young people and their carers.
- We turn crises into positive opportunities – reflecting after a crisis is often the moment in a young person's life when they're more receptive to making changes.
- Crisis support is fully integrated with overall service delivery, support planning and Social Work.

PROOF OF SUCCESS

When Angela, who's 16, but has learning difficulties, made allegations of sexual assault by a family member, Includem responded instantly.

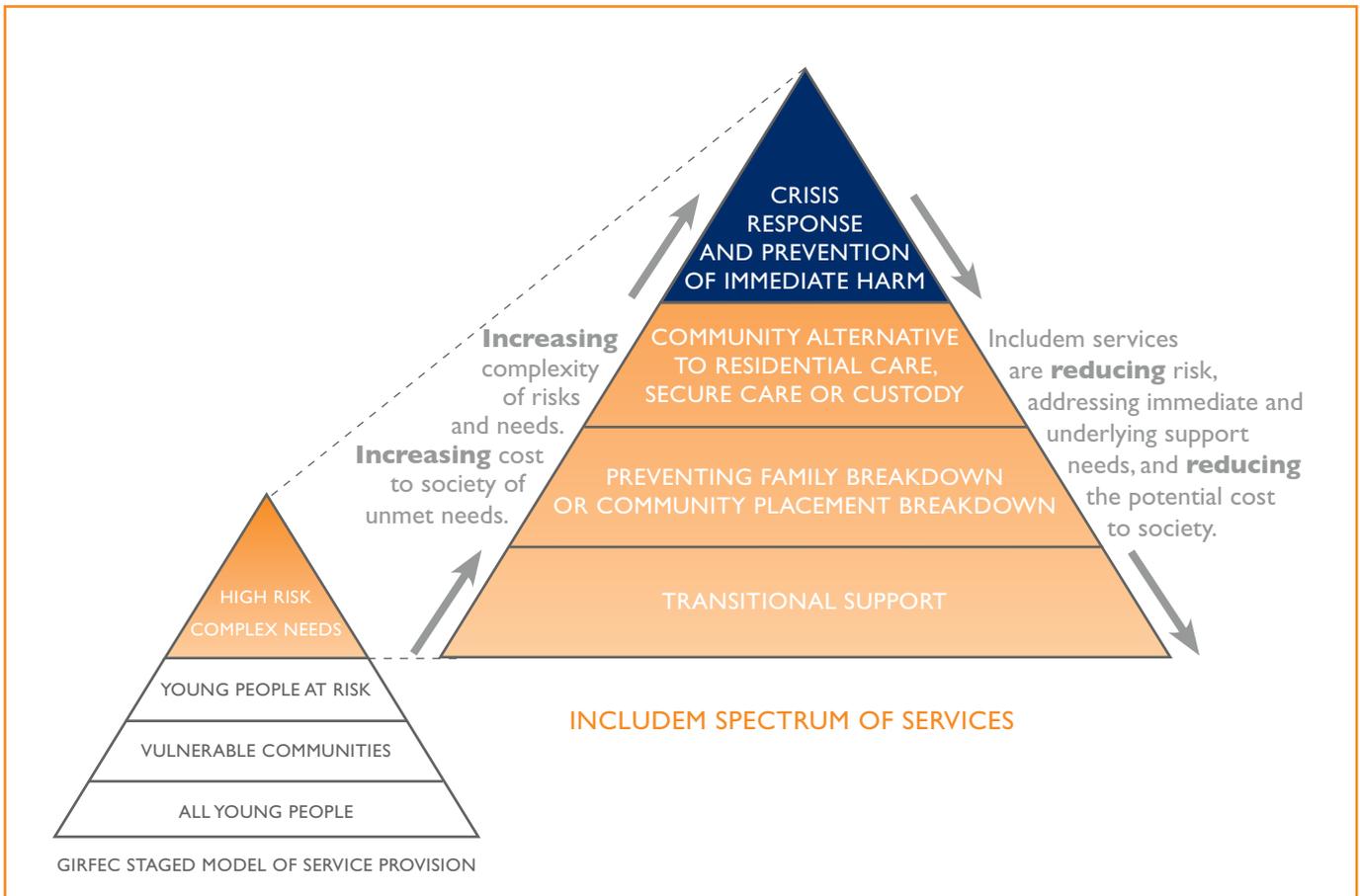
Helping her to leave the family home immediately was just the start.

Read Angela's story at www.includem.org/content/case-study-angela/

Includem focuses on four areas •

As well as offering financial benefits, the evidence shows that our approach offers better outcomes for young people, families and communities:

- Reduced offending and risk taking behaviour
- Better school attendance
- Better family relationships
- More confident and positive parenting
- Improved health and wellbeing
- More responsible citizens



FIND OUT HOW INCLUDEM CAN HELP YOU

If you'd like to know more about our services, please get in touch today.

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