# Hello, we are includem.

We provide intensive, bespoke support to young people and families in challenging circumstances.

Our model of support is based upon building solid relationships of trust.

Through this approach we are able to help young people make positive life choices and progress towards the type of future they want to live.

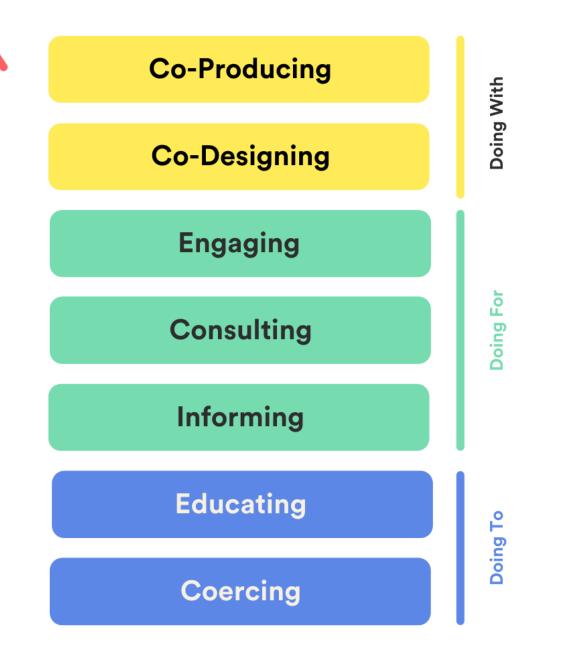


















# **The Benefits of Participation**

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Increased level of satisfaction with services



Better engagement & outcomes, working towards shared goals tailored to needs & wishes



Improved service quality, particularly in regard to access and responsiveness.



Increased choice and control



Provides an effective and efficient means of understanding needs and issues firsthand



Leads to more efficient and effective use of services



Leads to greater confidence, inclusion & health and wellbeing



# So what have we done in the last year?



Inclusion of young people and parent's views in our consultation responses through semi-structured interviews



Surveys to understand the impact on CYP&F of the pandemic and inform reports



Engagement with YP&F about how they accessed our services and follow up feedback Peer research



Facilitating young people's participation in external projects



Appointment of a Participation Officer to embed a culture of participation

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### Watch Excluded film here:

https://www.youtube.com/watch?v=kBnKHsaEfy8

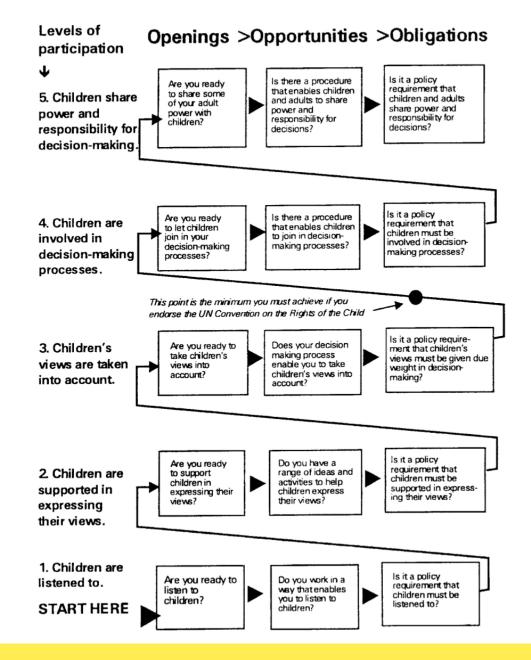




## Some of the challenges and tensions

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#### **Read our reports here:**

- <u>Poverty & The Impact of Coronavirus on Young People and</u> <u>Families</u>
- <u>Staying Connected Assessing Digital Inclusion</u>

#### Have a read of:

- <u>Scotland's Lost Voice</u> an includem blog post
- We Felt Heard: The Young Scots Who Shaped Our School <u>Exclusion Film</u> – EachOther blog post



















