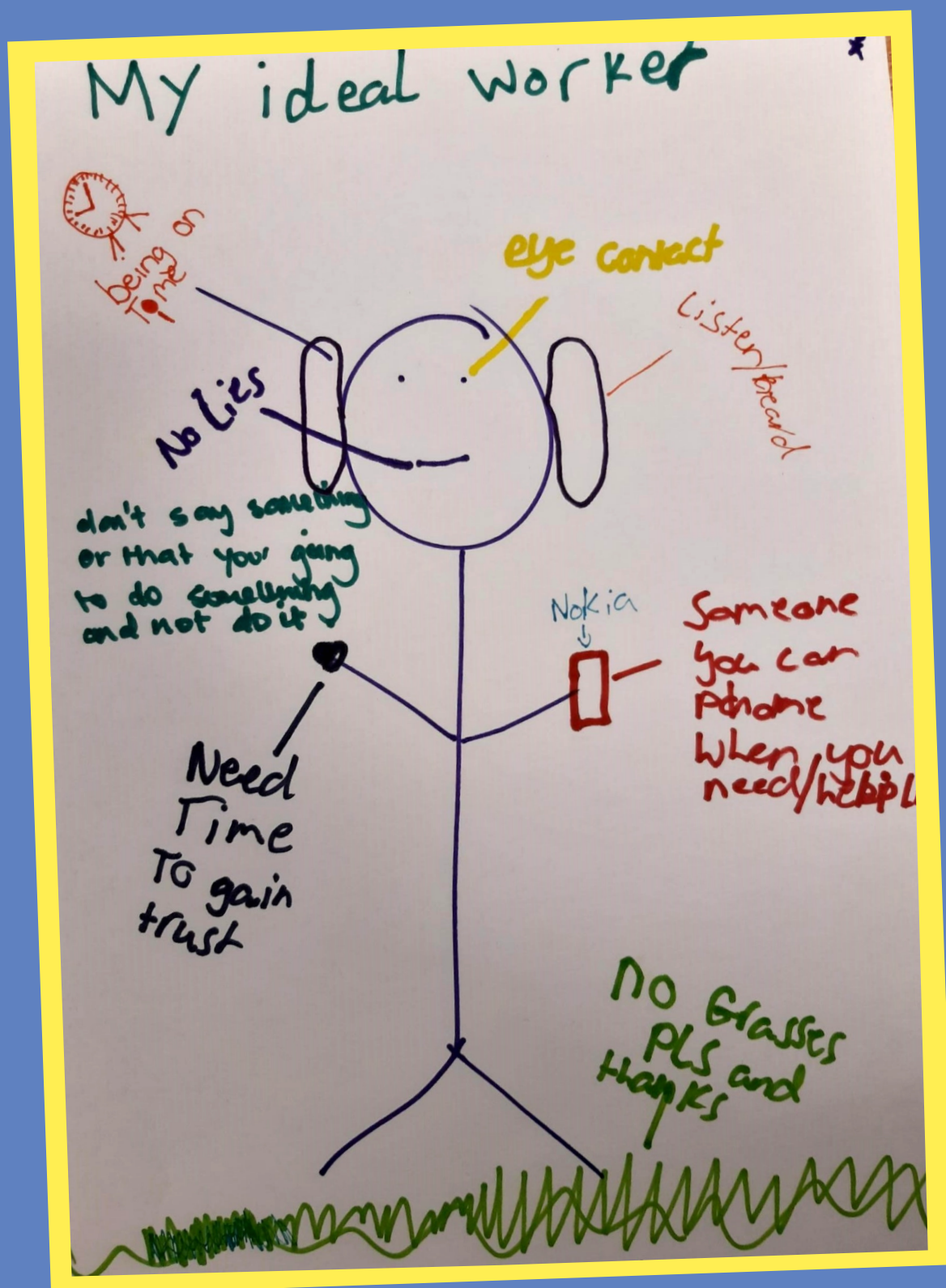


includem⁺

Transforming
 lives of
 children,
 young
 people &
 families
 across
 Scotland



Our Staff
 Our Journey
 Our Plans
 and
 more +

Welcome to includem⁺

Welcome to the first edition of includem⁺ where we tell you a little bit more about the work we do across Scotland.

Includem⁺ provides you with an update on the work we do across Scotland to transform the lives of children, young people and families. We also hope that it gives you a small glimpse of the areas of our work that may be of interest to you.

With the rise in the cost of living, this year will prove to be another challenging one for a number of the children, young people and families we support, and we will continue to be there to support them in their hour of need.

Over the next few weeks we'll be in touch with you to talk about a few of the things mentioned in this magazine, but in the meantime if you have any questions, please do not hesitate to contact us - we're always happy to have a chat.

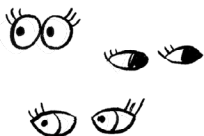
Best,
David & Gary



David Ferrier
Business Development Manager
david.ferrier@includem.co.uk



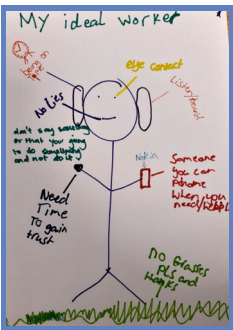
Gary Lindsay
Fundraising Manager
gary.lindsay@includem.co.uk



Find out how includem support children & young people on p.6.

In this edition of includem⁺:

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- 05** What we did last year
- 06** Experience the includem journey
- 08** Our staff
- 10** What children, young people and families tell us
- 12** What we've been up to
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- 16** Our current & future plans

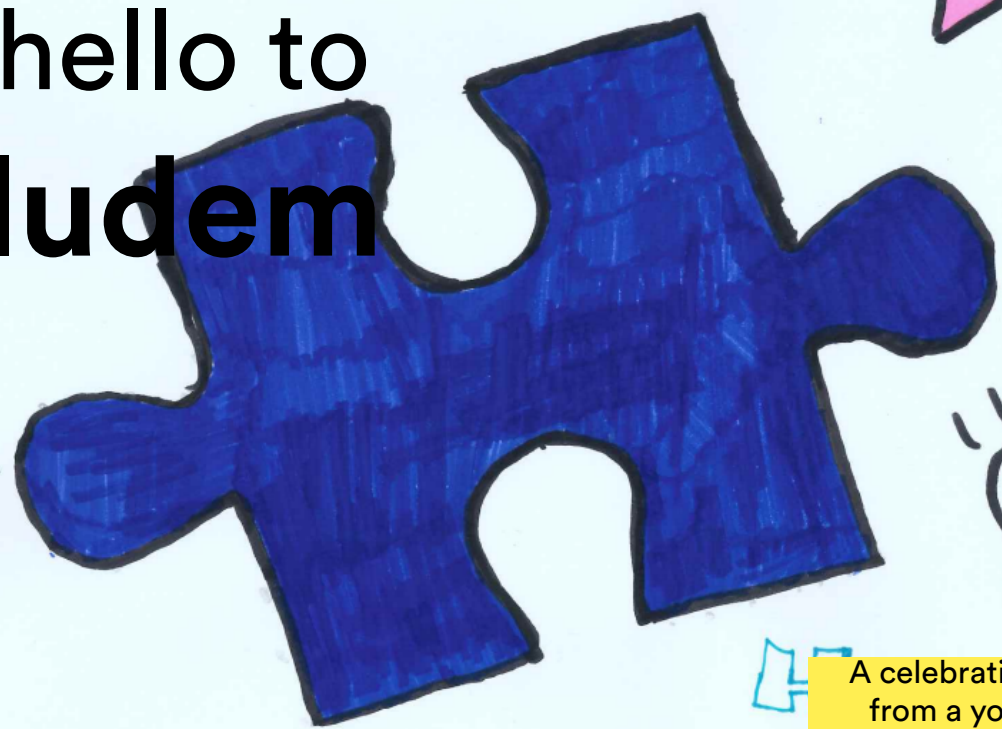


My ideal worker

Each edition of includem⁺ will feature a piece of artwork from the children & young people we support. The ideal worker according to a young person in Aberdeen.

Click the image.

Say hello to includem



Party

A celebration of includem from a young person in Aberdeen.

Includem has grown and developed to offer a wide range of services and projects to children, young people (from age 0-25), and families across Scotland.

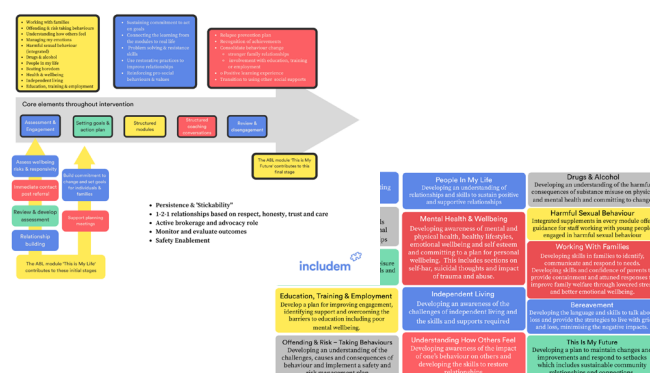
We have expanded our offering of specialist support to not just young people in conflict with the law, but to families as well. We work with children and young people in care, and their caregivers, as well as supporting those facing challenges with education or transitioning to adulthood. Regardless of who we are supporting, our commitment to relationship-based, 24/7 support, remains unchanged.

Our model of support is based upon building solid relationships of trust and this is seen in action using our evidence based 'A Better Life toolkit' – 11 modules designed to take a whole person and family support approach. We know that every child or young person has endless potential and with this approach we help children and young people make positive life choices towards the future they want to live.

We offer a wide range of services that supports children, young people, and families to achieve positive outcomes and to transform their lives. All our services are relationship-based support and delivered in their local communities. We work in partnership with children, young people, their families, local authorities, health, Police, Youth and Criminal Justice, Education, and other organisations to identify those who could benefit from our support.

Our Model of Intervention Modules of our A Better Life Toolkit

Click on the images.



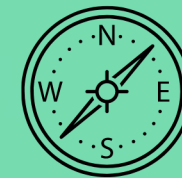
What we did last year

Click on the icons below to find out what we did in 2021

Experience the includem journey

Click on the number to read each stage of our journey

includem⁺



Relationship
Zone



Education
Zone



Community
Zone



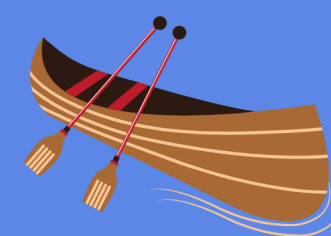
Life skills
Zone



Fun
Zone



Lake
Jigsaw



Trust
Mountain



Our staff



Members of our ADAPT for Cashback Staff Team

Our model is based upon building solid relationships of trust and our staff are fundamental to this. We recruit people whose values align to responding with empathy, motivation, and purposefulness. Our recruitment process involves a full day group interview, followed by, if successful, a one-to-one interview. The purpose of the group day is to allow us to observe how candidates interact with colleagues, their ability to listen and engage meaningfully and genuinely; with the one-to-one interview focusing more on skills, knowledge and understanding.

Every staff member completes a three-week induction, which is a mixture of shadowing staff and training sessions, child protection, recording information and support planning. This is important as it provides a mix of learning opportunities both practical and theory based. Throughout the induction the training is centred on learning the key

messages that underpin how we engage and develop safe partnership working with children, young people, families and external colleagues.

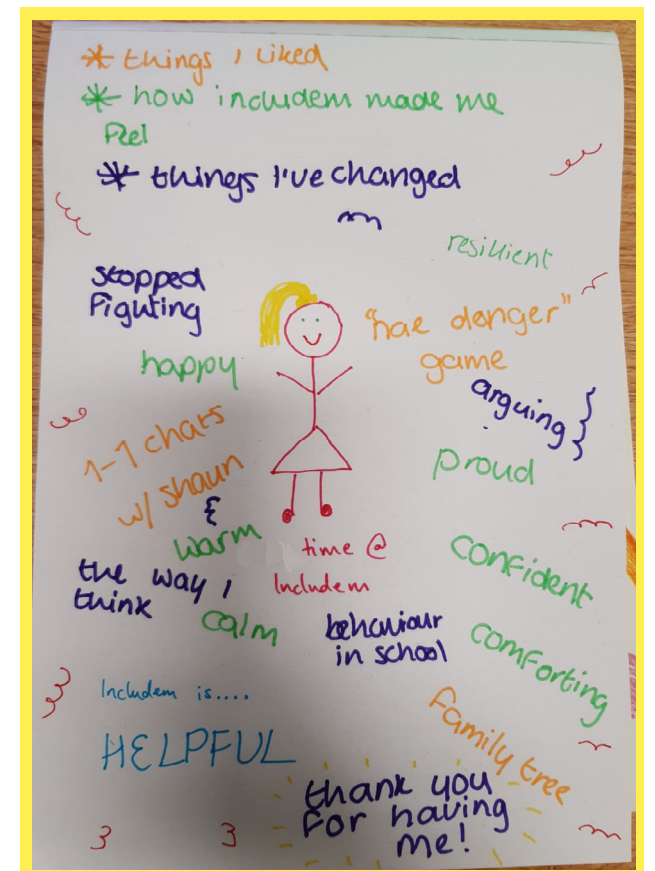
Ongoing learning and opportunities to embed this in practice is key to supporting our staff. We have a toolkit that provides an overview of everything that we expect staff to cover from their point of induction to the end of their six-month probation period. Our toolkit provides a mix of e-learning courses, further reading and space for reflection, both to support learning, identify areas of strength and gaps, which helps to inform the focus of their four weekly supervision sessions.

In the first year of working with us, staff will receive various core training such as Solihull, Restorative Justice Level 1, Making Outcomes Meaningful, Safe Talk, Key Policy and Legislation, and our 'A Better

Life' Toolkit training. Following on from this, throughout their time working with us, staff are supported to complete SVQs at varying levels, above what is required for their SSSC registration and relevant to their current role within the organisation. This is along with accessing any specialist training such as ASIST, Harmful Sexual Behaviour, Parental substance misuse etc. We have a commitment to further learning as we recognise that this supports motivation, feeling valued and contributes to best practice, that is informed by up-to-date theory and research.

How includem has helped this young person in Glasgow

[Click the image](#)



What children, young people and families tell us:

"Includem have been the only people who have listened to me since leaving care. They have saved my life."

"Nobody makes decisions without asking me now so I'm included."

"Includem has supported me in times I needed it the most and in ways nobody else could have. They have put structure into my life when everything was crumbling to pieces and every one of my workers has inspired me in their own unique way and helped build me up into the person that I am today!"



"They have saved the fundamental foundations of my family and supported us to begin building on that. We were in crisis but they have allowed us to have the opportunity to take the positive option now. Without includem, my family would be living apart."

"I've grown up a lot in the past few months and know how to look after myself."

"If I wasn't with includem I would definitely be sitting in a secure [service] just now. I am at home now and it's because of includem. I now hate the way I treated my family and they have helped me reflect."



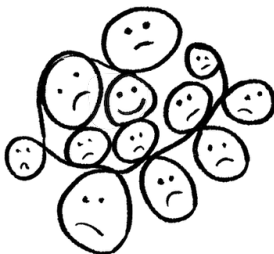
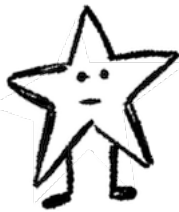
"I'd probably be in jail if it wasn't for includem. They showed me an alternative. They showed me another life."

What we've been up to



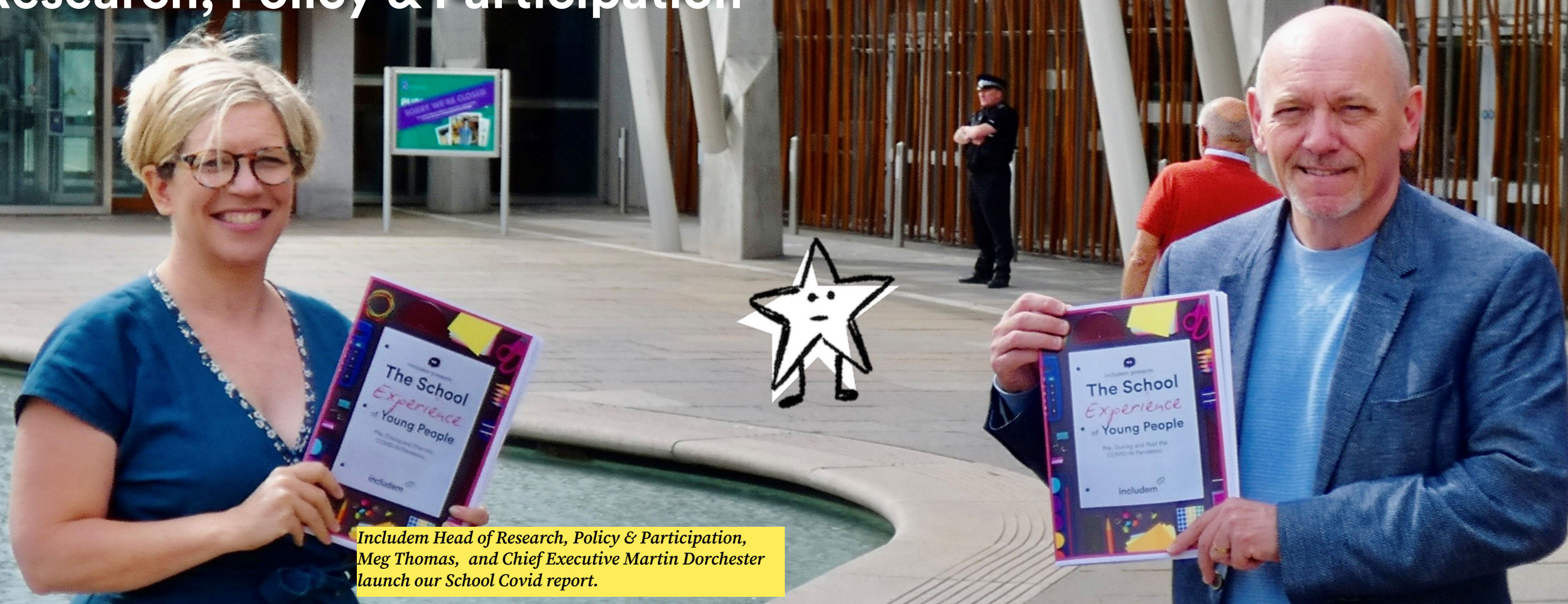
Young people cleaning a beach as part of our ADAPT for Cashback project.

Click on the icons to find out about some of our peojects



Research, Policy & Participation

includem⁺



Includem Head of Research, Policy & Participation, Meg Thomas, and Chief Executive Martin Dorchester launch our School Covid report.

It is important to includem that children, young people and families have the ability to contribute to the design, delivery and development of services and policies which affect them.

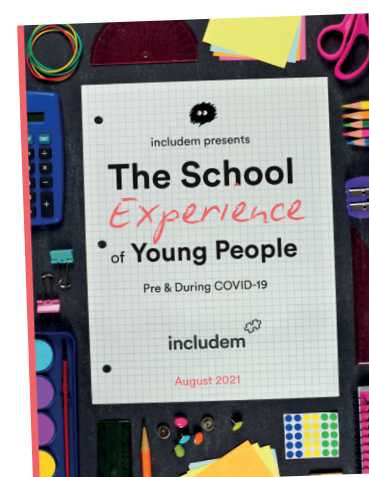
Recently we worked alongside **The Promise Partnership** to truly embed participation within our culture and practice.

We have carried out a number of research projects encompassing lived experience to identify the impact of Covid-19, poverty and trauma upon the lives of those they support and what they need from services for meaningful support. Part of this has involved development

of our Peer Research model, recruiting people with lived experience to plan and carry out our research.

We now work to put in place services which act on recommendations and findings and further put in place meaningful services which truly reflect the needs and rights of children, young people and families.

As part of this we are working with **Education Scotland** to realise our recommendations within Scottish schools and for them to be underpinned by a children's rights perspective and to bridge the gap between home and school.



The School Experience of Young People Pre & During Covid-19

Launched in August 2021, this report highlights the views of children and young people supported by includem across Scotland on their school experience before and during the various covid-19 lockdowns and how it all impacted them.

Want to know more; click the image to read our full report.

VOICES: Families Experiences of Poverty & Services

Launched in November 2021, our latest report amplifies the voices of families supported by includem. With the use of Peer Researchers with lived experiences, families make it clear their views on poverty and the services that support them.

Want to know more; click the image to read our full report



Our current & future plans



Our current projects



Our future plans





Want to know more?

includem.org



Want to donate to our work?

includem.org/donate

Want to work with us?

includem.org/work-with-us/



Edition 2 coming Summer 2022!

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