



Transforming Lives

“Our priority is helping children, young people and families make positive, sustainable changes to build a better life. This is how we transform lives for the long term.”

Martin Dorchester
Chief Executive

We see a world where every child and young person is respected, valued, and has the opportunity to actively participate in all aspects of society.

Registered with the SSSC, we work closely with children, young people (aged 0-25 or 26 if care experienced) and their families, who are facing challenges in their lives.

We support those who have been referred to us from social work, education, Police Scotland and more to co-create a package of support.



Our trust-based, inclusive model of support is centred on the needs of each child, young person and family who we help make positive life choices and transform their lives, creating better outcomes for them and their communities.

We're not about prescribed processes or generic programmes. We take a flexible, personalised approach informed by evidence and research.

Where We Work

With a national office in Glasgow, we have services in Aberdeen, Dundee, East Dunbartonshire, Fife, Stirling and West Dunbartonshire.

Through our includem RESPONSE service, we provide intensive support to local authorities across Scotland.

In the coming months, through our ADAPT project, we will be launching pilots in: Angus, Argyll & Bute & Edinburgh.



Amplifying Voices

Ensuring the voices of the children, young people and families we support are heard by those that make the decisions in their lives is a key pillar of our work. Over the last four years, this has included our research reports, consultations and briefings. Some of these includem our Poverty Reports (2020, 2022), School's Report (2021), Voices (2021), National Childhood Bereavement (2022) and more. All can be found on our [Publications page of our website](#).

Justice Team

Our Justice Team works across the Central Belt with the overall outcome to reduce the number of children and young people in conflict with the law.

The team takes referrals from the Partnership Drugs Initiative, the Glasgow Community Fund, South Lanarkshire Health and Social Care Partnership and more.

Every child or young person supported by the team receive approximately 2 support visits per week and have access to the 24/7 Helpline. Their support lasts between 3 -6 months depending on the circumstances of the individual.

In 2023, the team supported 61 children and young people in conflict with the law.

ADAPT Project

Our ADAPT research is identifying gaps in youth justice services across Scotland and using a co-design process to develop and test pilots in early intervention and youth justice services. This work is part of our commitment to embedding The Promise.

Currently we are undertaking a Restorative Justice project in Edinburgh between a supermarket and young people who have been shoplifting and engaging in anti-social behaviour. Early indications point to this being a useful intervention. In Glasgow we are delivering a Bail Supervision Pilot and a Structured Deferred Sentencing Pilot

“The Adapt Includem service has been an integral part of the Diversion from Prosecution Service. This service serves to divert young people from further offending as well as having a potential opportunity to have their offence struck off.”

Social Work

includem in 2023

No of teams in Scotland: **16**

5 regional offices



170 members of staff

1,176 children and young people supported

35,025
Total Face to Face hours of support

11,436
hours of support delivered
“Out of Hours”
(M-F 5pm - 9am, S/S 24 hrs)

£4,000

spent from our Young Person's Fund to help children, young people and families in crisis situations or to experience new opportunities.



Blake's Story “ ”

Blake was 16 when they were referred to includem through the Diversion from Prosecution referral route. This was for an initial 12 weeks of support due to a theft by shoplifting charge. While working with Blake, further charges came to light, but Blake was keen to make positive changes to their life.

Their support began with discussions around Blake's offences. They were regretful about the previous behaviours and as part of the early stage of support, set themselves goals for the future which could be adapted as time progressed. Using models such as Crime Does Not Pay, Consequences and Goal Setting, Blake was encouraged to think about the future.

We supported Blake and their mum by linking in with SideStep to help them get a college placement, encouraging Blake's attendance at college.

By the end of the 12 weeks support, Blake had successfully completed their diversion from prosecution. They were open and keen to engage with focused learning and completed several modules. They had also completed their education program and picked up no further charges. Blake moved on in a much more hopeful place.

Taylor's Story “ ”

Taylor was referred to us through Diversion from Prosecution after being charged with carrying a blade on school premises. We supported Taylor to fully understand the diversion from prosecution process and to commit to using the support offered to them to build a positive future for themselves and to not get involved in future offences.

To do this, we used our A Better Life toolkit. This practitioners toolkit covers thirteen themed topics that can be used depending on the support needed. It challenges young people to think about their lives and future goals and offers practical support to them at various stages on their includem journey. For Taylor, this included the modules on Offending and Risk Taking, Understanding Others, Managing Emotions and Sexually Harmful Behaviour.

Taylor now has a better understanding of their risk-taking and offending behaviour and no longer carries blades in public. Since benefitting from includem's support, they have had no further instances of offending and is committed to making a better more positive future.

Our Asks



1. Help support includem by raising awareness of our work in early intervention in the Scottish Parliament.
2. Support our research work by raising a question on who in the Scottish Government monitors secure accommodation availability compared to young people in prison or Young Offender Institutions.





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