

# We Are includem!

enquiries@includem.co.uk

0141 427 0523

includem.org

includem, Unit 6000, Academy Office Park, Gower Street, Glasgow, G51 1PR | Find us on social media @includem2000

includem is a specialist Whole Family Support charity working across Scotland to transform the lives of children, young people, and families who face the greatest challenges. We support those furthest away from mainstream services, ensuring no child, young person or family is ever beyond help. Our work is rooted in trauma-informed practice, built on strong, trusting relationships, and delivered through a highly responsive model available 24 hours a day, 365 days a year.

We ensure our person-centred approach reaches the right people at the right time for as long as they need it.


## What We Do

We deliver practical and emotional support tailored to the individual needs of each child, young person and family. Our approach is grounded in one-to-one relationships and designed to help families stabilise, build resilience, and make lasting positive change. We work in close partnership with social work, schools, health providing meaningful and practical connection to communities to identify where support is needed most and co-design a personalised package of help.


A key part of how we do this is through our A Better Life toolkit which combines theory, practice, policy, research and lived experience.


## Why Our Approach Works

 Trauma-informed practice

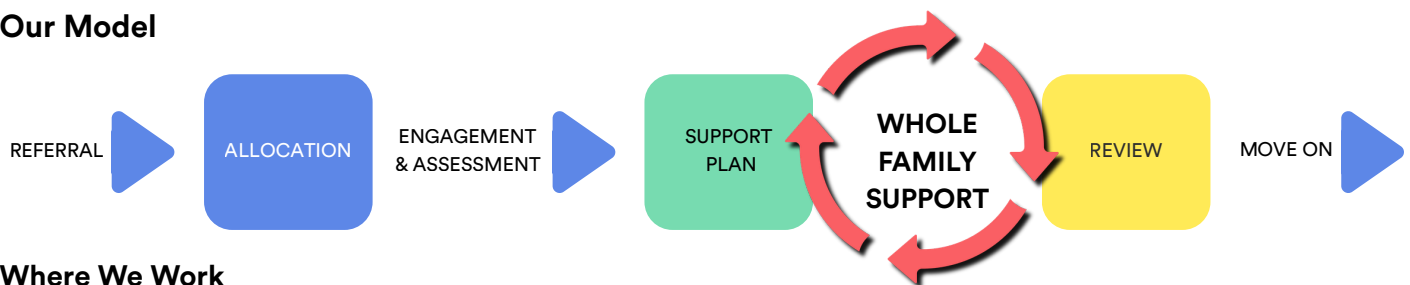
 Relationship-based support

 24/7 availability

 Dedicated helpline

 Strengths-based, flexible delivery

## Our Model



## Where We Work

We operate across Scotland — including Glasgow, Stirling, Fife, Tayside, Perth & Kinross, Angus and Aberdeen — supporting hundreds of children, young people and families each year.

## Our Commitment

- Deliver high-impact, relationship-based support.
- Supporting families to access local services.
- Service design and delivery shaped by data and evidence.

Scan to find out more about our impact!



“[P]erformance was sector leading with outstandingly high outcomes for children [and families]”  
Care Inspectorate Inspection Report, 2026

A charity registered in Scotland, number SCO30233 | Company registration number: 207985

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