



Everything you need to know about



includem

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.

Includem is a specialist Scottish Charity, working with children, young people (0-26) and their families to address behaviour that is challenging and provides practical and emotional support to achieve positive life changes.

Our support is always shaped by young people; responding to their individual needs, and the needs of their families in the community in which they live. This enables them to make lasting positive changes and become independent of services.

We've put together this briefing to highlight areas that we have considerable expertise in that may be beneficial to your work or where we can partner.

Our Promise

We listen



We make a plan

We build trusting relationships

We keep showing up

We help people move forward

What We Do

We're not about prescribed processes or generic programmes. We take a flexible, personalised approach informed by evidence and research. Our support ranges from early intervention and prevention to intensive individual and family support provided by the right people when and where it is needed.

We work with individuals and families referred from social work, education, Police Scotland and more to co-create a package of support based on what they tell us about their circumstances, strengths, needs and goals.

This makes sure their voices are heard and the support we provide is designed specifically alongside them.

Amplifying Voices; Influencing Change!

We work to ensure the voices of the children, young people and families we support are heard by decision-makers and that their views lead to meaningful change.

Participation is embedded in everything we do and we have also sought to amplify voices through our research reports, consultations and briefings all of which can be found on the [Publications page](#) of our website.



Key includem Stats

In 2023/24 we:

- Had 4 regional offices and 1 co-located office.
- 16 Teams across Scotland
- 170 members of staff
- Delivered **23 contracts** and have provided support services 17 times through various procurement frameworks.
- Worked in **19 Local Authority** areas.
- Delivered **35,000 hours of face-to-face support**.
- Supported **1,176 children, young people and families** (11% increase from previous year).
- Had contact with children and young people as part of a support package **13,000** times up to 12 contacts per child or young person.
- A **72% success rate** for children and young people moving on from our support.
- Received **1,200 young people and carers calls** into our helpline.
- 91% of these calls were out of hours (outside of 9-5 Monday-Friday and Saturday/Sunday).
- Receive 77% of our revenue from Local Authority contracts or grants.
- Receive 23% of our revenue from Scottish Government contracts, grants, trusts & foundations.
- Planted over 450 trees as part of our Seeds of Hope Project.



Our Services: Key themes

We work across Scotland to help support children, young people and families. In particular, our work focuses on the following themes:

Whole Family & Intensive Family Support

For positive outcomes to be sustainable, a Whole Family Approach is often the best strategy. It is unusual for a child or young person to require support without there being unmet need within the family unit. This family support varies depending on the age and stage of the child as we know that as children grow into teenagers and young adults, they are more influenced by their peers, but this is often where parents and carers need support and advice. The level of support should meet the level of need and therefore can be intensive or more 'light touch'. Includem offers both with our support being tailored to the needs of the family and ranges from daily visits, a mixture of visits and telephone calls to infrequent calls or online support. The 'lower level' of support may be an 'early intervention and prevention' approach or a step down from more intensive family support.

Early Intervention & Prevention

Early intervention and prevention, as the name suggests, is identifying and assessing needs at the earliest possible juncture and putting in place the support to prevent this escalating into a more significant or enduring need.

includem's Youth Advisory Group

This year we established our Youth Advisory Group to ensure children and young people we work with have the opportunity to influence all aspects of our work. The group is made up of children and young people who are currently being supported by includem, and young people who have moved on. The Youth Advisory Group is committed to improving both the service we provide, and influence change at a local and national level through our Policy & Public Affairs work.



Our Public Affairs team can provide a detailed briefing on our work within these themes to support your work.

Please let us know at publicaffairs@includem.co.uk and we would be happy to help you and your team.

Transforming Lives



As part of our Transforming Lives campaign we launched URSPACE, our magazine for children and young people. The magazine allows us to share updates & information with children and young people we support, gather their views, and support their families.

Children's Rights:

Children and young people do not have universal access to their rights and we want to change that. We are engaging with children & young people we work with, who face multiple barriers to accessing their rights, to find out what they know about their rights, if they can claim them, and what needs to change for the better.

Poverty:

Too many children in Scotland are living in poverty. Poverty affects access to rights, attendance & attainment at school, mental health and wellbeing, and relationships. We continue to address the stigma and shame experienced by families we work with, and support them to maximise their income, budget, and sign-post to other supports. We also campaign alongside anti-poverty partners for real change.

Education:

Education settings should be a safe place for learning, social development, friendships, challenges, and support. Many of the children & young people we work with have not experienced school or learning in this way because of the structural barriers they face, through no fault of their own. We are tireless advocates for their rights and engage with decision-makers to improve the access to - and experiences of - education and learning.

Mental Health:

Children and young people in Scotland are experiencing a mental health crisis, and those who need services the most are excluded from accessing them on account of the barriers they face. Our work to support children, young people and their families to support their mental health is transformative as we are often the only service with 'stick-ability'.

Youth Justice:

We work with- and advocate for children & young people in conflict with the law or engaging in risk-taking behaviour. We do this by helping them to make positive choices, access further supports and transform their lives. We are exploring gaps in youth justice service provision with local authorities, youth justice partners across agencies, partners, and children and young people.

Our Key Asks

- We call on both Governments to take radical action to transform the lives of children and young people living in poverty by writing off public sector debt.
- We call on the Scottish and UK Government to act on areas identified by the Committee on the Rights of the Child in their Concluding Observations no later than 2028.
- We urge the Scottish Government and society to recognise the impact and value of community supports to improve engagement and attainment in education.
- We call on the Scottish Government to urgently fund children and young people's mental health services in recognition of the current impact of the mental health crisis.
- We call on the Scottish Government to fully fund prevention and early intervention services, recognising the transformative impact these supports have on the whole family.



We would welcome the opportunity to discuss our campaign and how we could work together!

includem RESPONSE



A dedicated team is available across Scotland to support children, young people and families through bespoke individualised support packages.

Includem RESPONSE can also support children and young people who may be outwith their local authority and in need of support.

Our service is available for referrals from social work, education, health and private enquiries.

To find out more about includem RESPONSE or to discuss a referral you would like to make or to get an individualised costing, please get in touch with:



enquiries@includem.co.uk



0141 427 0523



Find out more at
includem.org/response



OUR POLICY & RESEARCH

We are delighted to announce that we have established an internal research function within the organisation which allows us to gather intelligence and data that directly impacts children, young people and the families we support.

Currently we are exploring the gaps within the youth justice sector which has been useful for both service development and delivery as well as our influencing work.

If there's an area you would like to know more about or if you think there's an area we could work together on please get in touch with us!

Get in touch:

We would love the opportunity to discuss with you some of the issues faced by children, young people and families in your constituency on a date, time, location that is convenient for you.

publicaffairs@includem.co.uk

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