

# inform

A publication from Includem

## A Message from our Chief Executive

Welcome to the first issue of Includem's information publication to mark the opening of our new head office in Shettleston.

Includem has worked with young offenders since 2000, focusing on the powerful impact of one-to-one relationships. Our aim is to effect long lasting change by challenging offending behaviour and supporting young people towards positive inclusion in society.



Phase one of the Intensive Support and Monitoring Service (ISMS) allowed us to develop our intensive support service as part of the ISMS package for young people, working in partnership with five local authorities. These past three years have provided an exceptional opportunity to develop a wider understanding of how intensive support and monitoring can make a difference to young people's lives.

As well as our own commissioned research, there are three other ISMS studies, undertaken by the Scottish Government, Glasgow City Council and the Scottish Children's Reporter Administration.

We want to share our experiences of being involved with ISMS and delivering intensive support services. This publication tells the stories of three young people who received intensive support from Includem.

Looking to the future there are both challenges and potential opportunities for developing effective services that help young offenders to turn their lives around. And I believe intensive support can play an important role within this significant policy agenda.

A handwritten signature in white ink that reads 'Angela Morgan'.

Angela Morgan  
Chief Executive

## Includem provides a coordinated range of services to a wide range of young people

Includem works to improve the lives of troubled young people in Edinburgh and the Lothians, Glasgow and the West, Lanarkshire, Tayside and Fife, in partnership with local authorities, families and carers and other agencies.

Our services include intensive community-based support and supervision for young persistent offenders, often as part of a condition within a Supervision Requirement issued by a Children's Hearing; part of an Intensive Support and Monitoring Service (ISMS) package; or as bail support to reduce the use of remand. Integral to our services we offer transitional relapse prevention support and have experience delivering restorative justice approaches.

In addition we provide tailored intensive support services for:

- extremely vulnerable young women;
- young people living in vulnerable families to prevent them becoming involved in more formal measures of care;
- young people with sexually harmful behaviour; and
- young people making the transition from residential or secure care back into the community.

20 short-term residential placements are available in small houses based around Glasgow, Fife and Tayside, fully staffed by Includem, to support young people at times of acute crisis. Plus our specialist fostering service caters for high risk and very challenging teenagers

For young people at highest risk we offer tailored wraparound services, which can involve up to 24 hours a day continuous community-based support and supervision. These specialist support packages contribute to multi-agency protection arrangements (MAPPA).

## Matthew's Story

Aged 18, Matthew was already well known to the Social Work Services when Glasgow Sheriff Court recommended he be referred for an ISMS assessment in 2007. A persistent offender who drank excessively, carried knives and was involved in gang fighting, he had no qualifications and was not in education or employment. Before the start of his intensive support package Matthew had a curfew in place, which he frequently broke.

After his assessment Matthew did not receive an electronic tag. What he did get was 30 weekly hours of support and supervision for 9 months, and eventually a new outlook on life.

Includem provided 10 hours one-to-one support per week and access to a local 24/7 free crisis helpline. The rest of his support package consisted of an ISMS education programme, probation services, addictions support and mental health support. Over 9 months Includem's workers built up a relationship with Matthew, with pro-social role modelling built into every contact. His offending behaviour was challenged; he was taken to community-based activities and supported to start searching for employment opportunities.

When Matthew managed to secure a full time job his support package was reduced. Now on ISMS aftercare Matthew receives two Includem contacts per week, and we've invited him to continue playing football with Includem as a valuable peer role model and positive influence on other young people.



**“Working with Includem was the best thing that ever happened to me”**

**“I know Includem will have a lasting influence on me, when I look back, I don't see the point in gang fighting and getting drunk all the time.”**

## Nathan's Story

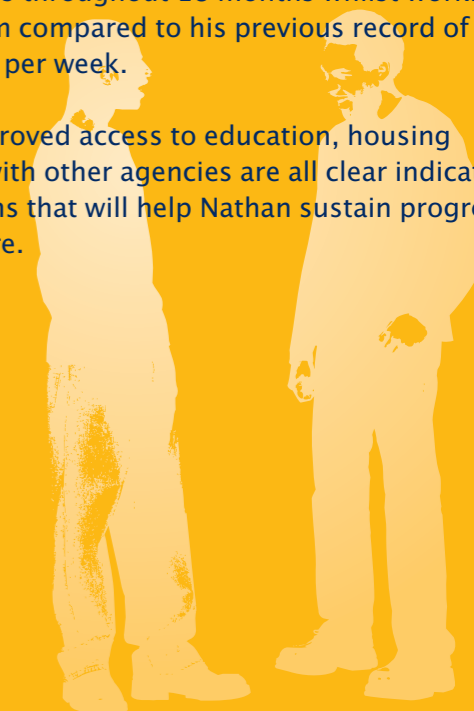
Nathan was referred to Includem aged 15, via social services whom he had been involved with since an early age. He was well known to both local police and child services, but consistently failed to attend appointments with the children's panel and other agencies. A prolific offender, Nathan was excluded from full time education, had spent time in secure units and residential schools and had been placed on supervision orders, all of which had no impact in changing his offending and risk taking behaviour.

For the first few months Includem workers were out supervising and supporting Nathan every single day of the week, wherever they could find him. Initially Nathan indicated low expectations of Includem being able to help him and had very little motivation to change his behaviour. It took three months for Nathan to properly engage with his lead project worker, mainly due to the persistence to make meaningful contact. This engagement allowed Includem to begin working to help him think through the issues behind and consequences of his behaviour. Includem's support focused on moral

reasoning, victim empathy, pro-social role modelling, problem solving plus assistance with accessing income support and engaging with employment and training opportunities.

Includem supported Nathan for 18 months and for the first 9 months his life remained very chaotic. Nonetheless he began attending school, children's panel and other meetings set to help him. Nathan sustained this progress whilst coping with the transition to independence in his own tenancy. Follow up assessments indicated a reduced risk of re-offending (YLS) and an improved attitude to crime (Crime-Pics II). Most significantly he only picked up 3 new charges throughout 18 months whilst working with Includem compared to his previous record of 2-3 offences per week.

Nathan's improved access to education, housing and linking with other agencies are all clear indicators of foundations that will help Nathan sustain progress into the future.



## Jasmine's Story

Jasmine was referred to Includem's Young Women Intensive Support Service, aged 19, for not complying with her Drug Treatment Testing Order. She had repeatedly failed to engage with any treatment or help offered; this was her last option before being remanded in custody. With over twenty charges Jasmine had little self regard or motivation to change her lifestyle. Jasmine lived outwith the city centre. When she did attend her DTTO this often resulted in her seeking negative social peers within the city for continued substance misuse and binge drinking sessions. Jasmine regularly used heroin, diazepam, ecstasy, speed, cannabis and alcohol.

Since leaving Includem, aged 22, Jasmine continues to do well. She remains in her own tenancy and has sustained better relationships with her parents. Her methadone prescription is reduced and she accesses a service to help her get off the prescription altogether. Recently she revived a childhood interest in outdoor sports and now regularly enjoys going hill-walking.

**“When I first met my workers for the first time they made me feel really comfortable, they seemed to know and understand what I was going through”**

Includem successfully engaged with Jasmine using a persistent, personal and caring proactive approach. Ensuring Jasmine was transported in and out of the city for appointments helped her avoid negative peers. Conversations during car journeys were crucial for building support relationships with workers. In addition Jasmine was assisted by brokering of other agencies, help to build bridges with her parents and direct assistance in gaining life skills such as cooking and shopping.

After 6 months major changes were already apparent in Jasmine's life. She was attending all her DTTO appointments compared to 27% at referral. She had abstained from all illegal substances and reduced alcohol intake to moderate levels at weekends. She no longer met with negative social peers in the city centre and had begun to engage in new relationships with more pro-social peers. She completed an 8 week drama course and enrolled in an educational course for ex-drug users which allowed her to progress at her own pace.

