



The route to a better life

There for young people 24/7

Includem



Taking the time to build trusting relationships

Includem is a specialist Scottish charity established in 2000, providing intensive, personalised, relationship-based support to vulnerable children, young people and their families.

When young people and their families need our help, they are either in crisis, or facing significant problems or challenges in their life. We believe that no young person is ever beyond help. Given the confidence, support and tools needed to make an informed choice, we know young people have the greatest capacity to change their lives for the better.

Includem's support has been graded Excellent in the Care Inspectorate report of February 2019. For 20 years, we have been dedicated to delivering the best services possible to young people and families and we continue to be regarded by the Care Inspectorate as sector-leading.

“We consistently heard from young people and their families that Includem has made a significant difference in their lives.”

Source: Care Inspectorate. February 2019.

“The service is incredible, constant support, encouragement and care given to all their young people.”

Source: Care Inspectorate. February 2019.

Who we work with

The young people we work with are often growing up in very challenging circumstances, where poverty, violence and substance misuse are common.

We value the relationships that we have with young people and their families and we continually work alongside education providers, local social work teams and those responsible for young people at risk of criminal behaviour.

Education providers

We work closely with education providers including teachers, providing them with a vital insight into the welfare of the child, ensuring that appropriate support is provided at times of need – either during or after school. Our work outwith school hours (mornings, evenings, weekends and holidays), and with families, ensures that education providers have the knowledge to help maximise a young person's full potential.

Social Work

Our main aim is to keep families together where possible and appropriate. We take time to build trusting relationships with young people and their families to develop existing skills while challenging negative behaviours and attitudes. Working closely with social work teams, we are able to gain insight and develop plans and services to support young people and their families.

We also work closely with young people who offend or who are at risk of criminal behaviour. Our excellent partnership model with Police Scotland has helped to reduce offending rates in Glasgow by half.

“I was so isolated when they came along and I don't think I would be here if it wasn't for them.”

Source: Care Inspectorate. February 2019.



“My son is like a different boy and they have made our lives so much better. Family meetings were one of the best things that they did for us.”

Source: Care Inspectorate. February 2019.

What we offer young people and their families

- **Fast support in a crisis:** We provide intensive practical and emotional one to one support when it's needed.
- **A trusted one to one relationship:** We help young people understand how they've got to where they are, and to recognise the consequences of their behaviour for themselves and for others.
- **A route to a better life:** We give young people the confidence and tools to take control, and find their own path to a better life away from their problems.
- **An opportunity for self-belief to grow:** We support young people to see and build on their strengths so they can believe in themselves and their future.
- **Commitment:** We know that young people buy into people they know they can trust. Everyone on our team is carefully chosen for their commitment, passion and creativity in the support of young people and their families.
- **Family work:** We offer practical support to the whole family where it's needed.
- **Supporting young people in transition:** We provide additional advice and guidance at those critical points on the road to independence.

“They have really helped me a lot. I've got a lot of skills now. I have more confidence. They took me swimming. I'm now going to the gym by myself and I have lots of other things to do, including music.”

Source: Care Inspectorate. February 2019.

“Last year I had nothing. They have got me a job; they got me football boots so that I could do the job. I now think positively and I want to be a community coach.”

Source: Care Inspectorate. February 2019.



The Care Inspectorate

In August 2018, The Care Inspectorate published a quality framework for children and young people in need of care and protection.

The framework is used by inspection teams from the Care Inspectorate to reach evaluations of the quality and effectiveness of services.

The six-point evaluation scale*

The six-point scale is used when evaluating the quality of performance across quality indicators.

6. Excellent

Outstanding or sector leading

5. Very Good

Major strengths

4. Good

Important strengths, with some areas for improvement

3. Adequate

Strengths just outweigh weaknesses

2. Weak

Important weaknesses - priority action required

1. Unsatisfactory

Major weaknesses - urgent remedial action required

*Source: Care Inspectorate.

Includem's inspection and grading history*

Date	Gradings	
2019	Quality of care and support	6 - Excellent
	Quality of management and leadership	6 - Excellent
2018	Quality of care and support	6 - Excellent
	Quality of staffing	6 - Excellent
2017	Quality of care and support	6 - Excellent
	Quality of staffing	6 - Excellent
2016	Quality of care and support	5 - Very good
	Quality of staffing	6 - Excellent
	Quality of management and leadership	6 - Excellent
2015	Quality of care and support	5 - Very good
	Quality of staffing	6 - Excellent
	Quality of management and leadership	6 - Excellent

An evaluation of excellent describes performance which is sector leading and supports experiences and outcomes for people which are of outstandingly high quality. There is a demonstrable track record of innovative, effective practice and/or very high quality performance across a wide range of its activities and from which others could learn.

An award of excellent means the Care Inspectorate is confident this level of performance is sustainable and that it will be maintained.

Get in touch

If you'd like to know more about our work with young people contact any of the following offices or email enquiries@includem.co.uk

We look forward to working in partnership with you.

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