



There for young people 24/7  
**Includem** 

Family Adversity: children, young people and  
the next generation

## **Children in trouble**

**Angela Morgan**  
**Chief Executive, Includem**

[www.includem.org](http://www.includem.org)



## Who we work with – their experiences

Overcrowded housing  
Worklessness  
Teenage mother  
Physical disability  
Parental depression  
Low basic skills  
Excessive alcohol intake  
Emotional abuse  
Substance misuse  
Lack of positive adult relationships  
Domestic violence  
Early exclusion from education  
Physical abuse  
Overcrowded housing  
Death and loss  
Sexual abuse  
Support to deal with trauma  
Overall poor physical health  
Multiple moves  
Family experiencing financial stress  
Mental health issues

## How services see young people: hard to reach.

Unpredictable aggression and low self control

Unable to deal with officials and won't attend appointments

Disruptive in group settings

Abscond and truant

Carry a weapon

Sexually harmful and/or risky behaviour – self harm

Impulsive and no self-esteem – careless with self

Offending, gang violence

## Setting young people up to fail?

**We set young people up to succeed.**

## How young people see services: hard to reach.

9 to 5. Monday to Friday.

Out of hours – skeleton service with inexperienced staff

Put with young people with same problems

Don't drink or take drugs or you're out

Regular and reliable attendance or you're out.

Pretend that chaotic families aren't part of your life.

No relapse, or you're out.



**We like young people**

**We go to them and work with them wherever they want/ need/ are**

**Services are planned and tailored to each young person**

**We build one-to-one relationships**

**We can respond to referrals immediately**

**We build trust through persistence, stickability and intensity**

**Staff work over 7 days; there is no 'out-of-hours' concept**

**24 hour helpline**

**We respond in person to deal with or avert crisis**

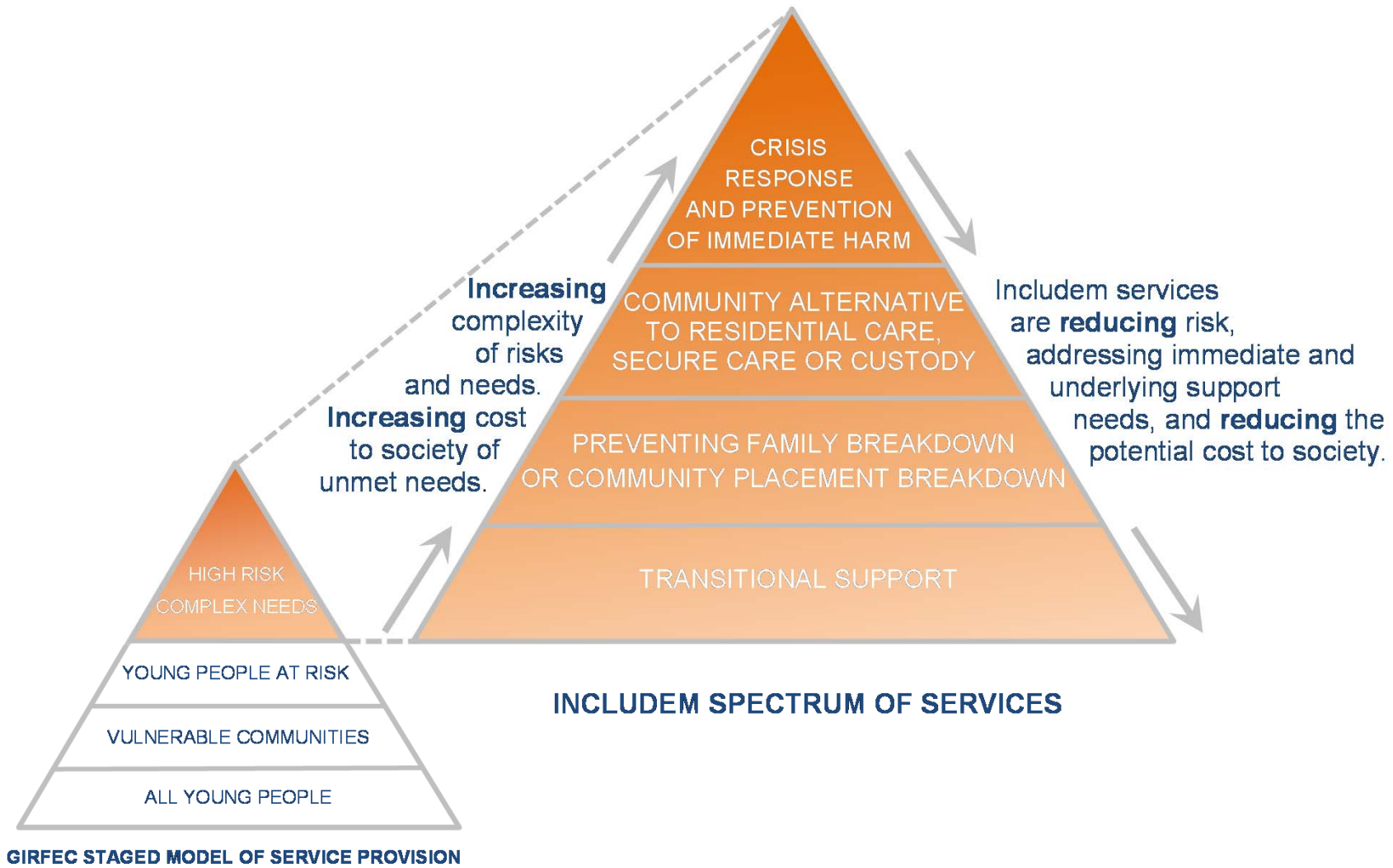
**We work with families**



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## Case study: Beth – initial needs

- **At referral** – Non-attendance and increased exclusions when attending school. Recent charge in the community.
- **At assessment** – Parent's chronic mental health concerns identified, previously unknown by education. Parent trying to cope with these health issues at same time as being sole carer.



## Case study: Beth – what we did

- Intensive initial engagement and assessment phase with parents on their own and with young person (One parent session per week and 4 sessions per week with young person)
- **With parent** - parent signposted to access health services and supported to attend appointments to stabilise her medication.
- **With young person** - Intensive support to offer guidance and motivation to re-engage with education





## Case study: Beth – outcomes

- Improved ability to parent effectively
- Re-engaged with education
- Sat exams and gained 3 National 5s and the remainder of National 4 qualifications
- Attended college interview



## Case study: Robbie

- When Robbie, 18, began working with Includem, he was a chaotic, vulnerable young man with numerous charges.
- Involved in gang violence, Robbie was causing harm to his community and creating victims. His offending behaviour was underpinned by alcohol misuse, and he was easily led and negatively influenced by his peers.
- Homeless and with no structure or routine to his life, Robbie was not co-operating with his probation appointments or unpaid work and frequently had his benefits sanctioned.



## Case study: Robbie - what we did

- 3 contacts per week (unplanned) focused on diversion from negative peer group and towards pro-social activities
- Focused work around taking responsibility for past behaviours and considering his impact on the community
- Support to reduce harmful drug and alcohol intake



## Case study: Robbie - outcomes

- Full employment, reducing his active risks
- No recent charges
- Residing with family in settled accommodation
- No A&E admissions
- Robbie dramatically reduced his overall drinking and stopped drinking in the streets altogether



## Reducing offending – the health benefit

- From independent research, number of lifetime hospital admissions for young people involved with IMPACT programme range from 3 to 84, with an average of 13
- Total number of A&E injuries decreased from 16 prior to involvement with Includem to 8
- Total number of drug and/or intoxication admissions to A&E fell from 4 to 3



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Twitter: @Includem2000

Email: [enquiries@includem.co.uk](mailto:enquiries@includem.co.uk)

CIPFA Governance Mark of Excellence 2015, Care Accolade Awards – Chairs Award 2014

Herald Society Awards 2014 , Care Accolade awards SSSC/Scot Gov. 2013

Strathclyde Chief Constables Award 2013

One of Britain's 50 New Radicals NESTA and The Observer 2012

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