

# **ADAPT for Cashback**

## **Annual Report**

**2020/2021**



**includem** 





*The ADAPT for Cashback project i officially launched in October 2020 with the help of staturoy partners from West Dunbarton.*



# hello

This is includem's first year of supporting the outcomes of the Cashback for Communities partnership in its commitment to supporting Scotland's Young People.

We were contracted to provide support to 250 young people and their families in West Dunbartonshire across three years (2020 to 2023).

Our project, **ADAPT for Cashback**, provides support to young people and their families who are:

- aged 10 to 15; and
- on the periphery of offending and at risk of being involved in anti-social behaviour; and
- living in West Dunbartonshire, an area adversely affected by high rates of poverty, unemployment, addiction, domestic abuse and crime

**Our mission** is to provide the support young people need to make positive changes in their lives, and inspire a more hopeful future for young people, their families and communities.

**Our vision** is of a world where every young person is respected, valued, and has the opportunity to actively participate in all aspects of life and society.



# Who we have helped:

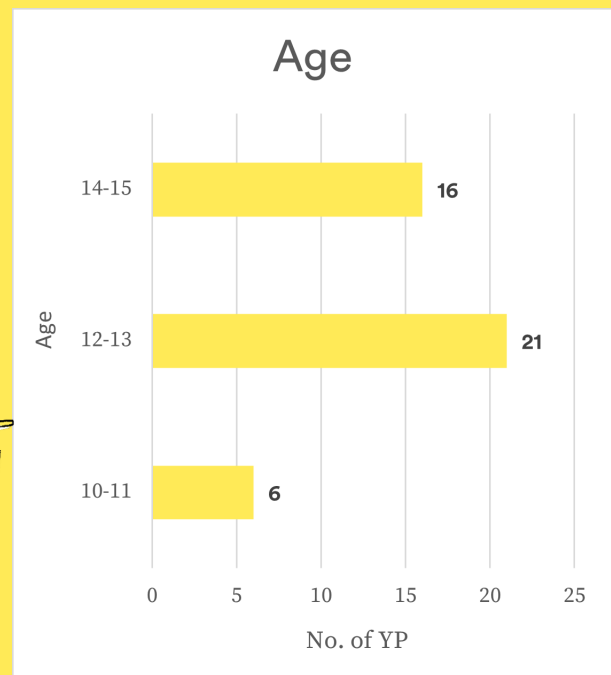


Figure 1: Age of project participants

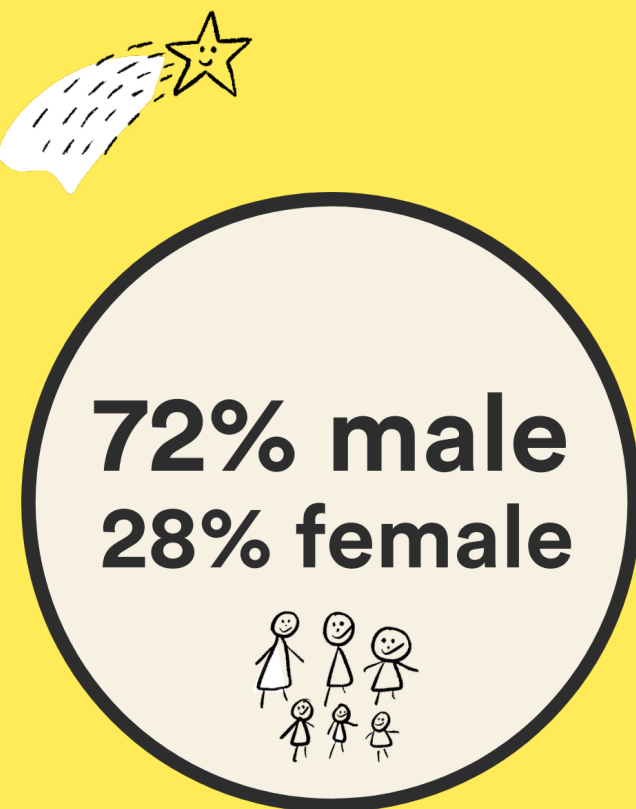


Figure 2: Gender of project participants

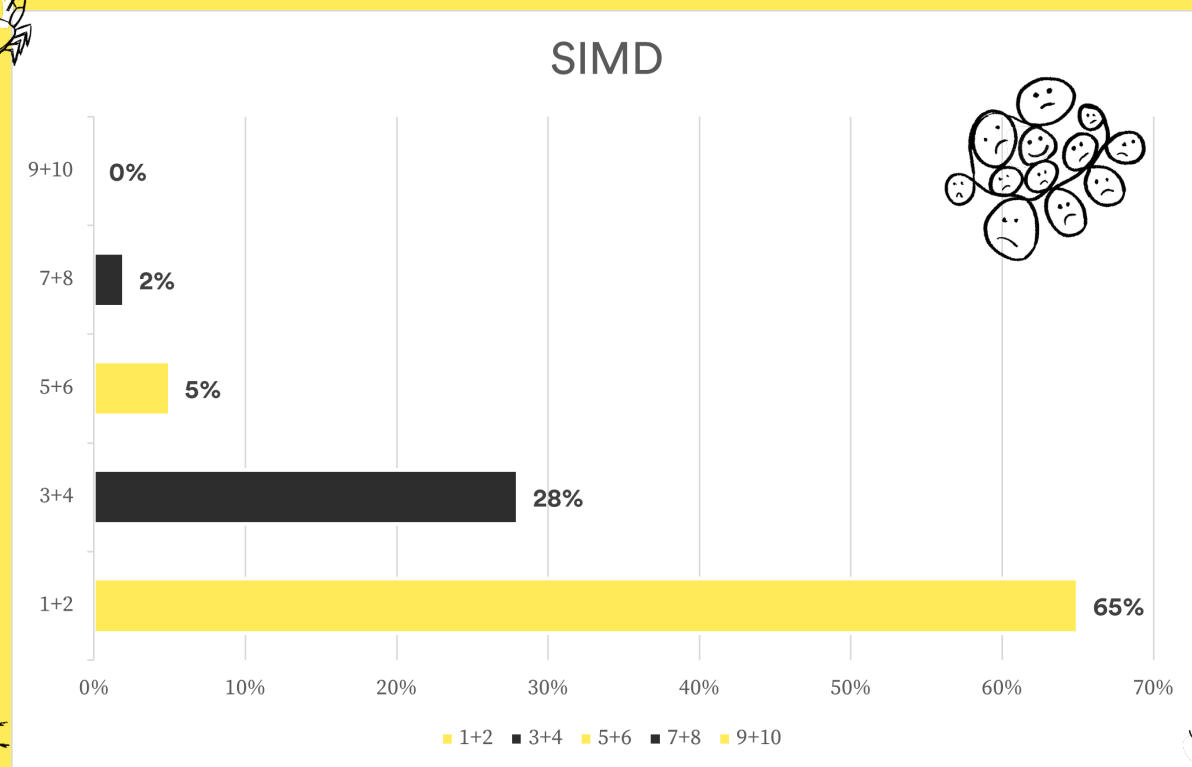


Figure 3: Deprived Areas Reached - 65% of young people supported lived within the 20% most deprived areas of Scotland.

# What we aim to do

ADAPT takes an early intervention approach to supporting young people most at risk of offending or of entering the justice system. We work with them to reduce risk taking behaviour and offending and achieve positive destinations. The project assists young people to:

- recognise their triggers for offending behaviour,
- develop positive links and relationships with their family and in their community
- build their self-esteem and confidence which are known to reduce the risk of continuing offending behaviour.

## The programme's aims are to:

- The project will promote sustained self-esteem and confidence for young people and their families, mitigating the potential impact of trauma experienced up to that point.
- Young people will be supported in the development of consequential thinking which enables them to make positive decisions and become a valued part of the community.
- Young people will be supported to recognise their triggers for offending behaviour and through building their self-esteem, empathy and confidence reduce the risk of continuing offending behaviour.
- Parents and carers will be supported in developing their relationship with the young person, therefore further reducing the risk of continuing offending.
- Includem ADAPT for CashBack will work closely with Police Scotland, Social Work statutory services and community-based partners.

Each young person is supported to develop their own individually tailored plan to meet their particular needs, including additional support needs. Young people engage in one-to-one support with their includem worker in spaces that are safe and familiar to them such as at home or in places within their community. We aim to provide group work activities where appropriate and support young people and their families to engage with specialist services to address identified needs such as addiction or domestic abuse.

Through our engagement with young people we support their development of consequential thinking which enables them to make positive decisions and become a valued part of their community.

The project also supports families/carers to develop their confidence in supporting the young person to grow and develop and sustain the changes they are making. Strengthening intergenerational family and caring relationships are known to reduce offending and have a positive impact on the wider community.

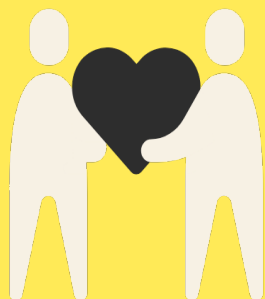


Image taken by ADAPT staff.

# How we do it



## Intensive 1:1 support with young people and their families:



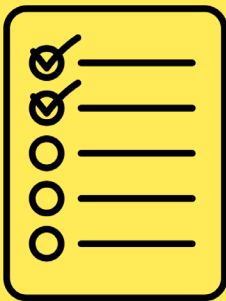
Young people are assigned an includem worker who develops trusting relationships with them and their family built on hope and trust and works with them to achieve their goals.

## Right support at the right time:



Young people and families have access to support 24/7 through face-to-face support and our Helpline. We support them to engage with specialist and community services to receive additional help.

## Stickability



We stick with young people and families, develop personal plans to support their existing and emerging needs and work towards achieving their outcomes overcoming barriers they may face and constantly reviewing plans together to provide the support they need.

## Confidence & resilience



Through structured modules from includem's A Better Life toolkit and coaching conversations young people learn how to manage their emotions, understand how others feel, and build belief in their ability to change.

## Physical & personal skills



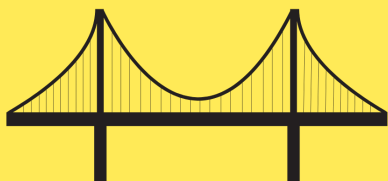
includem staff demonstrate prosocial role modelling in 1:1 and groupwork to increase ability to work as part of a team, support the development of leadership skills and manage conflict. Young people are connected to activities in their community around their interests.

## Improved health & wellbeing



Young people are supported to reduce risk taking behaviour, understand impact on future life chances and connect with positive activity. Parents/carers are supported to identify and meet their own needs to increase positive impact on their and their children wellbeing.

## Improved learning, employability & employment options



We act as a bridge between young people, families, schools and agencies in their community, so that the young person can improve attendance and engagement at school, access specialist support and link to long term services and supports.

## Contribute to communities



Young people and their families are supported to connect to their communities, improve social interactions and access community activities and services.

## Reduced involvement with the criminal justice system



Young people and their families are supported to examine belief systems and behaviours that support anti-social and/or offending behaviour and make positive changes.





# includem's model

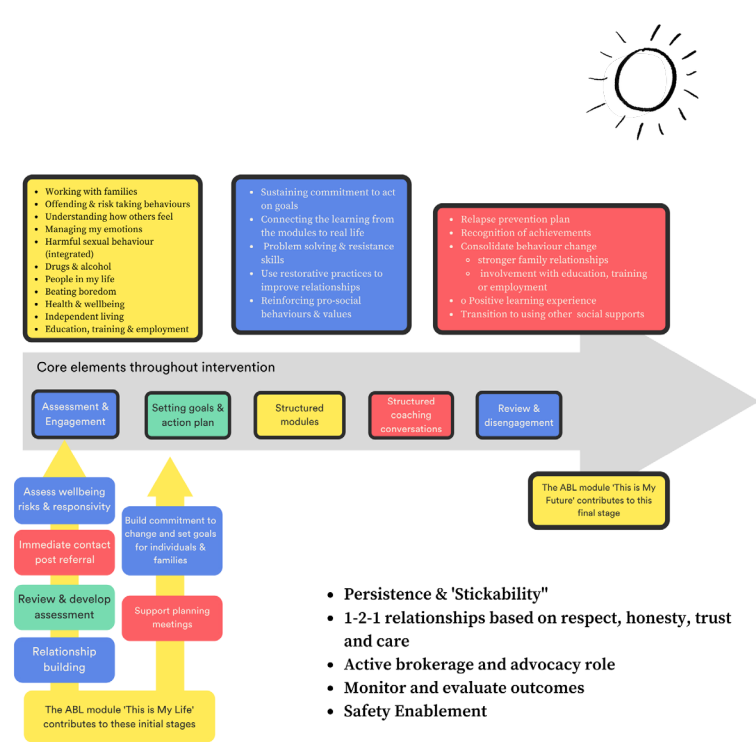
Support is arranged for when it is needed most. For example if a young person is engaging in antisocial behaviour on a Friday night, we will plan support at that time to divert them away to a sustainable positive activity.

Support is based around coaching conversations and our innovative A Better Life toolkit which provides the firm foundation from which our staff work to support children, young people and families. A Better Life is modular allowing support to be flexible to specific needs and learning styles. This allows staff to weave between modules as they grow to understand each child's strengths, challenges, resources and areas for development.

Includem uses the Solihull Approach to support parents to promote positive relationships, support processing of emotions, and improve parent's capacity, and skills to care taking account of the child's age and stage of development. We help parents or carers to identify what the child is communicating through their behaviour and develop appropriate strategies to meet their needs. We provide practical support to promote routines and boundary setting and improve parental confidence and responsibility.

We also act as a bridge between young people, families, schools and agencies in their community, so that the young person can improve attendance and engagement at school and access specialist support when required and can link to universal services and supports in the longer term.

We work with young people as frequently as their needs require, seeing them on average twice per week for six months. ADAPT was designed to take referrals predominately from Police Scotland Youth Engagement Officers and Social Work Early & Effective Intervention (EEI) co-ordinators. These roles exist within the Whole Systems Approach to identify and signpost, to the most appropriate service, those young people beginning to engage in anti-social and offending behaviour or who have received their first charges. Additional referrals would be accepted from local third sector organisations such as Y Sort-it and Tulloch Trust.



## A Better Life Toolkit



# Impact of COVID-19

The project started as the Covid-19 pandemic began. As such it impacted the project in a way no-one could predict. ADAPT for CashBack staff worked hard all throughout the pandemic lockdown measures to ensure they were able to provide the support young people and families needed. This required includem to work flexibly, responsively and quickly to mitigate the impact of Covid-19 upon young people and families and the project aims.

Due to the lockdown restrictions imposed to limit the impact of the Covid-19 pandemic, there was a decrease in both youth offending and referrals to Social Work. As the two main initial referral routes from ADAPT for CashBack were Police and Social Work this had a direct negative effect on establishing referrals for the project, particularly as the Youth Engagement Officers in high schools were re-deployed to uniform duties. Considerable work was done to establish alternative referral routes through the high school Joint Assessment Teams, other third sector organisations and housing providers. Around 90% of project referrals came from our education partners as a result. Although many other third sector organisations were unable to provide services across this time our teams dedicated partnership building and widening of referral routes was successful with the first referrals being made in the middle of June and an increase in referrals thereafter.

The unforeseen impact of Covid-19 upon the projects initiation and first year forced us to revise our targets from 250 across three years to 200 with a target of 40 young people and families to be supported in year 1. The additional impact upon participants during lockdown meant it was necessary to work with them beyond our 6-month average at times to safely support their needs.

Covid-19 lockdown presented challenges for young people to retain focus upon developing their personal and physical skills whilst increasing relationship skills. The ADAPT for Cashback team used their creativity to ensure young people remained focussed and on track towards their outcomes. Using remote support, face-to-face where possible and digital engagement staff supported young people to develop relationship and conflict resolution skills; identify and influence their situation and identify clear positive, realistic goals for their future and be confident that they know the pathways to get there.

Staff have encouraged young people to develop their personal and physical skills to remain focussed during this time in prompting cycling, exercise, creative ways of expression.

As expected, as lockdown restrictions eased an increase in offending by young people resulted in subsequent referrals to the Police and Social Work. It is therefore anticipated that there will be an increase in referrals to the project in the coming year which will hopefully ensure that the target project outcomes will be reached.

Covid-19 had an unprecedented impact on young people and families, disproportionately affecting those we supported. Families struggled with unemployment, poor mental health and wellbeing, unable to purchase food, utilities and essentials, struggling to keep their



heads above water. Many young people struggled to engage with schooling and where they tried to, a lack of digital access, became a barrier. Young people and families supported through ADAPT for Cashback contributed to includem's poverty report which can be viewed [here](#).

#### At this time we found that:

- Food: 49% of families struggle to put food on the table on a regular basis, rising to 60% for families on social security.
- Transport: Half of surveyed families regularly struggle to cover transport costs.
- Heating Costs: Over half of all families and two-thirds of families receiving social security reported regular issues paying for heating.
- Digital Access: Almost half of all families surveyed (47%) report regular issues in affording the costs associated with accessing the internet.
- Mental Health: 73% of surveyed families reported that their mental health was worse than it had been pre-pandemic and was as high as 82% for families reliant on social security

We were fortunate to secure additional funding to make purchases to support financial, physical and emotional wellbeing allowing us to retain young people and families focus on development towards their outcomes. Covid-19 continues to present high risks for the wellbeing of those we support and we continue to work towards minimising the risk upon them.

Covid-19 and the social distancing measures put in place has made some key parts of our delivery model not possible. Groupwork could not be safely established to deliver this part of the intervention. Likewise, it has not been possible to start recruitment of volunteers. As more face-to-face contact becomes possible it will be important to ensure that we recruit volunteers to support families and create longer term sustainable relationships.

**'Thank god for includem, they've been a godsend, especially during lockdown!'**

**Pastoral Care Teacher, Vale of Leven Academy**

## Project achievements



engaged with the project in year 1



34



continue to be supported to achieve their personal outcomes in year 2 beyond Covid-19 measures.

9 →

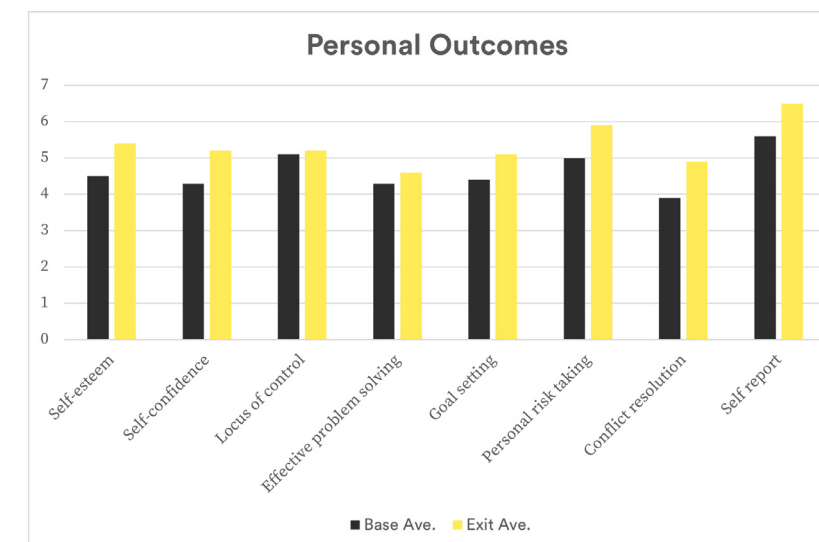
young people successfully moved on from our support within year 1



young people successfully achieved a recognised SCQF level 3 qualification by completing Dynamic Youth Awards. 39 are currently working towards their qualification.



The majority of young people accessing ADAPT for Cashback self-identified initial low levels of wellbeing, aspirations and safety and struggling with conflict resolution, problem solving, risk taking and low self[1] esteem. Of those successfully moving on from our support we can evidence the positive impact includem's support has had upon their confidence, resilience and risk taking as shown in the table below.



All participants were identified as having difficulty engaging with school. Given the age of the young people involved in the project the primary focus of our support is to improve their school attendance, given the recognised link between poor school attendance and offending behaviour. With permission from the young person and their family, the staff worked closely with the pastoral care staff and Youth Engagement Officers in the school to promote good school attendance, engagement and behaviour.

Multiple influences of peers, chaotic home life, low self-esteem, additional support needs placed young people in positions of low aspirations, unable to identify positive future goals. Our staff provided focussed support around goal identification, confidence building, aspirations raising, supporting young people to see realistic pathways to reach goals whilst increasing self-awareness, reducing barriers and risk-taking behaviours.

The project has linked with 5 academies and 32 primary schools in West Dunbartonshire. Around 90% of project referrals have been made through our links established with school Joint Assessment Teams (JAT). Initial identified outcomes showed a focus for young people in improving



their attendance at school, levels of truanting, and behaviour within school and community. Feedback loops with schools allow us to gain their input on any changes in the behaviour or wellbeing of young people. The team have advocated for young people in school timetable negotiations around their needs. They also work collaboratively with schools ensuring a smooth transition for young people returning into the school population. The team have also assisted transitions to different schools for several young people, preventing disruption. Education professionals from local schools have been extremely supportive of the project and the impact it has had for both young people and their families.

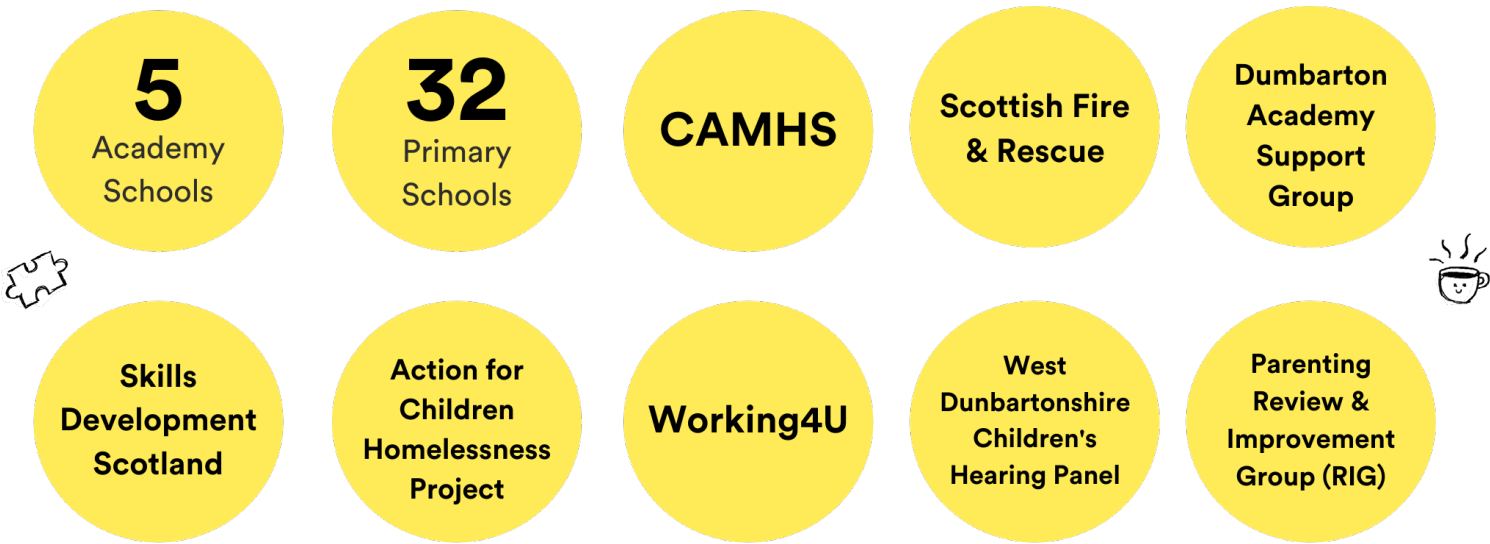


"I genuinely feel that the combination of support that you are able to offer to both the young person and their family is filling a void in the system at present that either seems to be for the young person or for the parent but rarely for both."

Depute Head Teacher, Vale of Leven Academy

Partners

We have focussed upon strengthening and developing relationships with referral partners, community organisations and services for the holistic support of both young people and families. This is to ensure that young people in need receive our support, specialist support when required and that them and their families have established connections within their communities. These include:



For example, many families have been supported to access additional support through our established partnerships such as engaging with Working4U for support with financial wellbeing and debt management to reduce anxiety and increase safe and stable environments for them and their children.

We identified that families' tenancies were at risk through the behaviours of their children and have put in motion to work with housing providers to minimise risk to families.

We also identified an inordinate amount of young people involved in fire starting and have partnered with Scottish Fire and Rescue to provide awareness raising sessions to young people to reduce risk taking behaviour.

SHANARRI



“ ”

**Safe** ..... “I actually do know when something is dodgy, and I can tell my friends to go other ways or not do something”

**Healthy**..... “I don’t even smoke cannabis like half as much now you know”

**Achieving**..... “I’m doing my home learning, I struggle in classes but my attendance is increasing”

“ ”

**Nurtured** ..... “mum loves and cares for me I have a good relationship with her”

**Active** ..... “I am always out especially in the community”

**Respected** ..... “it’s quite good that the teachers want to actually speak to me”

“ ”

**Responsible** ..... “I’ve grown up a lot in the past few months and know how to look after myself”

**Included** ..... “nobody makes decisions without asking me so i’m included”



# Evaluation



Includem has partnered with Matter of Focus to act as an evaluation partner and critical friend throughout the delivery of the ADAPT for CashBack programme.

In this role, Matter of Focus is supporting the team to develop a robust theory of change for the programme which creates an evaluation framework for tracking progress, learning and improving.

Over the next two and half years, Matter of Focus will work with includem to systematically review project data against three pathways for change:

- Supporting young people at risk of offending and their extended families.
- Connecting and including young people and their families in their community.
- Embedding this approach in West Dunbartonshire.

Matter of Focus will act as a critical friend to support includem to learn from their evidence on the programme and improve. Matter of Focus will also produce reports summarising progress towards outcomes as well as learning and development brought out by the programme.

# Outcomes



The table below provides data reported on for individual participants. Our model aims for an average period of support of 6 months. Evaluation is taken upon an entry baseline and exit evaluation to capture any progression in the young persons personal development and reduction of situations of risk. As mentioned also Covid-19 initially extended this period however we are now back on track with young people receiving an average of 6 months support duration. Some young people have also been able to achieve progression in a shorter time frame.

From the 43 young people supported throughout the year 10 have moved on from our support. We have been able to report upon outcomes met by 9 exiting this year. We were unable to engage one young man beyond the initial meeting due to his complicated family background. The family asked us to stop as they felt our involvement alongside other agency involvement was adding to the pressures on the family. Social work became involved with the family as they were the appropriate agency at that point. The nature of our support alongside impact of Covid-19 does not allow for full representation of all of the progress made by young people within the year. Outcomes for the remaining 33 will be reported on as they reach their exit point with us.

It was difficult for young people to feel they had achieved outcomes of contributing positively o their community due to Covid-19 lockdown measures. This meant they were unable to connect to their community freely.

The following outcomes were achieved by the 9 young people moving on from the project in year 1. We set a target of 75% reporting improvements in these areas:

Outcome	No. of Young People (YP)	% Reporting Improvement
Outcome 1: Young people build their confidence and resilience, benefit from strengthened support networks and reduce risk taking behaviour		
Young people report increased confidence	8	89%
Young people report they are able to do new things	8	89%
Young people feel more resilient	8	89%
Other stakeholders report increase of confidence and resilience		100%
Young people report positive supportive networks	8	89%
Young people report positive changes in their behaviour	6	67%
Other stakeholders report perceived positive changes in the behaviour of young participants		100%
Outcome 2: Young people develop their physical and/or personal skills		
Young people report an increase in their skills	7	78%
Other stakeholders report skills increasing in young people		75%
Young person can positively influence their own situation	8	89%
Young person has clear positive goals for the future	6	67%
Outcome 3: Young people develop their physical and/or personal skills		
Young people improve wellbeing against SHANARRI indicators	7	78%
Other stakeholders report perceived increases in SHANARRI indicators		100%
Outcome 4: Young people participate in activity which improves their learning, employability and employment options (positive destinations)		
Young people will improve school attendance	6	67%
Outcome 5: Young people contribute positively to their communities		
Young people feel their contribution, links with communities and social interaction are improving	5	55%
Other stakeholders perceive that young people’s contribution, links and social interaction are improving		100%
Participants perception of their neighbourhood improves	5	55%
Participants have a heightened sense of belonging to a community	6	67%
Participants have increased motivation to positively influence what happens in their community	4	44%
Outcome 6: Young people are diverted from criminal behaviour or involvement with the criminal justice system		
Reported anti-social behaviour and/or criminal behaviour may reduce in area concerned	8	89%
Young people report that their own participation in anti-social and/or criminal behaviour has reduced	8	89%
Young people feel less inclined to participate in anti-social and/or criminal behaviour	8	89%





# Priorities



The ADAPT for Cashback team have worked hard to mitigate the impact of Covid-19 upon the project and its ability to provide their support to the young people and families who need it.

As we hopefully now progress beyond lockdown measures the project is in a strong position with strengthened referral routes and a positive impact recognised and valued by community partners and stakeholders. Our priorities for year 2 are to consolidate our work in building referral partners to ensure as many young people and families in need in West Dunbartonshire receive the support they need when they need it most.

As it is possible to do so we look to provide structured groupwork options for young people which reinforce their development of skills and model how to work as part of a team, support the development of leadership skills and how to manage conflict when discussing potentially difficult topics. We will also use these groupwork sessions to support the development of emotional literacy and how to recognise and respond to the needs of others.



# Case Study: Ashleigh's\* Story



## Reducing risk-taking behaviour one dance at a time

*\*name has been changed*

Ashleigh is 12 years old. Her Depute Head Teacher referred Ashleigh to includem's ADAPT CashBack project after growing concerned over her school performance and regularly running away.

When includem's ADAPT for CashBack team began working with Ashleigh, her mum expressed concerns over Ashleigh's risk-taking involving those who were older than her and regularly reporting her missing to the police when she ran away. Her Support Worker also uncovered that Ashleigh was self-harming due to being bullied by her peers on social media.

Working with Ashleigh to understand her risk-taking behaviour using wellbeing maps, Ashleigh revealed the reason for risk-taking behaviour was due to boredom and feeling alone. As a result of illness her mum spent most of her time asleep leaving her to fend for herself. This had also impacted her passion for dance as due to a lower income, they could no longer afford dance classes and instead Ashleigh had begun to watch tutorials on YouTube to learn new moves and for fun.

Ashleigh's Support Worker acted quick and linking in with a local dance school in West Dunbartonshire they secured a lifetime membership to the dance school with no strings attached. Her free membership allows Ashleigh to attend as many classes as she wants including tap, ballet, modern, acrobatics, hip-hop and cheerleader classes. Ashleigh was particularly excited about the cheerleading classes after being previously involved in cheer at her previous school. The school also encourages Ashleigh to take part in dance exams, competitions, shows and displays in the community.

With her involvement in the dance school, Ashleigh will make new friends, be surrounded by positive role models, improve her health and wellbeing and most importantly reduce her risk-taking behaviour and provide less opportunities to run away. It also benefits mum who will also be part of the dance school community and it is hoped this will offer them both a positive experience to share.







"I would just like to say thank you for the support includem has provided for some of our most vulnerable young people this term. Your referral system was so simple and easy to complete and your response and allocation of worker so prompt that there was no down time in getting support to those who need it most. I have found it hugely supportive to be able to contact the individual worker of each young person to discuss strategies, additional support, link with parents/guardians and so on. The pupils and parents that I have spoken to have also been hugely appreciative of the support that they have been offered.

"I genuinely feel that the combination of support that you are able to offer to both the young person and their family is filling a void in the system at present that either seems to be for the young person or for the parent but rarely for both. Your combined service has ensured that the school, young person and parent are all working towards a common goal and understand the priorities and strategies to use, this makes for a much more joined up way of working.

"The feedback that I have had from both parents and young people has been so positive, including improving the parent and child's relationship which in turn has re-energised the parent's willingness to work with the school to support their child."

Depute Head Teacher, Vale of Leven Academy



"Working with includem (ADAPT for CashBack) has proven to be highly effective to-date, with a strong partnership evolving between the Includem team and Clydebank High School. The service offered by includem is high quality and outcome focussed for the young people as individuals. In the main, I link with the ADAPT for Cashback Community Engagement Manager and communication is always timely, professional and productive. The service on offer by includem is invaluable in supporting both young people and their parents/carers, with a range of opportunities and supports on offer. Young people at Clydebank High School who work with includem have nothing but positive praise for the service and support they receive.

"Our young people have commented on the fantastic rapport they have established with their includem Support Workers and they really look forward to spending time with them. Includem (ADAPT for CashBack) really does make a difference to the lives of our young people and this is abundantly clear in the young people themselves. We are very thankful for the opportunity to work with includem."

Acting Depute Head Teacher - Clydebank High School



"I have found communication with includem workers effective. They have always been prompt when responding, always responding to emails and phone calls. I believe their service is incredibly beneficial as it is evident that all students who have an includem worker speak very highly of them and extremely positive relations. All workers have always supported the school however they can by working together. For example helping with literacy and numeracy at home to help bridge the attainment gap that these students face.

"I worked with Rachel from includem and found her to be really keen and supportive of the young person. She has offered to support him with this learning and worked really well alongside the school.

"Includem have been invaluable in supporting some of the most vulnerable young people on my caseload. One of my caseload was engaging in risk taking behaviours in the community and Georgina was able to take on a supporter role with them. Over the weeks they built a rapport and my young person began to open up about their feelings and why they think they were behaving in the way they were. I have no doubt that includem have played a significant part in helping my young person reflect upon and recognise their behaviours, and to think about positive steps forward. I would recommend includem as a valuable support service."

Pastoral Care Teachers - Clydebank High School

"Well all I keep being told, like before lockdown, was how much his behaviour was getting worse in school. He tries to stay off quite a lot and I never know whether to believe he's sick or not."

Parent reflection



"He doesn't really get angry as such, and if things happen at school that he's not too happy about, he always phones me for support or just to tell me."

Parent reflection  
(on exit from the project)





The variance of budget is a combination of factors resultant from the impact of COVID-19 upon the beginnings of the project, our adherence to government guidelines in service delivery, and other variations driven by operational exigencies as we would expect in this type of person centred support service.



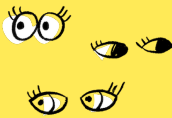
April 2020 - March 2021		Actual	Budget	Variance
Project Activity				
Salaries	£	152,486	161,621	-9,135
Staff Travel/Mileage	£	7,913	22,551	-14,638
Participant Expenses	£	17,807	19,687	-1,880
Staff Induction and Initial Training	£	5,000	5,000	-
Staffing Costs Other	£	990	990	-
Recruitment	£	2,438	4,755	-2,317
Staff Continuous Development and Training	£	4,503	5,403	-900
Postage and Stationery	£	850	850	-
Sundries	£	1,117	11,593	-10,476
IT and Mobile Telephone Equipment	£	6,656	8,674	-2,018
Total Project Activity	£	199,760	241,124	-41,364
Other Project Costs	£			
Management and Marketing	£	27,000	27,000	-
External Evaluation	£	7,680	9,488	-1,808
Total Other Project Costs	£	34,680	36,488	-1,808
Total Expenditure	£	234,440	277,612	-43,172



Local Authority Breakdown –  
West Dunbartonshire

Number of Young People – 43

Total spend - £234,440



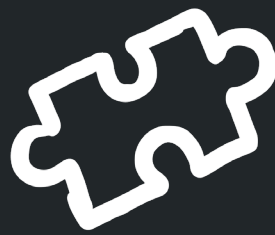


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The ADAPT for Cashback project receive a donation from Terasaki Electrics Christmas 2020.





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Glasgow,  
G51 1PR**