



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund

**FUTURE PATHWAYS QUARTERLY
REPORT: Q3 18/19: OCT-DEC 2018**

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Summary

Future Pathways is well established with a growing evidence base of positive impact. Feedback from people using the service, the Advisory Group and other groups and services identified a growing worry about how long some people were waiting to access the service. Work was done to gather more information about who was waiting and, where appropriate to respond.

In December, the Scottish Government agreed a significant uplift in resource (up to £3 million) in recognition of the level of need that has emerged. This will enable the recruitment of additional staff, as well as direct support provision. Advice was offered from Scottish Government colleagues to identify additional actions that might improve Future Pathways.

Access

Limited promotional activity is being conducted in line with target groups (older adults, the very ill or dying) and people who face additional barriers to registration (homelessness, addiction, people with sensory impairment or learning disability). Future Pathways receives approximately 26 referrals per month.

The majority of registrants (775 people, 84%) live in Scotland with fewer numbers of people living in the rest of the UK (77 people, 8.3%) and or the rest of the world (13 people, 1.4%). 58 people (6.3%) didn't share where they live. Just over half live in the urban areas of Edinburgh or Glasgow.

Identifying Personal Outcomes

Future Pathways' ability to respond to new registrations has been limited due to the number of referrals and complexity of need that has emerged. Concerned about the length of wait, staff contacted 363 people to gather more information about their personal situation so that where appropriate, support could be offered. 251 people agreed to have an in-depth conversation and as a result, 171 people received support. The registration process will be updated to confirm changes.

Access to Support

Future Pathways has a network of 65 delivery partners that support to 165 people (20 of these people required more than one type of support). Material support has continued to be an especially valued aspect of the service

Poverty is a real issue for many people we work with: welfare rights, money matters and advocacy services are much needed but not always available. The changeover to universal credit has led to more requests for help.

Accessing local psychological treatment is difficult for many due to local waiting times after assessment and may contribute to distress. Giving evidence to the Inquiry has significant emotional impact and people would benefit from more support to anticipate potential impact on wellbeing.

Impact

This quarter, 25 registrants completed baseline I.ROCs, and 77 people had I.ROC Reviews. We have found that a number of people find the prospect of reviewing support daunting. This sensitivity has been recognised. Other methods of monitoring the impact of the service are also being developed (case studies and mixed method research). As in previous reports, people identified that safety and comfort were the highest scoring domains, followed by life skills. Most people rate their social networks as scoring lowest. The results suggest that people indicate the greatest changes in their 'hope for the future' with modest improvement in other domains. Feedback from survivors is reflective of these scores. Many registrants identify that although they have a good level of safety, comfort and life skills, widening their social network is something that they want to improve.

Objective 1: Accessibility

Outcome 1A: Access to the Support Fund

Targeted promotional activity is being conducted in line with priorities, which are responding to older adults and people who are facing immediate safety or wellbeing challenges and groups of people who might face additional barriers to registration (because they are, for example, impacted by homelessness, addiction, people with sensory impairment or learning disability).

Leaflets and posters were sent to several organisations on request:

1. Blue Triangle in Renfrewshire, Ayrshire (homelessness service)
2. City of Edinburgh Council Criminal Justice Services;
3. The Clydebank Disability Group;
4. West College Scotland's Care Department;
5. Edinburgh Access Practice (which promotes the health and wellbeing of homeless people).

In October 2018, the Deputy First Minister announced that the Scottish Government will take forward the recommendation to establish a Redress and Compensation scheme, including access to advance payments for people over the age of 70 and/ or nearing the end of life. It's unknown whether this will impact the number of referrals we receive.

A survivor newsletter containing relevant news for people registered with us was issued.

The 'What Makes Me Happy' art exhibition ran throughout Q3 at the Museum of Edinburgh with excellent feedback.

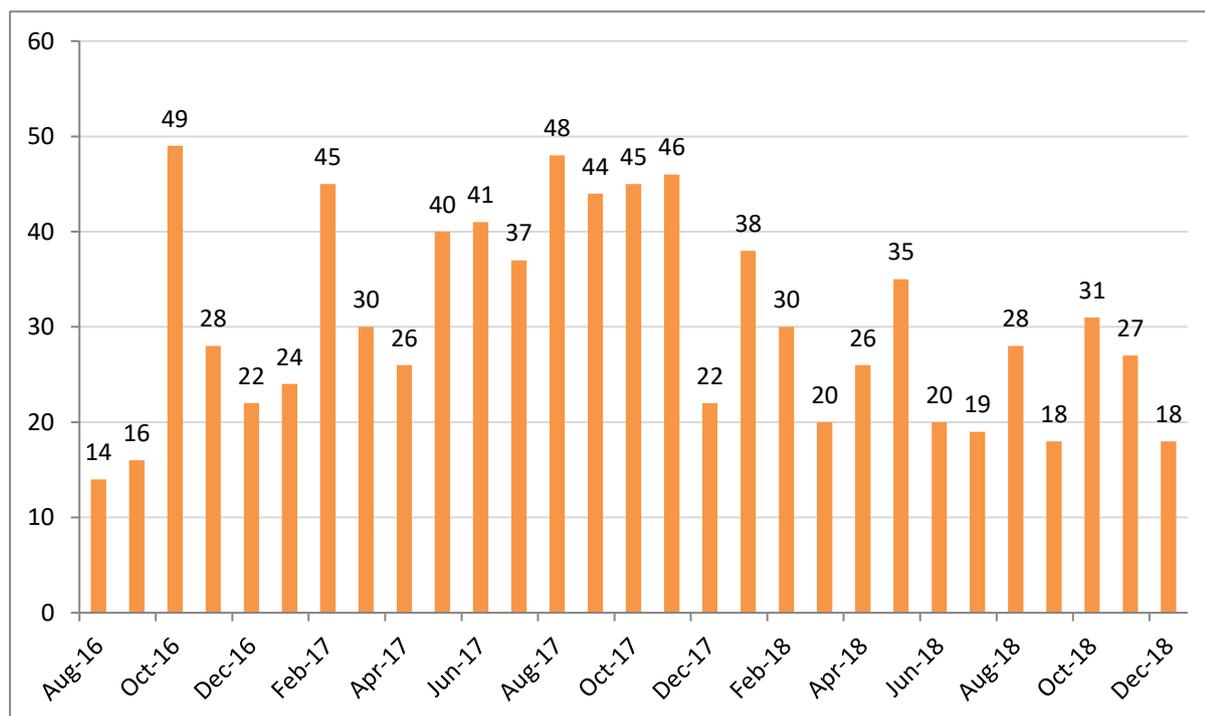
Two members of staff gave a presentation in Aberdeen at a conference organised by the City of Aberdeen Council and attended by professionals from several Scottish local authorities. The presentation was well received and involved input from the Scottish Child Abuse Inquiry.

Future Pathways hosted a stall at the Scottish Care conference in Glasgow, with staff handing out information and answering questions from visitors, including the Cabinet Secretary for Health and Sport.

Registration

Future Pathways continues to see a steady number of new referrals, albeit at a somewhat slower rate compared to 2017. On average 26 referrals are received per month, compared to 37 per month in the previous year. It is not expected that new referrals will decrease as media coverage and Scottish Child Abuse Inquiry work is set to continue alongside targeted engagement work.

We have continued to see a steady number of people registering with us this quarter, with a predictable slowdown in registrations over the festive period.

Figure 1.1: Number of people registered with Future Pathways by service start date (n=887)

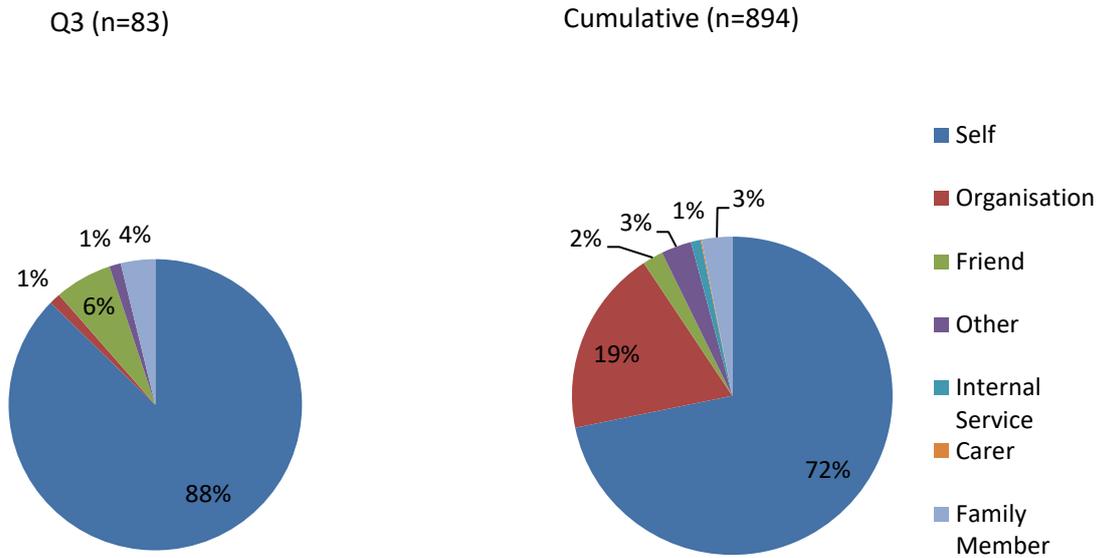
People who registered with us this quarter tended to refer themselves (88%), followed by referrals coming from friends and family members. This is a significant change from the start of the project when many referrals were through organisations already working with victim-survivors. The change in pattern probably reflects that Future Pathways is now well known among voluntary organisations. There are a small but growing number of referrals from statutory organisations, though this is not consistent and would improve with additional effort invested in targeted outreach.

Word of mouth referrals often arise through trusted others: for example, people have encouraged their siblings to consider registration after they have experienced and endorsed the service.

Table 1.1 Q3: How registrants are referred to Future Pathways

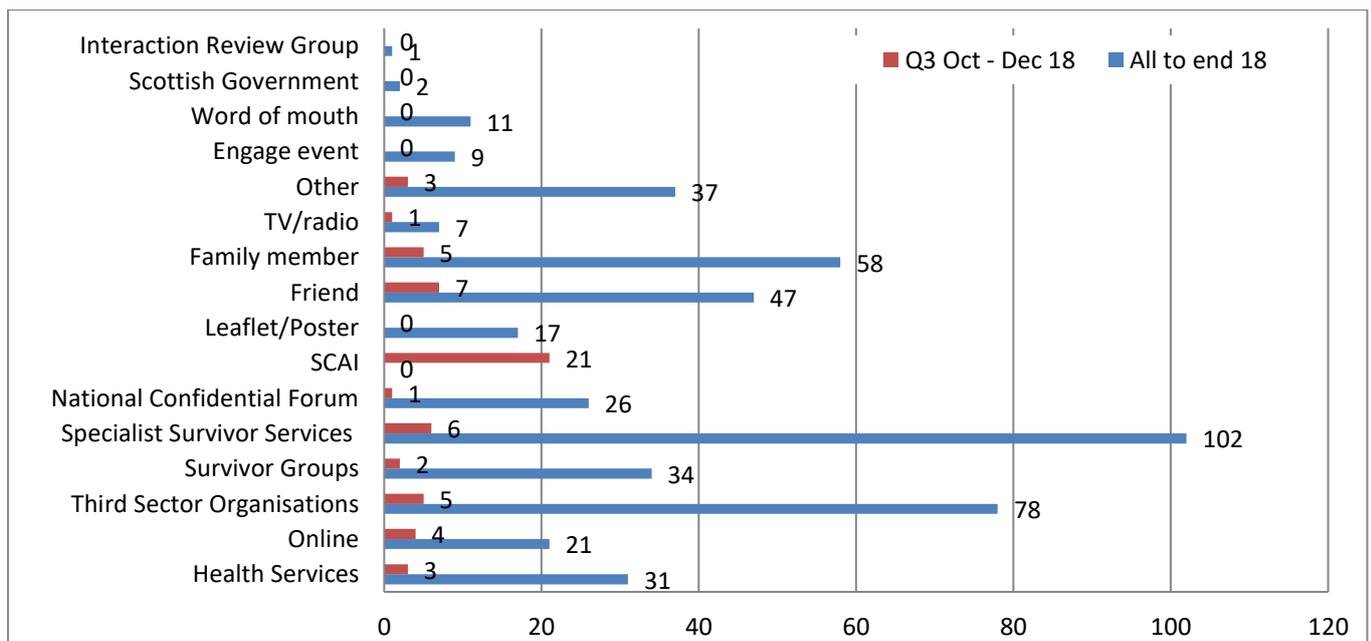
Referral Route	Q3: Oct-Dec 18		Cumulative: Sep '16 – Dec 18	
	Number of People	%	Number of People	%
Self	73	88%	656	72%
Organisation	1	1%	173	19%
Friend	5	6%	19	2%
Other	>1	1%	18	2%
Family Member	3	4%	28	5%
Total	83	100%	894	100%

Figure 1.2: Percentage of referrals by source during Q3, and total referrals to Dec 2018



58 out of the 83 people who registered with Future Pathways this quarter told us how they heard about Future Pathways. The majority of registrants (21) heard about us through the Scottish Child Abuse Inquiry, family members and friends (12).

Figure 1.3: How registrants became aware of Future Pathways (n=676)

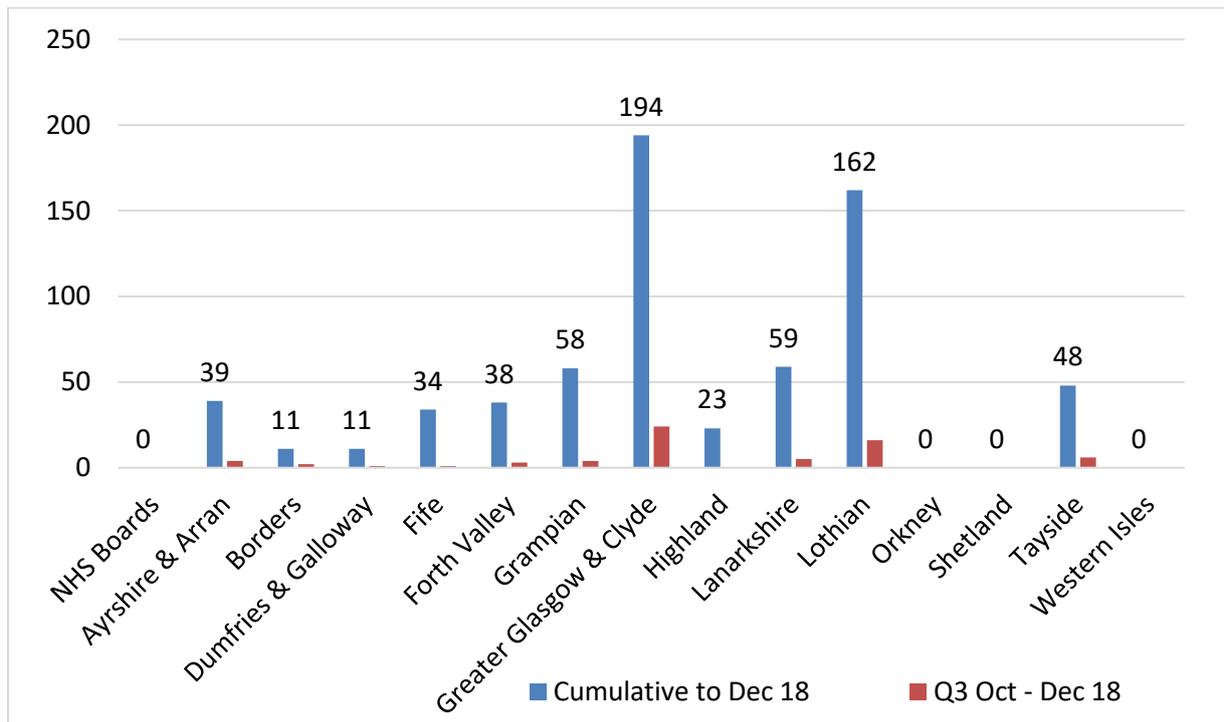


Geographical Area:

Of the people who registered in Q3, most people shared that they lived in Scotland (66). There are concentrations of people located in Greater Glasgow & Clyde (24) followed by Edinburgh and Lothians (16) in quarter 3, as indicated by NHS board area (Figure 1.4) and by Scottish Local Authority area (Figure 1.5). This is in keeping with the cumulative spread of registrants living in Scotland.

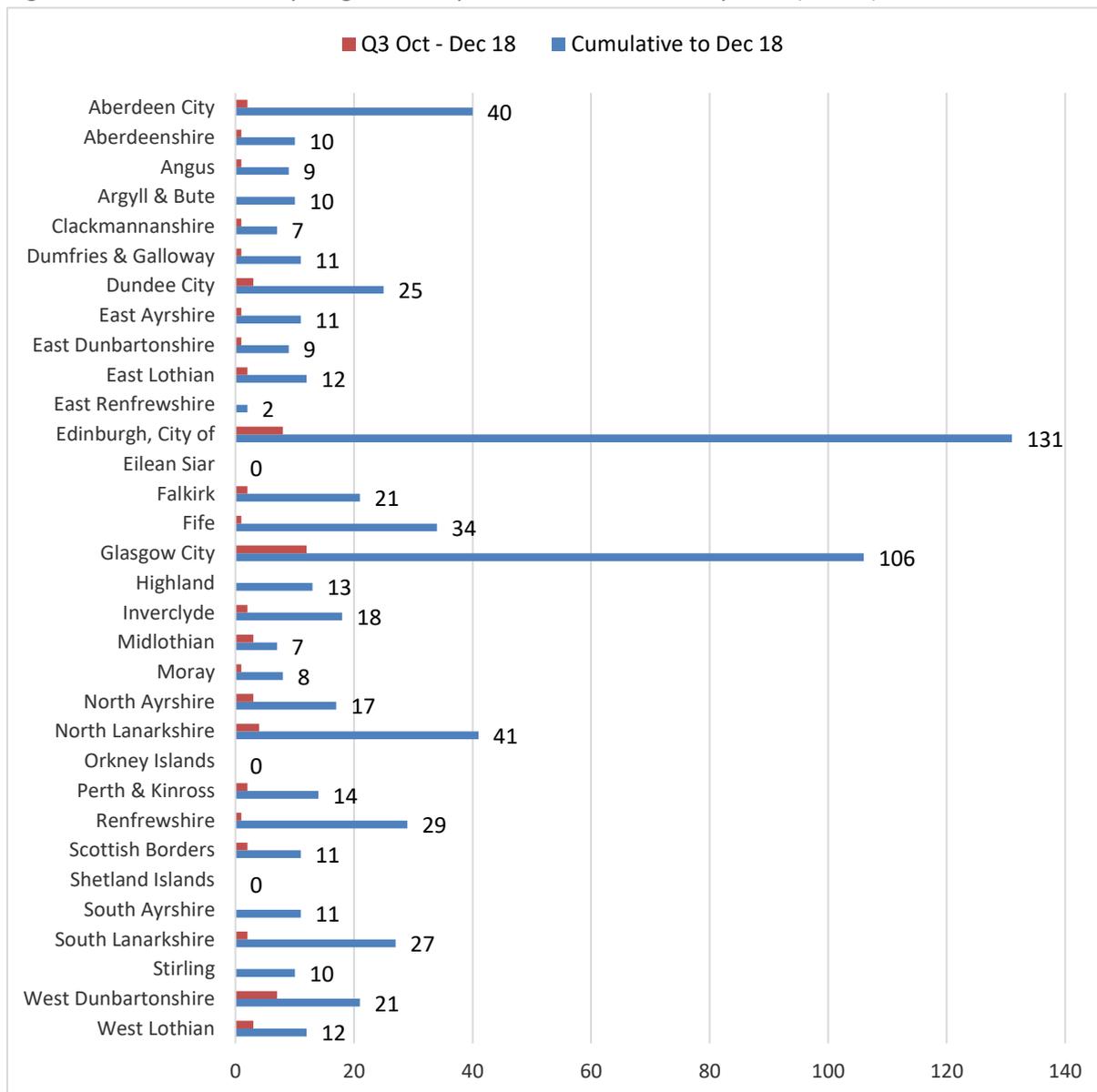
The majority of people who have registered with Future Pathways since the start of the project, live in Scotland (84%) with fewer numbers of people living in the rest of the UK (8.3%) and or the rest of the world (1.4%). 6.3% didn't share where they live.

Figure 1.4: Future Pathways registrants by NHS Scotland board area (n=677)



* Numbers don't sum to 677 as frequency of registrants isn't reported if fewer than 5 people in a board area. This is to avoid inadvertent disclosure of identifiable information. Also note that not everyone has consented for Future Pathways to use their information for monitoring purposes.

Figure 1.5: Future Pathways registrants by Scottish Local Authority Area (n=677)



*Numbers don't sum to 677 as frequency of registrants isn't reported if fewer than 5 people in a board area. This is to avoid inadvertent disclosure of identifiable information.

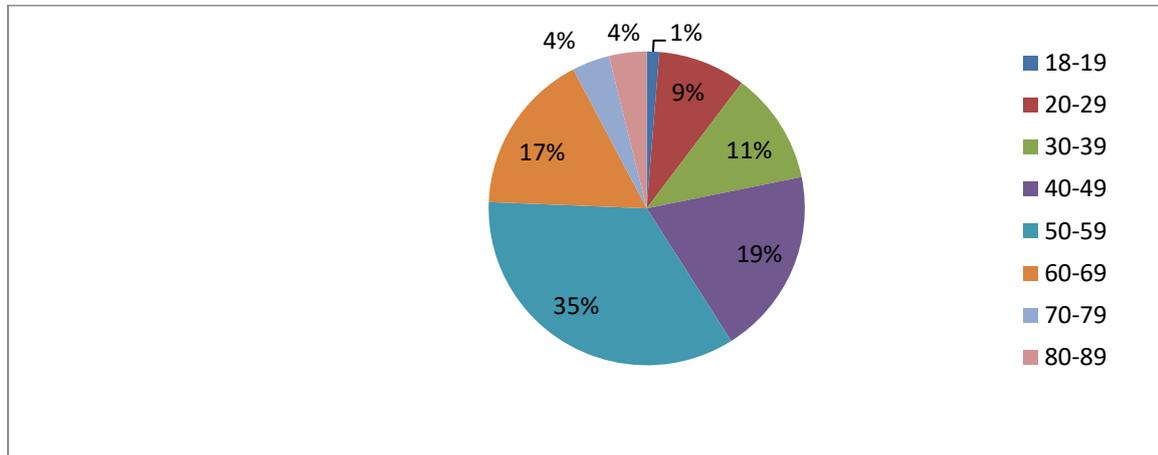
Outcome 1B: Equality of access to the Support Fund

We ask each person to provide equalities data during the registration process via a monitoring form. Due to a relatively low response rate this quarter, this information cannot be considered representative of all registrants. However, from the data we have about the number of people registered with us by age, we know that the largest group of people (35 %) are aged 50-59, followed by aged 40-49 (19%), and 8% of registrants were aged 70 – 89. This suggests that Future Pathways are reaching older adults, a population in Scotland who may experience additional barriers to accessing support.

There is very little data available about ethnicity, faith and sexual orientation. Providing personal information is understandably sensitive, especially for people who have experienced a loss of trust regarding how institutions record and use personal information.

To improve our ability to demonstrate that Future Pathways is accessible to all, an effort will be made to gather this information from all registrants in 2019/20, using a different method. It must also be observed that providing such information is voluntary and each registrant has the right to decline to provide this information.

Figure 1.6 Number of People registered in Q3 by Age (n=78)

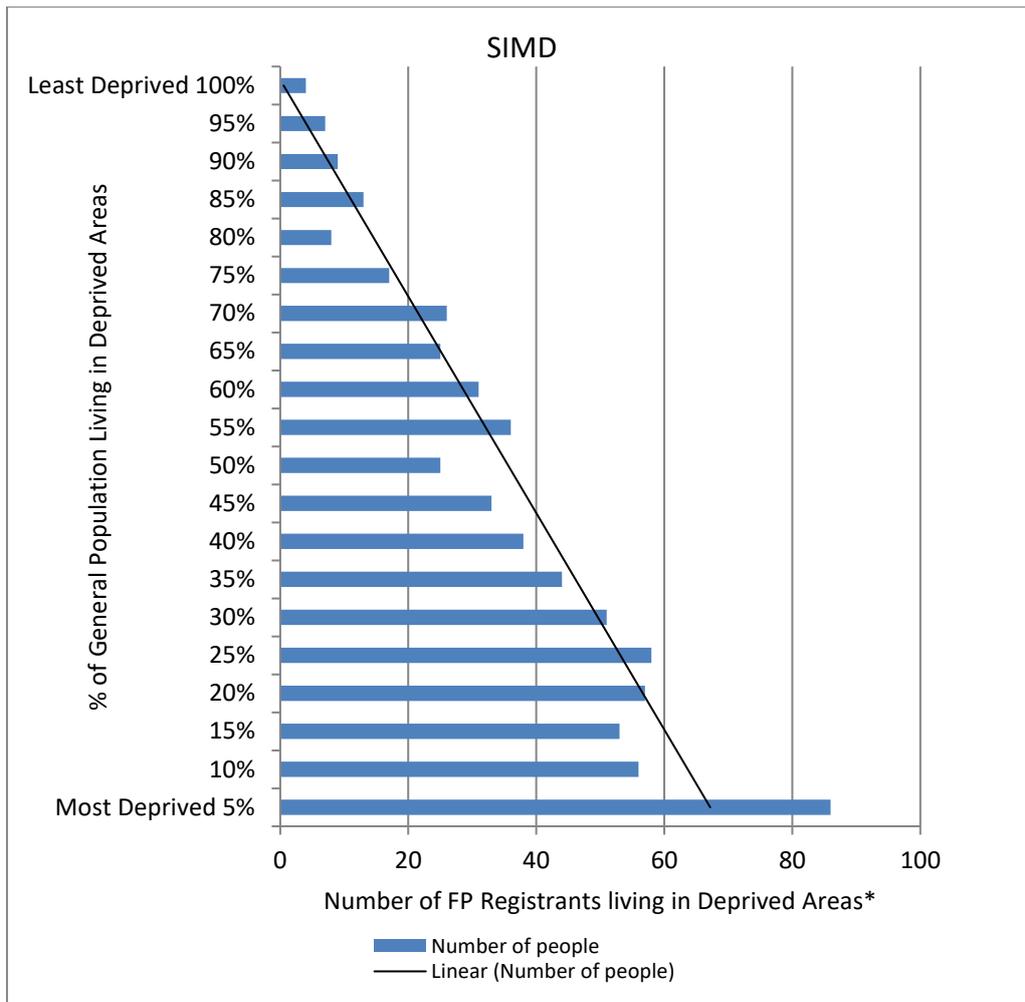


SIMD 2012 (Scottish Index of Multiple Deprivations)

We analysed Scottish postal codes provided by 677 Scotland based registered users of Future Pathways to identify their SIMD ranking¹. We found that people who registered are likely to live in deprived areas according to SMID, which gives us confidence that support is being targeted to those who are likely to need it most.

Figure 1.6: Association between registrants’ post code and deprivation as measured by SIMD vigintile (2012, n=677 registrants from Sep 2016 to Dec 2018)

¹ The Scottish Index of Multiple Deprivation uses seven domains to measure the multiple aspects of deprivation (employment, income, health, education/ skills/ training, geographic access to services, crime and housing).



* based on all fully valid postcodes, does not include partial, incorrect, or non-postcode data

Objective 2: Identifying Personal Outcomes

Outcome 2A: Registration: Survivors register with the support fund

Eligible registrations in this quarter: 76

Future Pathways’ ability to respond to new registrations has been limited due to three factors: Unforeseen levels of demand, the complexity registrants present with and the difficulty registrants have in accessing services.

The number of registrations was lower this quarter, perhaps due to the impact of the Christmas period. This was expected, in line with what has happened in previous years. The registration line was closed for one week over Christmas.

Outcome 2B: Personal Outcomes Conversation

Most people require more than one conversation to hone in on what matters most to them, so the number of I.ROCs completed is lower than 75%. 25 people have completed an I.ROC. Furthermore, not everyone prefers to use I.ROC. When I.ROC is not used, personal outcomes are agreed between the

person and their Support Coordinator. Reviews are anticipated as registrants complete six months or more of support.

To improve the accessibility and responsiveness of the service, Support Coordinators attempted to contact 363 people during Q2. These individuals did not have a named Support Coordinator. Our aim was to improve our ability to:

- Identify people who required immediate access in view of safety or wellbeing concerns
- Gather more information so that Future Pathways could respond promptly, if appropriate
- Test a new procedure that would improve how Future Pathways responds to new registrations.

251 people responded and agreed to have an in-depth conversation about their personal situations, their priorities and if they required assistance from Future Pathways. As a result of these conversations, 100 people were identified as needing immediate access to a Support Coordinator and 71 people received support in the form of onward referral and material support. Feedback about the revised approach was positive and it was decided that the registration process should be altered and that this would be implemented in Q4 (late January 2019).

Outcome 2C: Continued engagement

Most people continue engagement with the service This provides immediate positive feedback in that registrants wish to continue working with FP. However, it also presents a challenge as this limits our ability to provide support to people who have recently registered. As of December 2018, 104 people have chosen to disengage for a variety of reasons:

- Outcomes were met (25 people, 21.9%) or further support declined (6 people, 5.3%)
- The person became uncontactable (28 people, 24.5%)
- The service criteria were not met (10 people, 8.8%)
- The person died, went to prison or asked to de-register (7 people, 5.8%)
- The person did not say why they wished to disengage (36 people, 31.5%), and less commonly,
- The person registered but did not require support at that time (2 people, 1.8%)
- 10 people did not meet Future Pathways' service criteria.

Objective 3: Ready Access to Broad Range of Supports

Outcome 3A: Survivors access appropriate care, treatment and support that meets their needs.

As expressed in previous reports, people approach Future Pathways with a wide range of needs. Future Pathways has grown a network of 65 delivery partners who, in December, were delivering support to 165 people. Some require more than one type of support.

Table 3.1: Type of support required by people registered with Future Pathways (n=199) in Q3 18/19

Counselling/ psychotherapy	105
Trauma support	24
Befriending	17
Mindfulness	13
Support work	13
Telephone counselling	10
Educational support	4
Home support	4

Clinical psychology	2
Physical wellbeing	2
Tuition	2
Benefits advice	1
Life coaching	1
Private nursing	1
	199

243 referrals were made to the Glasgow Psychological Trauma Service (the Anchor) since the start of the project and 106 onward referrals were made. Everyone living in the Greater Glasgow and Clyde area who were referred to The Anchor were seen within NHS HEAT target times. Please note that these totals do not just represent one-way referrals from Support Coordinators to the Anchor, but may also represent referrals of new clients to the Anchor who are eligible for Future Pathways support and consequently have been referred to Future Pathways from The Anchor.

Material support has continued to be a significant aspect of support provided by Future Pathways. In Q3, 33 people received an average £4,087. People require assistance for a wide variety of needs with many requests around travel/ trips, home improvement and access to transportation.

Needs were diverse, for example:

- A child walker to enable someone to leave the house with a new-born baby and disabled child, enabling more activities and physical/ mental health
- Support to obtain employment in a field of work the person enjoys after spending early adulthood in prison. The role would also enable quality time with the family and self-worth.
- Help to build a summerhouse so that the person can practice reading, writing, spelling in private as the house is very noisy. Also a place to unwind and reflect, this space will maximise benefit of private numeracy and literacy tutoring.

Outcome 3B: Survivors actively engage with support/services

This quarter, 25 registrants completed baseline I.ROCs, and 77 people had I.ROC Reviews. We have found that a number of people find the prospect of reviewing support daunting and work has been done to revise how this is approached so that there is a positive focus on what the person has achieved and any worries are minimised. Staff report that people often cancel or reschedule review conversations: confirming that this is often a sensitive area of conversation.

It is known that demand is very high for Future Pathways support. There is a sense that people are very worried about losing a much-valued service when, although much may have been achieved, there is more to work toward. This sensitivity has been recognised and reviews are not forced. Where a review is deferred, information is gathered along the way about whether supports are effective. Other methods of monitoring the impact are now in place (for example, case studies) and further work is planned (mixed method research that uses both surveys and case studies).

Poverty is a real issue for many people we work with: this was especially apparent in the lead up to the festive period. Welfare rights, money matters and advocacy services are much needed but not always available. The changeover to Universal Credit has led to more requests for help.

Accessing local psychological treatment is difficult for many due to significant local waiting times after assessment and impacts the people negatively. For some there are barriers to successfully engaging with statutory services. Giving evidence to the Inquiry has significant emotional impact and people would benefit from more support to anticipate potential impact on wellbeing.

Objective 4: Achieving Personal Outcomes

Outcome 4A: Survivors achieve their personal outcomes

As in previous reports, the first graph shows information gathered during Quarter 3 using the Individual Recovery Outcomes Counter and people identified that Safety and Comfort was the highest scoring, followed by Life Skills. Most people rate their Social Networks as scoring lowest. The second graph indicates the areas of greatest change for those who have completed at least one review IROC. The results indicate that people say that they notice greatest changes in their 'Hope for the Future' with modest improvement on other domains.

Figure 4.1: Average baseline I.ROC score (n=25)

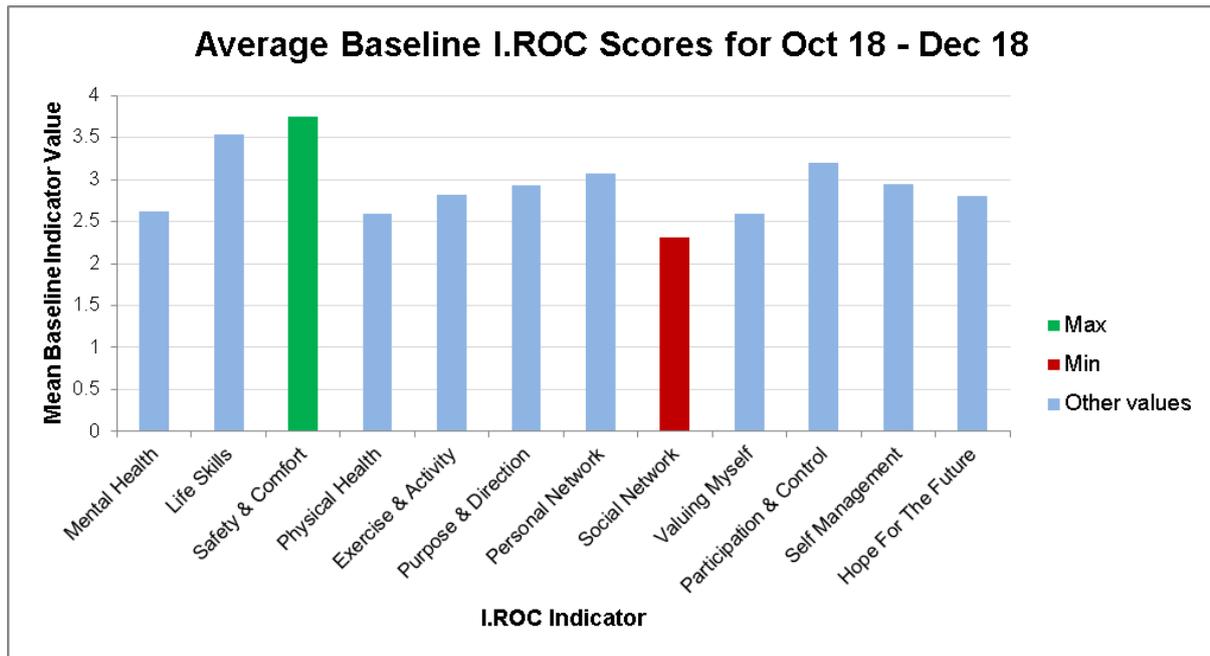
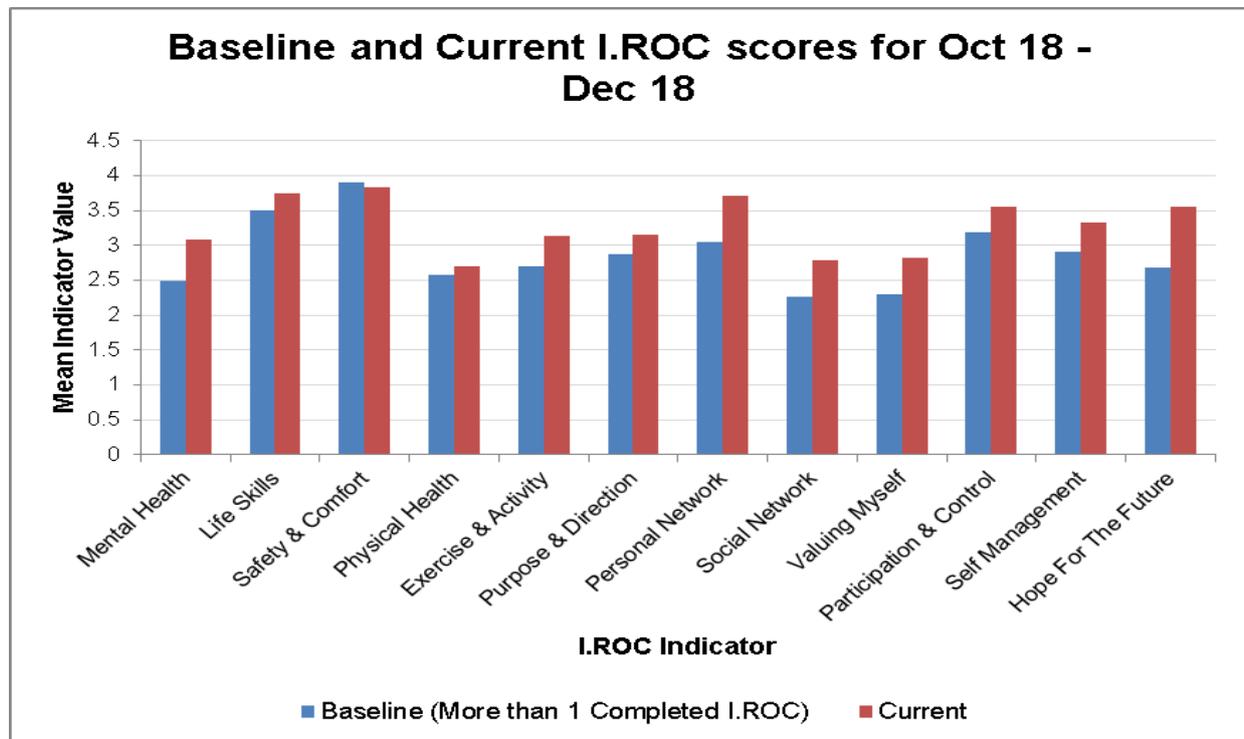


Figure 4.2 Average baseline and current I.ROC scores (All to date, N=280)



The response from survivors is reflective of these scores. Many of the people we support identify that although they have a good level of safety, comfort and life skills, widening their social network is something that they want to improve.

Case Study – Marie

Marie is a retired woman from the East Coast of Scotland who has been registered with Future Pathways for just over eighteen months. Before registering and working with Future Pathways, Marie felt that it was not possible to have people in her world that could care about her. It was an important and positive experience for Marie to have her Support Coordinator and Trauma Support Worker ask her what she wanted to do in her life, rather than being told. Future Pathways and the partner provider Health in Mind Trauma Support Service have helped Marie to speak out, slowly bring her barriers down, and do the things she wants to do.

Marie's reflections on her experiences with FP are that this unique partnership has been beneficial for her. She and her Support Coordinator have had good conversations about agreeing and working towards personal outcomes. One outcome that Marie felt was helpful for her was about her overall mental health and wellbeing. This involved bringing in a trauma support worker whom she now sees regularly.

As part of her personal outcomes work to increase her social network within her community, Marie received funding to attend pottery classes. The benefits this has provided Marie are that she has learned a new creative skill through attending these classes. Previously, Marie felt that she could only attend the classes with a befriender, but now feels confident to plan her trip to and from the classes on her own. She is also looking forward to joining the next set of pottery classes and attending a new catering class.

"I didn't know that I could get on in life. I didn't know that I could be there, but you say to yourself 'I am here'"(Marie, Survivor)

Objective 5: Continuous Improvement

Outcome 5A: Quality standards achieved

A Quality Framework was established to ensure that high quality, up-to-date information is available to assess the quality of our work and demonstrate continuous improvement. Quality checks are used to assure that supporting policies and procedures are in place and that they are applied consistently. By codifying our learning into practice guidance, we demonstrate how service quality contributes to achieving positive outcomes for individuals.

The Quality Framework has now been tested, with a quarterly update planned to check consistency of practice and take forward improvement actions. This entails sampling two records per Support Coordinator, assessing available paper and electronic information and reflecting on findings with teams.

Each of our delivery partners undergoes a check of their quality assurance processes prior to signing up as a formal partner. Ongoing monitoring is conducted by submission of quarterly returns combined with joint reviews of the registrant and Support Coordinator on a bi-annual basis. Each person will have an individual agreement with their support provider regarding the purpose of support, the nature of services provided and amount/ duration of support. These are adjusted periodically as requirements change over time.

Objective 6: Maximising Resources for Survivors

Outcome 6A: Survivors access resources to address their needs and improve their outcomes.

Table 6.1: Future Pathways expenditure (April to December 2018).

1 - Survivor Engagement	£82,293	3.0%
Salary and travel	£48,973	
Publicity and Promotion	£5,872	
Stakeholder Engagement	£6,539	
Website Development Costs	£0	
Survivor Engagement	£2,641	
Room charges	£19,267	
Telephone - Mobile		
2 - Registration & Agreeing Support	£666,930	24.3%
Recruitment	£625	
Salary	£585,589	
Travel	£34,766	
Subsistence	£3,904	
Room charges	£34,040	
Meeting Expenses	£959	
Telephone - Mobile	£7,047	
3 - Tailored support to survivors	£1,668,988	60.8%
Purchased Support	£565,041	
Discretionary Payments	£1,103,947	
4 - Clinical Supervision and Psychological Assessment		
Glasgow Psychological Trauma Service (the Anchor)	£130,834	
4 - Measurement and Learning	£89,656	3.3%
Salary and travel	£42,949	
Software Renewal & Cover	£10,169	
Training and Development	£12,138	
Evaluation, facilitation	£23,400	
5 - Admin	£106,362	3.9%
Contribution to overheads (all partners)	£97,853	
Postage and Stationery	£2,003	
Repairs and Renewals	£1,338	
Capital Items	£2,867	
Miscellaneous	£595	
Bank Charges	£611	
Subscriptions	£687	
Disclosure Scotland & SCSWIS Fees	£49	
Legal Fees	£360	
Total	£2,745,064	