



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

## Q4 18/19 Quarterly Report: January to March 2019

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## Highlights

Between January and March, we had 88 people register with Future Pathways.

The number of registrations has continued to grow with an average of 25 new registrations per month. This ongoing demand and the high level of expressed needs required us to take action to ensure people did not have to wait too long for support.

The Scottish Government recognised the increase in demand and uplifted Future Pathway's budget by £3.824 million until 2019/20 to ensure that people could continue to be supported effectively.

The additional resource has enabled the recruitment of additional support coordinators.

We now have a team of 20 Support Coordinators working directly with survivors.

Support Coordinators now work in smaller teams to facilitate a more responsive approach.

After a successful test in 2018, we have refined our registration process. People registering now speak with a support co-coordinator immediately. Information is gathered about the person's circumstances at an earlier stage, enabling us to respond quicker and more effectively to priority needs.

In preparation for the Advance Payment Scheme opening next quarter, we have prioritised support coordination for those people over the age of 70. We have 2 dedicated coordinators for this older population.

665 people have received support from Future Pathways since the start of the project (68.5% of everyone registered as of March 2019)

We have growing evidence that Future Pathways is meeting the needs of survivors. This evidence includes quantitative information about what services and supports are required and qualitative information about how Future Pathways support is experienced by the people we work with and the impact that it has.

Support coordination was described by one person accessing Future Pathways as "pivotal" in helping take positive steps towards their goals.

## Context

The response to Future Pathways has been tremendous with unprecedented numbers of people coming forward to register. Our information shows that many people are hearing of Future Pathways through family, friends and existing survivor networks who have received positive experiences. This has increased the challenge because Future Pathway's overall timeframe and budget is limited. This quarter has saw Future Pathways take significant steps to help us respond to this growing demand and adapt our work to ensure we can respond to a greater number of people.

In October 2018, the Deputy First Minister indicated that the Scottish Government would be taking forward the recommendation to establish a redress and compensation scheme for people who experienced in care abuse. This includes the availability of advance payments for people over the age of 70 and who are terminally ill. It is therefore important that Future Pathways is able to immediately respond to the needs of this group.

In response to growing demand, The Scottish Government uplifted Future Pathway's budget by £3.824 million until 2019/20 with final year's budget subject to parliamentary approval.

This enabled Future Pathways to develop a clear work plan and update contract objectives, which now include:

- Ensuring older adults and those with a terminal illness access prompt assistance;
- Prioritising resource for those who live outside the central belt of Scotland and other countries;
- Coordinating our activity with the forthcoming Advance Payment of Redress Scheme, and;
- A clear implementation plan to address the increased demand/capacity challenge due to the successful sign up for Future Pathways

## Aims and objectives

Future Pathways was formed to assist people who experienced abuse as children living in an in-care setting in Scotland. Future Pathways' vision is that survivors lead full, healthy and independent lives. The purpose of Future Pathways is to coordinate access to and the delivery of resources, integrated care and support so that people can achieve their own goals.

Future Pathways' objectives for individuals are:

- To raise awareness of the support and assistance available so that people come forward to access these.
- To engage and enable people to identify what matters to them now and in the future.

- To enable people to have ready access to a broad range of support, care and treatment to address their needs.
- To ensure people are able to improve their lives and achieve their personal goals.

Future Pathways' objectives for the system and services are:

- To drive continuous improvement through consistency and quality standards in all support and services (whether provided by Alliance parties, subcontractors or others).
- To optimise the resources that go to Survivors.

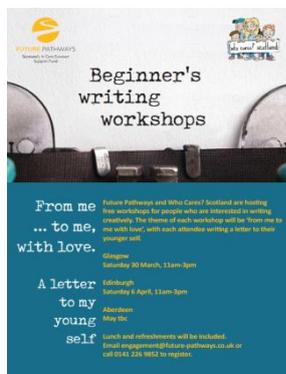
## How we are delivering on those Aims & Objectives?

### Communications and Engagement

#### Activities in Quarter 4

We showcased an art exhibition between October 2018 - January 2019 at the Museum of Edinburgh called 'What Makes Me Happy' with a number of survivors exhibiting their art work.

We helped facilitate 2 creative writing workshops co-hosted by Ellen Maloney with input from Who Cares? Scotland.



We produced a newsletter with an improved format. for everyone registered which has been positively received.

The Advisory Group met in January 2019 and explored new ideas for wider engagement

We facilitated training for advisory group members which included: Trauma awareness training, Mental health first aid training, and Holding Effective Meetings training.

We hosted a stall at the "Gathering" to help us share our work with other professionals. Over 100 people took leaflets or asked for further information.

Leaflets were distributed to a number of organisations including Newmains Community Scotland and Break the Silence.

Alongside Scottish Child Abuse Inquiry's awareness raising efforts in Western Australia, Future Pathways ran a brief advert with the Australian Broadcasting Corporation which has resulted new people registering.

Future Pathways attended the National Homelessness Conference (pictured), where we raised awareness with other organisations including Shelter Scotland and the Scottish Veterans Resident's Association.

We also attended the:

- Deaf Scotland Conference,
- 'Let's Talk About Mental Health' jointly hosted by NHS and Mental Health Network of Greater Glasgow
- Homelessness Scotland.

We presented at:

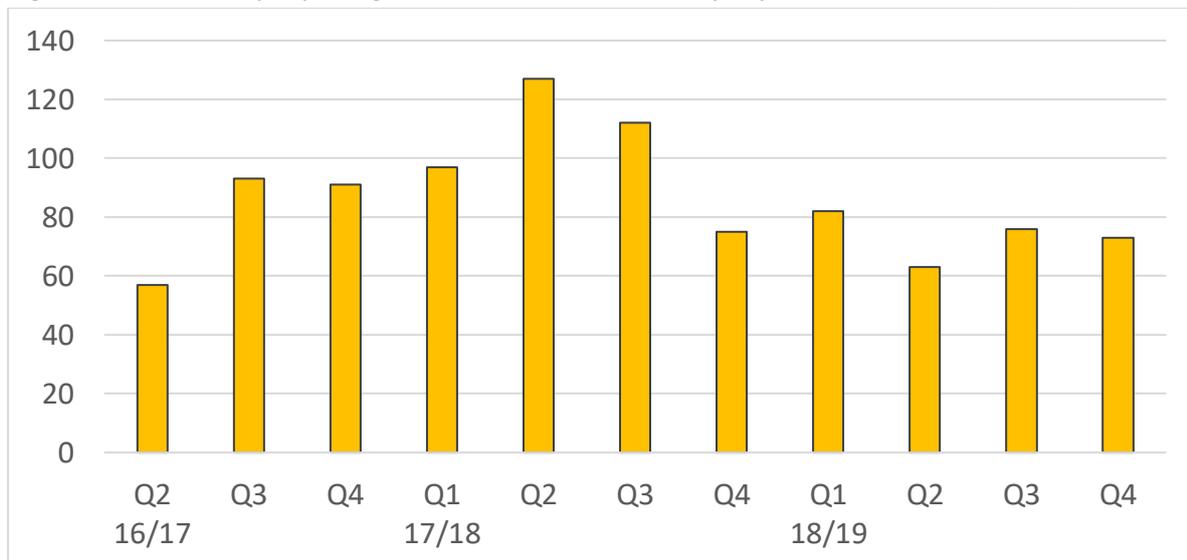
- Holyrood's Trauma Informed Practice Conference.
- Scottish Care Workforce Group on palliative and end-of-life care.



### Impact

So far 978 people have accessed Future Pathways since inception and on average, 25 people register per month.

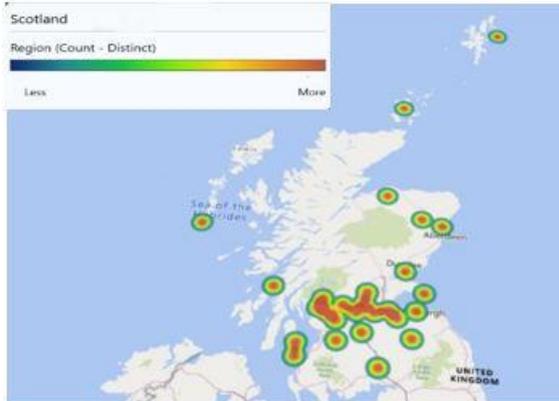
**Figure 1:** Number of people registered with Future Pathways by service start date (n=977)



So far, 96 people registered with us are over the age of 65 and 44 of those are over the age of 70, which is relevant with the anticipated launch of advance payment of redress anticipated in April 2019.

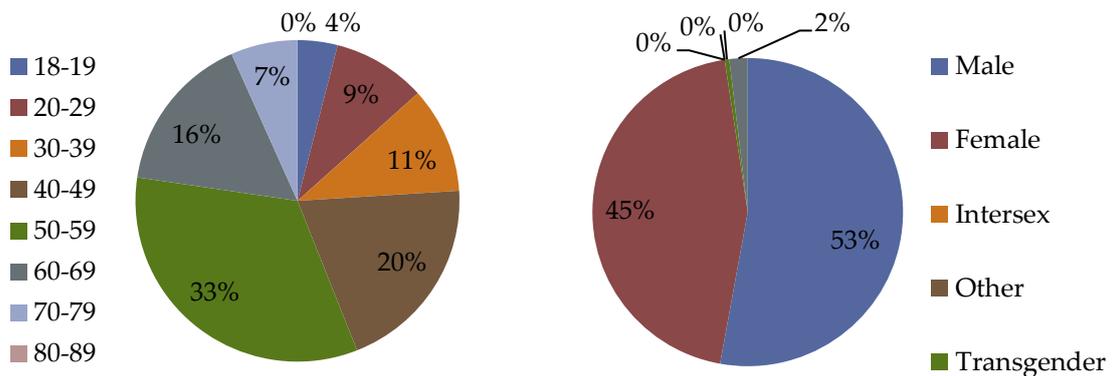
214 people live outside the central belt of Scotland, including 109 people who live in the rest of the UK or other countries. Recent outreach to Australia resulted in 12 new registrations.

**Figure 2:** Heat map of Future Pathways registrations in Scotland since inception



This quarter (January – March) 2019 a total of 76 people registered with Future Pathways. The average age of registrants this quarter is 48.73.

**Figure 3:** Number of People registered in Q4 by Age (n=76)



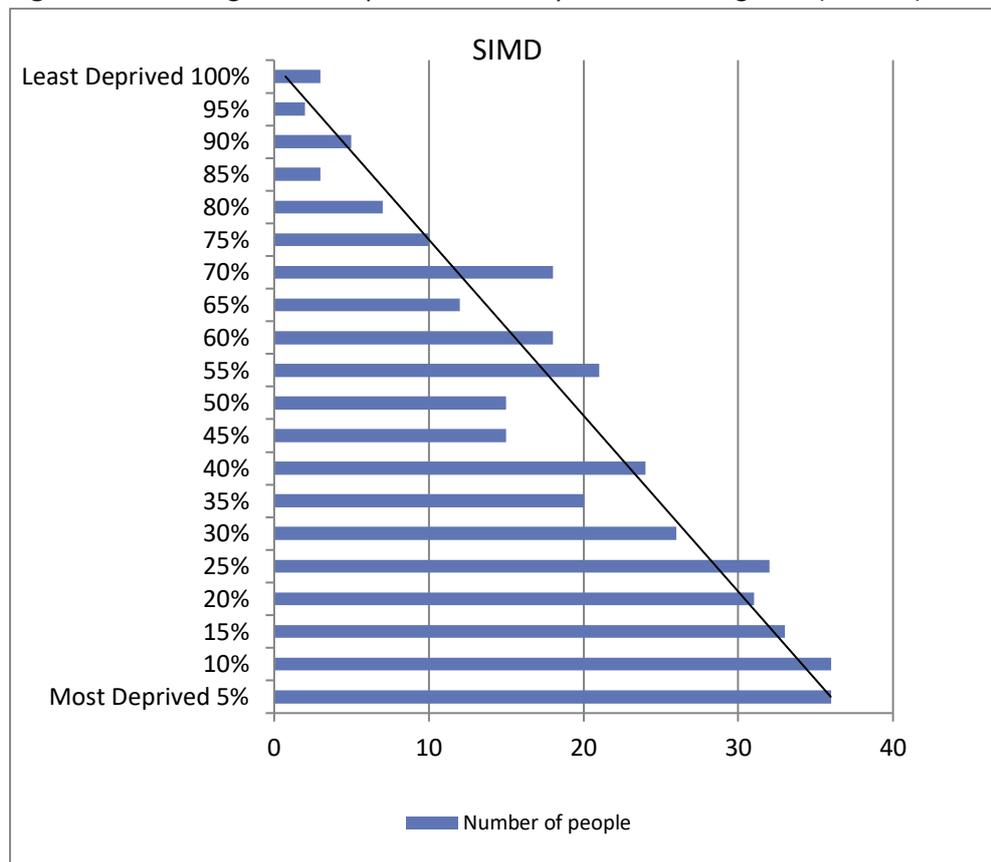
Registration rates have remained consistent with proportionately more being received through self-referrals (56.1%), family and friends (16.4%), and voluntary organisations (12.3%). This gives us confidence that most organisations working with survivors are already aware of Future Pathways and have informed the people they work with. Our feedback indicates that now that people have tested the service and had positive experiences, they are more likely to encourage friends and family to register.

**Table 1:** How registrants find their way to Future Pathways

How do people find their way to Future Pathways?	Q4 18/19		Cumulative since start	
	Number of People	%	Number of People	%
<b>Self-referred</b>	41	56.1	710	72
<b>Friend, family</b>	12	16.4	128	13
<b>Scottish Child Abuse Inquiry</b>	2	2.7	14	2
<b>Voluntary Organisations</b>	9	12.3	28	3
<b>Health Services</b>	3	4.1	30	3
<b>Other</b>	6	8.2	66	7
<b>Total</b>	<b>73</b>	<b>100</b>	<b>976</b>	<b>100</b>

Future Pathways continues to provide support coordination to registrants from a variety of backgrounds, including those from more deprived areas in Scotland (see figure 4).

**Figure 4:** Total Registrants Sep 16 – Mar 19 by SIMD 2016 Vigintile (n=976\*)



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

Promotional activity has been effective with good impact, measured by continued registration with relatively little activity. Engagement work will be focused on specific groups:

- older adults and those living with a terminal illness
- people living out with the central belt
- people who might experience additional barriers to register and receive support).

Future Pathways seeks to gather feedback about the service in a number of ways including:

- Informally, through meetings and events
- Complaints process.
- Social Media
- Advisory Group
- Interview/case studies

**Scotland the Brave**

Jim Donaldson Scotty - a former child migrant from Scotland, met with members of one of the Scottish Child Abuse Inquiry (SCAI) teams in a private session at Tuart Place in September 2018.

Scotty said that although it was difficult talking about the past, he had really enjoyed meeting the SCAI team, and that they were very friendly and professional.

**Future Pathways: Help is available**

Future Pathways offers help and support to people who were abused or neglected as children while they were living in care in Scotland, including people who were sent from Scotland to Australia under the assisted child migration schemes, or who moved away from Scotland as adults.

"In care" means living in residential or foster care, living in a boarding school (state, private or independent), having a long-term stay in hospital or spending time in a juvenile detention centre.

We work with survivors to help them access support that will improve their lives. Support is personalised and examples include access to education, community activities, counselling, records, and one-off items needed for a better quality of life.

We are already working with people in Australia (and elsewhere in the world) and manage the time zone differences by conducting support at the beginning or end of the UK day (currently Perth is +8 hours ahead, and will be +7 hours ahead when Daylight Saving commences in Scotland on 31 March 2019).

You can find out more about our work in general at [www.future-pathways.co.uk](http://www.future-pathways.co.uk)

Referral forms for Future Pathways are available from Tuart Place.

**Scottish Government offers apology and financial redress**

We've seen a lot of redress done badly, so it's heartening to see that the Scots seem to be getting it right.

In October 2018, the Scottish Government offered an "unreserved and heartfelt apology to everyone who suffered abuse in care in Scotland".

The Scottish apology, and a financial redress scheme, have been announced ahead of any recommendations from the current Scottish Child Abuse Inquiry (SCAI), with advance payment to be made available as soon as possible to people who are elderly or in ill health.

The Scottish inquiry is not solely focussed on sexual abuse, rather it is investigating all types of abuse, including systemic abuses and neglect.

Additionally, a support service, Future Pathways, has been made available to Scottish survivors (including child migrants), offering a range of tangible and useful options – such as funding for health and wellbeing activities and the purchase of one-off items to help achieve a better quality of life.

Well done Scotland! It seems there's a lot we can learn from your approach.

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Events such as arts exhibitions can help raise wider awareness and has led to articles in local and national media. One person showcased their work in the 'What Makes Me Happy' arts exhibition and his musical achievements were subsequently shared in the local paper. [Click here](#) to read the article.



Opportunities to come together are valued: comments from the first creative writing workshop show the event was seen as relevant, positive and meaningful.

**“I enjoyed having that chance to write to myself. I hope this will give me the strength.”**

Quarterly quality checks showed good evidence that people and professionals are aware of Future Pathways. This is borne out by registration numbers.

As numbers increase people tell us they would like more frequent updates. The website was identified as an opportunity to improve access to information for people.

In the next quarter:

- We plan to review and develop how we communicate and engage with people.
- We will work to ensure information is more readily available to both the public and people registered.
- We will develop further opportunities for more people to feedback to us on what we are doing well and what we could improve on.

## Support Coordination

### What We Do

Since inception, 831 people have received direct support from a support coordinator. This quarter 187 people registered with Future Pathways have received direct support for a support coordinator. This work has enabled people to identify what is important to them, what they would like support with. Support coordinators work alongside a person to explore personal outcomes and assist people to access to the right support.

Additional funding has enabled Future Pathways to increase the support team to ensure that many more people can access support coordination. Five new coordinators joined the team in February and have undertaken a robust induction period to ensure confidence and competence in the new role.

In order to respond to the increase demand and the length of time people were waiting to speak with a coordinator a revised registration process was implemented. Support Coordinators now receive all registration calls ensuring meaningful conversations that help explore needs take place at an earlier stage enabling quicker provision of more responsive support.

This change in process was developed as a result of a review of the waitlist in 2018 following recommendations from the advisory group, survivors and other stakeholders. The new process is seen as an improvement by both staff and survivors.

A new support agreement was finalised in response to feedback from survivors and other groups and to align with changes in data protection regulations. These will be rolled next quarter.

With support from the Quality and Improvement Manager we have a robust quality framework in place to support consistency in our work and ensure a high-quality service is delivered. Our work is monitored and evaluated quarterly with ongoing reflection on where we can improve.

### Impact

- 665 people have received support from Future Pathways since the start of the project (68.5% of everyone registered as of March 2019).
- 310 have accessed support through the discretionary fund to help achieve personal outcomes
- This quarter 121 people have accessed commissioned support through partner providers

There is growing evidence that Future Pathways is meeting the needs of survivors. This evidence includes quantitative information about what services and supports are needed and qualitative information about how Future Pathways input is experienced.

This quarter, two case studies were prepared, supported by interviews with people and support coordinators. The interviews highlighted the age range of people we work with and the diversity of supports used to progress toward personal outcomes.

“Luckily Future Pathways were there and offered support to allow me to keep moving forward”

—  
JACK, SURVIVOR

There is evidence that good conversations about personal outcomes continue to be had between survivors and Support Coordinators.

People say that initial conversations with Support Coordinators "picked them up" and had given them the hope that there is an organisation out there that cares.

The practical outcome of these conversations is that survivors and Support Coordinators explore what the individual wants, prioritise what is important to the person, and agree on the resources that are required to work towards their personal outcomes. An example of some of the wide range of support that Future Pathways can coordinate include:

- Support with benefits and housing
- Access to Psychological assessment, treatment, therapy
- Access to employment support
- Short breaks or travel
- Access to physical activities to support wellbeing
- Mindfulness Courses
- Tutoring
- College (Long & Short) Courses
- Access to computers to support learning
- Counselling
- Advocacy
- Support work or befriending
- Art and creative writing classes

Interviews with survivors highlight that while some practical supports or small purchase appear small on the surface, they can be significant to survivors in working towards their personal outcomes. We will gather more feedback to build on this evidence in Q1.

Drawing from survivor feedback, there were strong recurring themes that emerged in relation to how registrants felt about Future Pathways' support. These include:

- **Being believed**
- **Trauma informed practice**
- **Collaboration**

The theme of being believed came out strongly: people feel like they can trust Future Pathways, even when trusting institutions and people has been difficult in the past. People reported that they did not feel they have to continuously share and 'prove' that their childhood experiences happened to them.

**“I felt safe, I felt I could trust her, and when I come here, I felt the trust, yeah fantastic”**

Research interviews show that survivors recognise that Future Pathways respects and understands their past experiences of abuse and how this can affect people's lives.



**“Thank you again so much for helping me, you’ve no idea what it means and thank everybody involved. I will miss you.”**

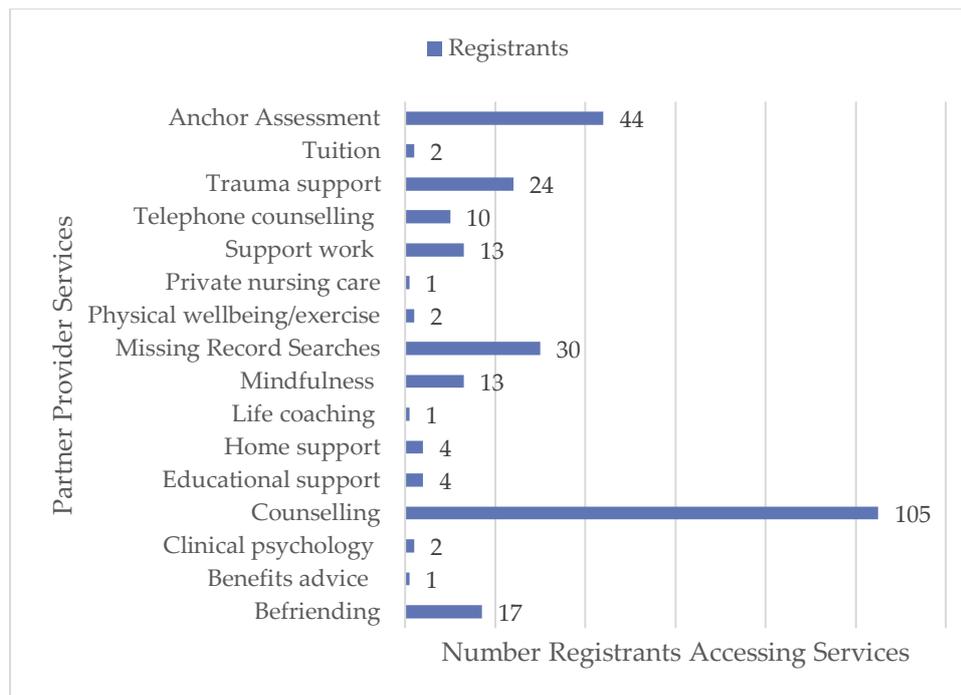
## Support Provider Partners

### What We Do

- Since the start of the project, 66 partners have provided services to 165 people.
- 153 people were being supported by 47 support providers in March 2019. We continue to work hard to identify and build relationships with new and existing partners
- To ensure quality support providers submit quarterly returns which helps Future Pathways and individual check and review progress made towards the person's agreed goals and outcomes and make changes in required.
- Our growing network of partners reflect new and diverse needs such as the dyslexia tutoring, mindfulness and personal training and is helping create a wider acceptance and understanding of the needs of survivors across organisations and communities.

In response to ongoing feedback and to improve the quality of information we have redesigned and tested a new reporting framework. Feedback from our partners was positive and the revised format will be rolled out to all partners in 19/20.

This graph demonstrates the number of people accessing a variety of support from provider partners. Record searches and counselling are most frequently requested supports, followed by 44 referrals for assessment at the Anchor.



## Impact

Drawing from the evaluation research (Cook & Grant 2018), the feedback from service providers regarding their feelings towards Future Pathways has been very positive:

**“Meetings have been handled with care respect for clients and sensitivity”** (Provider)

We know that our partners view our collaborative way of working as being valuable for them. The survey respondents in the 2018 evaluation felt that “the work with Future Pathways was important and they wanted to make a contribution to improving the wellbeing of registrants” (Cook & Grant 2018).

The team share knowledge about partner providers and services. Our work with other contributes to the development of a provider infrastructure and, in turn, increases choice and improves outcomes for registrants. Support Coordinators observe the positive impact on people from their experiences with partner providers. One Support Coordinator observed:

**“This person has attended mindfulness sessions and they feedback that it has been positive. It has helped her communication skills and her coping strategies. She learned a really simple technique when faced with a difficult situation, she asks herself is this a fact or a thought?’. It’s helping her be more positive and realistic about the things.”**

(Support Coordinator)

A further example involved someone who struggled with feeling socially isolated due to past experiences in care. Future Pathways supported counselling sessions and commissioned

home visits with a partner provider. Due to the counselling and home support, she became able to identify triggers and use stabilisation techniques to counteract them. She became confident to attend weekly social groups and shopping trips with her worker.

Accessing therapy was beneficial. "I would just like to take the time, again, to thank you and the team for helping me in this way. It will give me a way to physically relax in the future which I am sure will help in easing both my PTSD and Panic Disorder" (Survivor)

Another person felt that he had learned a lot as a person: his mind-set had changed about who he was and what triggered certain feelings. **"I've learned a lot over the past two years: to seek support among other things."** He feels this would not have come about if he was on his own; however, he identified what was important to him and became able access resources. **"Therapy sessions reinforce what was driving me: my daughter, family, and my studies is very important to me"** This highlights the importance of support coordination as a bridge exploring and accessing the right supports that might otherwise remain out of reach.

Providers recognise and continue to approach us for additional training around understanding trauma in order to better support the people they are working with.

A key message is that the level of flexibility and choice available to people who register with us is important and valued.

## Improve and Share Best Practice

### What We Do

In January 2019, in response to the growing waiting time for survivors, support coordinators were organised into three small teams. This supports a more responsive service for survivors but also provides opportunity to share best practice and develop learning and guidance about decision making, enhancing consistency of practice and peer support for the team. There is now opportunity to match skills and strengths of staff with the needs and requirements of survivors. This complements practice development sessions, which are facilitated once every two months as an important forum to discuss practice, influence each other's ideas and share knowledge and skills.

Whole team meetings are held two to three times a year, which are an opportunity to reconnect, focus on team priorities and develop a response to emerging issues.

New team members complete a comprehensive induction which includes a range of training, joint visits and orientation meetings. In the last quarter, staff participated in training courses ranging from data protection, revised registration process and use of the Carista database as well as trauma informed practice – working at an enhanced level

Refresher training on personal outcomes and good conversations is planned in Q3.

Future Pathways has shared our approach and learning in several meetings over the past year ranging from input to Police Scotland, Social Work Scotland, Action on Elder Abuse and Adult Protection Conference and an International Trauma Summit in Belfast. This quarter, presentation was made to a Holyrood event sharing experiences of trauma informed practice.

Evidence from the quality framework shows that Support Coordinators work across the service to identify themes and gaps in support for people. The activities and groups of people we have engaged with are reflective of the ongoing work we are doing to share best practice with people across the system.

### Impact

Quarterly quality checks show that teams were confident that learning shapes practice. For example, the review of those waiting for support coordination in 2018 led to a fundamental change in the registration process and the adoption of a new team structure.

Sharing knowledge about how to improve support for survivors is embedded in everyday conversations with Support Coordinators. People across the wider system perceive Future Pathways as a valuable knowledge exchange resource; approaching staff for further guidance or signposting related to the work we do.

The teams have reflected that feedback from other services is an opportunity to develop relationships and obtain a greater understanding of what services can support our work.

At an individual level, there are many examples of where we have managed to successfully renegotiate or coordinate support, with coordinators being able to share expertise and raise awareness with other professionals about trauma informed approaches which have helped people we support successfully access services where they previously may have struggled or been excluded. This navigation and facilitation to access support is a critical aspect of the work of Future Pathways and our support has led to people successfully accessing appropriate housing and social care assessments and funding which had previously been out of reach.

### Next Steps

Capture and share learning that helps contribute to and influence the wider system.

Work collaboratively with partner providers and increase opportunities to support greater understanding of trauma informed approaches.

We are also aware of issues such as a move to Universal Credit having unintended negative consequences on the people we support, and longer waiting times for access to psychological therapies outside of NHS Greater Glasgow and Clyde.

We will continue to evaluate the effectiveness of changes made to the registration process.

Evidence suggests that more people are accessing support coordination, which in some cases, has removed barriers to other services although more evidence is required to confidently assess Future Pathway's contribution in this area.

Our trauma-informed way of working resonates with many survivors and the positive impact on people's lives is very clear.

**"I feel more positive that I'm under a good umbrella of help. You and Future Pathways have been the backbone of it all." (Survivor)**

## Future Pathways Expenditure (April 2018 to March 2019)

<b>1 - Survivor Engagement</b>	<b>£120,890</b>	<b>3.3%</b>
Salary	£75,484	
Publicity and Promotion	£5,016	
Stakeholder Engagement	£8,244	
Website Development Costs	£2,616	
Survivor Engagement	£7,140	
Room charges	£22,390	
<b>2 - Registration &amp; Agreeing Support</b>	<b>£929,473</b>	<b>25.1%</b>
Recruitment	£2,979	
Salary	£812,800	
Travel	£49,173	
Subsistence	£4,891	
Room charges	£47,914	
Meeting Expenses	£968	
Telephone – Mobile	£10,748	
<b>3 - Tailored support to survivors</b>	<b>£2,178,417</b>	<b>58.9%</b>
Purchased Support	£796,748	
Discretionary Payments	£1,381,669	
<b>4 - Clinical Supervision and Psychological Assessment</b>	<b>£180,000</b>	<b>4.9%</b>
Glasgow Psychological Trauma Service (the Anchor)		
<b>4 - Measurement and Learning</b>	<b>£115,944</b>	<b>3.1%</b>
Salary and travel	£63,094	
Software Renewal & Cover	£9,666	
Training and Development	£19,784	
Evaluation, facilitation	£23,400	
<b>5 - Admin</b>	<b>£152,878</b>	<b>4.1%</b>
Contribution to overheads (all partners)	£135,588	
Postage and Stationery	£3,580	
Repairs and Renewals	£3,002	
Software and Licenses		
Capital Items	£7,572	
Miscellaneous	£1,129	
Bank Charges	£904	
Subscriptions	£640	
Disclosure Scotland & SCSWIS Fees	£103	
Legal Fees	£360	
Accrued spend (incoming invoices)	£23,750	
<b>Total</b>	<b>£3,701,352</b>	