



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

**FUTURE PATHWAYS QUARTERLY  
REPORT: Q3 19/20: OCTOBER -  
DECEMBER 2019**

# Contents

<b>Summary</b>	<b>1</b>
<b>Objective 1: Accessibility</b>	<b>2</b>
Outcome 1A: Access to the Support Fund .....	2
Outcome 1B & 1C: Equality of Access to the Support Fund .....	4
Outcome 1D: Engaging People Living Outside the Central Belt of Scotland .....	6
<b>Objective 2: Identifying Personal Outcomes</b>	<b>6</b>
Outcome 2A: Registration: Survivors register with the support fund .....	6
Outcome 2B: Personal Outcomes Conversation .....	6
Outcome 2C: Continued engagement.....	7
Outcome 2D: Elimination of Waitlist.....	8
<b>Objective 3: Ready Access to Broad Range of Supports</b>	<b>9</b>
Outcome 3A: Survivors access appropriate care, treatment and support that meets their needs.....	9
<b>Objective 4: Achieving Personal Outcomes – Case Study Example</b>	<b>11</b>
Accessing Support & Finding out what’s important to Stephanie	11
Fitness Plans: Getting Started	11
Visible Changes	11
Reflections	11
<b>Objective 5: Continuous Improvement</b>	<b>12</b>
Outcome 5A: Quality standards achieved.....	12
<b>Objective 6: Maximising Resources for Survivors</b>	<b>13</b>
Outcome 6A: People access resources to address their needs and improve their outcomes. ....	13

## Summary

### Foreword

We are delighted to share Future Pathways' third quarterly report, covering the period from October to December 2019. Now established for more than three years, there's growing evidence of positive impact. A great deal of work is ongoing to ensure that everyone who registers receives the support they need.

We are always keen to hear your thoughts. Consider letting us know what you think. You can do this by emailing [engagement@future-pathways.co.uk](mailto:engagement@future-pathways.co.uk) or [online](#) where suggestions can be submitted anonymously.

### Access to Support

- ✓ **1,289** total registrations since we started
- ✓ **83** registrations in Quarter 3
- ✓ **10** of these were people aged 70 years or older.
- ✓ **28** registrations per month on average, a reduction from 35 registrations per month in Quarter 2.
- ✓ **20** registrations from outside the central belt of Scotland. The rest of the UK and Australia remain steady.
- ✓ **30** people are waiting for a named support coordinator support – all have completed an in depth conversation and many have received support such as access to counselling or psychological assessment or material purchases, however, additional support is required.

We set a goal to eliminate the waiting list by July 2019 and achieved this.

**1,059** people have received support, 82% of people registered.

3 Engagement events were completed during this quarter. Most people place high value on the relationship with their support coordinator and positively reference the supports received. People would like to see more of these events.

## Objective 1: Accessibility

To raise awareness of the support and assistance available to that survivors come forward to access these

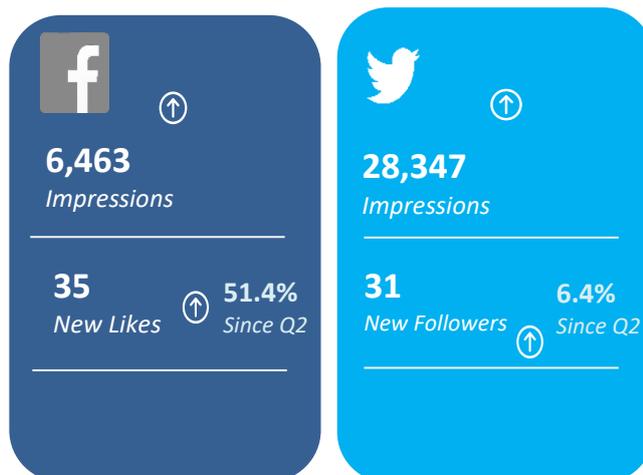
### Outcome 1A: Access to the Support Fund

Future Pathways continues to promote the support and assistance available. Survivors from a wide range of geographical areas and referral routes register.

#### Promotional Activities

Future Pathways has organised 3 engagement events in Paisley, Edinburgh and Glasgow, which were positively received.

In December, leaflets were distributed to all Scottish libraries and GP surgeries.

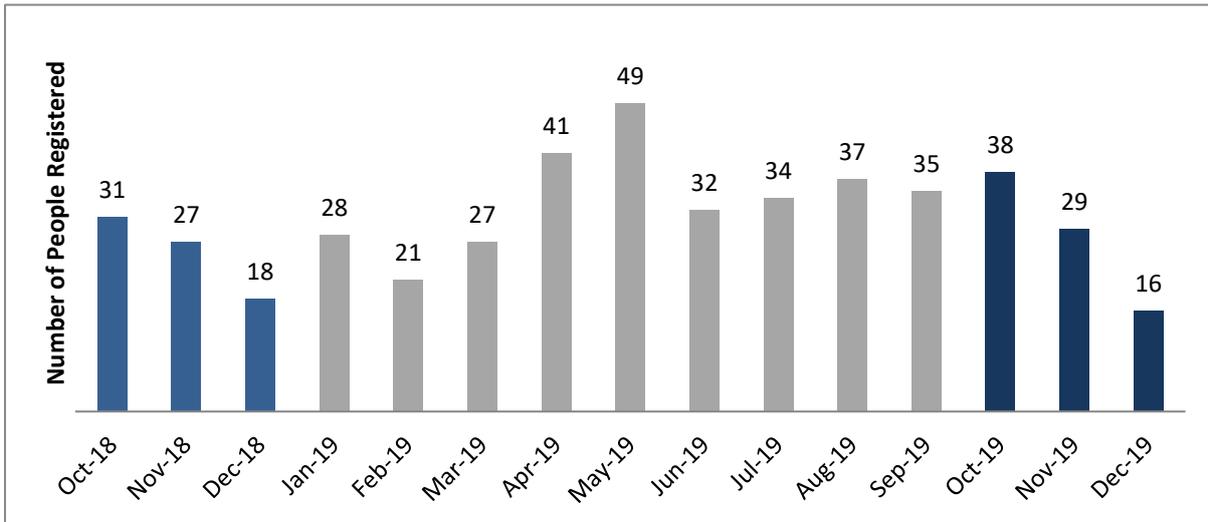


#### Registrations

Future Pathways continues to see a consistent number of registrations per month in a similar pattern to previous years, where there are fewer registrations in the run up to the festive period (November / December).

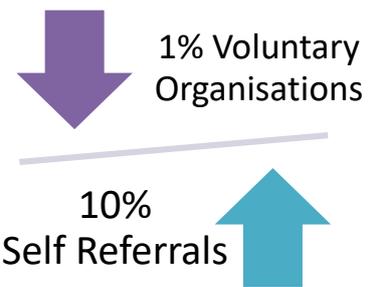


**Figure 1.1: Number of people registered by month (N=463)**



**Referral Routes**

**83%** of registrations were self-referrals, an increase of 10% compared to Quarter 2. Self-referrals remain the most common referral route.



**10%** of referrals are from voluntary organisations, which is similar to last quarter.

**How Do People Hear About Us?**

**92%** of 83 people who registered this quarter told us how they heard about Future Pathways. Here is a snapshot of the key places people hear about us.

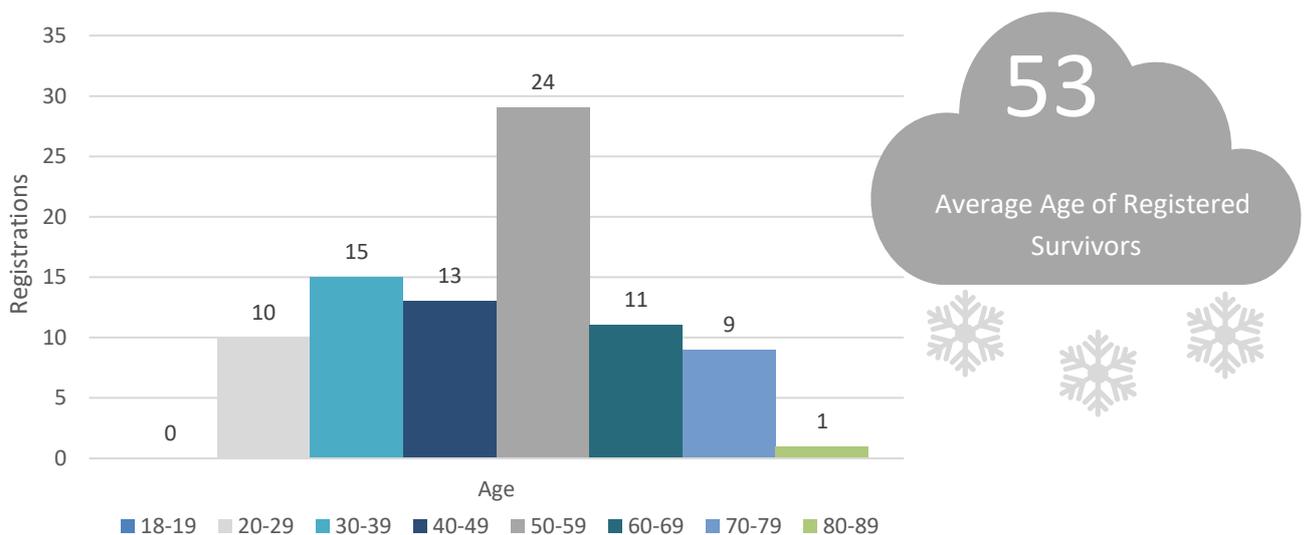
<p><b>14</b> Scottish Child Abuse Inquiry</p>	<p><b>15</b> Voluntary Organisations</p>	<p><b>8</b> Word of Mouth</p>
<p><b>8</b> Statutory Bodies</p>	<p><b>18</b> Family/Friend</p>	<p><b>5</b> Health Services</p>

- ✓ One person heard about us through the Advance Payment Team, and 2 people heard about us through our Future Pathways Website.
- ✓ There are a consistent number of people hearing about us through word of mouth and statutory bodies such as Police Scotland and social work teams.

### Outcome 1B & 1C: Equality of Access to the Support Fund

Future Pathways continually works to reduce barriers to accessing help. Our promotional activity remains focused on reaching older adults, those who are terminally ill, and people living outside of the central belt of Scotland and beyond. During Quarter 3, leaflets and posters for the service were distributed to GP practices and libraries across Scotland.

Figure 1.3 Number of people registered in Quarter 3 by age (N=83)



Most people are middle aged with the largest group of people being aged 50 to 59. Fewer older adults registered this quarter (10) compared to last quarter (15).



Thank you so much for the all the help you have given me. I feel I have come a long way, and you have been really supportive. You are a wonderful organisation, and I cannot thank you enough

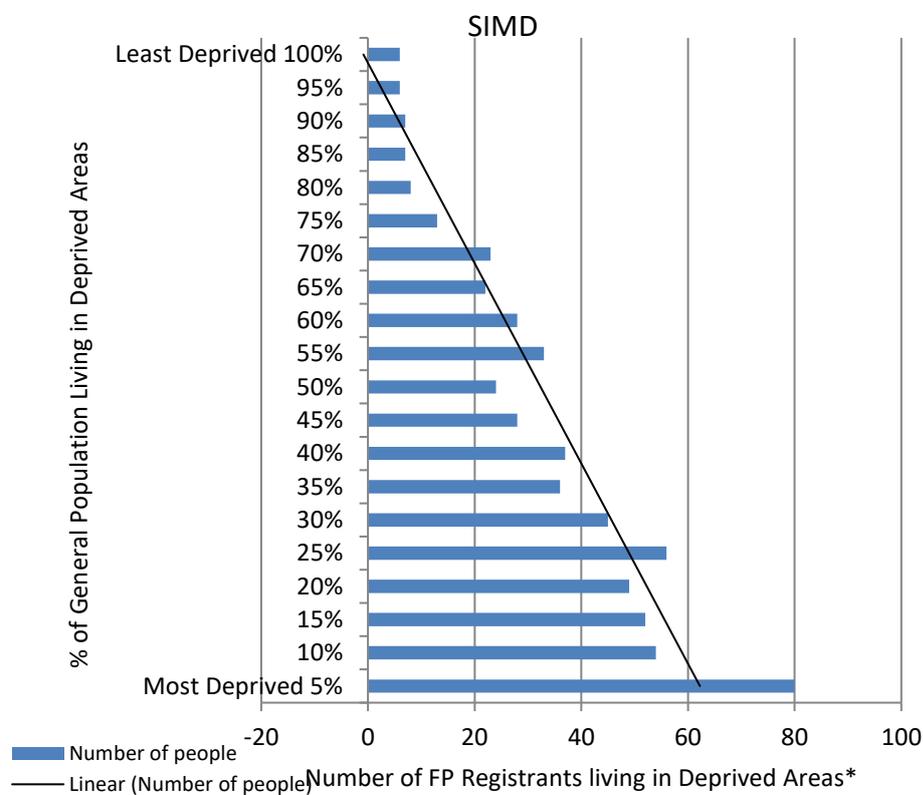
(Registered person)



## SIMD 2016 (Scottish Index of Multiple Deprivations)

We analysed Scottish postal codes provided by 1,214 people registered in Scotland to identify their SIMD ranking<sup>1</sup>. We found that people who registered with Future Pathways are likely to live in areas of deprivation according to SIMD, which gives us confidence that support is being targeted to those who are likely to need it most.

Figure 1.3: Association between peoples post code and deprivation as measured by SIMD (2016, N=1,214 registrants from Sep 2016 to December 2019)

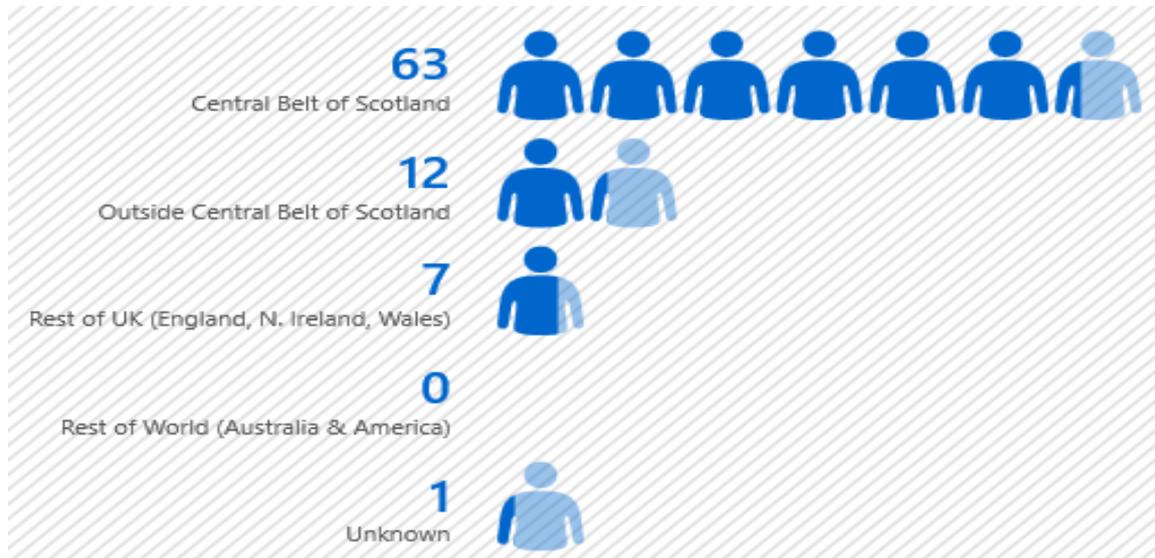


\* based on all valid postcodes. Partial, incorrect, or non-postcode related information is not included.

<sup>1</sup> 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).

## Outcome 1D: Engaging People Living Outside the Central Belt of Scotland

**75** out of **83** people who registered said that they lived in Scotland.



Future Pathways wishes to be available to everyone, especially those that may face additional barriers arising from living in rural areas or living overseas. In line with the Scottish Child Abuse Inquiry's recent focus on Child Migration, Future Pathways continues to correspond with agencies supporting survivors in Australia and the Child Migrants Trust.

### Objective 2: Identifying Personal Outcomes

*To engage and enable survivors to identify what matters to them now and in the future*

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

#### Outcome 2B: Personal Outcomes Conversation

Everyone is offered an in-depth conversation when they register with Future Pathways. Most people require more than one conversation to help determine what matters most to them. The Individual Recovery Outcomes Counter (I.ROC) may be used to structure the conversation. Not everyone wishes to use this: 23 people chose to use I.ROC this quarter. When I.ROC is not used, conversations touch on various areas of people's lives, what they want, and how they hope to achieve this. Reviews are offered every six months, though this may vary.

**Figure 2: Recurring Themes from Personal Outcomes Conversations and I.ROC**



Common themes of these conversations include:

- The importance of being able to exercise choice and control around elements of people's lives, and the awareness of factors that put pressure on people and subsequently negatively affect their wellbeing.
- Differences in developing hope for the future with some people feeling a need to 'Break the cycle', while others feel taking things one day at a time is more helpful.

These conversations have led to people receiving support in the form of onward referrals and material support from Future Pathways, which will contribute towards people being able to improve their lives.

### Outcome 2C: Continued engagement

**323** people are registered, but not currently receiving support.

**0** people de-registered from Future Pathways.

Most people want to stay connected and access additional support when needed. We are proactive in reaching out to people, and we respect and understand when people are not ready or chose not to engage.



**3 engagement events** were held across the central belt. Events in Fort William and North Lanarkshire didn't proceed due to lack of interest.

Much of the feedback related to the relationship people had with support coordinators and the actions of their support coordinator having made a significant impact on their lives. People also talked about the importance and impact of material support. As in previous events, people also said that greater access to support coordinators would be beneficial. There was also requests for greater clarity about how long support would last and whether Future Pathways could do more to support social gatherings and groups.

### **Outcome 2D: Elimination of Waitlist**

We anticipated the waiting list would be eliminated by the end of July 2019, and we have successfully achieved this.

However, our capacity to promptly respond to peoples' needs was affected by staff turnover and absence rates, which resulted in some people experiencing a wait by the end of Quarter 3.

To reduce the impact of this, immediate support has been offered where appropriate and staff turnover will be addressed in Quarter 4. Offering more in-depth conversations at the point of registration with a Support Coordinator has helped us become more responsive to requests for support and has positively impacted waiting times.

### Objective 3: Ready Access to Broad Range of Supports

To engage and enable Survivors to identify what matters to them now and in the future

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

**2** new delivery partners joined Future Pathways.



**565** people accessed support from partners.



**33** onward referrals were made to The Anchor.<sup>2</sup>



**24** people accessed more than one service.



Other services were educational support, clinical psychology, life coaching, advocacy, benefits advice, complementary therapies, and home support.



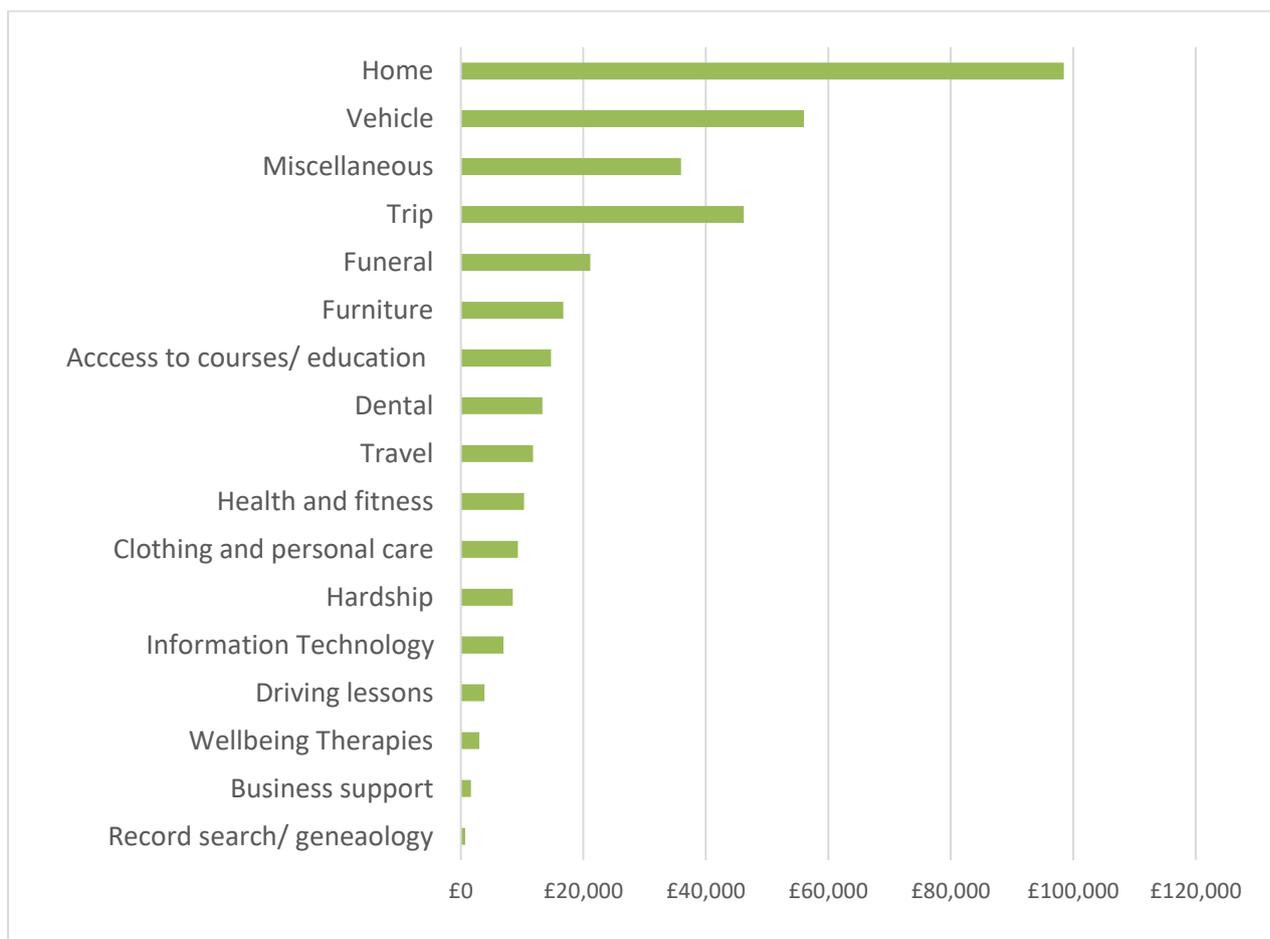
<sup>2</sup> Please note that this figure represents both one-way referrals from support coordinators to the Anchor, and referrals of people attending The Anchor (via a third-party referral) who The Anchor then refers to Future Pathways. Everyone living in the Greater Glasgow and Clyde area who was referred to The Anchor was seen within NHS HEAT target times.

### Access to the Discretionary Fund

People require assistance for a wide variety of needs, and material support has continued to be a significant aspect of support provided by Future Pathways.

**£358,459** was disbursed. Support was most frequently requested for the home environment, vehicles and trips.

**Figure 3:** Description of material supports required (Oct to Dec 2019).



### Outcome 3B: Survivors choose to engage with the support provided

Some people find the prospect of reviewing support daunting. Staff report that review conversations are more likely to be cancelled or rescheduled. Sometimes this is because people are satisfied with the service and do not feel the need to review whether, or not, the support achieved its aims. In all review conversations, there is a positive focus on what the person has achieved, and the difference experienced as a result of the supports offered.

## Objective 4: Achieving Personal Outcomes – Case Study Example

*To ensure survivors can improve their lives and achieve their personal goals*

Each person's needs and aspirations are unique. The following case study shows an example of the impact of our work in practice.

**S**tephanie is in her early 50s and sought support as she regularly felt anxious. She rarely left the house or interacted with others.

### Accessing Support & Finding out what's important to Stephanie

Stephanie registered with Future Pathways, although she was unsure of what support would be available. A Support Co-ordinator contacted her, and after an initial discussion, they met. Initial conversations focused on identifying priority needs and exploring the types of support that she would find most helpful. From the conversations with her Support Co-ordinator, it became clear that improving her fitness was important. Stephanie felt that through improving her fitness, she would be able to meet people and improve her overall wellbeing.

### Fitness Plans: Getting Started

It was agreed with Stephanie that she would search for a personal trainer with the expertise and qualifications to support her in working towards her goals. This gave a sense of choice and control over how she wanted to work with different services, Future Pathways and ultimately create her own pathway in life. A gym membership and personal training sessions were funded.

### Visible Changes

The gym has been a positive experience. Stephanie's trainer has helped her set and achieve new targets over more than 6 months. She feels closer to living a healthier life. She now attends the gym regularly and feels comfortable with her trainer. She's also joined a community gym group and has found herself feeling less anxious when meeting new people and is developing new friendships. Aside from fitness goals, she has also accessed befriending, trauma support, and a money management course, which have helped address other needs.

### Reflections

Stephanie's experiences highlight that putting support in place isn't simply a purchasing exercise. It's also about the regular, encouraging conversations that develop a sense of confidence, independence in accessing services, knowledge of where to access resources, and hope for the future.

**"I can see my life coming together now and it feels great!"**

## **Objective 5: Continuous Improvement**

*To drive continuous improvement through consistency and quality standards in all support and services (whether provided by alliance parties, subcontractors or others)*

### **Outcome 5A: Quality standards achieved**

The establishment of a quality framework is part of Future Pathways' commitment to continuous improvement and learning. As our work is driven by individual need, decisions must be underpinned by a clear rationale and consistent processes. The quality framework evidences a professional approach in line with service boundaries. Where quality checks expose gaps in practice or procedures, improvement actions generate additional guidance or reflection considering current practice and strategic objectives. The quality framework is reviewed periodically to ensure checks are in line with strategic objectives.

Performance monitoring data is provided to the Alliance Leadership Team, observing positive performance on key performance indicators such as enabling 82% of people registered with Future Pathways to access support and eliminating the waiting list in Quarter 2.

As part of our commitment to organisational learning, we conducted our second delivery partner review (August to September 2019). We contacted people, support coordinators and delivery partners in order to consider the extent to which the Future Pathways is demonstrating principles of collaboration, responsiveness and effectiveness in relation to ensuring people have choice and control over the supports and resources needed. The key findings were:

- Partner providers see their relationship with Future Pathways as beneficial, open and responsive.
- Most Support Partners feel that access to their service is improved as a result of partnership with Future Pathways.
- Most Support Partners report improvement in Future Pathways' communication with them.
- Partners would welcome more opportunities to showcase the work they do and create stronger links with Support Coordinators and other people and professionals involved with Future Pathways.

**Objective 6: Maximising Resources for Survivors**

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

Tailored support to survivors accounted for half of Quarter 3 expenditure, including purchased services and material support via the Discretionary Fund.

Registration and agreeing support accounted for a third of Quarter 3 expenditure. This involves the everyday interactions and relationship-building between support coordinators and people who are registered with Future Pathways.

**Figure 6.1: Future Pathways expenditure Quarter 3 (October - December 2019)**

