



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:  
Q1 20/21: APRIL - JUNE 2020**

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## Summary

### Foreword

Future Pathways is pleased to share our results for Quarter 1. On 23 March, Future Pathways transitioned to remote working in line with new public health guidance regarding physical distancing and hygiene as well as restrictions on travel and gatherings. Future Pathways sought to contact everyone registered, seeking to provide a supportive response to changes in immediate needs arising from the COVID-19 pandemic.

- We attempted to contact 868 people with 1,586 calls completed to 758 people.
- People voiced concerns around mental wellbeing (295), access to food and essential services (137), financial hardship (79), access to health-related services (70).
- 32 voiced concern regarding their safety at home, with safeguarding procedures applied (4).

The pandemic has increased the need for ongoing support: Many (48%) require wellbeing checks on an ongoing basis and purchases (39%) with most purchases relating to isolation or safety and comfort at home (28%), information and communications technology (8%) or financial hardship (3%).

### Access to Support

- ✓ **1455** total registrations since we started
- ✓ **59** registrations this quarter (Q1). Registrations have gone down by 49% since last quarter.
- ✓ **9** of these were people aged 70 years or older, a 50% decrease from last quarter (Q4)
- ✓ **19** registrations per month on average: a decrease compared to last quarter (36 in Q4).
- ✓ **11** registrations from outside the central belt of Scotland
- ✓ **44** people waiting for further conversations regarding their needs and circumstances

### Identifying Personal Outcomes

- ✓ **23** people chose to complete an I.ROC this quarter. Others chose not to, but this served as an opportunity for Support Coordinators to have deeper personal outcomes conversations about what was important to survivors.

### Impact

Many people have said that they felt lonely and isolated during lockdown and receiving communication from Future Pathways has helped people feel like they are not alone. The Impact of ongoing wellbeing calls made by Support Coordinators to people registered with Future Pathways has been reported to have positively impacted people. Discussions with Support Coordinators about what is important, putting actions into place, the time taken to listen and build a trusting relationship is valued by people.

As face to face events and meetings were not possible, online events were successfully tested. The two events were warmly received by people registered with us. The impact of these engagement events on people have been positive, with people reflecting that the event was useful, safe and valued by people.

**Objective 1: Accessibility**

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

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

Future Pathways has continued to promote awareness of the support available, chiefly via Social Media. Due to COVID-19 related restrictions, all events that Future Pathways had planned to attend to promote the service were postponed/cancelled. This included in-person engagement events during Q1.

In response, an online model for engagement events was developed with careful consideration made of challenges regarding safeguarding and accessibility. The first Zoom-based event took place in June. Six people registered for this although just three logged in. The event was positively received and feedback both helpful and very rewarding.

**Promotional Activities & Social Media**

Social Media posts during Q1 were almost exclusively dedicated to sharing information about resources and services related to COVID-19. Focus was on wellbeing and immediate needs arising from COVID-19, as well as sharing supportive information.

With Facebook aimed at people eligible for the service, Q1 saw significant increase in posts and reactions from people who have liked the page, and people liking the page. We assume this is likely a result of lockdown restrictions motivating more people to increase or start using digital technology to support greater connection.



Twitter is used to communicate with third sector partners. Q1 saw a significant increase in ‘followers’ and reach. We now have more than 1k followers, the content for Twitter has largely revolved around service adaptations and availability during lockdown.

**Registrations**

There was a notable decrease in registrations this quarter (59) compared to last quarter (109) and the same period last year, when registrations were higher than usual due to the launch of the Advanced Payment Scheme (122). See diagrams on the next page.

The change is likely due to the impact of the pandemic, which may be affected by assumptions that the service had closed or reduced capacity, or, by changes in personal circumstances that make it more challenging for people to register at this time.

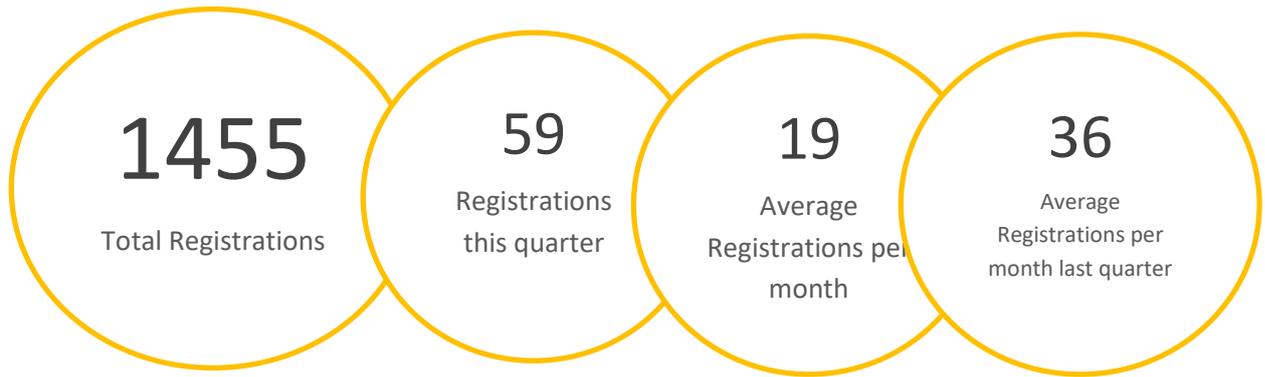
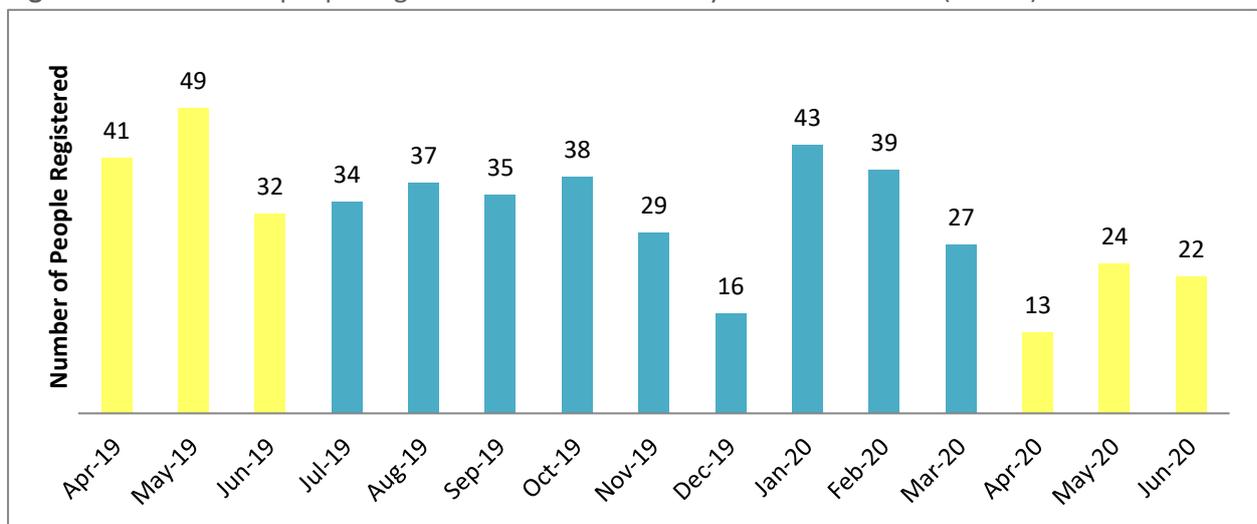


Figure 1.1: Number of people registered over 12 months by service start date (N=479)



**Referral Routes**

**78%** people who registered with us this quarter referred themselves. Self-referrals continue to be the most popular way survivors find their way to us, despite the 10% decrease.

**11%** of referrals came from Voluntary Organisations, which was similar to previous quarters.



**How Do People Hear About Us?**

**96%** of 59 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.

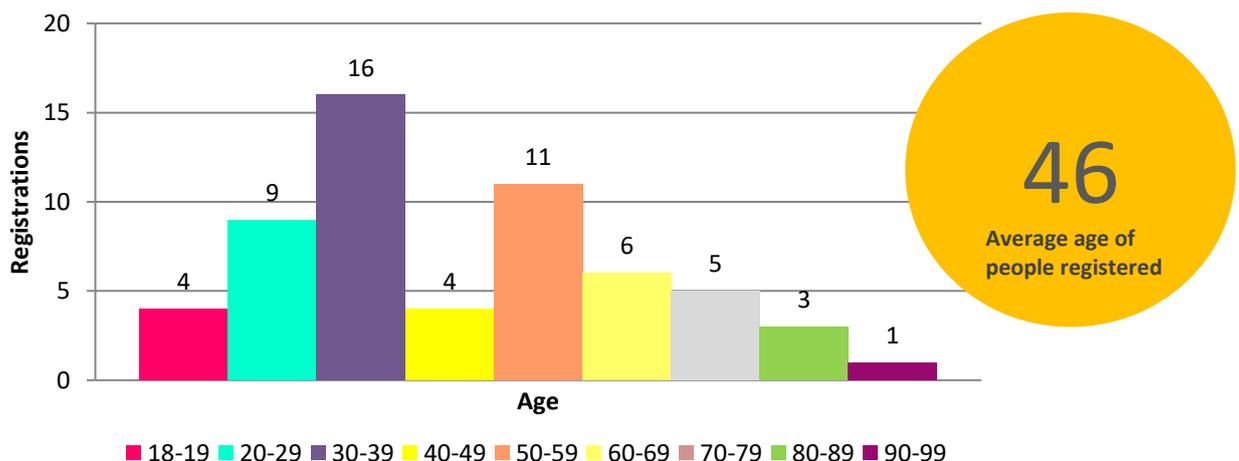


- ✓ The number of people hearing about Future Pathways through friends and family members, voluntary organisations and SCAI remains steady.
- ✓ There continues to be a consistent number of people hearing about us from statutory bodies such as social work. And a new uptake in people stating they've heard about us through other bodies, such as Advance Payments scheme and Tuart Place (Australia).

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

Future Pathways continually works to reduce barriers to accessing support, focusing promotional activity on older adults, those who are terminally ill, and people living outside of the central belt of Scotland and beyond. One in five of people registered with Future Pathways is over the age of 65 and there are two dedicated Support Coordinators working with older adults.

**Figure 1.3:** Number of people registered in Q1 by age (n=59)



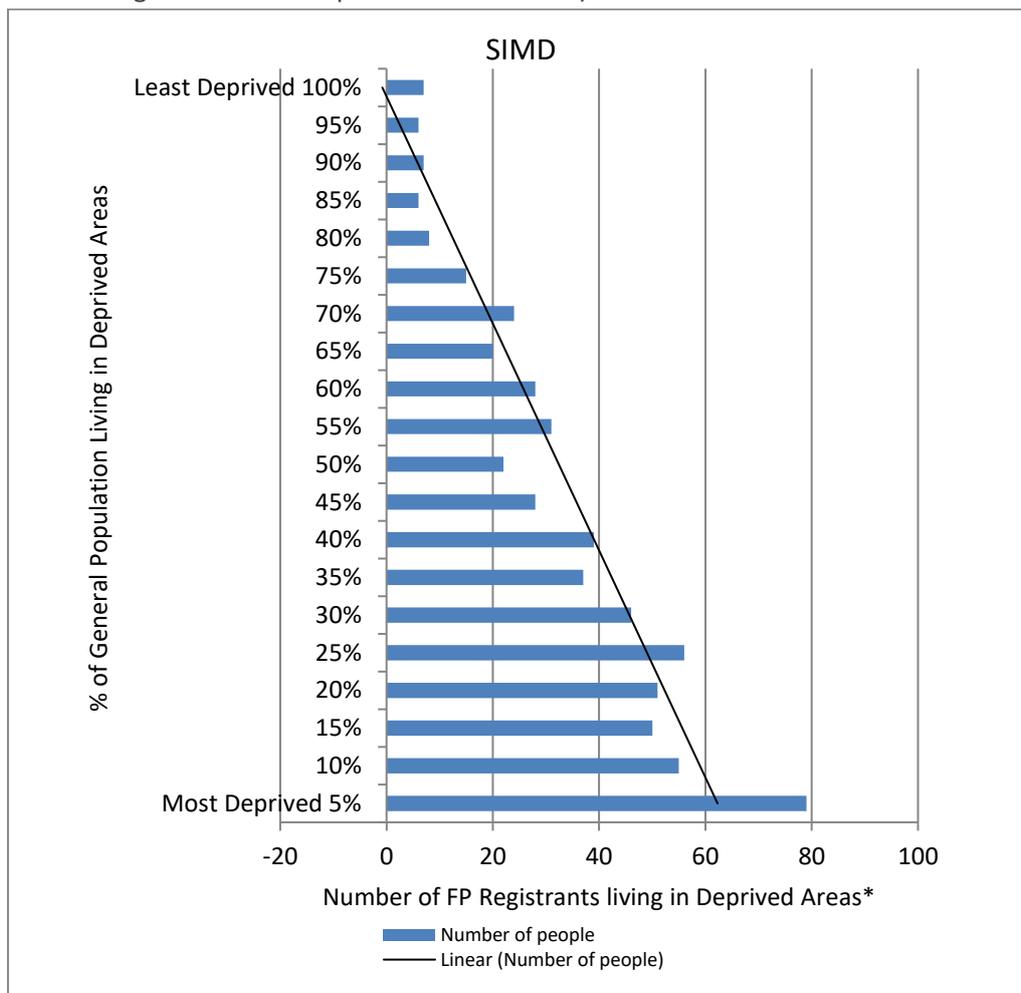
People aged 30-39 were the largest age group, a change from previous reports where the greatest number of people were aged between 50-59 years. The number of registrations from older adults (60-89 years) remains steady.

***A big thank you for being there when it was needed. If it wasn't for you I wouldn't have been where I am now.***  
**(Registered person)**

**SIMD 2016 (Scottish Index of Multiple Deprivations)**

We analysed Scottish postal codes provided by 1309 people living in Scotland to identify their SIMD ranking<sup>1</sup>. We found that people who registered with Future Pathways are likely to live in deprived areas, which gives us confidence that support is being targeted to those who may need it most.

**Figure 1.4:** Association between peoples post code and deprivation as measured by SIMD (2016, N=1309 registrants from Sep 2016 to June 2020)



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

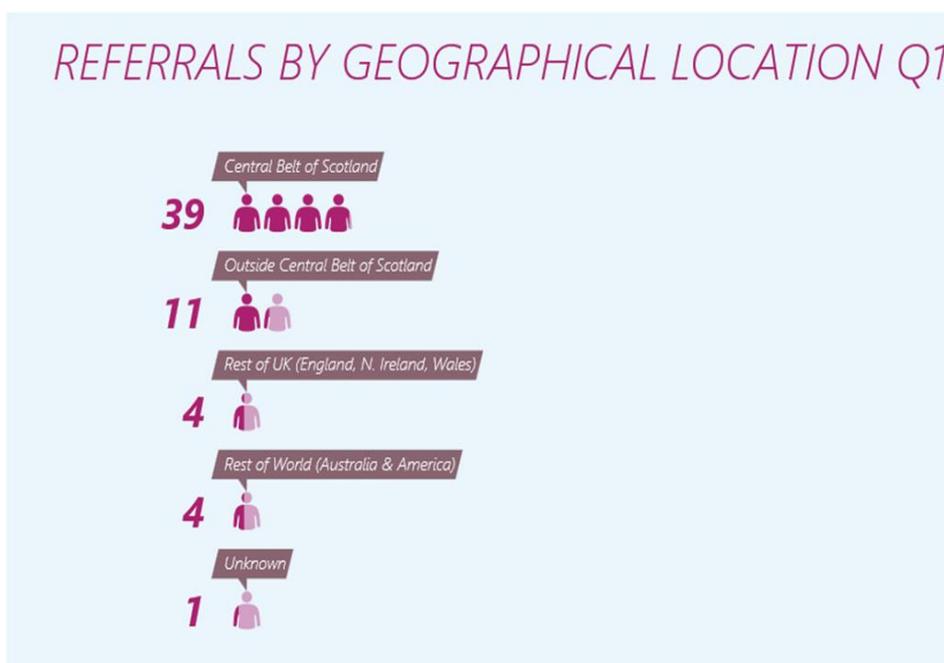
<sup>1</sup> The Scottish Index of Multiple Deprivation uses seven domains to measure the multiple aspects of deprivation (employment, income, health, education/ skills/ training, geographic access to services, crime and housing).

## Outcome 1D: Outwith Central Belt of Scotland

**50** of 59 people in who registered with Future Pathways this quarter said they lived in Scotland.

There continues to be a higher concentration of people located in the central belt of Scotland, namely Greater Glasgow & Clyde, Edinburgh and Lothians.

- ✓ Registrations from outside the central belt of Scotland has decreased this quarter.
- ✓ There was also a decrease in the number of people living in the rest of the UK registering with us.
- ✓ Registrations from the rest of the world this quarter have come exclusively from Western Australia, largely a result of Future Pathways' ongoing work in partnership with a local organisation.



## 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

Most people require more than one conversation to focus on what matters most to them. A total of

**786** people have had a personal outcomes conversation.

Some people who are registered with us prefer to use the Individual Recovery Outcomes Counter

(I.ROC) to structure the conversation, while other people prefer not to use this. **23** people chose to complete an I.ROC this quarter. Whilst this tool is optional, and many people prefer not to use I.ROC, the number of people choosing to use it this quarter has been consistent.

When I.ROC is not used, personal outcomes conversations are structured in a way that touches on various areas of people’s lives, what they want to improve, change or focus on and how they hope to achieve this. All people in active support have identified personal outcomes. For people who find the IROC tool unsuitable, ‘Outcome Plans’ are now being used. **38** Outcome Plans have been completed thus far.

Follow-up conversations or reviews are expected after approximately six months, **468** people in total have completed reviews (50 in Q1). People who had in-depth conversations about their personal situations, their priorities and what assistance they needed from Future Pathways this quarter identified the following aspects as being important:

**Figure 2: Recurring Themes from Personal Outcomes Conversations and I.ROC in Q1**



**Outcome 2C: Continued engagement**

**396** people are registered, but not currently receiving support as of June this quarter.

**1** de-registration this quarter. These figures show that people are actively choosing to continue to engage with Future Pathways when they need us. We are proactive in reaching out to people registered with us, and we respect and understand when people are not ready or chose not to engage.

**Outcome 2D: Elimination of Waitlist**

Q1's work has been focused on proactively contacting people registered with Future Pathways and responding to immediate needs that have arisen due to COVID-19 or other wellbeing related concerns. There are 44 people waiting to be scheduled for further conversations regarding their needs and circumstances. Our capacity to promptly respond was affected by the increase in requests for support arising from Wellbeing Checks as well as staff turnover and absence, which resulted in some people experiencing a wait.

Last quarter we aimed to reduce the impact of this through offering immediate support where appropriate and the recruitment of one part-time Support Coordinator. Further recruitment in line with staff turnover is anticipated in Q2.

**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**

People require support with a wide range of needs. One new delivery partner joined the network.

**214** individual contracts were supported.

**9** onward referrals were made from The Anchor after assessment this quarter<sup>2</sup>

**53** people accessed more than on service this quarter.

<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.

- Counselling continues to be the most frequent service request. This is inclusive of telephone counselling, which 13 people continue to access.
- There continues to be a steady requirement for support work, which can take time to put in place.
- Other services accessed include educational support, clinical psychology, life coaching, advocacy, benefits advice, complementary therapies, and home support.

Most delivery partners have been able to continue offering a service, albeit remotely. One partner closed as it was not possible for service to continue a home-working basis.

**Access to the Discretionary Fund**

Material support continues to be a significant aspect of support provided by Future Pathways and accounting for 65% of direct support provided to Survivors.

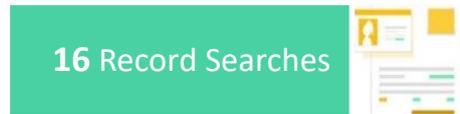
Needs vary, with no change from trends identified in the previous quarter. The main areas of expenditure relate to feeling safe and comfortable in one’s home and having access to the internet, through the purchase of new devices, or increasing data plans.

Some types of support were discontinued due to national guidance, namely, travel and accommodation, vehicle purchases where the availability or safe delivery of the support could not be confirmed. A priority was placed on immediate requests relating to people impacted by COVID-19 or other wellbeing or safety related needs.

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

There is strong evidence that survivors positively engage with the service. Very few people choose to disengage (one person de-registered from the service this quarter). Feedback from people directly indicates that they would wish increased access to support coordination and there is considerable worry about the possibility of reduced support. Most people maintain some form of contact with Future Pathways (1015 people, 78% of all registered) and fewer people see their journey as having an end. For some there may be outcomes met, circumstances change, or new outcomes emerge later (111 people, 7.8% of all registered).

The flexibility of approach offered to individuals is highly valued. People appreciate the sensitivity shown by Support Coordinators to be flexible about the timing, content and pace of support. This does come with some challenges as some people have found the prospect of reviewing the impact of support daunting. Whilst this is often an opportunity to reflect on positive change and achievements, others may feel uncomfortable about being reminded about support they have received.



#### Objective 4: Achieving Personal Outcomes

*To ensure survivors are able to improve their lives and achieve their personal goals*

Future Pathways aims to help people achieve one or more of their personal outcomes and with it, the possibility of living the life they want. The following poem was written by a person registered with Future pathways and shared with us. The poem sheds light into how some people registered with us may be feeling during this pandemic. It is a departure from the usual case studies that are normally shared in this section but is good to understand the importance of e.g. having conversations and making wellbeing calls that underpin Future Pathways' work with people.

I'm amazed at how little this pandemic has impacted my life. In the beginning, the very word "Pandemic " brought fear surging into my life but as time went on, I find no fear.

Many around me are living in fear.

You can see it in their eyes. They move off of the pavements to avoid people. Masks of fear on everyone's faces.

Rubber gloves, hand sanitizer, wash wash washing of hands.

Watching every sound bite, every news update. Feeding the fear with every word Boris Johnson utters.

Hold on, this is my world of fear.

I'm the one so used to living in perpetual fear.

I avoid social contact.

I avoid people.

The world has become confusing.

It's turned upside down overnight.

I've lived with anxiety, depression, panic attacks, social phobia, that fear of sudden death most of my life.

Now the rest of the world is getting a taste of my day to day life.

My normal, wasn't normal.

This life we are all living just now, doesn't feel normal but strangely I fit in to it.

Except, I don't have their fears.

I like that there are less people on the streets.

I like that pubs are closed.

I like that shops are not busy.

Part of me wants it to stay like this.

It's quieter

I'm not on high alert.

I think of putting in more self-care during this time.

Working on all the issues that have pushed me down.

It seems like the perfect time.

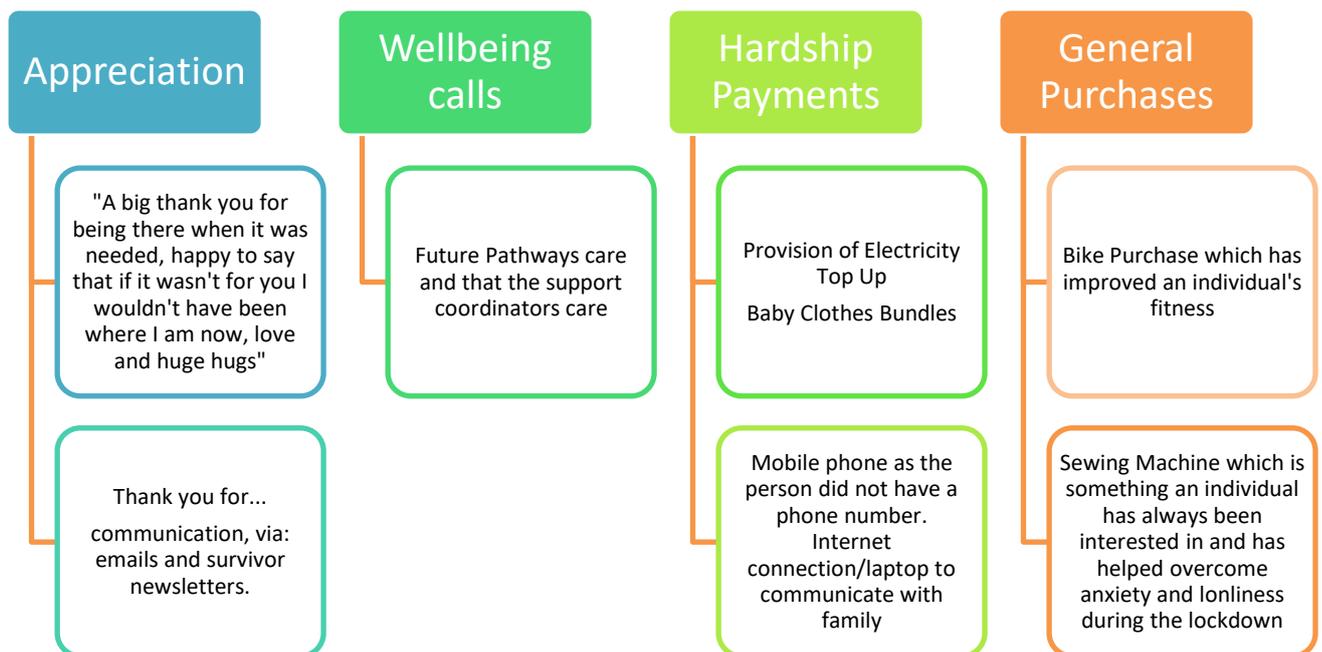
Maybe others will be reflecting on their own life situation.

I wonder what good will come from all of this?

### Identifying Personal Outcomes - Examples of support offered during Covid-19 Pandemic

- Wellbeing checks/telephone calls are helpful as some people expressed that lock down restrictions were triggering thoughts of time in care.
- Purchase of ring camera to support safety/isolation.
- Purchase of TV during lockdown to provide activity for family.
- Replacement of broken freezer minimising stress of hardship from losing income (hardship – self-employed).
- Jigsaw & books to give person focus and support with mental wellbeing.
- Mobile phone to keep in touch with support staff.
- Counselling sessions via telephone/remote apps.
- Support with online food shop due to anxiety about going out.
- Coordinating medication, thus reducing anxiety.
- Financial hardship support, thus minimising stress in people’s lives.

Visual summary of feedback from people registered with us about the support received



## 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

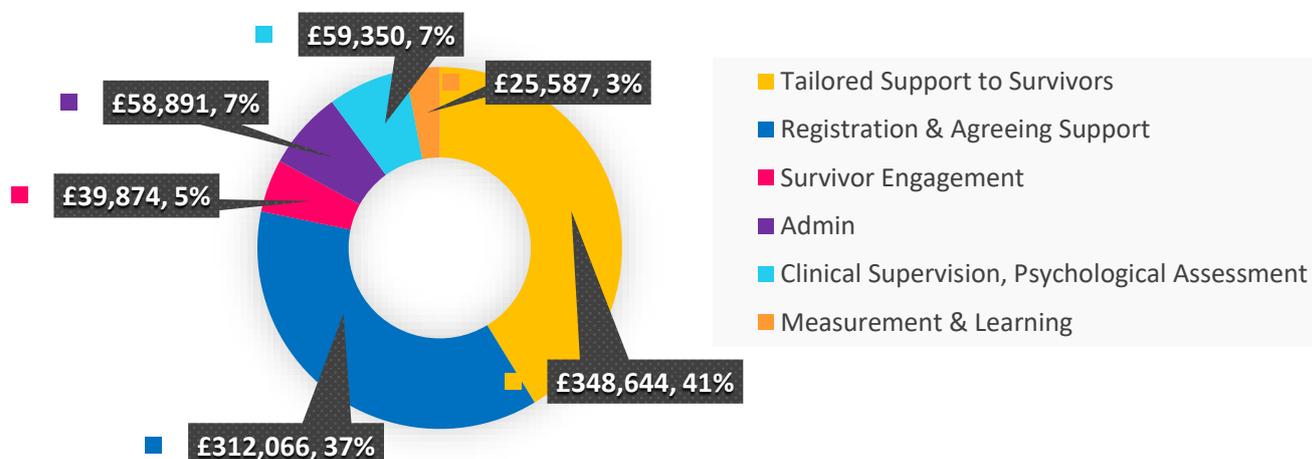
The establishment of a quality framework is part of Future Pathways' commitment to continuous improvement and learning. As our work is driven by individual need, decisions must be underpinned by a clear rationale and consistent processes. Where quality checks expose gaps in practice or procedures, improvement actions are required alongside reflection on whether additional guidance or resource is required. Performance monitoring data is regularly provided to the Alliance Leadership Team.

A Quality Framework report was submitted for work done in Q4. Results demonstrate improvement or stable scores on all measures, giving confidence that teams continue to achieve consistent quality and strive for improvement. There is good evidence of trauma informed practice, based on available record keeping information. There is also good evidence of team support, a shared learning approach and improved communication within Future Pathways teams. The teams have responded to Covid-19 extremely well. Increased consistency in many areas of process/practice within teams has been observed through PLM's continuous review of systems and process to ensure efficiency.

## Objective 6: Maximising Resources for Survivors

**Outcome 6A: Access to resources enabling people to improve their personal outcomes.**

**Figure 6.1:** Future Pathways Q1 forecast expenditure (April – June 2020)



The Q1 expenditure was affected by COVID-19 related changes in operational activity, including:

- Reduced expenditure on staff travel and meeting related costs.
- Delayed recruitment decisions, resulting in reduced staff related expenditure.
- Reduced direct supports due to decreased availability of services and material items and national restrictions in movement and travel.
- Overall, reduced administrative expenditure relating to stationary, postage and other office costs, offset by capital items required to facilitate the move to working from home.
- Survivor engagement activity costs have remained similar as savings from cancelled events were exceeded by costs associated with the introduction of webchat and online engagement platforms.