



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:
Q4 19/20: JANUARY - MARCH 2020**

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Summary

Foreword

Future Pathways is pleased to share our results for Quarter 4. The last weeks were significantly impacted by the Coronavirus pandemic, which required the team to transition to home working during mid-March and a need to substantially increase our communication activity.

In Q1, we expect that the availability of support will be affected by the current restrictions on travel.

Our focus will be to contact all those who are registered with Future Pathways, prioritising people that are known to be vulnerable or in especially difficult circumstances.

This work is being monitored on a weekly basis and we expect that the type of support that may be needed will differ from previous quarters.

Access to Support

- ✓ **1397** total registrations since we started
- ✓ **108** registrations this quarter (Q4). Registrations have gone up by 42% since last quarter.
- ✓ **18** of these were people aged 70 years or older, a 50% increase from last quarter (Q3)
- ✓ **36** registrations per month on average, compared to a monthly average of 28 in Q3.
- ✓ **19** registrations from outside the central belt of Scotland
- ✓ **15** people have completed in-depth conversations about their needs and were considered to need ongoing support coordination.
- ✓ Four of these have received some support (purchase or onward referral to another service).

Personal Outcomes

- ✓ **940** people are currently accessing support to explore and help achieve their outcomes.
- ✓ **1,117** people have received support since the start of the project (80% of all registered).

People who had in-depth conversations with Support Coordinators identified that:

- Planning and having coping strategies in place positively affected people's mental health.
- Having hope for the future is achievable with the right support, remaining connected to their communities and engaging in volunteering opportunities.

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 has continued to promote awareness of the support available across a wide range of geographical areas and referral routes.

Promotional Activities & Social Media

Future Pathways organised 2 engagement events during Q4. These were cancelled due to UK wide travel restrictions. One-to-one telephone feedback sessions were offered as an alternative.

Themes were similar to previous events:

- Self-directed support model is welcomed
- The quality of relationship with support coordinators is considered key to enabling access to services
- People registered want more time with and/or faster access to support coordination.
- Being kept informed and being inspired by case-studies was appreciated.



Twitter posts that focused on learning and

development tended to generate the most reactions. Our Twitter followers are typically third sector professionals and organisations.

A wide range of content was shared via Facebook targeting people that may be eligible for Future Pathways. Information for the general public is available via the website.

March saw significant increases (+300%) in Facebook and Twitter posts as Covid19 pandemic impacted our and others' services. Content included: relevant supports such as links to benefits advice and online yoga classes alongside reiteration that Future Pathways continues to operate as fully as possible including registering people and offering support. There has been a decrease in reactions and replies to Facebook posts. One possible is that the increase in posts during March (63% of all posts during the quarter) largely related to Coronavirus information.

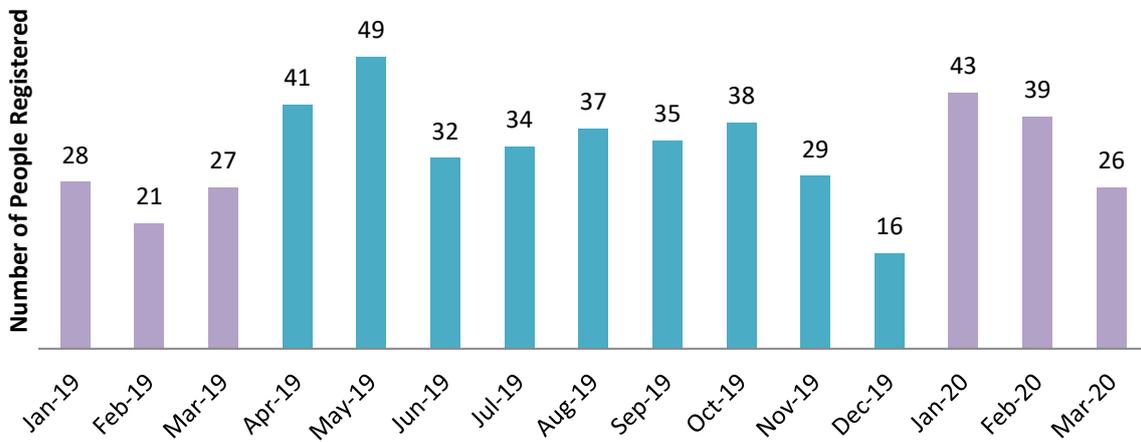
Registrations

There was a notable increase in registrations and changes in referral routes this quarter. Registrations are higher than in the same period last year and compared to last quarter. The level of increase is comparable to when the Advance Payment Scheme opened in April/ May 2019.

Whether or not marketing and promotion activity leads people to register is hard to determine. There is some evidence that some time may pass between people becoming aware of Future Pathways and choosing to register. More information is needed about what influences this decision.



Figure 1.1: Number of people registered over 12 months by service start date (N=571)



Referral Routes

88% people who registered with us this quarter referred themselves. Self-referrals continue to be the most popular way survivors find their way to us.

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



How Do People Hear About Us?

96% of 108 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.

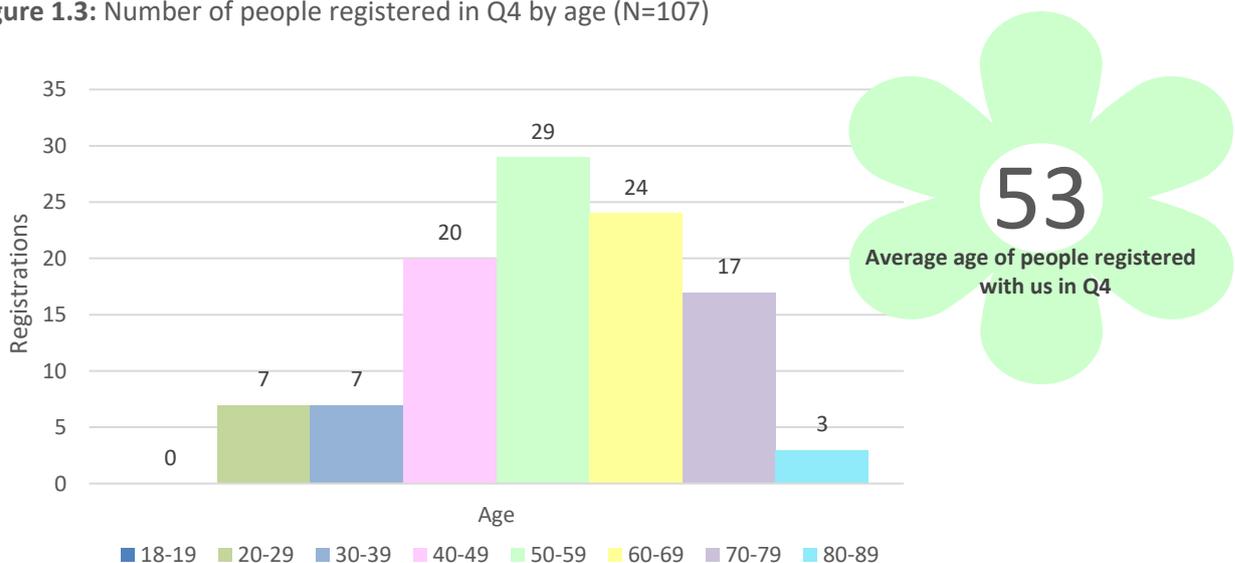


- ✓ The number of people hearing about Future Pathways through friends and family members, voluntary organisations and SCAI remains steady.
- ✓ There continues to be a consistent number of people hearing about us from statutory bodies such as social work. And a new uptake in people stating they've heard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

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

Future Pathways continually works towards ensuring the support fund is accessible to all, in particular those who face additional barriers. 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. 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 Q4 by age (N=107)



People aged 50-59 continue to be the largest age group among people registered. The number of registrations from people over the age of 60 has doubled, compared to last quarter. Many report that they heard about Future Pathways through the Advance Payment Scheme.

SIMD 2016 (Scottish Index of Multiple Deprivations)



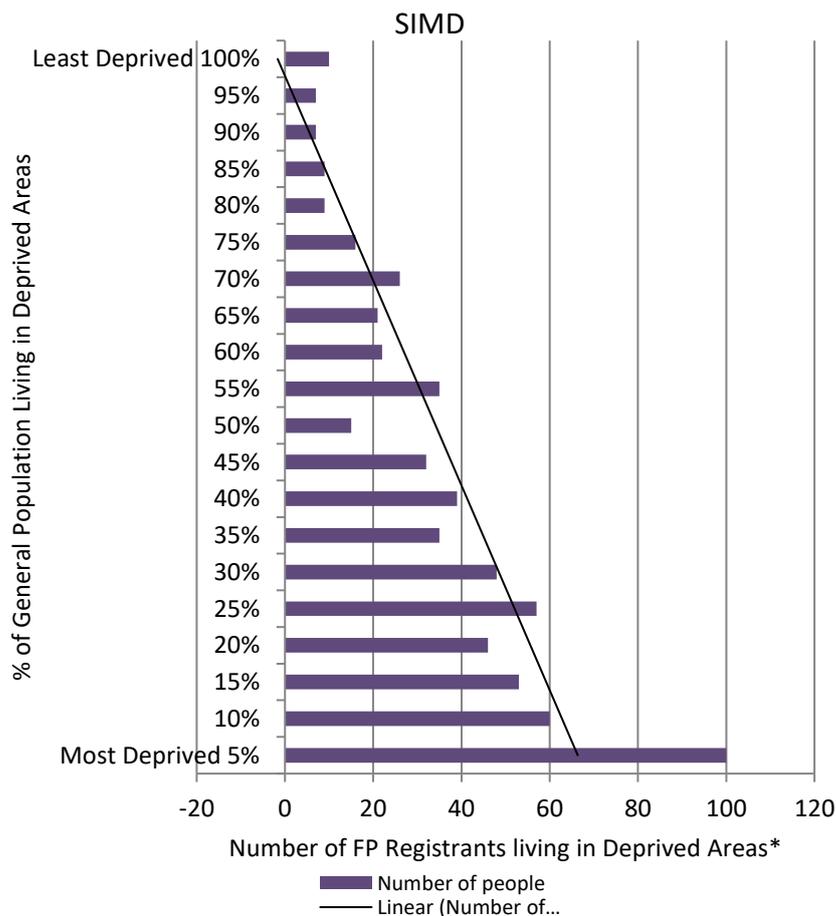
I really appreciate the support from Future Pathways – you’re the only people in all my life that have tried to understand and tried to undo the wrongs of the past.

(Registered person)



We analysed Scottish postal codes provided by 1250 people living in Scotland to identify their SIMD ranking¹. 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=1250 registrants from Sep 2016 to March 2020)



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

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).

Outcome 1D: Outwith Central Belt of Scotland

90 of 108 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 increased this quarter.
- ✓ There was a slight 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 Australia, largely a result of promotional work completed 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

Future Pathways has provided support to 1,117 people, 80% of everyone that has registered (1,397)

Personal outcomes focused conversations are structured in a way that touches on various areas of people’s lives, what they want, and how they hope to achieve this. Follow-up conversations or reviews are expected after approximately six months. People who had in-depth conversation 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 Q4

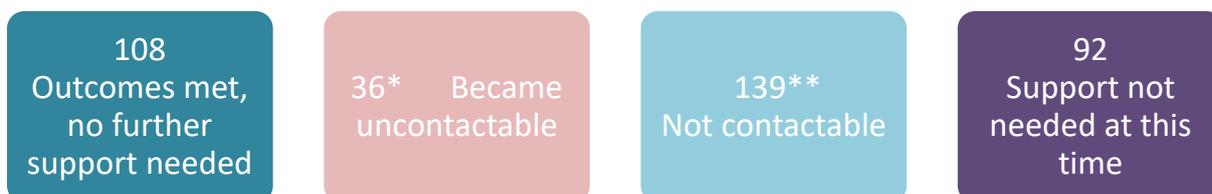


Having these conversations has meant that people have been able to receive support in the form of onward referrals and material support from Future Pathways, that will contribute towards them living the life they want.

Outcome 2C: Continued engagement

375 people are registered, but not currently receiving support as of this quarter.

1 person de-registered 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.



* People may become uncontactable for a variety of reasons, such as: they no longer require a service, their personal circumstances have changed. A person is deemed to be uncontactable after a period of assertive outreach which entails multiple efforts to get in touch, using all methods of contact that the person has consented to.

** We have been unable to contact people, despite assertive outreach by telephone and letter as per our policy.

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. There are 15 people waiting for support coordination, however it is anticipated that the current waitlist of 15 will be eliminated as the new team member builds up their caseload.

. 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.

Last quarter we aimed to reduce the impact of this through offering immediate support where appropriate and address staff turnover this quarter Q4. One part-time support coordinator was successfully recruited to the team. There are two pending vacancies.

Offering more in-depth conversations at the point of registration with a Support Coordinator has helped us become more responsive to requests for support by identifying supports that may be put in place relatively quickly.

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.

253 individual contracts were supported.

35 referrals were received by the Anchor this quarter from Future Pathways and third parties.

25 people accessed more than on service this quarter.

- Counselling continues to be the most frequent service request. This is inclusive of telephone counselling, which 15 people continue to access.
- There continues to be a steady requirement for support work, which takes time to put in place.
- Other services accessed include educational support, clinical psychology, life coaching, advocacy, benefits advice, complementary therapies, and home support.

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, mobility and transport and trips/ travel.

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. The majority of people maintain some form of contact with Future Pathways (934 people, 80% of all registered). Most prefer to sustain intermittent contact with Future Pathways and re-connect when new outcomes emerge. Few people see their journey as having an end: 108 people, 7.7% of all registered, have decided to end their work with Future Pathways.

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 worry about the possibility of support coming to an end.



Objective 4: Achieving Personal Outcomes – Case Study Example

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 case study provides an example. It shows how material support is valued, enabling someone to take steps toward their aspirations, and the positive impact that this can have in other areas of their life.

Pamela is a creative writer in her 60s based in the North of Scotland. She is a former mental health care professional and enjoys writing. Pamela volunteers for a local charity, is an admired public speaker, and is currently writing a book.

What's Important to Pamela

After their initial meeting, Pamela and her Support Coordinator had several conversations to identify what was important to Pamela and shape the goals that she wanted to work towards. Pamela shared that she wanted to write about her experiences in a book.

How did Future Pathways help?

Help to buy a laptop and printer was unexpected and very welcome. She needed these to ensure she could write in her own time and appreciated being able to specify the type and model of each item.

Pamela uses her creative writing abilities, at times, to touch on traumatic childhood experiences from various perspectives of her characters, which has been beneficial for her.

“ Since Future Pathways came, there's been a weight lifted off me ”

Pamela notices that she is sleeping, eating and looking after herself better. She is also creating opportunities herself to engage with other like-minded writers, develop and share her writing.

“ Yeah, I feel ready to move onto the next thing that I want to do ”

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

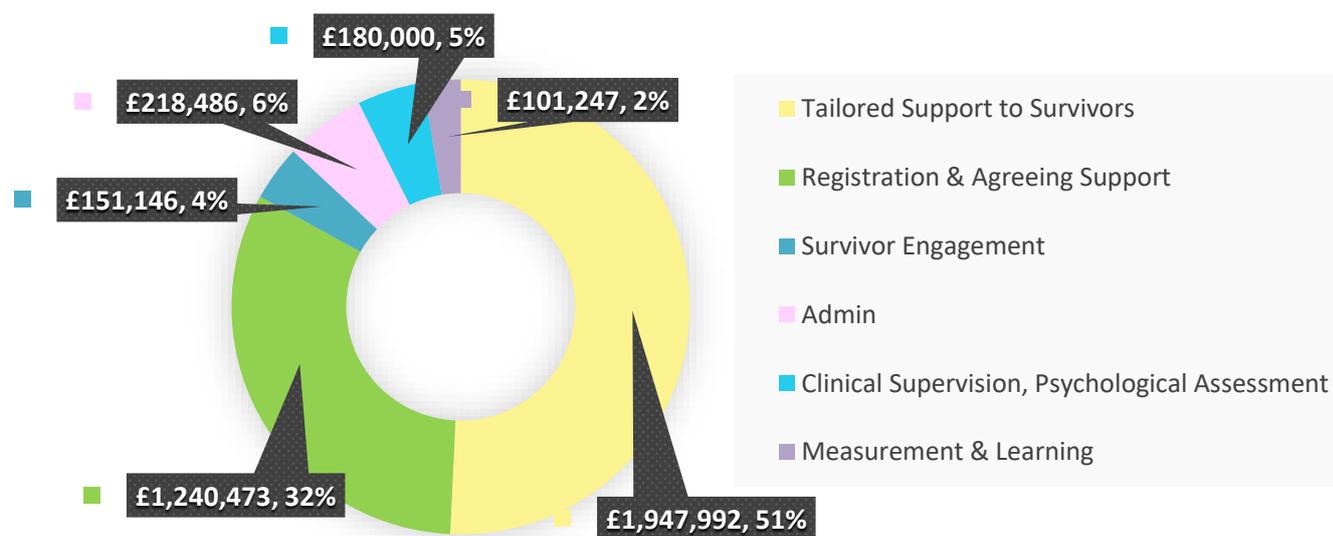
The establishment of a quality framework is part of Future Pathways’ commitment to continuous improvement and learning. As our work is driven by individual need, decisions must be underpinned by a clear rationale and consistent processes. Where quality checks expose gaps in practice or procedures, they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

As part of our commitment to organisational learning, a Quality Framework report was submitted for reflecting our work in Q3. Results demonstrate improvement /stability on all measures, giving confidence that teams continue to strive for improvement. There is good evidence of trauma informed practice, based on a number of available sources. There is also good evidence of team support, a shared learning approach and improved communication within Future Pathways teams.

Objective 6: Maximising Resources for Survivors

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

Figure 6.1: Future Pathways cumulative expenditure for the year ending in March 2020.



- The 2019-20 expenditure was approximately £3,839,344
- The highest percentage of expenditure is Tailored Support to Survivors (51%), including purchased services and discretionary payments.
- The second highest expense remains the same this quarter has been around Registration & Agreeing Support (32%) which involves the everyday interactions and relationship building between Support Coordinators and people who are registered with Future Pathways.
- Survivor Engagement (3%), includes activity to promote the availability of the service and events/ activities organised with people registered, partner organisations.