



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:
Q2 19/20: JULY - SEPTEMBER 2019**

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Summary – Future Pathways is well established with growing evidence of positive impact

Foreword

We are pleased to introduce Future Pathway's Report for July to September 2019. People continue to register in numbers and there is a growing evidence base of positive impact and learning.

Access to Support

- ✓ **1206** total registrations since we started
- ✓ **107** registrations this quarter (Q2)
- ✓ **15** of these were people aged 70 years or older (Q2)
- ✓ **35** registrations per month on average in comparison to last quarter (40 registrations). This is slightly less than last quarter.
- ✓ **44** registrations from outside the central belt of Scotland, rest of UK and Australia; numbers remain steady.
- ✓ **36** people are waiting for support coordination. We anticipated the waiting list would be eliminated by the end of July 2019, and we successfully achieved this with month on month improvement on the number of people receiving support. This remains an area of attention given registration rates and the importance of timely response.

Identifying Personal Outcomes

- ✓ **46** people used the Individual Recovery Outcomes Counter this quarter to consider their needs and progress towards personal outcomes. Others prefer a less structured approach and opt for deeper conversations about what was important to them and progress towards this.

People who had in-depth conversations with support coordinators identified that:

- Being socially isolated negatively affects mental health. People consider moving to be closer to individuals in their social networks and want to be involved in community activities.
- Having hope for the future is achievable with the right support to 'break the cycle' of addiction for some people registered with us.

Impact

- 1) The new format of engagement events has been successful with xx people sharing their thoughts about what Future Pathways does well and where improvement is needed.
- 2) A review of delivery partner experiences was completed, which contributed to refining our approach and enabled a stronger relationships with partners who serve people registered with us. There is strong interest in developing the relationship and doing more to share learning.
- 3) The refreshed website, combined with awareness raising activity, contributed to increased visitors to the website and registration enquiries this quarter.
- 4) Having outcomes-focused conversations with people continues to people reporting that they can access supports that are tailored to their needs, including onward referral, materials support or services.

Objective 1: Accessibility

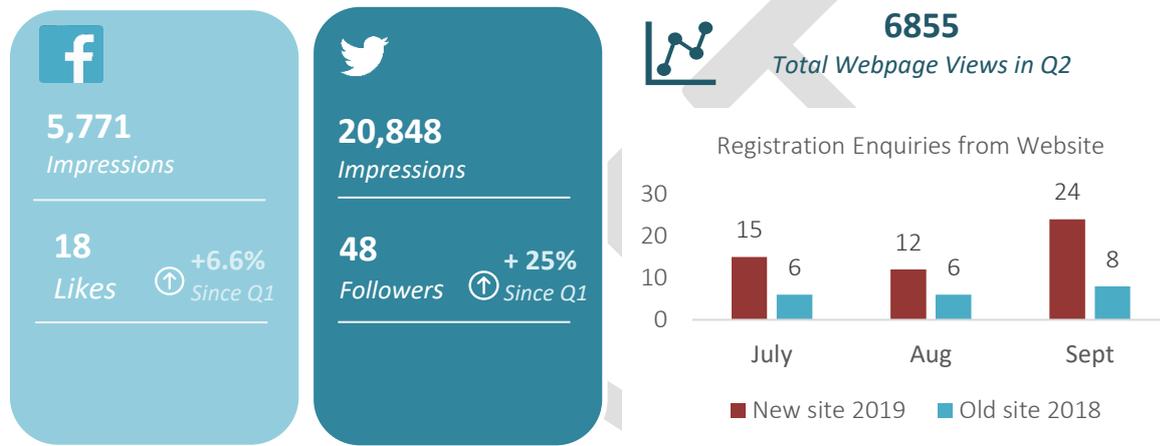
To raise awareness of the support and assistance available to that survivors come forward to access these

Outcome 1A: Access to the Support Fund

Future Pathways has undertaken general and targeted promotional work to ensure that people are aware of the support and assistance available, and that victims/survivors from a wide range of geographical areas and referral routes have access to the support fund.

Promotional Activities & Social Media Presence

The website was recently refreshed, which is associated with increased numbers of registrations from the website: a 250% increase compared to last year (see graph below).



Engagement

Future Pathways has organised a series of engagement events, involving 22 people who attended meetings in Dumfries, Dundee, Stirling and Aberdeen events. A wide age range of people attended (20s to 70s), with two thirds of those attending being female and one third male.

Core themes emerged from these such as:

- The high value people registered place on their relationship with their support coordinator and feeling “believed”, “trusted” and “understood” – many expressed having not done so before and having given up expectation of this.
- People also expressed significant quality of life improvements from accessing support, including material support via the discretionary fund element of Future Pathways’ service.

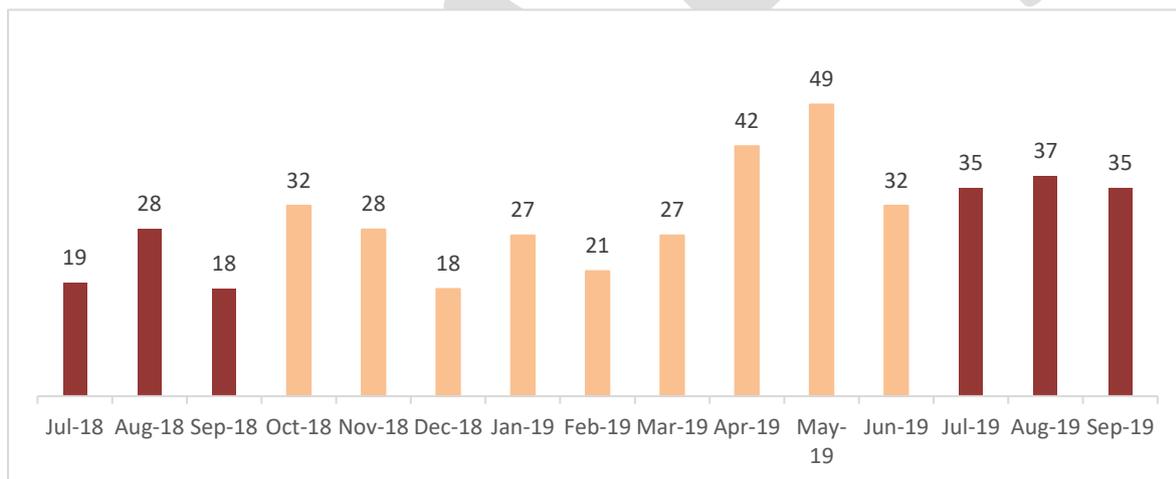
Areas of potential improvement were identified such as the need to provide greater clarity about what people can expect from their support coordinator and from Future Pathways in general. Many people expressed a wish for more social gatherings for in-care survivors. It was also made clear that the multiple initiatives for people who experienced abuse in care– the National Confidential Forum, the Scottish Child Abuse Inquiry, Future Pathways and Advance Payments Scheme – had created opportunities for misunderstanding about their respective functions and in what capacity a person may be registered with that organisation.

Registrations

The impact of our activities this quarter is reflected in our steady registrations and changes in referral routes this quarter. Future Pathways continues to see a slight decrease, but consistent number of new referrals occurring this quarter compared to last quarter.

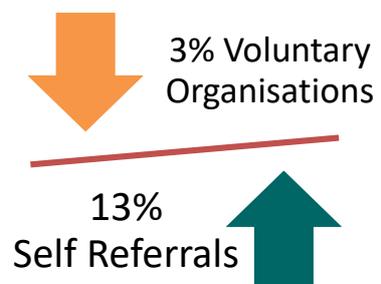


Figure 1.1: Number of people registered over 12 months by service start date (N=442)



Referral Routes

75% people who registered with us this quarter referred themselves. There were more self-referrals this quarter compared to Q1 (62%). Self-referrals continue to be the most popular way survivors find their way to us. This is followed by **11%** of referrals from voluntary organisations, which has decreased compared to Q1.



How Do People Hear About Us?

98% of 107 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 is a consistent number of people hearing about us from statutory bodies. This quarter more people said they heard about us through Police Scotland and Social work teams.

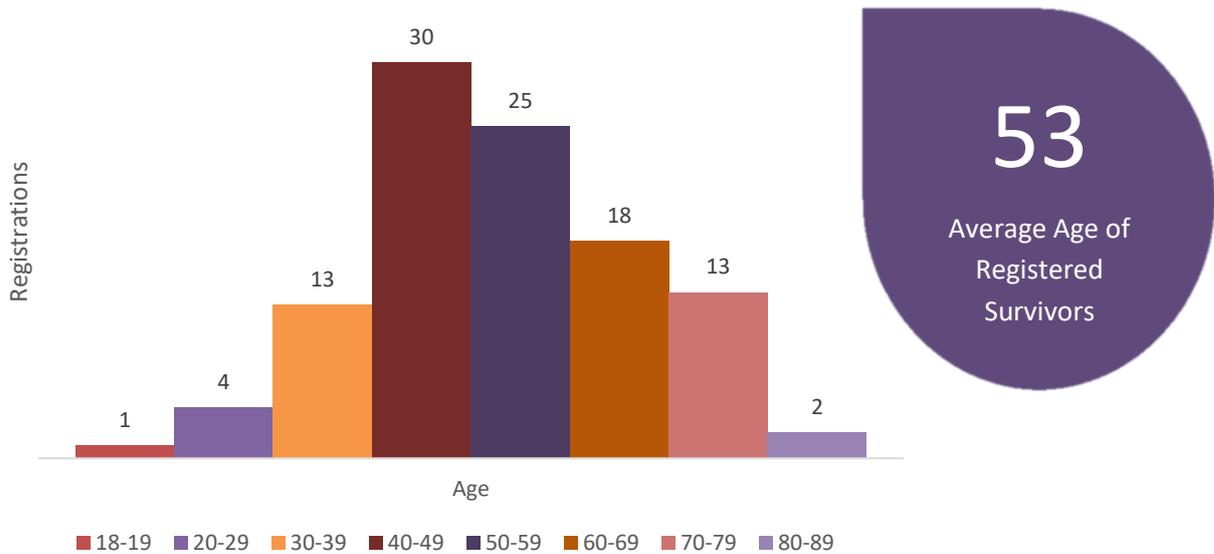
Outcome 1B & C: Equality of Access to the Support Fund

People registered with Future Pathways are more likely to live in an area rated as high on the Scottish Index of Multiple Deprivations. This is a broad indication that Future Pathways is targeting people that are likely to be affected by socio-economic inequality.

Future Pathways also received feedback from people we support and from engagement events that more could be done to ensure people know about and access support, with concern for those who face additional barriers.

For this reason, Future Pathways prioritises the needs of older adults, the terminally ill and people living outwith the central belt of Scotland and those who are living in especially difficult circumstances that might involve an absence of other services, homelessness or addiction.

Figure 1.3 Number of people registered in Q2 by age¹ (N=107)



Most of the people that register are between the ages of 40 to 60, an age where many people have caring responsibilities. Access to support often affects the wellbeing of others – in addition to impacting someone directly, highlighting an opportunity to reduce the intergenerational impact of childhood trauma.



Getting involved with Future Pathways has given me the opportunity and support to think about myself, my priorities and what I want for the future. Now I am involved with Future Pathways I feel even more hopeful about the future.

(Registered person)



In my opinion I 100% believe that Future Pathways has saved my life and I wouldn't be here today without them. I wouldn't have been able to cope on my own.

(Registered person)

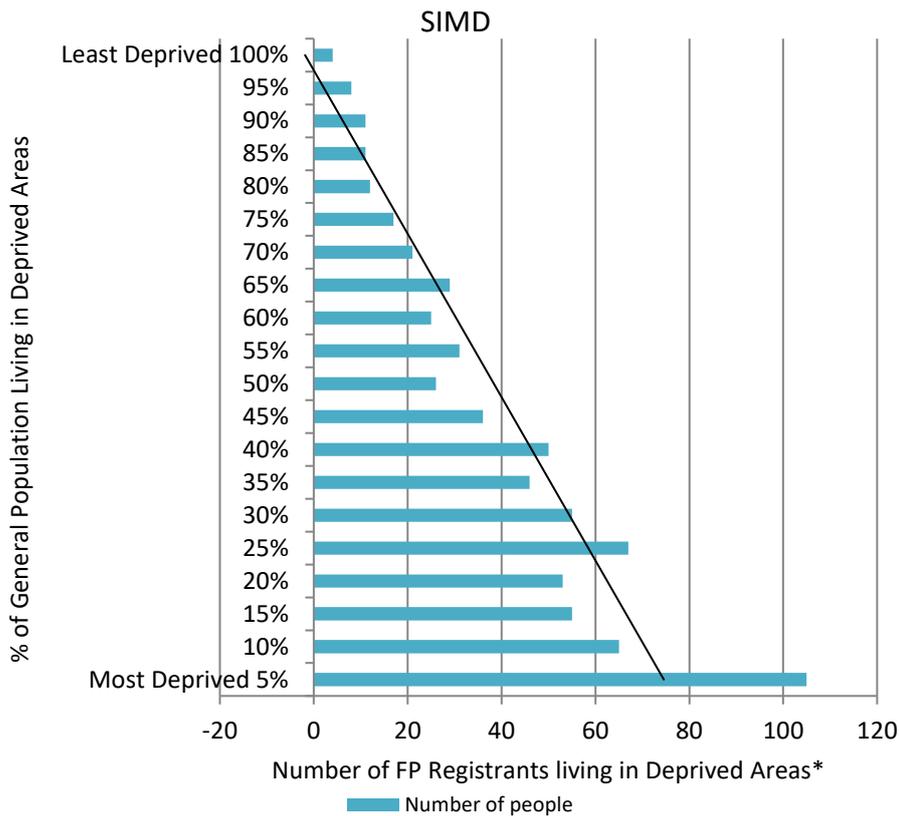


¹ One person registered provided no date of birth.

SIMD 2016 (Scottish Index of Multiple Deprivations)

We analysed Scottish postal codes provided by 1,141 people registered in Scotland to identify their SIMD ranking². We found that people who registered with Future Pathways are likely to live in deprived areas 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=1141 registrants from Sep 2016 to September 2019)

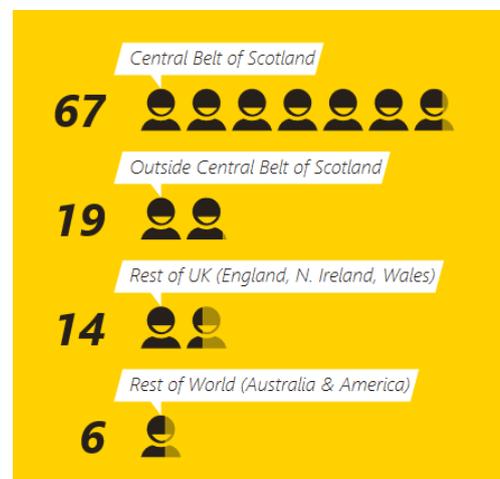


* based on all fully valid postcodes, does not include partial, incorrect, or non-postcode data

Outcome 1D: Outwith Central Belt of Scotland

86 people in who registered with Future Pathways this quarter shared that they lived in Scotland.

- ✓ There continues to be a higher concentration of people located in urban areas, especially Edinburgh and Glasgow.
- ✓ There has been a small decrease in the number of people living in the rest of the UK registering with us this quarter.
- ✓ Registrations from the rest of the world this quarter have come exclusively from Australia and America.



² 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).

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. Some people who are registered with us like to use the Individual Recovery Outcomes Counter (I.ROC) to structure the conversation, while others prefer not to use this. This means that we do not expect 75% of people registered with us to use I.ROC as it is optional.

46 people used I.ROC to consider their personal outcomes and progress made this quarter.

When I.ROC is not used, personal outcomes conversations are structured in a way that touches on the 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 Q2



Having these personal outcomes 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

323 people are registered with Future Pathways, but not in active support as of this quarter.

2 de-registrations this quarter. One due to inappropriate behaviour toward staff, another because they did not need further support from Future Pathways.

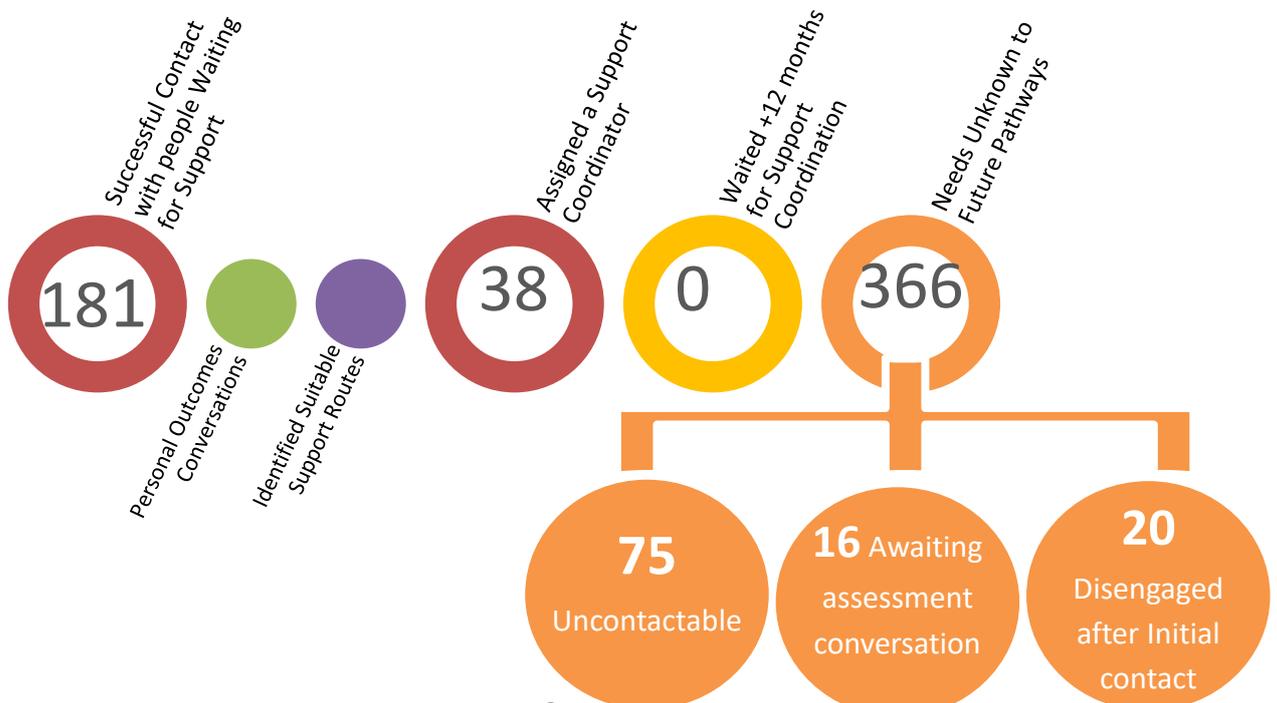
These figures show that people are actively choosing to continue to engage with Future Pathways when they need us. We are proactive in reaching out to people registered with us, and we respect and understand when people are not ready or chose not to engage.



Outcome 2D: Elimination of Waitlist

241 people were identified as having waited for support coordination in March 2019.

We successfully contacted **181** people in the following six months. People responded positively to the offer of an in-depth conversation about their personal situations, their priorities and the type of assistance they required from Future Pathways. As a result of these conversations, people were identified as needing immediate access to a Support Coordinator, immediate support from a team which may involve onward referral and material support. Some people did not require support from Future Pathways at that time. This result is encouraging, successfully achieved by the whole of the Support Coordination team working together to systematically contact every person who was on the waitlist over a period of three months.



36 people waiting for support coordination from us, reflecting continued high demand for Future Pathways and the impact of unforeseen staff absence.

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 approach Future Pathways with a wide range of needs.

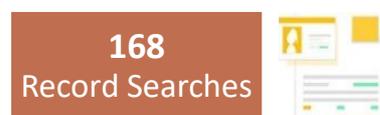
Future Pathways has grown our network by adding **3** new delivery partners this quarter.

329 people accessed support from providers during Q2

52 onward referrals were made from The Anchor this quarter³

20 people accessed more than one service this quarter.

- Counselling continue to be the most frequent support request. This includes telephone counselling (10 people this quarter). There has been an increase in uptake for support work and befriending services.
- Other services accessed were educational support, clinical psychology, life coaching, advocacy, benefits advice, complementary therapies, and home support.



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. In Q2, more than 391 people accessed £624,775 of material support. One third of expenditure is requested for home safety or comfort. A range of needs were met including requests for support around vehicles, travel, access to training or education and wellbeing.

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

This quarter, Future Pathways reviewed support provided from delivery partners, expanding the scope of the 2018 review to include all partners that were actively working with people. Delivery partners we requested to participate alongside people in receipt of services and Support Coordinators who put individual contracts in place, recognising that there are different perspectives to the support: Future Pathways may have observations based on the role of commissioner, the Support Provider will have a

³ 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.

perspective, and so too will people that accept the service. Our aim was to consider whether Future Pathways was demonstrating principles of collaboration, responsiveness and effectiveness in relation to ensuring people have choice and control over the kinds of support they wanted to access.

Key Findings

- Delivery partners see their relationship with Future Pathways as beneficial, open and responsive. Most feel that access to their service is improved as a result of the partnership.
- Most 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 professionals involved with Future Pathways.
- People felt that since working with Future Pathways, they were able to make plans and take steps toward achieving those plans. They also felt that they could find out where to access resources and search for the care that's right for them. This suggests that the collaborative working between Future Pathways and partner providers is contributing towards survivors being able to move towards the things that are important to them.

Quote: "In the past service providers have been overtly judgemental. This is not my experience of Future Pathways"

Quote: "Happy with the help I get"

Quote: "Services need to work together better"

The largest number of survivors who have chosen not to engage with support said that it was because the identified Support Provider was not right for them at that time. The remaining responses described survivors not feeling that the service was what they thought it would be, or that it was difficult to get to the service.

We continue to find that several people find the prospect of reviewing support daunting and work has been completed 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.

Objective 4: Achieving Personal Outcomes – Case Study Example

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

The implications of having good conversations is that people achieve one or more of their personal outcomes and with it, the possibility of living the life they want. Here is an example of how Daniel achieved one of his personal outcomes:

Daniel is a man in his 40s who had a difficult and traumatic upbringing as a child. Despite Daniel's past experiences, he was in employment and lived independently in his own flat. Daniel's employment however was not consistent or secure. This made him anxious because he was beginning to fall behind with his rent payments, and the prospect of losing his home terrified him.

This period negatively affected his mental health and wellbeing. he placed less value on himself, became isolated, and was depressed. It was clear to Daniel that he needed a more secure job for his life to be stable.

What's Important to Daniel: Safety & Comfort at Home

Daniel's strengths lay in his ability to identify what was important to him so that he could move toward his life goals. Daniel's flat was his 'safe space', comfortable, and a place he could call his own. Keeping his flat was important, as it contributed towards good mental health and wellbeing for Daniel.

“ If I hadn't had that help while I moved jobs, I would have spiralled into depression, I've done that before, but I didn't this time because I've got that help there ”

How did Future Pathways help?

Along with Daniel's input, we had personal outcomes conversations. Daniel was open to support, and proactive in moving towards his personal outcomes. Daniel planned to apply for a different job and successfully achieved this on his own.

Our work with him was to provide the financial and trauma-informed support he needed to see him through this transition from one job to the next with items such as. a monthly bus pass so that he could get to work.

What does success look like for Daniel?

Daniel remains in his own flat and is paying off the arrears at his own pace. He has settled in at work and is becoming social again.

“ Oh my God I can actually see the change; things are so much better

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 an approach that is in line with service boundaries. Where quality checks expose gaps or misapplication of procedures, improvement actions generate additional guidance considering current practice and strategic objectives.

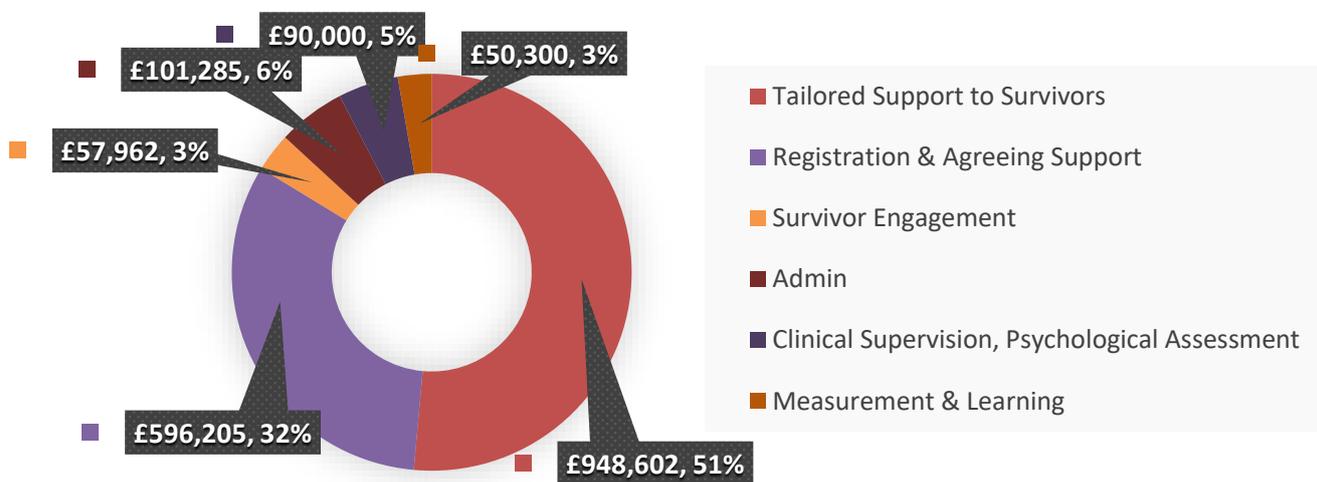
Increase in scores across all teams Q2. Teams continue to be committed to process and strive for continuous improvement. Good strong evidence demonstrating increased stability and consistency. Trauma informed practice very evident and continues to be at forefront with evidence of impact.

Performance monitoring data is provided to the Alliance Leadership Team, prioritising the waiting list status and other key indicators. The Quality Framework is periodically reviewed to ensure checks are in line with Future Pathways’ priorities and strategic objectives.

Objective 6: Maximising Resources for Survivors

Outcome 6A: The Support Fund enables people to access resources to address their needs and improve their outcomes

Figure 6.1: Future Pathways expenditure Q2 (July – September 2019)



- The highest percentage of expenditure is from Tailored Support to Survivors (51%). This involves purchased support from our support providers 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 that comes with agreeing support between support coordinators and people who are registered with Future Pathways.
- Survivor Engagement (3%), although smaller in percentage, involves the activities and events organised with people who are registered and with other stakeholders.