



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:  
Q2 20/21: JULY - SEPTEMBER 2020**

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## Summary

### Foreword

Future Pathways is pleased to share our second quarterly report of the year, covering the period from July to September 2020. The Coronavirus pandemic has continued to affect people we support and delivery partners – Future Pathways has remained open throughout and placed a priority on responding to people who have faced immediate support needs.

Support Coordinators have contacted and provided support to more than one thousand people in the last six months. Most delivery partners have remained open despite changing restrictions. Most services have had to adjust their support, primarily using phone or online support methods. People have highly valued responsive support. We thank people and our partners for their continued work with us.

### Access to Support

- ✓ **1561** total registrations since we started
- ✓ **106** registrations in Quarter 2. Registrations have gone up by 80% since last quarter.
- ✓ **12** of these were people aged 70 years or older, a 33% increase from last quarter (Q1).
- ✓ **35** registrations per month on average. Registrations have increased compared to last quarter (19 registrations on average in Q1) but remain similar to the average registrations in Q4 of last year (35 registrations per month).
- ✓ **17** registrations from outside the central belt of Scotland.
- ✓ **4** people have had initial conversations at registration and have been waiting less than 3 months to be allocated to a team or Support Coordinator for additional support.

### Identifying Personal Outcomes

- ✓ **54** people newly accessed support this quarter.
  - People who had in-depth conversations with Support Coordinators identified that:
    - Mental wellbeing has been significantly impacted, combined with a lack of usual supports.
    - Services are harder to contact; help is required to navigate office closures and changes in how support is made available.
    - Impact of the pandemic is evident with reports of employment changes, and financial hardship increasing.
- ✓ **68** people completed a review this quarter. Not everyone chooses to use I.ROC (2 people). In all cases, Support Coordinators have holistic conversations about someone's personal outcomes and what supports will be needed to progress their goals.

After a successful pilot of online engagement sessions in Q1, two further sessions were held in Q2. Those who attended had varying lengths of involvement with Future Pathways. Participants voiced appreciation for Future Pathways support and offered constructive suggestions about the service.

## 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

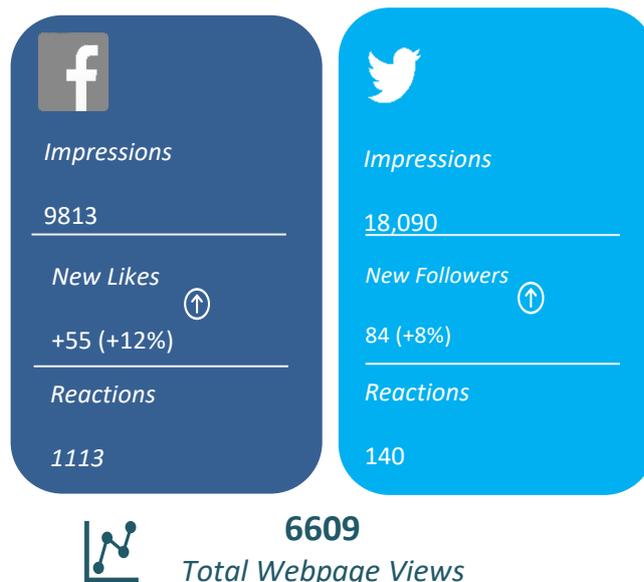
Future Pathways has continued to promote awareness of the support available across a wide range of geographical areas and referral routes, primarily via our website and social media as face-to-face meetings have been discontinued in light of public health restrictions.

### Promotional Activities & Social Media

Our Twitter followers are typically third sector professionals and organisations. Twitter posts in Q2 have continued to focus on short-term supports appropriate during Covid19 restrictions.

A wide range of content was shared via Facebook targeting people that may be eligible for Future Pathways. Content relating to the Scottish Government's Redress Bill has generated the most activity this quarter.

Information for the general public is available via the website.



### Engagement and Feedback

After the successful online pilot engagement session in Q1, two further engagement sessions were held in Q2. Those who attended had varying lengths of involvement with Future Pathways.

People were very pleased that the Scottish Government had extended the contract. It was a sigh of relief especially to those who have recently signed up. The participants were all happy with Future Pathways' support and made a number of suggestions:

*"I am usually suspicious of organisations but since Future Pathways is voluntary, you have been a step-up from other organisations."*

- Material support was appreciated, and a request was made for practical support in relation to civil/legal actions. Unfortunately, it is not possible for Future Pathways to support this.
- People also referenced need for better communication, especially if staff are unavailable and around timeframes for returning calls and frequency of check ins with a Support Coordinator.
- One person felt it took too long to get a psychological assessment.
- Future Pathways should publish more information about difficulties and practical stories of overcoming challenges as these may help others understand what the service can offer.
- Video calling would be welcomed by most people especially by participants new to the service and who had not had an initial face to face meeting with their support coordinator.
- Frustration was expressed that Future Pathways does not as a matter of course, let people know when they have become eligible for advance payments scheme.
- People requested more videos, more graphical information, and less text in our communications to make them more accessible for everyone.

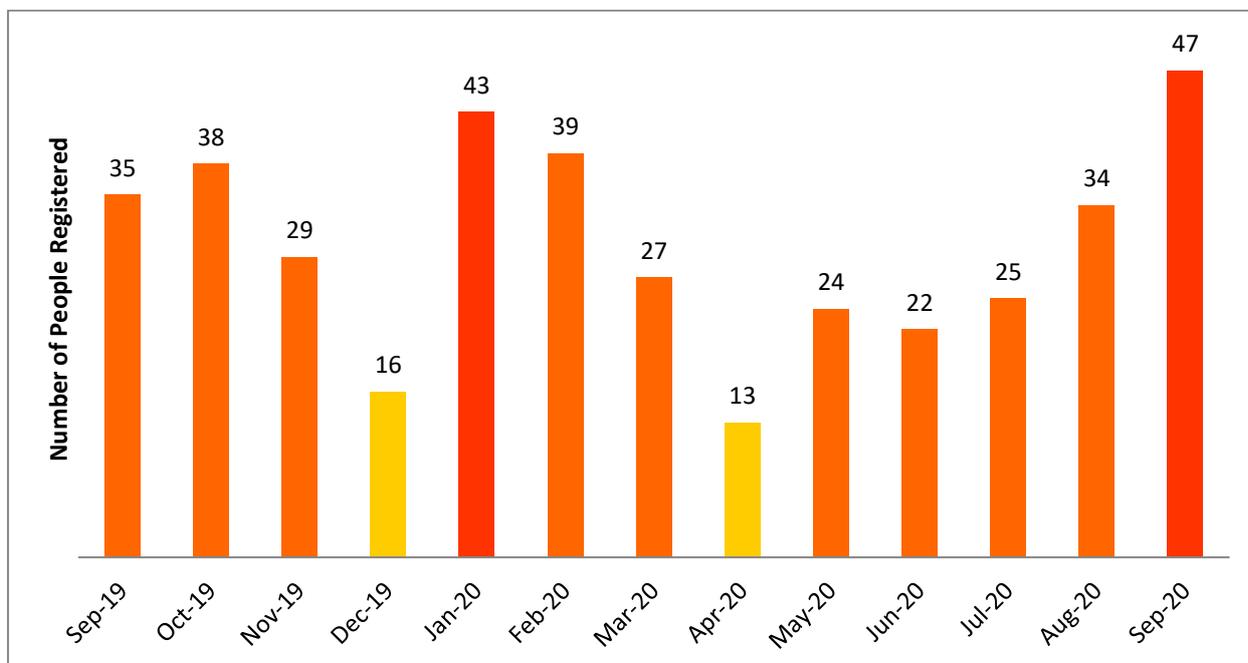
## Registrations



Registrations increased by 80% in Q2 compared to last quarter (Q1)<sup>1</sup>. During Q1, registrations were low, probably due to the impact of public health restrictions, which affected service provision across the country and restricted travel and opportunity for face-to-face support.

Since then, referrals have increased to a more typical level as restrictions eased. It may also be that the announcements related to Redress also affected registration. For example, when the Scottish Government committed to Redress in October 2019 and then announced an Advanced Payment Scheme for older adults and those with terminal illnesses, more people registered with Future Pathways- especially older adults.

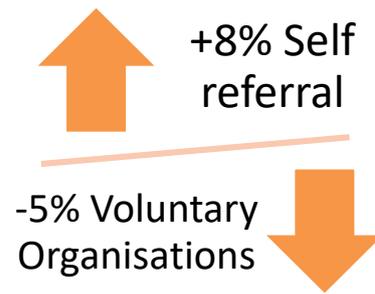
**Figure 1.1:** Number of people registered over 12 months by service start date (N=392)



<sup>1</sup> From 59 to 106.

### Referral Routes

**86%** people who registered with us this quarter referred themselves, an increase on last quarter (+8%). Self-referrals continue to be the most popular way survivors find their way to us.



**6%** of referrals came from Voluntary Organisations, which was slightly less than previous quarters (-5%).

### How Do People Hear About Us?

**98%** of 106 people who registered this quarter told us how they heard about Future Pathways. Here is a snapshot of the key places people heard about us in Q2.



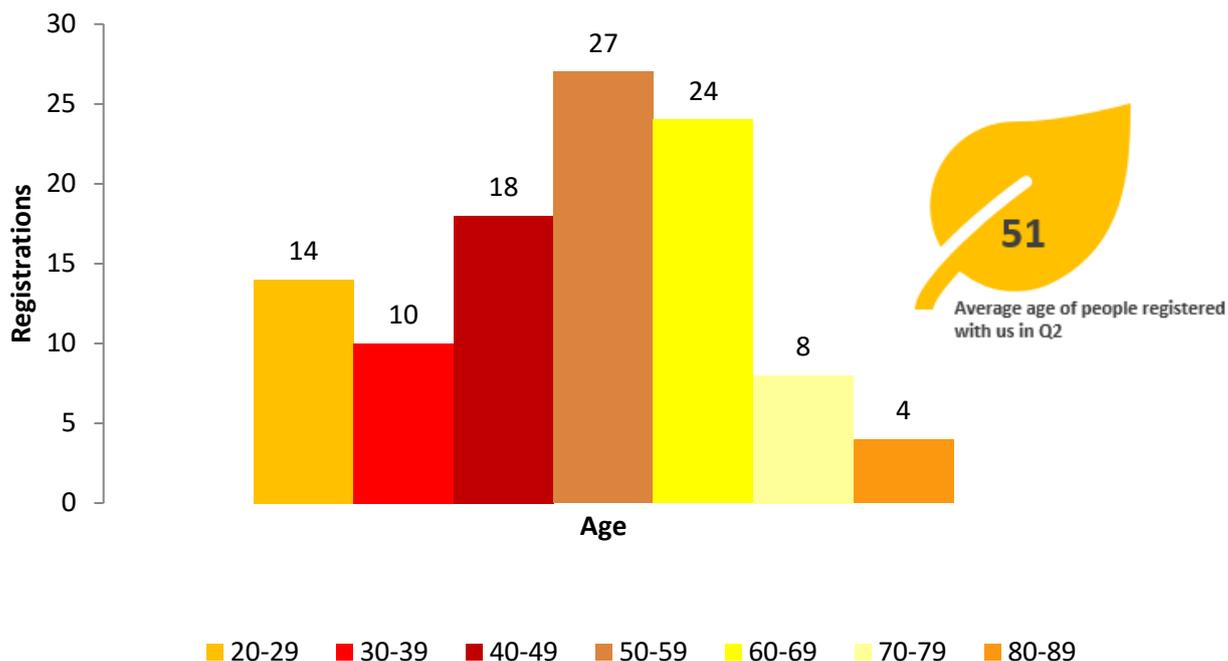
- ✓ There was a significant increase in those who heard about us via the Scottish Child Abuse Inquiry this quarter, from six people last quarter to twenty in Q2.
- ✓ Consistent numbers of people hear about us from statutory bodies such as social work. Those hearing about us via the Advance Payments Scheme and Redress continue to increase.

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

Future Pathways continually works towards ensuring the support fund is accessible to all. 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.

19% of Survivors registered in Q2 are over the age of 65. There are two Support Coordinators who specifically work with older adults to ensure responsive support is available.

Figure 1.3: Number of people newly registered in Q2 by age (n=105<sup>2</sup>)



People aged 50-59 were the largest age group among those who registered in Q2. The biggest increase on last quarter (Q1) were registrations from those aged 60-69 at 18 more registrations than last quarter, closely followed by those aged 50-59 at sixteen more registrations than Q2.

Unusually, there were more registrations from those aged 20-29 (ten more than in Q1).

Emerging information about the impact of the pandemic suggests that younger people are especially affected. A Young Scot<sup>3</sup> report highlighted financial insecurity and reduced access to employment and there is evidence that young people being more likely to be furloughed than other age groups<sup>4</sup>. It is possible that this is reflected in our figures as younger people explore support options.

*"The difference this makes is this might be small to other people but to me this is a massive lift. This [photography] is something I've wanted to do since I was 12 or 13, but I've never been able to. I've always loved photography and nature and always thought if I could put it together, wow, but I've never had the money or encouragement to do that. You are offering me something that right now is beyond my financial capabilities but it's always been something in my heart.' ... (Survivor)*

<sup>2</sup> Of 106 new Survivors registered, 105 provided data about their age.

<sup>3</sup> [Covid Advisory Group on Economic Recovery: COVID19 Impact on Employment](#)

<sup>4</sup> <https://www.bbc.co.uk/news/explainers-54005156>

## Outcome 1D: Outwith Central Belt of Scotland

**90** of the 106 people that registered this quarter said they lived in Scotland.

- ✓ Most live in the central belt of Scotland (Greater Glasgow & Clyde, Edinburgh and Lothians).
- ✓ Registrations from outside the central belt of Scotland decreased this quarter.
- ✓ The number of people living in the rest of the UK registering with us increased this quarter.
- ✓ Registrations from the rest of the world this quarter have come from Western Australia, largely a result of ongoing work in partnership with a local organisation, and from the USA.



### 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 is working with an unprecedented number of people, more than 1,048 are currently receiving support.

The ongoing impact of the pandemic is evident with reports of job changes, job losses, continued isolation and a lack of other supports being in place. We have helped people manage the impact of this by supporting their interests, facilitating access to health and social care supports and helping ensure people have safe and comfortable homes during a difficult period. Restrictions permitting, we have helped people re-engage with community support. We have helped 124 people stay connected online by funding access to laptops, tablets or smart phones and ensuring access to internet service.

**51** people discussed their support needs with a Support Coordinator for the first time this quarter.

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

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. 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, and how they hope to achieve this. Follow-up conversations or reviews are expected after approximately six months.

Two people chose to complete an I.ROC this quarter, 19 less than in Q1. The lower numbers this month reflect that outcomes conversations are happening via phone call rather than face to face with one of the benefits of I.ROC being that it a visual tool.

People who had in-depth conversation about their personal situations, their priorities and what assistance they needed from Future Pathways. The following aspects as being important:

**Figure 2: Recurring Themes from Personal Outcomes Conversations**



**Outcome 2C: Continued engagement**

**428** people were registered, but not currently receiving support as of the end of Q2.

No one has deregistered from Future Pathways this quarter. Figures show that people are choosing to continue to access Future Pathways when needed. 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.

**115**  
Outcomes met, no further support needed

**196**  
Not contactable despite our outreach

**117**  
Support not needed at this time

**Outcome 2D: Elimination of Waitlist**

Future Pathways’ response to the Coronavirus saw us prioritise wellbeing calls to nearly 1,000 people, the function of which was to help avoid further health or social inequalities. The calls allowed us to offer immediate and ongoing support to individuals impacted by the pandemic.

At the end of Q2, 104 people were waiting for a wider conversation regarding their needs and circumstances. This is largely due to the increase in registrations this quarter combined with working

with greater numbers of people and staff absence. The issue is being addressed by recruiting replacement staff and discontinuation of wellbeing calls as the medium term impact of the pandemic becomes clearer.

### **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.

Despite some uncertainty about the easing of lockdown restrictions, partners are slowly returning to face-to-face support whilst remaining mindful of Scottish Government guidance, the needs and wishes of people being supported and their own risk assessment procedures. Delivery partners have largely remained open. The following quotes offer a sense of how partners are responding to risk:

*“To enable Future Pathways to continue to operate and to reduce the potential impact of home working upon our staff a range of staff wellbeing initiatives were put in place including reflective practice sessions facilitated by our alliance partners at Glasgow Psychological Trauma Service and regular team briefings and staff socials.”*

*“Staff have full access to range of Personal Protective Equipment that will be worn during face to face support. We have adapted support plans and altered step by step guidance to embrace COVID approaches around safe distancing and cleaning protocols.”* National Housing Support Provider

*“In most of our services we have been continuing to see people face to face, certainly within our Housing Support Services - staff have full Personal Protective Equipment and have guidelines to work within to keep themselves and service user safe.”* West of Scotland Housing Support Provider

*“To mitigate any risk of transmission of covid-19, remote counselling (telephone and video) will be our primary mode of delivery of counselling at present, and these options should be offered and explored first. We are however responsive to individuals' needs, and if these options are not suitable to the individual in question, efforts will be made to undertake risk assessments to gauge the safety of face to face counselling for this particular individual. Offering face to face counselling would also be subject to the counsellor in question being comfortable with offering this also.”* National Counselling Service

**240** individual contracts were supported.

**12** onward referrals were made from The Anchor this quarter. 185 people have been referred onwards after assessment since start of the project.<sup>5</sup>

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

- Counselling continues to be the most frequent service request. Most partners continue to offer support on a remote working basis. When counselling is put in place, work is done to ensure it is offered to those who would wish to progress the work on a non face-to-face basis.
- There was a significant increase in those seeking support for record searches in Q2, with 23 requests in September alone. It is likely that this reflects Redress related announcements, which may prompt some people to start requests now, knowing that obtaining records can take time.
- There is 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.

### Access to the Discretionary Fund

Material support continues to be a significant aspect of Future Pathways' work, accounting for 61% of direct support provided to Survivors. This quarter, support has focused on responding to the impact of the pandemic. This includes the purchase of technology to support people to stay connected despite public health restrictions and items that allow for focus and activity during lockdown such as exercise equipment or art materials. Requests for hardship support have increased alongside a need to access local help and resources, where available and relevant.

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

115 people have chosen to complete their support with Future Pathways feeling that their initial outcomes have been achieved. Our evidence indicates that many people's lives evolve and change over time. It is not unusual for the for the achievement of initial goals to result in increased confidence and desire to explore new outcomes. Many of the people we support have been impacted by the pandemic and required additional support.

<sup>5</sup> Onward referrals do not correspond with monthly referrals as it is likely that people wait more than 4 weeks from referral to assessment.

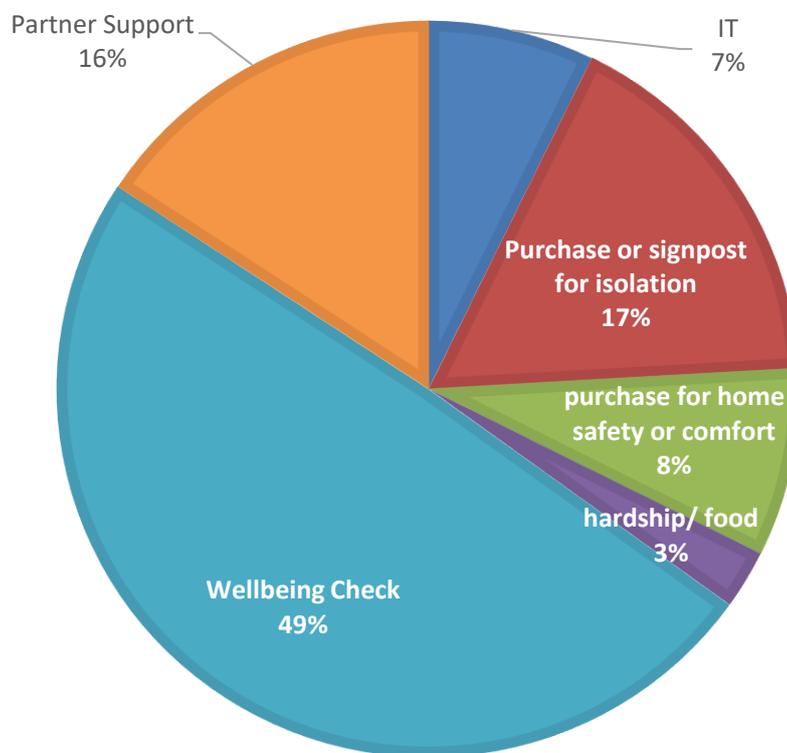


Future Pathways has made more than 2,457 calls to more than 923 people and offered support to 1,048 individuals since April.

Most people have welcomed the calls, with more than 820 people accepting 2,023 calls.

The major implication of COVID-19 related work is that greater numbers of people are requesting ongoing support. Increasingly, wellbeing calls result in fewer Covid related requests and are now more likely to involve coordination of services, access to discretionary fund or purchased support.

Where immediate support has been required, it has typically involved offering further wellbeing calls, material purchases (information technology, comfort at home or help to manage impact of isolation or a purchased service such as telephone counselling).



Many of the supports have been in support of developing better coping strategies or increased resilience. In Q2 when public health restrictions eased, many of the people contacted in wellbeing calls (60%) indicated a more settled outlook with no new concerns. This may be the result of several factors: Future Pathway’s support, a reconnection with someone’s usual support as well as development of new coping strategies and greater resilience.

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

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

Earlier this year, the team at Future Pathways spoke to Rikki for [a video case study](#). Rikki first got in touch with Future Pathways over two years ago. He has since shared his experiences with us on several occasions. Recently, he told us about how Future Pathways supported him to return from Panama where he was stuck due to flight restrictions resulting from the pandemic. The full version of that case study will be published soon. Seeing Rikki on screen is powerful and emotive. He shares how the various kinds of support he has accessed through Future Pathways have changed his life.

Rikki talked about how valuable ongoing, light touch support has been for him.

*“I felt a lot lighter, they [Future Pathways] guided in the right directions and anytime things were getting a wee bit difficult, I’d send an email and say can I have a conversation. My Support Coordinator met me, we had a coffee and went to the Carnegie Library and then I done my own thing. The confidence that I was I feeling, I felt six feet tall.”*

Rikki was able to furnish his home, purchase a pair of new shoes, coordinate his medical care and go on weekend breaks to connect with old friends. He shared how this has helped him feel like himself again.

*The nights where you have those niggly things in your head, I don’t have that, I fall asleep at nine or ten o’clock and I sleep beautiful sleeps. And that’s the difference. The help that Future Pathways has gave me, I want to give it back. I’m in my element now, because they helped me be the man that I am... What is Future Pathways? Well it’s changed my life”*

#### 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 generate improvement plans and reflection on whether additional guidance or resource is required. Performance is regularly provided to the Alliance Leadership Team.

Quality scores are consistent across most measures, demonstrating high and consistent quality and that staff strive for improvement. There is strong evidence of trauma informed practice, based on available records and use of a framework to guide wellbeing calls undertaken in response to the pandemic. There is good evidence that Future Pathway’s approach was adapted promptly in response to the wider context. There was good evidence of:

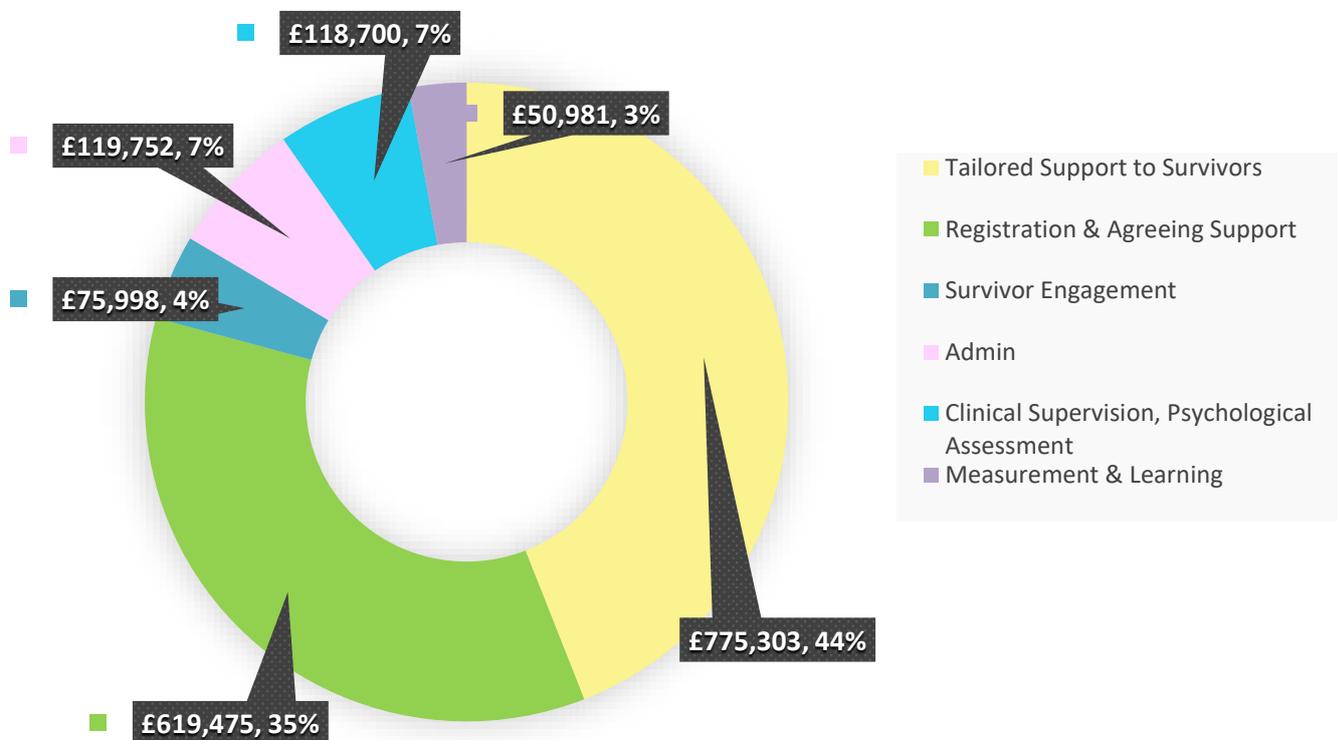
- Shared learning and swift responses in adjusting our practice/procedures as a result.
- Continued communication and use of digital resources.
- Collaboration both internally and with external partners.
- Positive feedback received.

**Objective 6: Maximising Resources for Survivors**

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

Q2 expenditure was affected by the continued impact of the Coronavirus outbreak. This has affected the types of support available to survivors and required staff to work from home. Future Pathways has remained open throughout the period. The impact has resulted in reduced expenditure on staffing (due to delayed recruitment), travel and meeting related costs (due to public health restrictions) and further savings arising from reduced administration, cancellation of planned activity.

**Figure 6.1:** Future Pathways cumulative expenditure for Q2 2020-2021



- Total expenditure during Q2 was £1,760,209
- The highest percentage of expenditure is Tailored Support to Survivors (44%), including purchased services and discretionary payments.
- Compared to last quarter, direct support expenditure increased as public restrictions eased.
- The second highest expense remains the same this quarter has been around Registration & Agreeing Support (35%) which involves the everyday interactions and relationship building between Support Coordinators and people who are registered with Future Pathways.
- Survivor Engagement (4%) includes activity to promote the availability of the service and events/ activities organised with people registered, partner organisations.