



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:
Q4 JANUARY - MARCH 2021**

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Summary

Foreword

Welcome to Future Pathways' quarterly report for January to March 2021. Our vital work has continued even as public health restrictions resumed. This has meant continuing to work from home and some types of services and purchases being deferred until travel and indoor work becomes possible.

Amidst it all, people have shared heartening examples of real progress and resilience. People have told us how they have felt less alone. Above all, the messages show the importance of a personal approach, and the value of this. People do appreciate practical support, but it is feeling heard and cared for that is a theme, even as the nature of support differs. In this quarter, we received messages about having better wellbeing as result of help to access benefits, which led to improved financial stability. Others shared how counselling helped manage anxiety and increase feelings of safety. For others, it was about receiving our newsletter and sustaining a sense of connection to Future Pathways. It has been a real privilege to hear that support is continuing to make a difference.

As the pandemic continues into 2021, we also observe that many people have told us that their needs have changed. Future Pathways is continuing to receive a high number of support requests and there is a need to be honest about the current challenge of responding to everyone who is seeking support. As much as we would like to respond quickly, we also know how important it is that we can continue to offer high quality support to survivors, which people tell us is important.

Access to Support

- ✓ **1751** total registrations since we started.
- ✓ **97** registrations in Quarter 4. Three more people registered in Q4 than in Q3.
- ✓ **12** of these were people aged 70 or older.
- ✓ **31** registrations on average per month since the beginning of the project.
- ✓ **17** registrations from areas in Scotland outside the central belt.
- ✓

Identifying Personal Outcomes

- ✓ **46** people have taken part in guided conversations about their outcomes this quarter.
- ✓ **30** of the 46 people identified at least one immediate support need.
- ✓ **32** people completed a review this quarter.
- ✓ **1,298** people have accessed support since the start of the project, 74% of all registered.

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

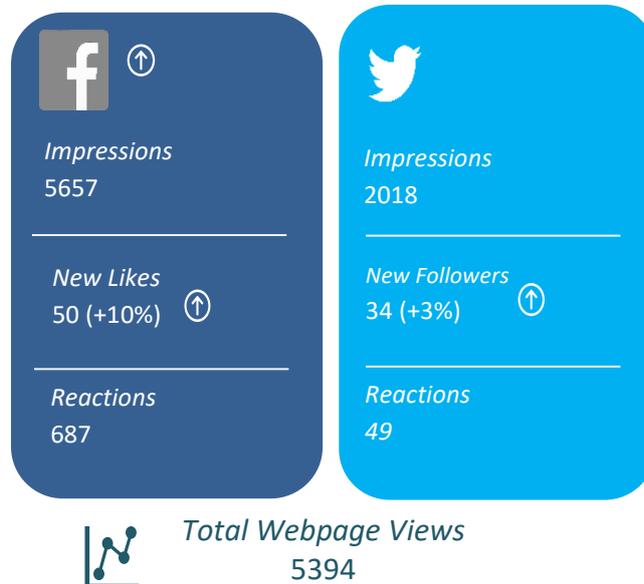
Future Pathways has continued to promote awareness of the support available, primarily via our website and social media. Face-to-face meetings remain unavailable due to public health restrictions.

Promotional Activities & Social Media

Facebook posts are designed for people registered with the service. Our Twitter followers are typically third sector professionals and organisations.

Our focus is on sharing useful resources that are available to anyone struggling with their wellbeing or other impacts of the pandemic.

The Redress for Survivors (Historical Child Abuse in Care) (Scotland) Bill completed its passage through the Scottish Parliament. Future Pathways continues to provide updates as they become available.



Seeking feedback continues to be very important to us. We used Facebook to encourage this, alongside the anonymous feedback form and email option on the website.

Engagement and Feedback

Future Pathways' engagement programme – Making Pathways Together – was promoted via the Survivor Newsletter and Facebook, resulting in April and May events being fully subscribed. The independently facilitated online events will gather feedback through a creative process. Feedback is shared with the Alliance Management Team with the aim of ensuring survivors' experiences are at the heart of continued development of the service. For one person, participating in an online event was their first experience of digital communication. So far 6 people have participated in one session, with a two further sessions fully subscribed and scheduled for Q1.

Future Pathways is also supporting a wider consultation regarding survivors' support needs. Led by CAPS, an independent advocacy organisation, the project seeks survivors' views about the wider services and supports needed. The findings will enable informed decisions about future supports. We have encouraged participation through the Future Pathways newsletter, social media, and through delivery partners and survivors' groups. Over 60 people have taken part so far and the consultation remains open.

"I switched on the TV and saw a programme that I usually would have instantly switched off, because the content would have triggered my memories. But I had received a newsletter from yourselves that day, and because I could see the logo, I knew you were there, and I no longer felt alone. Knowing that Future Pathways are there is worth so much to me now, I feel stronger and better able to cope"

126 people signed up to the newsletter this quarter. 504 additional recipients signed up in 2020-21.

We receive regular feedback that our newsletter is valued by people registered with us and that the online support agreement has helped encourage sign up.

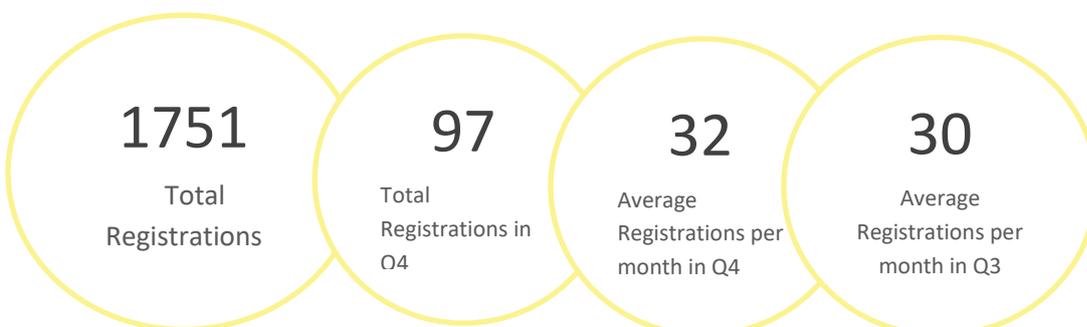
In Q4 we logged



Feedback Summary

Every quarter, we review the feedback received from survivors who use the website, social media or conversations with staff ¹ to share how they feel about the service. Our aim is to listen and learn, placing feedback from survivors at the heart of our improvement efforts. Positive feedback often expressed thanks for aspects of their support, which might be about their Support Coordinator, material support or recent communications from Future Pathways. Critical feedback was often about responsiveness or other aspects of communication, Future Pathways' procedures or disagreement with support decisions. When a support decision is not favourable, it can affect relationships, which has prompted reflection about whether more information about why procedures are needed is required.

Registrations



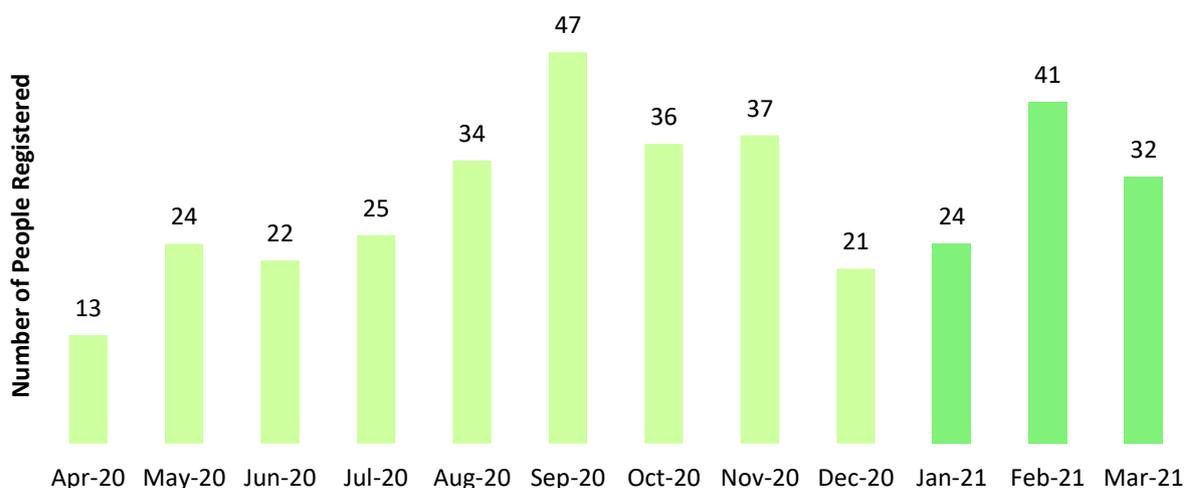
New registrations continue, indicating the ongoing relevance of the service. All but 3 calls resulted in registration.

This quarter, media coverage regarding survivors' redress alongside periodic updates from the Scottish Child Abuse Inquiry has been high. It is possible that these public messages indirectly prompt people to

¹ This report does not include feedback gathered through engagement events.

get in touch because the information brings past experiences to mind or in anticipation of future needs. We expect to continue to receive this level of registrations or more in coming months.

Figure 1.1: Number of people registered over 12 months by service start date (n=356)



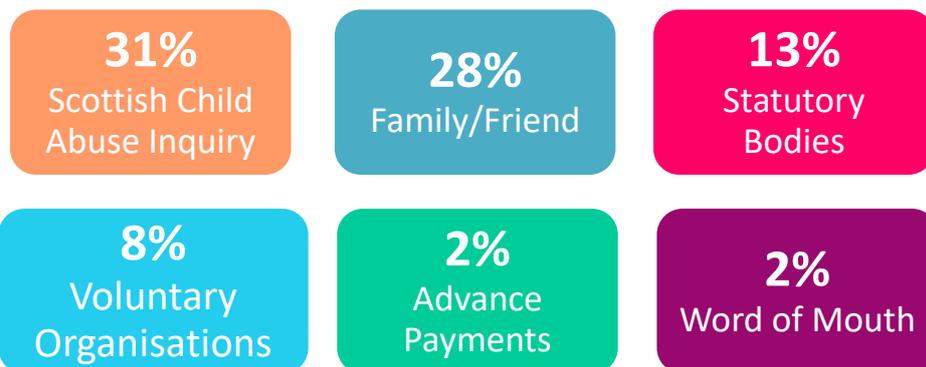
Referral Routes

89% people who registered with us this quarter referred themselves, an increase of 6% from last quarter. Self-referrals continue to be the most popular way survivors find their way to us.

11% of referrals came from third parties, a decrease of 5% on last quarter. People were referred to us through voluntary organisations, the National Inquiry and the Advance Payments Team.

How Do People Hear About Us?

Almost all (94)² people newly registered told us how they had heard about Future Pathways in Q4.

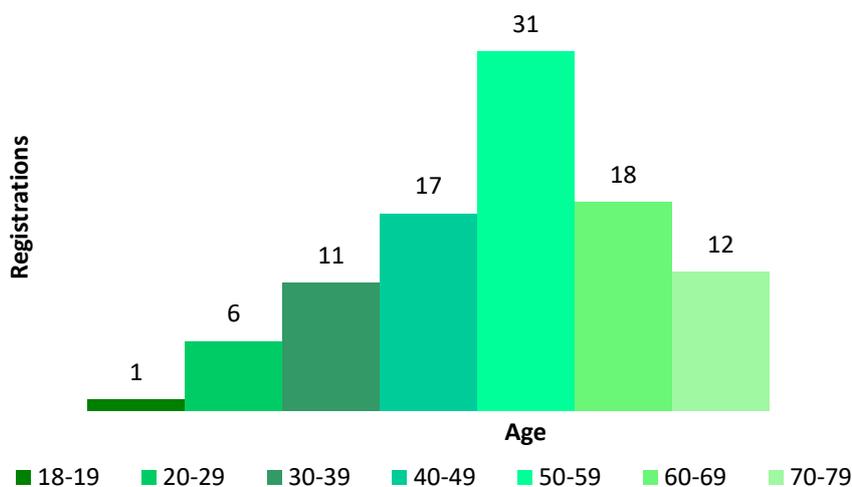


- ✓ These figures are consistent with last quarter, however, a continued increase (+7% since Q3) in those hearing about us through the Scottish Child Abuse Inquiry is notable.
- ✓ Statutory bodies include public services like social work, Police Scotland, and government bodies.

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

² Other ways people heard about us in Q4: 3% website, 2% word of mouth, 2% health professional, 9% other.

Figure 1.3: Number of people newly registered in Q4 by age (n=96³)



People aged 50-59 remained the largest age group among those who registered in Q4 (24 in Q3). Notably, we saw no registrations from those aged 80 or over in Q4, and one registration from someone under age 20. The average age of people registering this Quarter is 52, the same as in Q3.

Reaching those from Areas of Multiple Deprivation in Scotland

We know that people who register with Future Pathways are likely to live in deprived areas (according to the Scottish Index of Multiple Deprivation), which gives us confidence that support is being targeted to those who may need it most.

- ✓ We analysed 75 postcodes⁴ of those registered in Q4, 39% were from the 20% most deprived areas in Scotland, within this, 19% were in the top 5%.

Outcome 1D: Outwith Central Belt of Scotland

87% of people who registered this quarter said they lived in Scotland.

In Q4...



69% of people who registered were located in the Central Belt of Scotland.
 17% of registrations came from other parts of Scotland.
 There were 9 registrations from the rest of the UK.
 There were 2 registrations from the rest of the world (Australia and Europe).

³ 96 of 97 people newly registered provided D.O.Bs

⁴ 91 people newly registered provided postcodes, of these 16 postcodes were not counted, they were either outwith Scotland or invalid.

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

“Thanks to you, I am happy and I can live here in my own home. I can't thank you enough. All the help has been great. I wasn't sure about attending the counselling, but I was offered the help, and thought I should take it, and I am glad that I did. I feel back to normal now. I have nothing negative to say, I am really happy knowing that I am safe.”

46 people completed a guided conversation about their outcomes in Q4 ⁵. These conversations touch on various aspects of peoples' lives in a way that feels natural and open. A framework for the conversation is used to include attention to safety in areas such as substance use, physical and mental wellbeing, the home environment as well as emotions and relationships. This helps ensure a swift and appropriate response, where this is needed and enables someone to consider their priority outcomes and goals. This conversation is typically scheduled within a month of registration.

We have evidence that these conversations are successful in enabling someone to identify their needs, connect with other services, and progress immediate requests where possible. Immediate requests are often based on a person's safety or wellbeing, for example, identifying poor mental or physical health or if their personal circumstances are especially difficult. Support Coordinators have observed that throughout the pandemic more people were more likely to have immediate needs. This included reduced access to their usual support, which is consistent with an increase in hardship and connectivity related requests.

These conversations have led to onward referrals and material support from Future Pathways, and also contribute to empowering people to make positive changes in their life, which have included developing new strategies to cope with isolation, exploring new employment opportunities or staying connected with others

- ✓ 65% of those people who completed a guided conversation in Q4 needed immediate support.
- ✓ The two immediate needs most commonly requested were: access to record searches (35%) and referrals for psychological support and assessment (25%). Access to record searches was identified by 10% more people in Q4 than in Q3.
- ✓ 22% required ongoing support coordination to address a range of needs.
- ✓ 30% had more than one immediate support need, and 4% had more than two.
- ✓ 15% identified access to the Discretionary Fund to support an immediate need.
- ✓ 13% did not indicate a need for immediate support.

⁵ This number includes people who registered before Q4 2020, but their conversation took place during Q4. This number **may** include some of the of Outcomes Conversations recorded for this period. Both a Guided Conversation and an Outcomes Conversation, even if it is just one conversation, may be recorded as completed within Future Pathways monitoring tracker. There is work underway to better report on outcomes conversations and the impacts described within these.

Outcome 2C: Continued engagement

490 people were registered, but not currently receiving support as of the end of Q4.

One person chose to deregister this quarter. Following a recent review, they decided that support received from Future Pathways had fulfilled their needs.



People may become uncontactable if they no longer require a service or their personal circumstances have changed. We work hard to contact people, and someone is only considered to be uncontactable after a period of assertive outreach with multiple efforts to get in touch, using all methods of contact that the person has consented to. People remain registered and can choose to re-engage when they wish.

Outcome 2D: Elimination of Waitlist

164 people are waiting for a guided conversation to explore their support needs.

As we continue to receive high numbers of support requests, it has no longer been possible to schedule guided conversations as promptly as we would like, following registration. People say that it can be difficult to start a conversation about their needs and then have to wait for support to be followed up. We also find that if there is too much time between a conversation about hopes for support and follow up, then sometimes needs can change. This can cause uncertainty or worry. For this reason, we have been unable to give fixed dates to schedule these follow up calls.

Future Pathways have a responsibility to ensure we make the service accessible to everyone and we may need to adjust our approach so that we can continue to do this.

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.

283 people accessed support from delivery partners and had live support contracts in place with delivery partners this quarter, 36 of these for new supports, 19 people completed support with partners. There was one person who had three live contracts.

23 people sought assessment at the Glasgow Psychological Trauma Service. A total of 549 were referred since start of the project.⁶

2 people sought onward referral to local mental health services after assessment. More than 202 have sought local access to treatment since start of the project⁶.

Please note that this is one of several options that are available to someone after an assessment is completed. Individuals may opt for counselling or other types of support outwith community mental health teams.

28 people accessed more than one service.

- Counselling continues to be the most frequent service request.
- There were 28 referrals for record searches in Q4. Referrals for record searches has remained high. Although the requirements for documentation for financial redress are not yet known, it is likely that some people are starting the process in anticipation. It is not always straightforward to access records of time spent in care. See page 11 for more about our ongoing collaborative research project which aims to improve the experience of accessing records for people with care experience.
- There is a steady requirement for support work, which can take time to put in place.
- Other services accessed include; befriending (6), mindfulness practices (3), clinical psychology (5), life coaching (1), advocacy (2) and physical wellbeing (1).

Access to the Discretionary Fund

‘Stay at home’ orders resumed throughout Scotland for all of Q4, which reduced availability of many types of support as travel was restricted and non-essential stores closed. Indoor work was discontinued. Consequently, spend on material support totalling £170,911 was just over half (51%) of the previous quarter (£332,923). Support requests were typically about the home, self care, support to access

Figures for support accessed in March



⁶ Information is pending for March, which will be included in the Q1 report.

community resources and improve mobility or activity in relation to education, employment or personal interests such as music or writing. We observe that individuals are more frequently seeking hardship related support, due to changes in employment, benefits or health (which may then affect access to income or other resources).

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

74% of all those registered have accessed some form of support since the beginning of the project.

An increase of 32 people since the end of Q3.

1,214 people are actively seeking support, which reflects the sustained, positive relationships that have been developed and also unmet need amidst a year of profound challenge and change.

There has been excellent engagement with Support Coordination teams with overwhelming feedback that the process of support coordination itself is felt to be a vital element. Almost all individuals access a mix of supports that include material support, purchased services, or help to access existing services. The broad range of services and supports requested suggest that Future Pathways is effective in its response to individual needs.

As the service enters its extension period, the pattern of sustained engagement has prompted reflection about both the ongoing need for survivors' support and also how we support and enable people to move beyond Future Pathways as new knowledge, skills and supports are used and embedded.

Objective 4: Achieving Personal Outcomes - Case Study Example

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

Responding to record search requests: a Right to Access Project Update



41%

of all those who have accessed support with Future Pathways have requested help with accessing their records.

Accessing records is important to many people registered with Future Pathways, it is often identified as a priority in initial conversations with Support Coordinators. Records can help people to understand their life stories and answer questions about time spent 'in care'.

We know that people can struggle to access their records themselves and often have poor experiences of engaging with record holders. This can be distressing and even re-traumatising at times.

Support Coordinators work hard to prepare people for the process of accessing records. For some, no records or very little can be found. For others, there may be many files to read. People might need support with different parts of the process and the impact of receiving records can vary for every person.

When people would like support to access their records, they can be referred to delivery partners who specialise in this work. Future Pathways works closely with Birthlink and Wellbeing Scotland, who are skilled in supporting people with this journey. Support Coordinators work closely with the partners and the person, to ensure they have the support they need in place. Both organisations can deal directly with record holders, carry out record searches and support people with receiving and reading their records.

Future Pathways feels that more could be done to ensure that people can access their records in a way that is supportive and trauma informed. With recent developments in financial redress, it seems likely that this type of support will continue to be of importance to in care abuse survivors.

In early 2020, Future Pathways joined a collaborative research project to establish a national evidence base for experiences of accessing records and develop a Gold Standard best practice guide for record holders responding to records access requests.

“ I want to feel like a person

Someone registered with Future Pathways described their reasons for requesting support with records access. They have no records or photographs from their childhood.

We are working alongside Aberdeen City Council, CELCIS, City of Edinburgh Council, West Dunbartonshire Council Champions Board and Who Cares? Scotland. The project has been co-produced with people who have lived experience of care and of accessing records using participatory action research methods. We have encouraged people registered with us to take part in the research, by promoting opportunities in Survivor Newsletters and on Facebook.

So far,

140 people have responded to an online consultation

8 people have taken part in one-to-one interviews

2 focus groups have taken place

Early findings of the research suggest that interest from people registered with Future Pathways has been high. The input so far has been hugely valuable. People have offered insights into the experiences of accessing records, the impact of this process and of receiving records, and suggestions for how the process could be improved to meet the needs of people with care experience, and those who have experiences of abuse in care.

Data collection is nearly complete. Soon, analysis will start. The findings will inform the production of a new Gold Standard Best Practice Guide for Record Holders.

If you are interested in finding out more about the project or would like to assist in the creation of the Guide, you can get in touch with recordsresearch@whocarescotland.org

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 person centred and 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.

Quality checks indicate that quality of practice has been sustained with good evidence of collaborative decision making and consistency of approach. However, working from home has meant that some information that is typically posted to individuals may be delayed or not sent. This is consistent with survivors' feedback that says we could be clearer in setting out the types of supports available and how to access these. Checks also evidence the importance of supervision, clinical supervision and group reflection to sustaining quality.

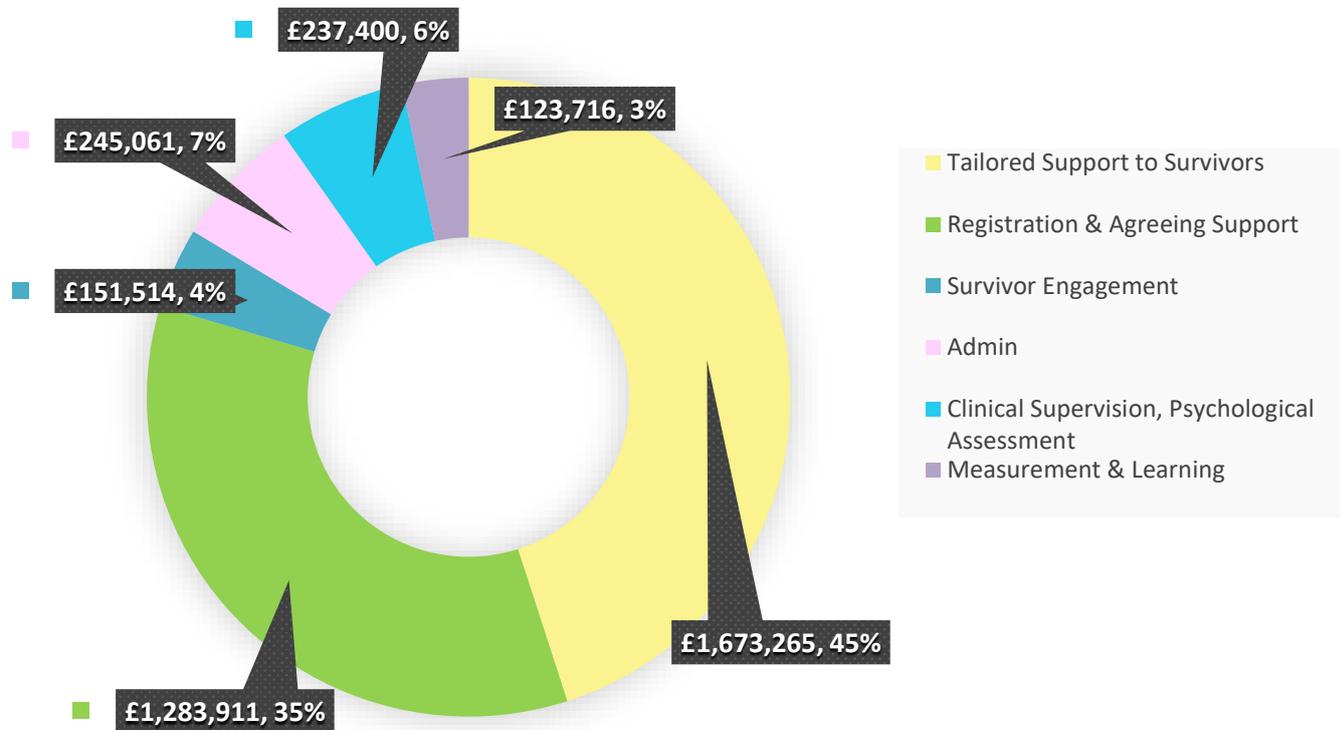
It is important that Future Pathways can evidence that funds were used for the specific purposes they were agreed. We saw a reduction in the return of receipts was over the initial quarters of 2020-21. There were several reasons for this. Working from home and other restrictions have limited provision of the usual support. Some people require administrative help, while others typically returned receipts during face-to-face meetings. The process of tracking receipts was reviewed and improved with a priority set for improvement in this area.

Performance monitoring data is regularly provided to the Alliance Leadership Team, including the feedback we receive from different sources. This information helps us understand how people experience Future Pathways, evidence progress toward strategic outcomes and drive continuous improvement.

Objective 6: Maximising Resources for Survivors

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

Figure 6.1: Future Pathways expenditure for the financial year from April 2020 until March 2021



- A total of £3,714,867 is estimated for the year starting April 2020 and ending March 2021.
- Directly purchased services and material support is the largest proportion of expenditure. However, expenditure was lower this quarter due to the resumption of ‘lockdown’ related public health restrictions which limited the types of support that could be accessed.
- Referrals to some types of services, for example counselling, are lower than usual because some people do not wish to start this type of support until it is possible for face-to-face work to resume.
- Requests for material support were constrained by restrictions that rule out non-essential work. For example, little indoor related work could proceed due to safety related concerns.
- The second highest expenditure continues to be direct support provided by the team, the everyday interactions and relationship building between Support Coordinators and people who are registered with Future Pathways.
- The pandemic continues to affect project expenditure by reducing costs associated with staff travel, external events and meetings.