

# Future Pathways

Quarterly Report

Q1 April-June 2021



*"Just speaking to you is allowing me to open up and deal with my life. I am just really grateful I am involved with Future Pathways, and I feel really uplifted, I also don't feel pressured when talking to you"*

- Survivor feedback



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## Key figures for Q1

**1,841** total registrations since the project began.

**90** registrations in Q1. Seven less than last quarter.

**10** of these were people aged 70 or over.

**30** registrations on average per month since the beginning of the project.

**16%** of registrations came from areas in Scotland outside the central belt.

**30** people took part in guided conversations about their outcomes in Q1.

**53** people had a review in Q1.

**1,325** people have accessed support since the start of the project. 73% of all registered.

## Foreword from Alliance Manager, Flora Henderson



Welcome to Future Pathway's first Quarterly Report of 2021-2022 covering from April to June 2021. We have refreshed the format and I hope you find it informative and insightful.

We continue to work from home. As public guidance changes, we anticipate continued need to adjust our approach, with safety at the heart of decisions. I'm pleased to note that we have identified office premises in Glasgow, having moved out of George Square in September.

In this report you will find up to date information about Future Pathways and examples of resilience and hope.

### Survivors are aware of support and come forward to access assistance

People continue to register, with similar numbers of people registering between April and June compared to last quarter. Word of mouth through family and friends continues to be the way that most people hear about us. We have recognised a need to ensure that everyone who might want to access Future Pathways can, so there is work underway to make our information more accessible.

There has been more notable contact from people who are at points of crisis around their personal circumstances and wellbeing. Support Coordinators are sensitive and have the knowledge and resource to signpost onwards to crisis support organisations. A proportion of newly registered people are seeking support after hearing about redress, expressing their need for records from time spent in care. The documentation requirements for redress are not yet known, so, Future Pathways advises individuals to wait for clarification. We also continue to hear that people would like to register because they hear positive things about Future Pathways.





On Facebook, we have shared the latest Redress related developments as well as updates related to public health and wellbeing resources.



Future Pathways' newsletter subscriptions increased by 40 this quarter. More people are choosing to receive updates by email, with 70% of 1205 people receiving updates electronically.



Website views increased by 31% between May and June. This is likely due to recent recruitment activity at Future Pathways which may have prompted people to learn more about the service.

## How we engaged with survivors in Q1

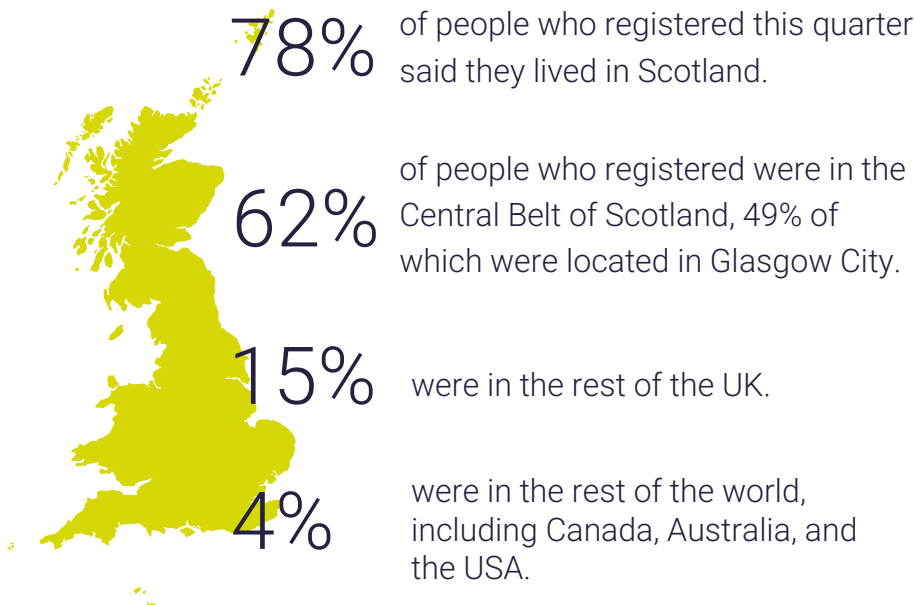
Making Pathways Together, the independently facilitated online events which aim to gather feedback about Future Pathways through a creative process, continued in Q1. Feedback will be shared with the Alliance Management Team in Q3 with the aim of ensuring survivors' experiences are at the heart of continued development of the service. There were two well attended events in Q1. For most participants, this was their first opportunity to provide feedback about Future Pathways.

CAPS, an independent advocacy organisation has been conducting an independent consultation on what services and supports are needed for survivors of childhood abuse in care now and in the future. This work will conclude in Q3. So far more than 80 people have participated.

## Sharing learning with others

Several events took place during Q1 in which Future Pathways attended to share learning and make connections. In April, The Alliance Manager presented at The Global Record Access Information Exchange, an event to promote the global movement to change and improve childhood care records. Q1 saw a continued increase of people requesting support to access their records. For the people registered with us, records are extremely important. People seek records to make sense of their identity, or as part of their journey toward justice. Future Pathways continues to work on a collaborative research project to create an evidence base of the experiences of accessing records with the aim of creating a Gold Standard Best Practice Guide for record holders responding to records access requests. The research report is due to be published in September 2021.

The [Virtual Trauma Recovery Summit](#) brought together the world's leading experts in the field of trauma and trauma recovery to present their latest research and understanding of trauma and how it effects both individuals, families and communities. Future Pathways held a virtual stand at the Trauma Summit exhibition, and staff attended as delegates to be updated on emerging good practice and share learning with the wider team.



## In Q1...

There was almost double the volume of younger people registering than in Q4 (13 people under 30, with 2 people aged 18-19). There was an increase of referrals from Who Cares? Scotland, which may have contributed.

There was a more even split between those aged 30-39 and 50-59 than in previous quarters (19% aged 30-39, 24% aged 50-59). Usually those aged 50-59 are the dominant age group by a significant amount.

10 people aged 70 or over registered.

87% Self referral

13% Third party referral

Consistently, more people refer themselves to Future Pathways than are referred by another organisation or agency.

Average age of people who registered in Q1

51

## How people heard about us

### Scottish Child Abuse Inquiry



22%

Down 10%

### Family/Friend



37%

Up 11%

### Statutory Bodies



8%

Down 4%

### Voluntary Orgs



4%

Down 4%

### Advanced Payments



4%

Up 2%

## Enabling survivors to identify what matters to them now and in the future

**30** People have taken part in an initial guided conversation about their circumstances, needs and hopes for the future in Q1.

**185** People are waiting for an initial guided conversation, of which about half have been waiting less than three months.

We begin support by having guided conversations that touch on various aspects of peoples' lives in a way that feels natural and open. 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.

As we continue to receive high numbers of support requests, it has no longer been possible to begin supporting someone timeously 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.

As a result of national restrictions arising from the COVID-19 pandemic, Future Pathways staff transitioned to working from home in March 2020. As public health guidance changes and restrictions ease, we have begun gradually introducing face-to-face meetings and video calls, where this would benefit the person and support the effectiveness of the work, while also need to ensure the safety and wellbeing of both the people we support and individual team members.

**Here is a reflection from a Support Coordinator who has recently had a face-to-face meeting. They talk about why this was particularly helpful for the person they were working with.**

I have been working with someone who, last year, moved from team support to working with me directly. Working one-to-one was much better for them, they are neurodivergent, for them this means they can struggle with communication in different ways.

Recently, we were due to have a review conversation to talk about what been progressed, what had changed in the person's life since support coordinated by Future Pathways had been in place and any differences this had made to them. I knew that having this conversation over the phone would be particularly challenging for them. Following our guidance about meeting face to face safely and carrying out a covid risk assessment, they suggested we meet in their garden. A private and familiar space like this works well when discussing sensitive topics.

Ahead of the meeting, we prepared an agenda so that we could stay on track and the person knew what to expect from the conversation. We had grey clouds, but we stayed dry. We were able to work through our agenda and it was much easier for them to remain focused and calm as I could pick up on different queues that told me how they were feeling.

Afterwards, I sent them a summary of our conversation so they could see what we had agreed, and they could reflect too on the progress they had made. Although working over the phone has worked for many, it will be beneficial to meet some people face to face.



**In Q1 people gave us...****49** messages of feedback**30** positive**19** critical

*"Just speaking to you is allowing me to open up and deal with my life. I am just really grateful I am involved with Future Pathways, and I feel really uplifted, I also don't feel pressured when talking to you"*

Positive feedback was about working with Support Coordinators; feeling at ease, understood and believed. People were grateful for Discretionary Fund purchases had enabled people to feel safe and comfortable in their homes at periods of difficulty.

There was an even split of critical feedback around disagreement with Future Pathways procedures and policy, the responsiveness of Support Coordinators and general critical comments received anonymously via the website. We know that people often disagree with procedures and policy if it means that a support request cannot be met, which can result in frustration and disappointment. People also wish to have more contact with support coordinators.

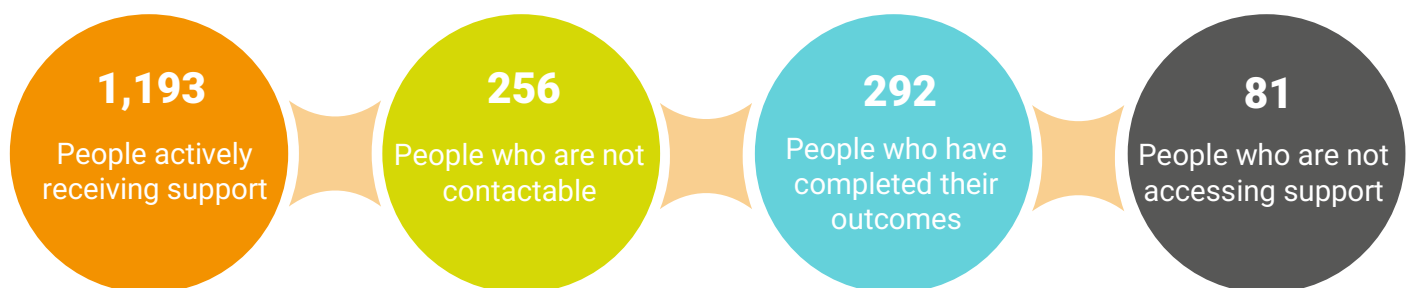
Engaging in a conversation to air frustrations, uncertainties or confusion and having these validated, then explored and investigated, resulted in finding paths forward and resolution in most cases. Sometimes, it can be an empowering experience for the people we work with to engage in positive conflict resolution as they may not have experienced this before.

## Accessing a broad range of support, care and treatment

### People registered continue to choose to engage with support.

**1,325** people have accessed support since the start of the project

**72%** of all people registered. This reflects the sustained, positive relationships that have been developed and also unmet needs amidst a time of profound challenge and change.

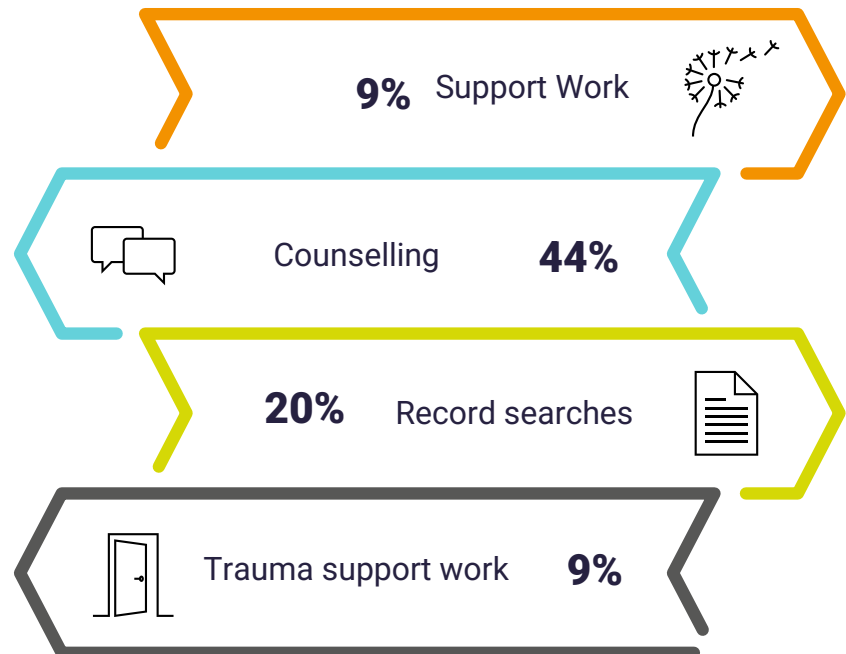


Three people chose to deregister in Q1, they had progressed their goals and outcomes and no longer wished to remain registered with Future Pathways. Sadly, one person passed away in Q1.

## People registered access appropriate care, treatment and support that meets their needs.

- 20 people accessed psychological assessment this quarter, 585 people since start of the project.
- 52 People were referred for record searches this quarter, 583 people have had support with record searches since the start.  
-24% on Q4
- 261 people received support from partners in Q1, from 55 active partners.
- 25 people on average, required multiple services.

### In Q1 people received support in the following areas...



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.

### What were people seeking support with in Q1?

Some people receiving support from Future Pathways have begun revisiting outcomes that were put on pause due to the pandemic, while also seeking to establish new outcomes.

Some requests for new outcomes are linked to financial hardship. People struggle to access alternative supports for low income, which are difficult to navigate and people are not always eligible. Some of these requests have been about providing financial assistance for ongoing household costs, which Future Pathways cannot support. It is reflected in the feedback we receive that once people understand the scope of Future Pathways support, we are able to work to find a way forward to navigate how they might meet their outcome in another way.



There has also been a significant increase in conversations related to redress, compensation, civil court action with people seeking information, reassurance and emotional support around what this might mean.

The easing of public health restrictions has resulted in an increase in requests for trips and travel and in some cases, this includes international travel. The teams are supporting people in line with government guidance.

The pandemic may have encouraged some to re-evaluate their life circumstances. We have noticed an increase in support requests for accessing further education, some people wish to retrain or increase skillsets that may support changes in careers, others are looking to start or develop their own businesses.

**Many people registered with Future Pathways have accessed different kinds of support to meet their needs. Support coordinators work hard to understand what kinds of support might help people to progress their outcomes.**

**Here is a reflection from a Support Coordinator about how a mix of different kinds of bespoke support have helped someone to make plans take positive steps and access appropriate care, resources and social support, all of which have helped them to live the life they want.**

I worked with someone over the course of a few years who had experienced a lot of crisis in life, including homelessness and coping with suicidal thoughts through using substances.

Initially, we supported them to access safe and comfortable housing which really helped the person to feel at ease and more stable. We worked together to navigate assistance from statutory services, which included commissioning trauma services to provide both emotional and practical support.

When the person was ready, we explored what kinds of courses and training would be beneficial. Since, they have started delivering their own workshops about things that give them joy and fulfilment, and teaching at the local college.

## Survivors improve their lives and achieve their personal goals

**53** people completed Reviews this quarter. Reviews provide an opportunity for people to reflect on what has changed since they started support with Future Pathways, and what differences the activities or supports have made. Support Coordinators are skilled at facilitating conversations that enable people to reflect on what they have learned or gained, including how people themselves contribute to progressing their outcomes.

**Reflections in Q1 demonstrated the positive steps people have taken to live the life that they want.** Reflections from Support Coordinators, feedback received, and impacts drawn from reviews demonstrate people's incredible journeys. These journeys may have been complex, but people felt able to reflect and share appreciation for a mix of practical and emotional support had enabled them to progress.

**Improved literacy, leading to a new passion.** An initial outcome for one person was to be able to read to his grandchildren, now he has a qualification and is writing a book.

**Some have started businesses in areas they are passionate about**, for one it is the first time they have had stable income. Future Pathways was part of the catalyst that has enabled someone to **flourish in a chosen career path**, they are now a specialist supporting other survivors. **Building relationships**, counselling support has helped someone to engage more with their community and family. They also commented that support plans have been useful for them to see their progress. **Increased confidence and self-worth**, with people sticking to boundaries and saying 'no', something they did not have the confidence to do before.

**Neil shared a detailed account of how progressing one outcome had rippled into other aspects of his life, and that a unique, relational approach had helped with this.**

*"Future Pathways paid for a second-hand scooter for me, which helped in the following ways: I was able to get out my home every day with dogs and met a lot of people in the area I live in and I have now made some friends. My wife can go visit friends who live in England and stay overnight because I can use the scooter to go shopping so she can get away without being concerned about me. My whole life got so much better with having the scooter. I had to give up work and downsize my home because of my illness and stress I was going through after giving my statement to the abuse inquiry, I was not doing well. But the Support Coordinator working with me managed to change this around by talking to me. He is a caring person; does not judge people and he is a good listener."*

## Continuous improvement in all support and services

### The Quality Framework

Part of Future Pathways' commitment to continuous improvement and learning is a quarterly quality report. 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.

Q1 saw the production of Q4's Quality Framework Report. During Q4 the Quality Framework was under review, to ensure it was up to date and targeting the areas aligned with other performance indicators. Our robust framework and systematic approach gave confidence in the strength of our evidence and quality of our work, allowing for us to take a more targeted approach to evidencing priority key areas

The results showed evidence of continued reflection and shared learning and of collaborative decision making and knowledge sharing among staff teams. Evidence of working with people in a trauma-informed way was clear, as well as the impact of support on people's lives. Improvements were noted in streamlining processes within teams. Delivery partner relationships were explored and strengthened despite the challenges of the pandemic. Guidance about accessing material support was also updated.

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

### High quality services from our delivery partners

We facilitate partners to provide us with the quality assurance we need to ensure support for survivors meets the highest standards. This quarter, we supported partners to provide us with information about the progress made by people that have been referred.


Future Pathways has committed to maintaining integrity and being transparent in all that we do. There is also improvement work happening with the way that review conversations are recorded. This is so that people registered have a clear and reflective record of what has happened, and what they have learned and gained in the time between planning outcomes then reviewing them. This will also enable Future Pathways to understand how different supports make a difference to people.

Much work has happened over the past three months to ensure we are managing our contracts and relationships with delivery partners effectively and fairly. Referrals for record searches to our partner organisations have increased over recent months, we are working with partners to make sure that they have the resource available to meet increasing demand.


## Survivors said, we are doing


Every quarter, Future Pathways reviews the feedback received through the website, social media, or communications with staff. We look at the themes within the feedback and create a report so that we can:


 Provide our leadership teams with a holistic overview of the feedback.

 Understand, learn and take action, to improve the service.

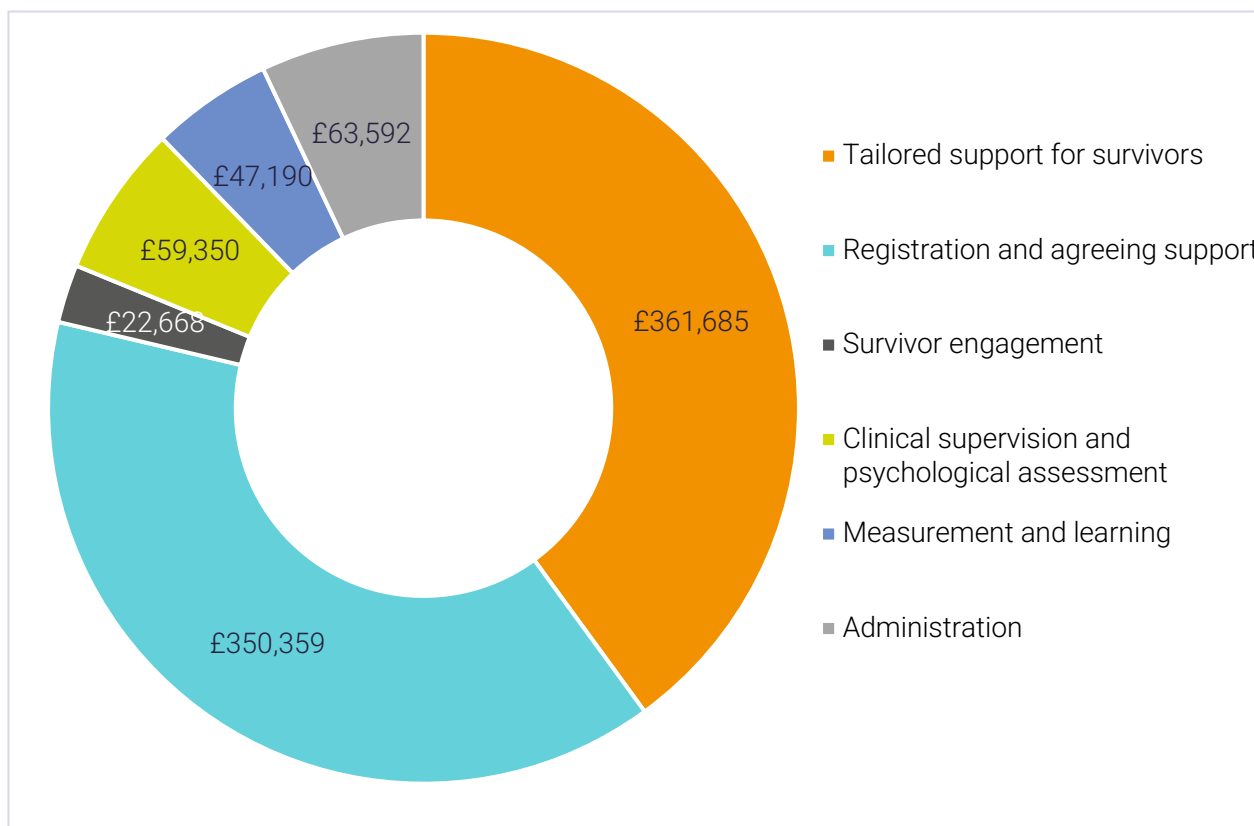
### Actions taken as a result of feedback in Q1

 We are refreshing the information about how to access support from Future Pathways to make it clearer for everyone. Updated information will include clearer descriptions of what people registered with the service can expect from us, and what Future Pathways needs to be able to deliver a high-quality service for everyone who registers.

 Feedback Report findings have been integrated into our quality assurance work, ensuring the voices of those registered drive actions and changes that continually improve the service. These generate specific improvement actions that are then considered by the Alliance Management Team.

 Some people are not receiving the level of contact they would like. This is a complex issue as requests for support have been affected by the impact of the pandemic and redress related developments. Future Pathways has refreshed our communications and guidance about Support Coordinators ability to respond to support requests to minimise the upset that this can cause. We are advising that Support Coordinators can now take up to two weeks to respond to requests.

## Expenditure this quarter



- The expenditure in Q1 was £904,844, compared to £906,523 in Q4 2020-21.
- Provision of tailored support to survivors remains the greatest proportion of spend. Expenditure remains lower than in previous years due to the impact of public health restrictions, which may limit the types of support available.
- Referrals to some types of services, for example counselling, are lower than usual because some people would wish to access this in person. It is expected that services will gradually adjust their approach in line with public health guidance.
- The second highest area of expenditure remains registration and support coordination, which encompass ongoing interaction and relationship building between people who are registered and support coordinators.
- The pandemic continues to affect expenditure by reducing costs associated with travel, external events and meetings.