

Future Pathways

Quarterly Report

Q3 October-December 2021



Contents

Foreword from Alliance Manager, Flora Henderson _____	3
Survivors are aware of support and come forward to access assistance _____	3
Enabling survivors to identify what matters to them now and in the future _____	4
Accessing a broad range of support, care and treatment _____	4
Survivors improve their lives and achieve their personal goals _____	4
Continuous improvement in all support and services _____	4
Expenditure (April to December 2021) _____	4

Foreword from Alliance Manager, Flora Henderson

Welcome to our most recent quarterly report, covering from October to December 2021. It has been a busy few months. It has been eventful!

The Redress Scheme opened in early December. We notice that many people have questions about how it will work. Future Pathways cannot help with applications, because another service has been set up for this. However, we will do our best to connect you to others who can be of help.

It is an unfortunate reality that there is as much need for Future Pathways today, as there was when we opened and a waiting list has developed. To address this, additional staff are being recruited. We expect more than 12 people to join our team in coming months. This will enable us to address the waiting list.

Thank you for your patience. I hope you find this report informative and I would like to thank all those who have shared their thoughts and experiences with us.

With Best wishes,

Survivors are aware of support and come forward to access assistance

There were fewer registrations this quarter (77 in Q3) compared to 106 registrations in Q2. On average, 26 registrations were received per month. In the same period last year, 35 registrations were received per month. This average dropped to 26. Registrations are usually lower in December due to the holiday period.

Many people contacted Future Pathways with questions about accessing the Redress Scheme. It is possible that the focus on Redress has reduced the numbers of people registering for Future Pathways.





On Facebook, we have shared information about the Redress Scheme Applications. We also shared an update about Making Pathways Together and conducted the online launch of our Interactive Impact Report in October. We also shared updates to public health and wellbeing resources.



There were 18 new subscribers this quarter. Future Pathways' newsletter subscriptions decreased by 1% compared to Q2. More people are still choosing to receive updates by email.



Website views increased by 8% between October to December, Recruitment of new staff was ongoing during Q3, which may have led more people to look at our website.

How we engaged with survivors in Q3

This quarter, Making Pathways together continued with independently facilitated online events, which gather feedback through a creative process. This project will conclude by March 2022.

We would like to thank everyone who contributed their time and views. It is expected that there will be much to learn about how Future Pathways should grow and change.

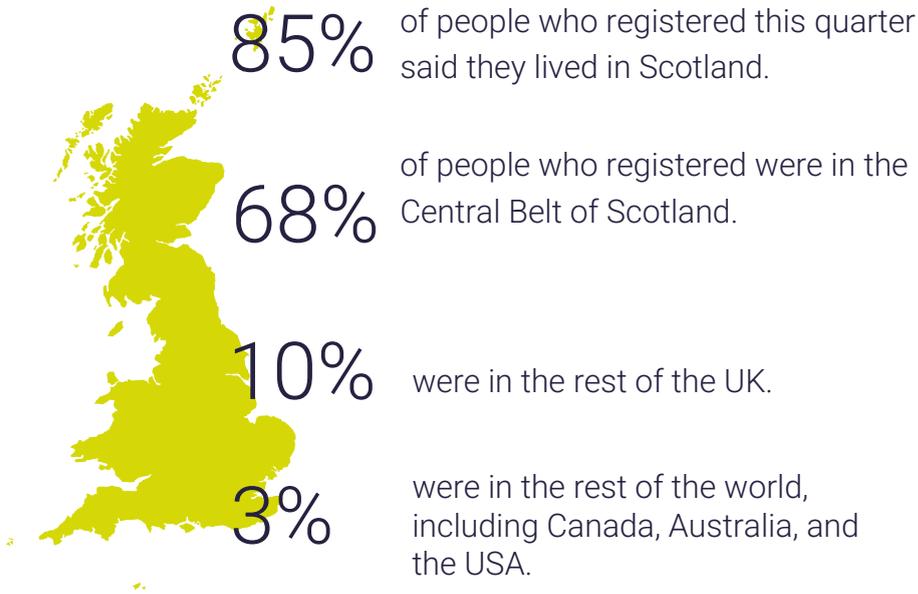
Sharing learning with others

In October 2021 we had our official virtual launch event for our first Impact Report with a range of stakeholders. This report shares the achievements of people registered with us. It also describes what we have learned as we continue working to bring lasting improvement to people's lives. The findings show that we are doing things successfully and that there are also areas where we can improve. We have created an [interactive website](#) that shares the findings.

During the event, attendees shared their thoughts on the report and explained how support has made a real difference to them. Overall, the launch event was received well, and it was successful.

Once again, a sincere thank you to all of those who have received support through Future Pathways, without you we would not be able to tell others about what survivors need and what we have learned about providing effective support. Another special thank you to those who have shared their journeys with us for this report.

In December, as part of Matter of Focus' practice learning sessions we spent time exploring how professionals approach interviews with people accessing services. The presentation focused on the Ethical Considerations when working with people. Advice was offered about things that should be considered at the planning stages, during interviews and afterwards. Much of what we presented was informed by what we have learned by working with people in a trauma-informed way, emphasising the importance of person-centred support that is safe, built on trust, and that that person feels in control at all stages. Overall, the session was received well by professionals who attended. Participants told us that the presentation and discussion allowed for reflection on their own work, and exploration of how this learning could be embedded in the future.



In Q3...

There was a further decrease in the number of younger people registering in Q3 (7 people under 30, with 0 people aged 18-19) compared to Q2 (10 people).

A decrease in the number of registrations from people aged 50-59 were received this quarter (22% aged 50-59), compared to Q2 (30% aged 50-59). Usually those aged 50-59 are the dominant age group.

There was an increase in the average age of people who registered in Q3 (50 years old) in comparison to Q2 (50 years old). 7 people aged 70 or over registered.

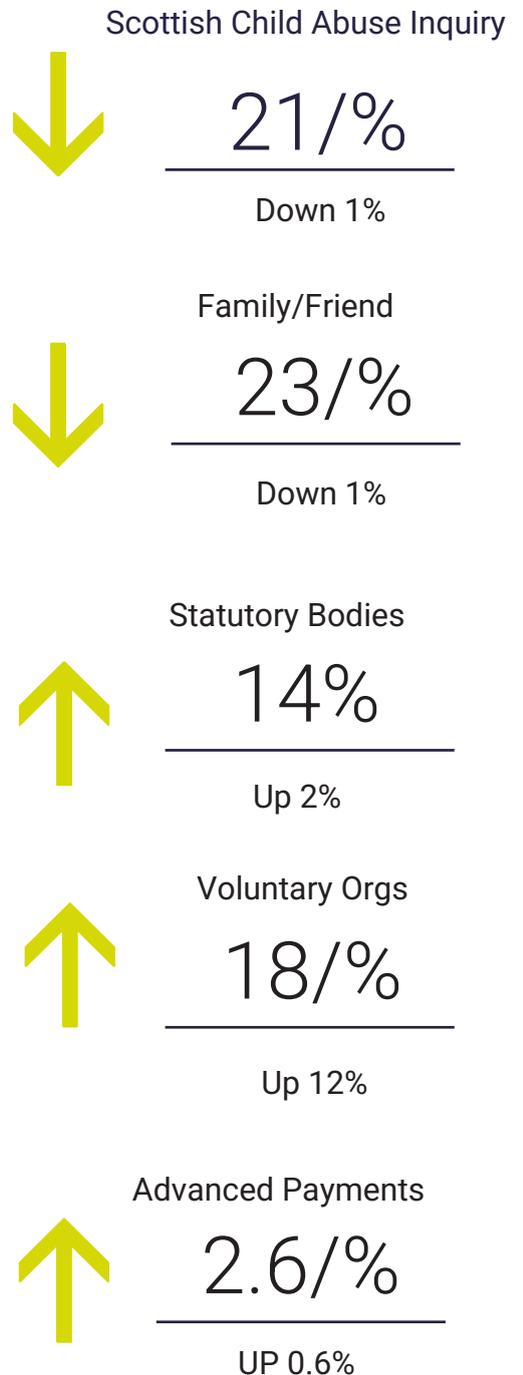


91% Self-referral

9% Third party referral

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

How people heard about us



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

10 People have taken part in a guided conversation about their circumstances, needs and hopes for the future in Q3.

342 People are waiting for a first, guided conversation, of which 75 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 soon after 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. We do not like having a wait list and are working hard to offer a service to everyone who registers.

Public health restrictions have eased, meaning people are looking to progress the outcomes that were paused due to the pandemic. There has been an increase in people seeking support with planning, organising and funding trips that are aligned with their outcomes. Many of these

A reflection from a Support Coordinator about the power of getting to know someone

Due to the COVID pandemic, it has not been possible to meet with survivors, face to face. However, in this one-off instance, a home visit was required and as public health guidelines could be followed the survivor and support coordinator felt able to meet.. Based on the conversations, the Support Coordinator felt nearly convinced that they and the survivor may not be able to progress any work with Future Pathways. After a series of challenging phone calls, both survivor and Support Coordinator felt stuck. However, during the home visit, the Support Coordinator was able to learn more about the person they were working with; the person shared more information about their hobbies and interests, for the first time.

"I had no idea how creative {this person was}"

This led to creating a completely new support plan that both survivor and Support Coordinator felt good about. This experience made the Support Coordinator reflect on what else might be missed on the phone with others and how important facets of someone's life can be captured and brought into the conversations – even if they are by phone.

This reflection also speaks to the importance of handling the transition to face-to-face and or hybrid ways of working with survivors well, when COVID restrictions allow for this to happen safely.

In Q3 people gave us...**49** messages of feedback**27** positive**22** critical

"I am overwhelmed with the work you have done and the service from Future Pathways. I could never comprehend such a service exists like this for people like me. I am really truly speechless, and I really appreciate everything you have done so far"

Positive feedback revealed the importance of good relationship building, trust, respect and dignity. The trauma informed approach taken by Support Coordinators continues to resonate with people. These observations are made evident in the feedback considering people's previous difficulties with other services. People talk about services not working together in a joined-up way. Generally, people who expressed positive feedback about the service are happy that Future Pathways even exists. In instances when work is undertaken with delivery partners, it is reassuring that they too recognise the positive impact that the joint work has in people's lives.

Comments also reflect that people do not always agree with procedures, decisions about support, or the scope of support that is available. In some cases, the difference in expectation cannot be resolved. This points to a need to communicate more clearly about the support that is available.

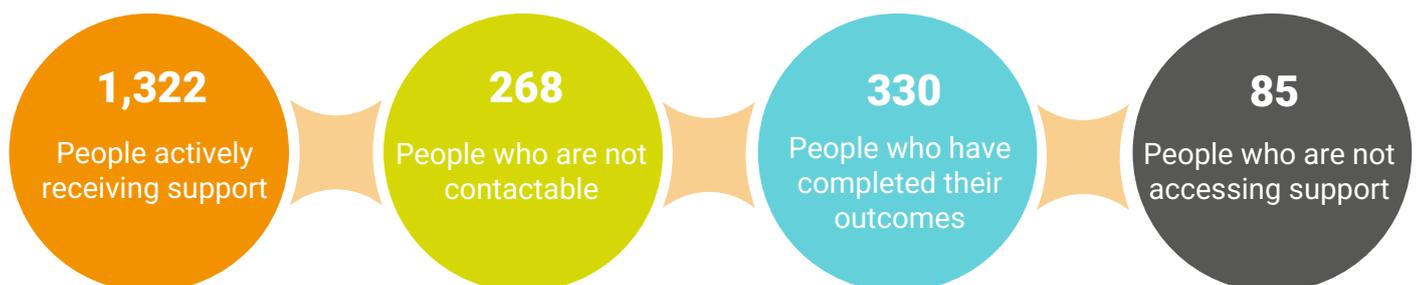
Most people would like more contact with their Support Coordinator and quicker responses to support requests. This partly reflects the ongoing impact of the pandemic. It also reflects that the existing team is not able to respond to all requests for support promptly.

Accessing a broad range of support, care and treatment

People registered continue to choose to engage with support.

1,342 people have accessed support since the start of the project

66% of all 2,024 people registered. This year, a waiting list has developed, which reflects the impact of the pandemic on people we work with and the continued relevance of Future Pathways, as new people continue to register.



Nobody registered with Future Pathways deregistered in Q3.

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

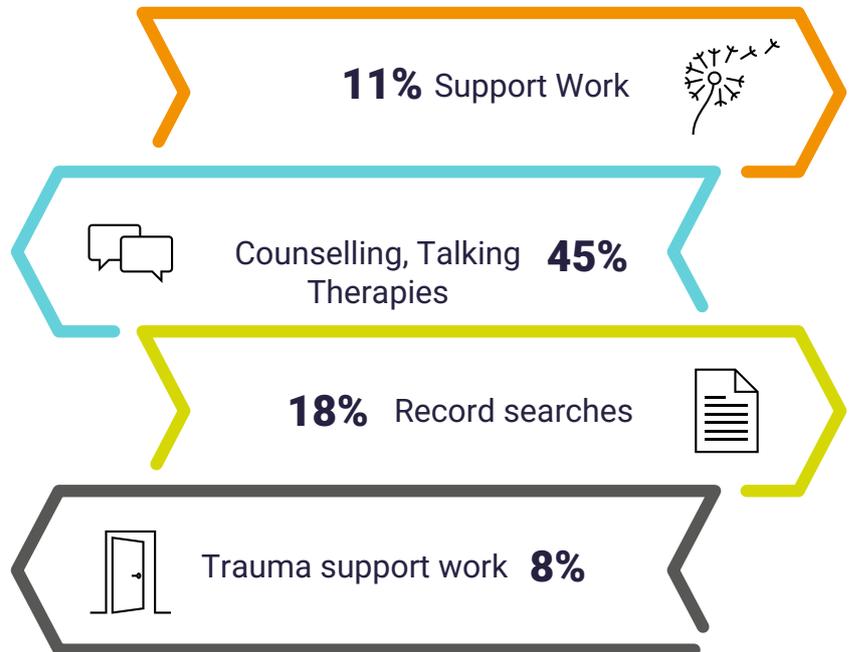
19 people accessed psychological assessment this quarter, 595 people since start of the project.

In Q3 people received support in the following areas...

64 People were referred for record searches this quarter, 695 people have had support with record searches since the start of the project.

260 people received support from delivery partners in Q3, from 63 active partners.

20 people on average, required multiple services.



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 providing a range of options in response to individual needs. As the service continues into its extension period, the pattern of sustained engagement has prompted reflection about both the ongoing need for support and the need to work with survivors more directly to evolve the service.

What were people seeking support with in Q3?

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.

The significant increase in conversations related to redress, compensation, civil court action with people seeking information, reassurance, and emotional support around what this might mean in Q3.

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

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.

People registered with Future Pathways often need support to navigate accessing existing services, which can prove difficult. Housing is an area that many survivors need support with navigating, and where services often do not meet the needs of the people we support. Future Pathways can sometimes offer additional support that reduces the impact of unmet needs.

Future Pathways provides funding in some instances to support the purchase of items that helps someone progress their personal goals or outcomes. A survivor offered this reflection:

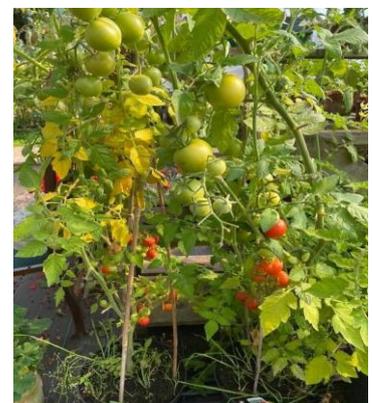
A survivor told her Support Coordinator about a plan she had. She thought of it as more of a dream, as it looked to her as though it was unlikely to ever occur in real life. Together, though, we made it happen.

The survivor is a keen gardener and was very keen to develop a bigger piece of land by renting it and turning it into a garden plot that could grow vegetables, flowers and seeds. They saw it as a project that they could do with family, along with anyone in the local community who wanted to get involved.

Getting a project like that started requires the proper equipment, though. In particular, a 'polytunnel' – a large plastic covering that protects plants from cold temperatures and bad weather. The person mentioned all of this to her Support Coordinator, who suggested that Future Pathways could help. The Support Coordinator prepared an Discretionary Fund Application, which was supported.

The funds were provided to the survivor, so that they had choice and control about which supplier to use. As you can see from the photos, the polytunnel is in place and the plot is now bursting with plants.

The survivor mentioned the benefits of having this poly tunnel - gardening is good for their mental health and keeping physically active. The project has brought people in the community together – always a good thing, especially given many people have been more isolated due to COVID restrictions.



28 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.



This quarter, we share the insights from analysing 28 Reviews completed with survivors in Q3. We have started to look at the difference we make across the whole service so that we can better understand what helps people the most and use the learning to influence wider change. Here are some key themes and observations that emerged:

- **Theme 1: Outcome Progression Takes Time.** Time is needed for people to progress their work with Support Coordinators. Sometimes a personal outcome may be continued through more than one review. In other situations, the person's needs change and a new outcome is created. We notice that changes in public health restrictions has not improved progression of outcomes. Other barriers are coming into play, many services are playing catch up after pandemic and are not yet available to people. In the existing social care environment, these barriers continue to get in the way of individuals achieving their aims.
- **Theme 2: Immediately purchased support is effective.** Survivors see a direct, positive relationship between funded purchases and mainly describe these as having 'big impact'.
- **Theme 3: Purchases have less impact on mental health and wellbeing.** Purchases relating to mental health are described as having mostly 'little' or 'some' impact. The factors that may reduce impact appear to be around survivor-counsellor relationships (feeling connected to others), the changing covid context, and how the method of support is delivered (face to face, phone, videocall).
- **Theme 4. Access to Records is Extremely Difficult.** Where someone's outcomes involved understanding what happened in their childhood through accessing their records, individuals reported receiving poor quality of records (e.g., redacted, nonexistent), which meant that they felt their outcome was not achieved. It is not unusual for this experience to require new personal outcomes to address the negative mental health implications of the efforts to access records.

Continuous improvement in all support and services

The Quality Framework

As part of Future Pathways' commitment to continuous improvement and learning, quality checks are made across the service every quarter.

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 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.

Q1 saw the revision of Future Pathways Quality Framework so that quality checks were aligned with performance objectives.

The Q2 report is produced in Q3 and uses a number of focused indicators to assess quality, allowing managers to address themes that emerged from previous quality reports and feedback from survivors. The Q2 results showed continued commitment to delivering a trauma informed service, trauma informed practice was strongly evidenced not only with people we support but also with each other. There was also evidence of mindful discussions taking place to support equity in our decision-making, and questions about the level of discretion that can be applied equitably across the service.

High quality services from our delivery partners

Delivery partners provide us with a quarterly overview of their work supporting survivors. This helps us understand the progress and journey of the person they are supporting. These also help with decisions about extending contracts for support. Quarterly Returns ensure that all contractual agreements are being followed.

The review of how we support survivors to access partners' services, building on learning from 2018 and 2019 report, is ongoing and will be available in Q1, 2022-23. This review will span two years (2020-2021) as the scheduled review in 2020 was deferred due to the Covid-19 pandemic. Our aim will be to shine a light on collaborative, trauma informed practice and to explore the difference our joint work makes to the lives of survivors.

Fluctuating staff capacity continues to be a challenge in the delivery of quality services. In spite of this, there is good, consistent evidence of insight into what works and where the pinch points are. It's all about talking to partners, relationship building, and sustaining good relationships.

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 Q3



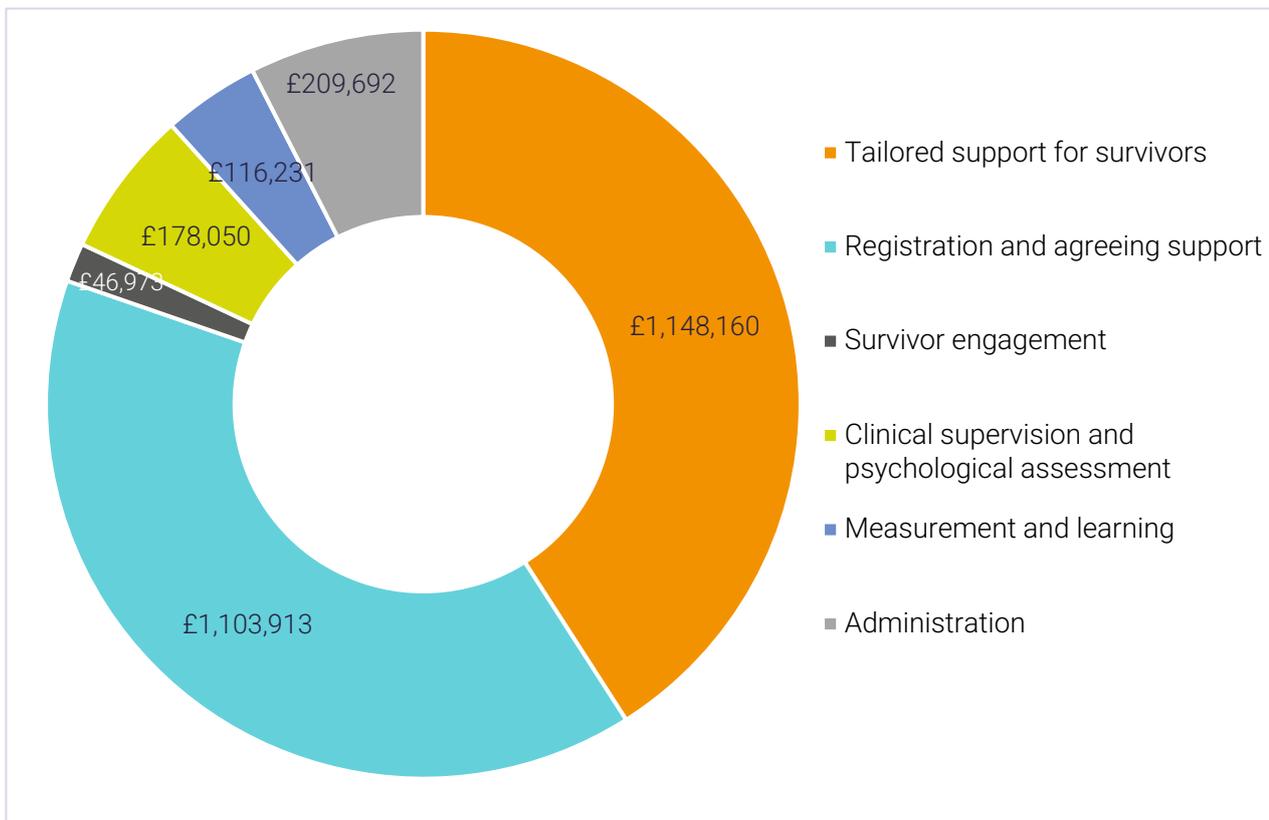
Feedback Report findings were integrated into our quality assurance work, ensuring the voices of those registered drive ongoing improvement of the service. These generate specific actions that are then implemented by staff.



Frustratingly, some people are still not receiving the level of contact they would like. Future Pathways acknowledges that it has not been possible to provide the level of contact and support that some would wish. We are advising individuals that we are not able to respond immediately to requests: it may take up to two weeks to respond. We hope this helps to reduce the upset.

In December, recruitment commenced for 12 additional staff to enable Future Pathways to respond to the growing numbers of people seeking to access the service.

Expenditure (April to December 2021)



- The expenditure in Q3 was £2,803,019, an increase of £1,029,286 compared to last quarter. This is £160,397 more than the last three month period.
- The highest area of expenditure was tailored support for survivors, which likely reflected changes in public health guidance. Travel, including international travel has resumed. It is notable that purchased services expenditure has increased (about £50k more than last quarter), which reflects services resuming activity after the pandemic.
- The second highest area of spend is registration and agreeing support , which reflect the ongoing interaction and relationship building between people and Support Coordinators.
- Expenditure on travel, external events and meetings remains reduced in line with continued hybrid working.
- Survivor engagement spend continues to be less than budgeted due to staffing gaps and continued impact of the pandemic. Spend will increase in coming quarters as the context changes and staffing gaps are addressed.
- Reduced costs are partially offset by engagement work conducted by partners, such as the consultation supported by CAPS and 'Making Pathways Together' project.