

Future Pathways

Quarterly Report

Q4 January – March 2022



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Introduction

Welcome to Future Pathways' most recent quarterly report.

In this report, you will find an update about how people are accessing the service, the types of support provided and a summary of the main issues affecting the work.

The most significant challenge facing the service is the number of people who are waiting to access Future Pathways. More staff have been recruited to help respond and we expect that we will start working with numbers of people in Q1.

Now that public health restrictions are easing, more people are starting to progress plans that were deferred due to the pandemic. This might be about reconnecting with loved ones separated by geographical distance or being able to resume face-to-face support.

We are finding that most services are still 'playing catch up' after an extended period of remote working. Some services are still difficult to access. However, we are hopeful that this will improve over the summer months.

We hope you find this report interesting – do let us know what you think at engagement@future-pathways.co.uk

Survivors are aware of support and come forward to access assistance



We saw significantly fewer registrations throughout this quarter. In Q4, only 46 people registered compared with 77 people in Q3 and 106 in Q2. In Q4, an average of 15 people per month registered. In Q4 of 2020-21, Future Pathways registered 97 survivors, over double the number of survivors we registered last quarter, indicating this is not related to the time of year. It is the lowest number of registrations per quarter since the start of the project.

This drop could be partly because there is considerable focus on the Redress Scheme which opened in December 2021. It may also be related to having to wait for support. Many referrals are made through 'word of mouth' and people may be reluctant to suggest Future Pathways when it is known that there is a wait to access support. There is concern about the availability of trauma informed support to those who are waiting and a focus on helping people find more information about the redress scheme. As public guidelines changed in March there is greater focus on providing more opportunities to meet survivors in person.



On Facebook we have shared various updates. These have included information about the Redress Support Scheme, an education bursary available to Care Experienced people, research from CELCIS, and a news article about historic abuse in care. We have also informed people about changes to the Future Pathways registration line open times.



In Q4, subscriptions to our Survivor newsletter increased by 9% compared to Q3. 39 new people subscribed to this newsletter. More people still wish to receive updates via email which is a great way to stay up to date with Future Pathways news.



Website views decreased by 15% in Q4, compared with Q3. Recruitment was ongoing throughout Q3, which may have driven more traffic towards our website during that quarter.

How we engaged with survivors in Q4

We are receiving greater numbers of messages about the impact of waiting. To help ensure everyone was updated, Future Pathways sent a letter to apologise to those who are waiting and explain how the issue is being addressed. We confirmed that more staff were being recruited, which will help us reduce the wait.

Our last newsletter was sent out in February. In this, we confirmed that Future Pathways would continue beyond March 2023, with an extension confirmed to March 2026. Plans are also underway to start a new Survivors' Voice group, that will be open to survivors who want to contribute to the development of Future Pathways and wider services. The group is not yet formed, and the first meeting will be in Q1.

We would like to thank everyone who has contributed their time and views over this quarter. It is expected that there will be much to learn about how Future Pathways should continue to develop.

Sharing learning with others

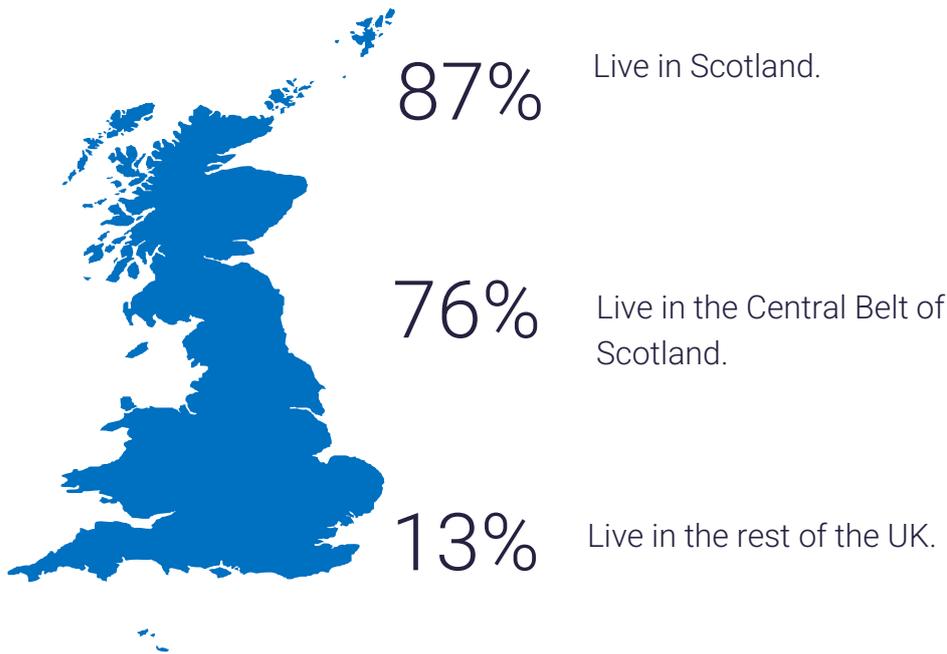
Our Deputy Alliance Manager attended an Authentic Voice session in Q4. Authentic Voice is a Scottish Government funded project co-delivered by Safe Lives, the Improvement Service and Resilience Learning Partnership. The initiative brings together people with lived experience, with professionals working in trauma and service improvement fields with the aim of helping local authorities and community planning organisations to gain the knowledge, confidence, and tools to embed lived experience into local services in a trauma informed and meaningful way.

We also hosted a knowledge-exchange with Housing Options Scotland, recognising that it can be difficult for people to access housing that meets their needs.

Increasingly, others are asking how they too can better support survivors. We have shared learning with Islington Council who are keen to use Future Pathways' experience and insight to shape their service and we are exploring further opportunities to share emerging good practice.

A sincere thank you to all of those who have received support through Future Pathways and who have shared their experiences with us. Without you we would not be able to tell others the story of our service or what we are learning.

Of those who registered with Future Pathways in Q4:



In Q4:

Fewer young people registered in Q4. 1 person was under 30 and no new registrants were aged 18-19 years old. In Q3, 7 people under 30 registered.

There were more registrations for people aged between 50 and 59 this quarter. 30% of registrants who registered in Q4 were within this age range, compared to 22% in Q3. Many of the people who register are in this age range. The number of registrants over 70 dropped from 7 in Q3 to 4 in Q4.

The average age of people who register is 51, a drop from 55 in Q3.

Average age of people who registered in Q4

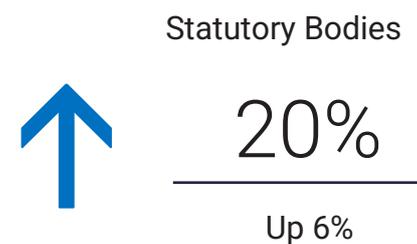
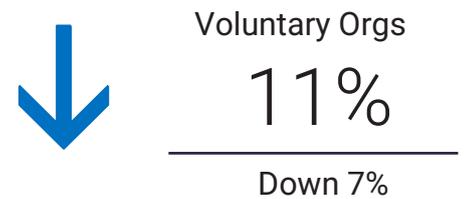
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Consistently, more people refer themselves to Future Pathways compared to other ways of connecting with the service.

How people heard about Future Pathways

Scottish Child Abuse Inquiry



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

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People took part in an initial guided conversation about their circumstances, needs and hopes for the future in Q4.

We begin support by having guided conversations, touching 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. Our most recent quality report indicates that there is strong evidence of Future Pathways' continued commitment to delivering a trauma informed service both internally and with survivors.

A Support Coordinator reflects on providing trauma-informed support:

As soon as I started working with Nancy (name has been changed), I could see that due to her traumatic experiences she expected me to let her down. I knew that we had to slowly build trust with one another and so we spent the first several meetings just talking and listening. I had been under the impression she needed practical support from Future Pathways due to a health issue, but it became clear that she was not quite sure what support she wanted or needed. We ended up talking about many things other than her health issue, including her interests and ambitions.

Nancy swore a lot, but this never fazed me. This could sometimes make it difficult for Nancy to communicate with other services, but it quickly became something we joked about together. It was important that Nancy never felt judged by me, and this was part of us developing a trusting relationship in which she felt comfortable to express herself in her own way.

After getting to know each other, Nancy told me about a dream that she had always wanted to accomplish, and I listened carefully to what it would mean for her to achieve this. I also connected personally to her goal, sharing my own experiences, which may have helped her realise that her dream was more within reach than she had previously believed. We talked through what had been holding her back, and I took her worries seriously. It was important to acknowledge her concerns and encourage Nancy to consider how these could be overcome. We talked about reducing some of the pressure around this goal. I encouraged Nancy to think of this goal as worthwhile even if she was the only one who ever knew about it. Reducing the pressure allowed Nancy to start taking steps towards her outcome.

The basis of trust and encouragement which we developed gave us a good foundation for working on Nancy's outcomes. It was vital to take our time and ensure that decisions came from herself, rather than from me, so that she never felt she was being pushed or told what to do. This was crucial to maintaining a dynamic in which we were working on her outcomes side by side, as a team.

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People are waiting for an initial guided conversation, of which about 46 have been waiting less than three months.

We continue to receive high numbers of requests for support. It has not been possible to begin supporting someone soon after registration. People tell us that it can be difficult to start a conversation about their needs and then wait for support. We also find that if there is too much time between a conversation about hopes for support and follow up, sometimes needs can change. This can cause uncertainty, worry, and/or frustration. We also observed increased contact this quarter from survivors who registered with Future Pathways over the course of the last year but who have not yet started working with Support Coordinators.

Although we have been unable to give fixed dates to schedule follow up calls, we have reached out to everyone on the waitlist, and recruited 12 new Support Coordinators in Q4. As a result, in Q4 we were able to allocate 38 people from the waitlist to Support Coordinators and we anticipate we will start working with more people in coming months.

In Q4, we received 32 Messages of feedback (13 complimentary and 20 critical *one comment was complimentary and critical in nature and so is counted in both totals). The feedback received indicates that generally survivors feel heard when they interact with Future Pathways, enabling them to develop positive relationships with Support Coordinators. Feedback also indicates that Future Pathways' support often has a significant and lasting impact on survivors' lives by improving wellbeing in various ways. As seen previously, Support Coordinators themselves are greatly appreciated when contact is frequent, and outcomes are being met or worked towards. Feedback indicates that Future Pathways' way of working is valued by survivors who highlight in their comments the potentially damaging impacts of not having this support. These comments demonstrate that Future Pathways appears to meet otherwise unmet needs, and/or to fill gaps in the services available to survivors.

On the other hand, the prolonged wait to speak to a Support Coordinator continues to frustrate many people. Some people would prefer more regular contact or contact of a different nature (e.g., face-to-face meeting rather than phone). There was some evidence that frustration with a lack of communication was highest for those who were facing challenges such as poor mental health, recent or persistent trauma, and housing issues.

Accessing a broad range of support, care, and treatment

People registered continue to choose to engage with support



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



In Q4, we purchased 49 services in the following areas:



As in Q3, most referrals made in Q4 were for counselling services or record searches. In Q4, the number of referrals to counselling and record searches increased while other forms of support decreased. Almost all individuals access a mix of supports including material support, purchased services, or help to access existing services. The broad range of support suggests that Future Pathways is responding to individual needs holistically.

What were people seeking support with in Q4?

With recent changes in public health guidance, more people are seeking to progress outcomes that involve domestic or international travel. The purpose of travel varies from seeking to see family members separated geographically or taking a long-anticipated break. We have also received requests for supporting artistic and creative endeavours including hosting an art exhibition, recording an album, and writing plays and books. Many of these requests may reflect the

current context of easing COVID-19 restrictions with clubs, community centres and businesses reopening or being easier to access for survivors.

There continues to be a focus on enabling a safe and comfortable home environment through home related purchases (including household modifications) and garden improvements. Support to develop hobbies is also a theme. Many people sought help to access records of their time in care, counselling, other therapeutic input, and life coaching.

The rising cost of living is affecting many people. Help is sought to replace material belongings such as laptops or white goods. Survivors consistently shared their difficulties and worry about how cost of living and benefits system changes may affect income. As cost of living is expected to continue to rise, we anticipate that this will continue to be felt by people registered with Future Pathways as many people persistently struggle to make ends meet.

This composite case-study reflects Future Pathways' holistic approach:

Marie (name has been changed) heard about Future Pathways after participating in the Scottish Child Abuse Inquiry. Marie works full time and cares for a family member, so she felt spread thin when she first reached out to Future Pathways. When she met her Support Coordinator, Marie shared that she felt like she didn't have a lot of time to herself. She felt that she often prioritised other people's needs, and this had affected her confidence. Marie's Support Coordinator helped her to consider what her interests were, and she shared that she had always been interested in gardening. Marie had worked in a garden several years previously and was interested in picking up these skills again. With her Support Coordinator's support, Marie started looking into volunteering opportunities in her local area and found a local community garden. With her Support Coordinator's encouragement, Marie started volunteering there once a week. This gave her some dedicated time in the week for herself and made her feel more confident and valued, while also allowing her to gain more skills in gardening and feel more engaged with her local community.

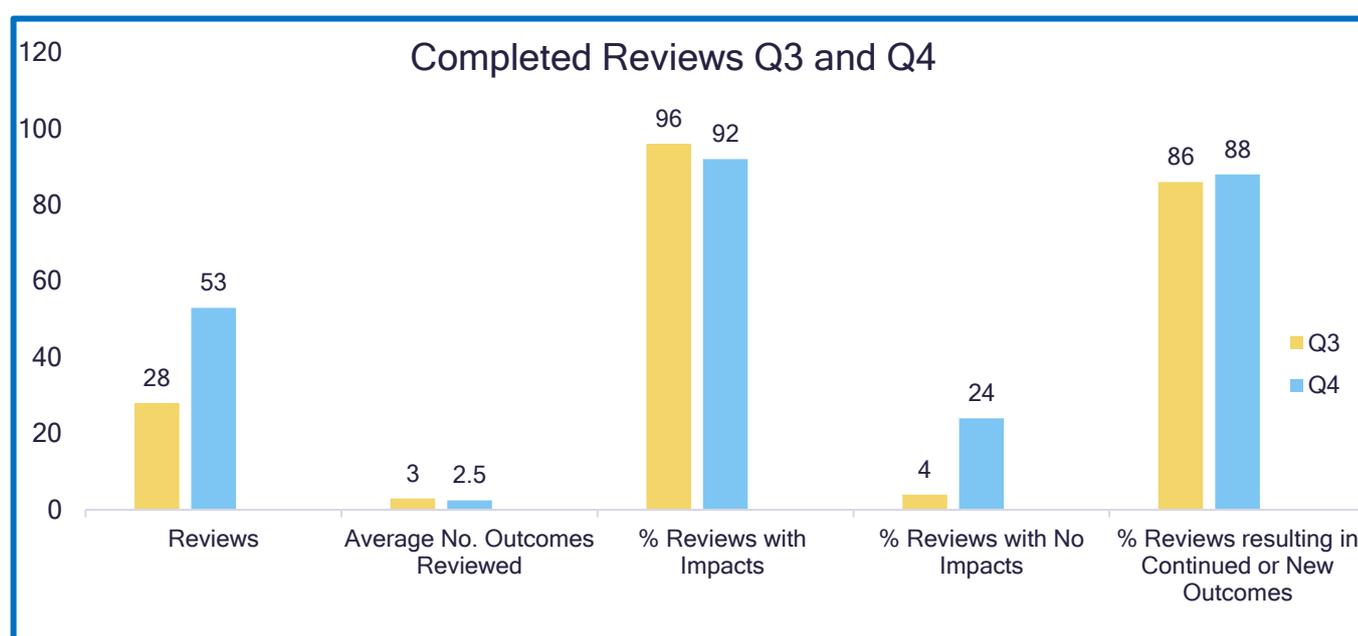
Sadly, shortly after starting to work with Future Pathways, a close family member died. While grieving this loss, Marie and her family were also struggling to pay the costs of the funeral, which caused worry and strain during an already difficult time. This was made more difficult because they had lived far away. Marie shared this challenge with her Support Coordinator and was surprised to hear that Future Pathways could help pay for travel and accommodation costs for her to attend the funeral. Her Support Coordinator also helped Marie contact the local authority to explore options for funeral cost support which reduced financial pressure considerably. This enabled Marie and her family to grieve their loss without worrying about getting into debt.

After returning from the funeral, Marie started struggling with her mental health as thoughts and memories from her past in care resurfaced. She decided to talk to Future Pathways about accessing counselling. Marie shared with her Support Coordinator how important it was to be able to relate with her counsellor so that she could feel comfortable talking about her trauma. Her Support Coordinator researched some options. Marie attended the first session knowing that if she didn't feel a connection with the counsellor, other options were available. Marie chose a counsellor who she felt comfortable with and over time they developed a relationship which allowed Marie to explore how her trauma impacts her in the present. Future Pathways also provided funds for materials for a creative project which Marie did alongside counselling to express her life story. Marie feels this support has allowed her to develop a different, more rounded perspective on what she needs going forward. She no longer feels she is facing life's challenges alone.

Survivors improve their lives and achieve their personal goals

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

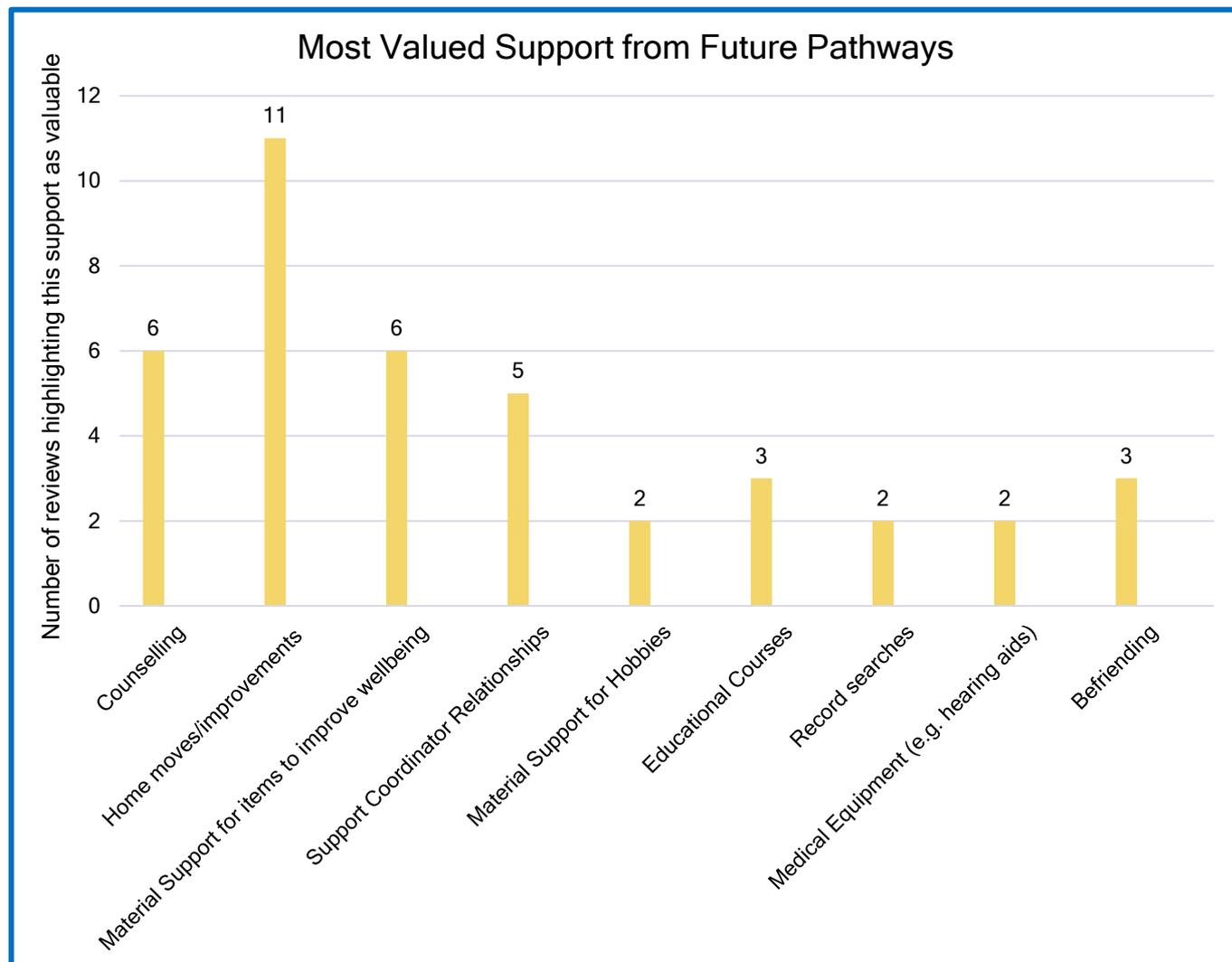
Approximately 57 reviews were completed in Quarter 4. However, differences in how reviews are recorded means that this number under-represents the actual number of reviews completed. Due to the large number of reviews, a sampling approach was taken to assess impact in Q4. 25 reviews from Q4 were selected for analysis (5 reviews from each of 5 teams). Care has been taken to sample reviews from different Support Coordinators and throughout all months of Q4.



- 104% more reviews were completed (+29 reviews) compared to Q3.
- Our Q3 quality report indicates a steady increase in the use of the new 'My Outcomes' support planning and review format with positive feedback about the benefits of the refreshed approach, which launched in Q1
- Development work over the last 3 quarters underpins progress. We made multiple improvements to our Carista database, which will help us to continue to strengthen our evidence and consistent recording. Demonstrations of the improved system were facilitated with our teams, with further refinement to the system based on feedback. We continue to see reviews where there is no, or limited progress toward outcomes. In many cases, this related to record searches where access to information can be subject to long delays and sometimes information is not available or partially available.
- Almost everyone seeks to continue working with Future Pathways. In the few instances where it was decided that the work would discontinue (3), this was because the outcomes were met (2) or there was dissatisfaction with Future Pathways (1).
- Future Pathways has a strength-based approach which acknowledges both the strengths of the individual and the contributions of Future Pathways. Many people choose to engage with Future Pathways over the long term, which prompts

- us to reflect on how we can support people to learn and gain the knowledge, skills and supports to meet their longer-term needs.

This sample of reviews also demonstrates the effectiveness of support in several areas.



Survivors find a wide range of supports effective. Reviews particularly emphasised the value of interventions helping people to feel comfortable and safe in their homes, with **44%** of reviews mentioning the value of material items such as new mattresses, flooring, and other home improvements. These reviews also demonstrate that many survivors find non-counselling therapeutic interventions useful, with **24%** mentioning purchases such as mindfulness colouring books, and gym memberships. Several survivors disclosed how these non-counselling interventions supported them to have '*a sense of purpose*' or helped them to tackle social isolation.

Reviews also highlighted where more support was needed. Feedback about what did not work was personal and wide-ranging, spanning from practical challenges (such as housing issues) to legal needs (including challenges around accessing redress), to emotional needs (such as dealing with the emotional repercussions of involvement with the Scottish Child Abuse Inquiry). The three challenges most highlighted by Q4 reviews were:

- accessing counselling or psychological assessment (**24%** of reviews)
- accessing Redress or other legal support (**16%** of reviews)

- accessing care records (12% of reviews)

Continuous improvement in all support and services

The Quality Framework

As part of our commitment to continuous improvement and learning, quality checks are conducted each 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.

The Quality Framework report assesses several focused indicators to measure quality. This allows managers to address themes that emerged from previous quality reports and feedback from survivors. Key findings of the Q3 quality report are referenced throughout this report. These key findings and themes from our Q3 Feedback Report informed how we prioritised our chosen indicators for Q4 to ensure the voices of those registered drive actions and changes that continually improve the service.

High quality services from our delivery partners

A review of how we support survivors to access partners' services, building on learning from 2018 and 2019 reports, is ongoing to conclude in Q1 2022-23. This review will span just over two years as the scheduled review in 2020 was deferred due to the pandemic. Our aim will be to shine a light on collaborative, trauma informed practice and to explore the difference our delivery partners' services make to survivors.

A period of staff turnover has affected administrative capacity with resource gaps resolved in December. In Q4, the focus has been on inducting new staff and addressing administrative backlog. In the coming years, having a full team will enable a greater focus on delivery partner relationships and gaining insight about how we continue to contribute and influence effective, trauma informed joint work.

One of the areas of improvement highlighted in the Q3 quality report was developing a more robust quarterly returns process for partners. In Q4, interactions with delivery partners highlighted the importance of:

- clear, collaborative communication between Future Pathways, survivors, and defined key contacts at external organisations
- discussing with survivors what supports are most appropriate to enable them to achieve their outcomes
- clarity about Future Pathways' processes for delivery partners

Survivors said, we are doing

Each quarter, we review feedback received from survivors and delivery partners, and we analyse emerging themes to:

- Provide our leadership teams with a holistic overview of the feedback.
- Understand, share, and discuss feedback with teams.

- Take action to improve the Future Pathways service.
- Demonstrate that we are listening and learning through evidenced-based improvements

Actions taken

Survivors Said:

We are doing:

Survivors want more support from the services we contract.

Future Pathways are conducting a Partner Review to understand the difference purchased services make to survivors; what helps and hinders delivery partners when supporting survivors; and what more Future Pathways could do to support partners.

Survivors want more frequent communication with Support Coordinators and it is important to survivors to 'click' with their Support Coordinator.

Due to capacity issues, it has not always been possible to provide the level of contact that some would wish. Now that new staff are in post, more frequent communication with survivors is anticipated. In some cases, where requested and possible to accommodate, the survivor can be allocated an alternative Support Coordinator.

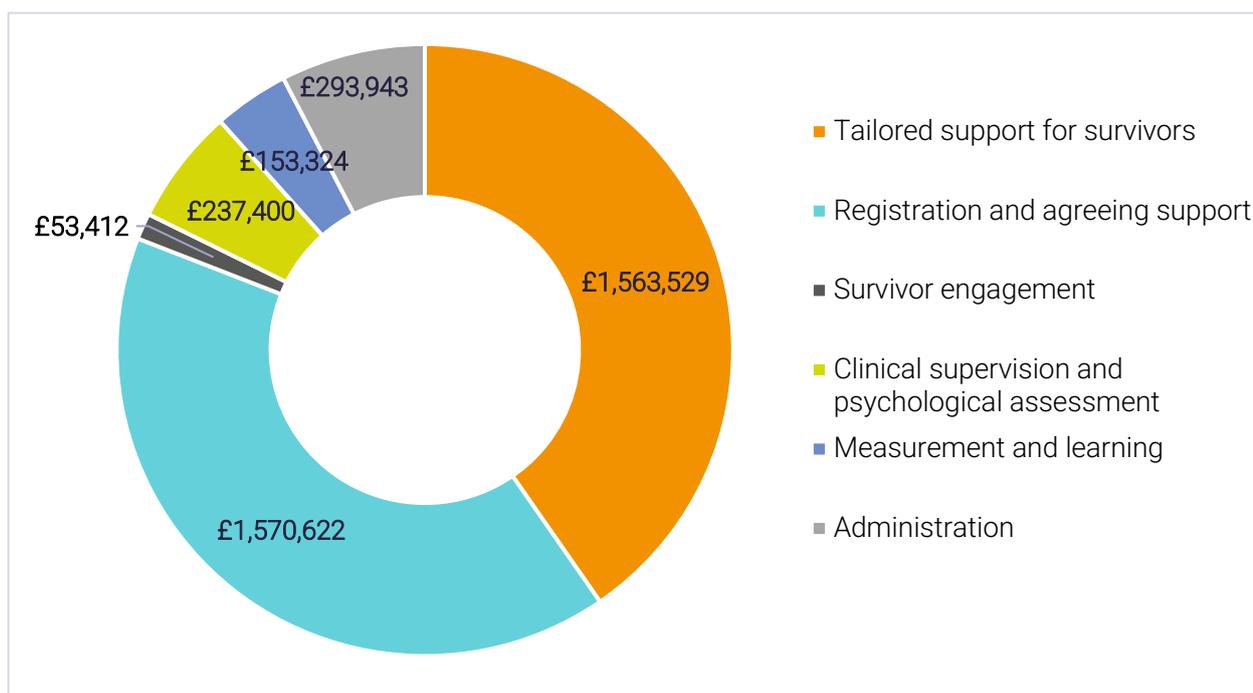
Survivors want swifter responses when they reach out to Future Pathways.

Now new staff are in post, a forecast for reducing the waitlist will be produced. Future Pathways also proposes altering the criteria for priority contact to include survivors experiencing homelessness, addiction, and justice-experienced individuals. Accessibility concerns are being raised with ALT.

Survivors feel that some Discretionary Fund requirements imply mistrust and want assurance of consistency of approach. *Note that this is based on one complaint, whereas the above are based on multiple comments.

Individuals are informed of our decision-making and receipting process from by Support Coordinators regarding Discretionary Funds. Formal communication of Future Pathways' requirements and expectations would clarify matters further. Assurance of consistency is provided when/if this arises as a concern.

Expenditure this Quarter



- The estimated annual expenditure in Q4 was £3,872,230. The quarterly spend was £1,069,211, which is modestly increased, compared to Q3 (+£39.9k)
- The highest area of expenditure continues to be tailored support for survivors, with a greater proportion of funds being provided for material support (£800k) compared to purchased services (£763k).
- 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 'Making Pathways Together' project.