

Making Pathways Together

Final Report

August 2022



**MAKING PATHWAYS
TOGETHER**



Journey
Associates

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1. Project Aim

Future Pathways provides support for adults who were abused while living in care in Scotland. Going into its third year, the organisation had 1300 registrants and was at a point of reflection. The senior leadership team was keen to review Future Pathways' processes and enhance registrant experience by drawing inspiration from, and responding to, feedback from those who engage with the service. This project was initiated in response to registrants' previous requests to have open discussions "without suits in the room".

This engagement project has been designed, facilitated and delivered by Journey Associates, an independent design-led innovation consultancy. Journey Associates provided a safe space for people with lived experience to share their views and experiences of Future Pathways' services and to

actively contribute to the future activities of the organisation in a user-focused way.

This project achieved its goal by delivering the following objectives:

- Providing a safe space for registrants to speak openly about their experience of Future Pathways' services, without the presence of staff
- Creating sufficient structure to guide the process without being overly prescriptive or directive
- Having a broad representation of registrants
- Creating a feedback loop by engaging ALT/AMT to review and identify actions to progress.

2. Project Approach

The project was initially conceived to be delivered in person. However, given the varying restrictions and uncertainty resulting from Covid19, the approach was redesigned to allow online delivery while retaining the essence of user-centred collaboration and co-creation. For each session, Zoom was used for video communications and Mural was used as the online collaboration space.

The project was delivered in a series of phases starting with an Inception Meeting in October 2020. This was attended by five members of the Future Pathways' project team. The team were guided through a number of activities and shared their thoughts and ambitions for the project which were captured on the Mural board. This included agreeing on "Making Pathways Together" as the name for the project.

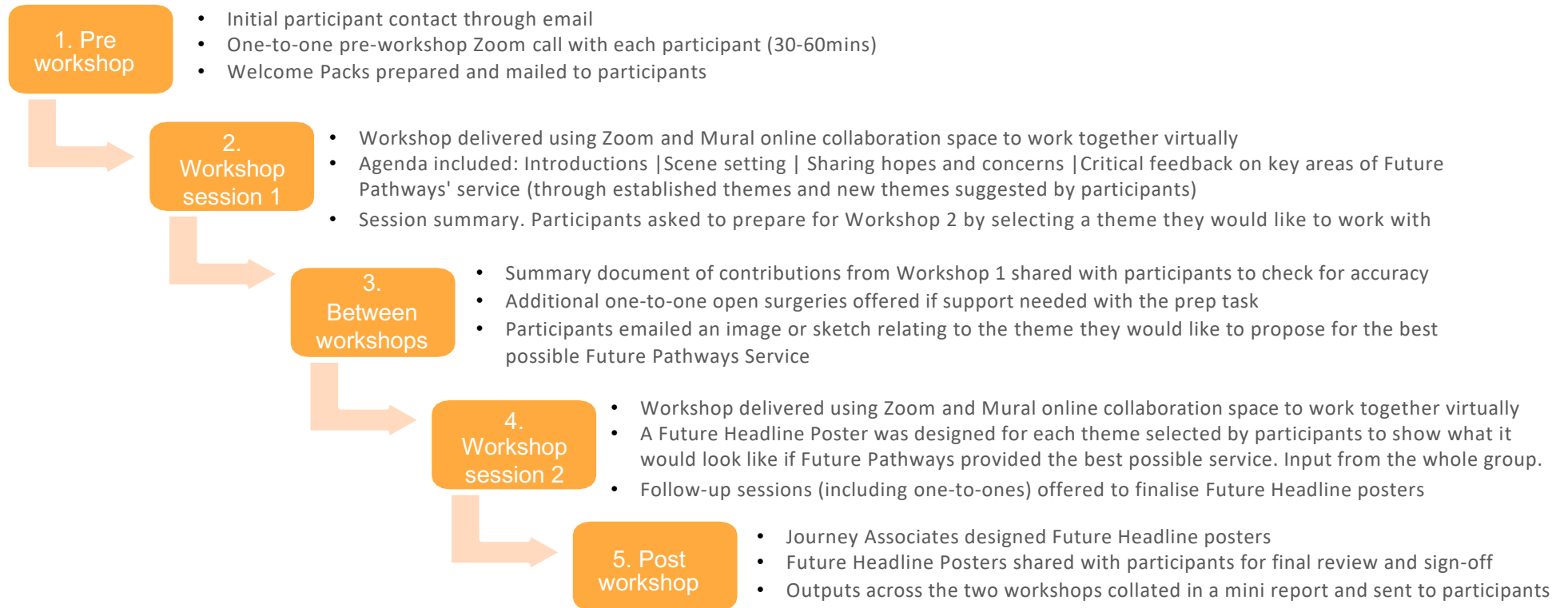
To ensure the Journey Associates project team were equipped to sensitively manage any potential situations that may have arisen during the sessions, the project team underwent clinical training on dealing with the impact of trauma with staff at The Anchor, Glasgow Psychological Trauma Service. A safeguarder was also present at each session.

Six Registrant participatory sessions were delivered between November 2020 and February 2022.

November 2020	August 2021
April 2021	October 2021
May 2021	February 2022

A brief overview of the engagement process for each of the six groups is shown below.

3. Summary of Group Engagement Process



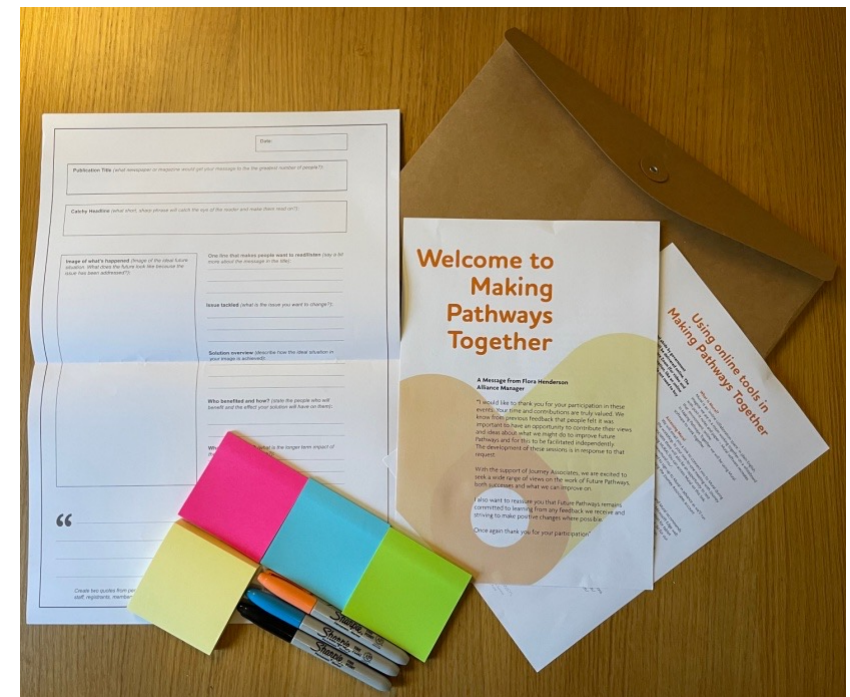
4. Participation

In advance of each group session, the project team met with each participant individually on Zoom and walked them through the agenda and Mural boards to be used in each of the sessions. This ensured that participants were familiar with the content for each workshop.

Each attendee was also issued with a Welcome Pack comprising a letter from Flora Henderson about Making Pathways Together and thanking participants for their contributions; information about how the sessions would be run and using Zoom and Mural; two Future Headline posters; and a selection of coloured post-its and sharpies.

A total of 23 registrants participated in the project and 20 completed the process with 21 Future Headline Posters created. Three participants did not attend both sessions and, despite several follow up attempts to re-engage with them, did not produce a Future Headline poster.

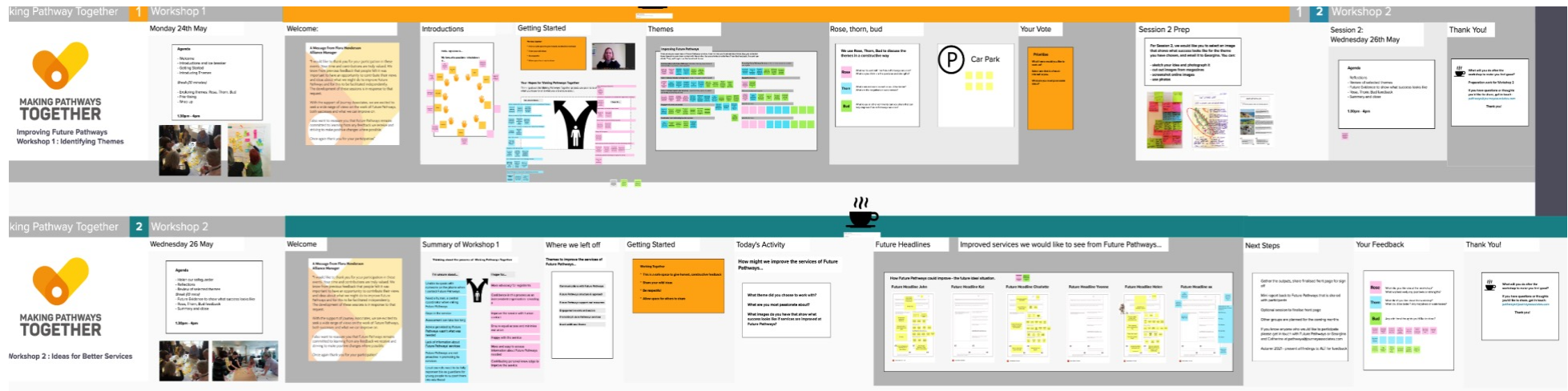
Making Pathways Together Welcome Pack



5. The Workshops

Two workshops were delivered over three days to allow time for reflection between sessions and for participants to identify a theme and draft their Future Headline Posters. A Mural board was prepared for each workshop and an example is shown below. Each section of the Mural board contains information, instruction or a task.

Participants were guided through each element and expert facilitation ensured that each person was able to fully contribute and that all voices were heard. Comments and contributions were captured live onto the Mural by the facilitators and were visible to participants throughout the workshops.



5. The Workshops

Workshop 1 started with a welcome and reminder of the purpose of the engagement: to explore how Future Pathways might improve its service. Each participant then introduced themselves and shared their favourite pastime.

The House Rules for the workshop were introduced and agreed, then participants shared their hopes and fears around participating in the project. This teased out many of the issues explored in more detail in the next task which used themes emerging from earlier engagement sessions conducted by Future Pathways to stimulate discussion (the first four of the themes in the list opposite). In all six groups, Promoting Future Pathways' services was discussed and the number of themes was expanded in response to the discussion. A full list of themes discussed is shown opposite.

Themes Explored Across All Groups

Communications with Future Pathways
Future Pathways structure & approach
Future Pathways support and resources
Engagement events and socials
Promoting Future Pathways services
Alliance Leadership Team
Coordination with other services
Services tailored for different life experiences
Support for life changing events
Support across one's lifetime (younger and older generations)
Personal resilience

5. The Workshops

Comments on each theme were colour coded-using Rose, Thorn, Bud to indicate what was considered positive or worked well (in pink - Rose), what didn't work so well or was negative (in blue - Thorn) and any additional ideas, thoughts or solutions (in green - Bud). An example from one of the groups is shown opposite.

Towards the end of the session, participants each selected a topic or idea they were passionate about and that they wanted Future Pathways to respond to, to enhance the service. The group was then briefed on drafting a Future Headline Poster to share the future success of this idea by way of a headline story in a publication of their choice. The Poster was completed in Workshop 2 with input from the whole group. The completed Future Headline Posters are presented below.

Rose, Thorn, Bud Colour-coded Comments on Themes

Themes

Improving Future Pathways

Think about your experience of Future Pathways services, from the time you found out about them, how you contacted them, through to your direct contact with the service. Use your stickies to write Rose Thorn Bud feedback. One point per stickie! Then, we'll capture on the board and discuss.

Communications with Future Pathways: information sharing, news, forms of communication e.g. phone, email, newsletter

Future Pathways structure and approach: model of support, what to expect

Future Pathways support and resources: response times, access to support coordinators, counselling sessions

Engagement events and socials

Coordination and relationship to other services

Promoting Future Pathways Services: so that as many people as possible can register

Supporting families ...

Skills and employment support

Write theme here ...

Write theme here ...

Rose, Thorn, Bud

- Positive, strengths, what works?
- Negative, weakness, what doesn't work?
- Additional ideas, insights, learning?

6. Proposed Actions

The outputs of the sessions have two main strands:

- **Proposed Actions** – arising from the comments, suggestions, and ideas in response to the Themes explored in Workshop 1
- **Future Headline Posters** – 21 completed templates giving descriptions of participants' ideas for Future Pathways to consider to enhance its service

Proposed Actions

This involved the collation of the 336 individual contributions from participants across the six groups (Appendix 1). Data were sorted into clusters using thematic analysis to identify consistent information and patterns emerging.

Each cluster was given a title. From these titles, actions were identified and a series of insights highlighted for each Theme. The actions were organised into three broad topics:

- Communications
- Future Pathways' Structure
- Engagement Events and Socials

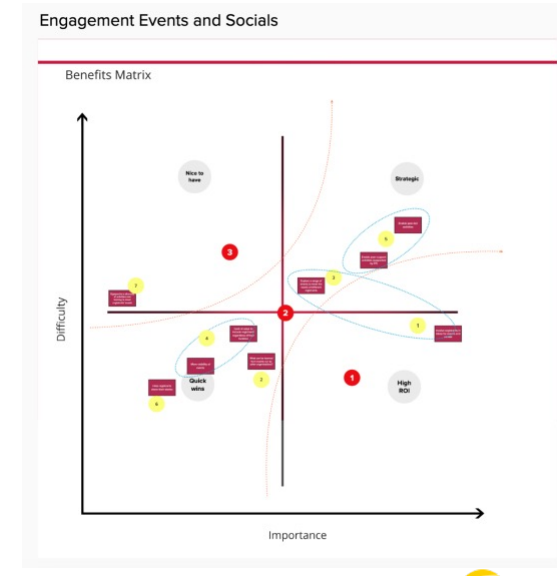
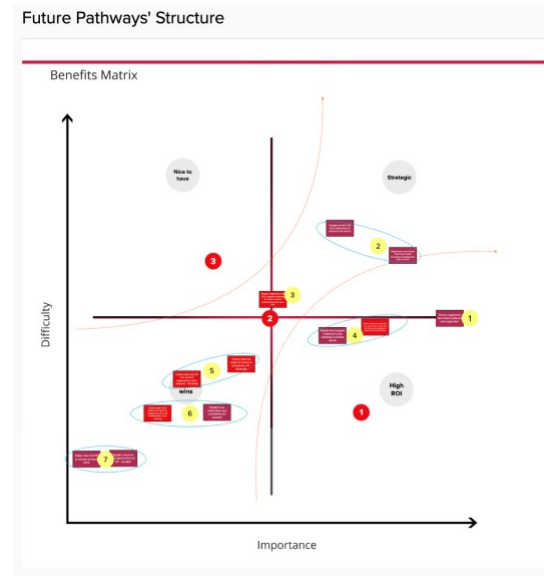
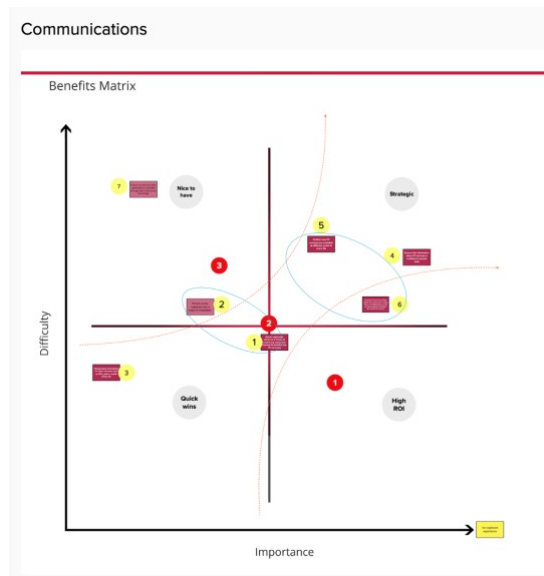
Actions for each topic were then prioritised using a 2x2 matrix with importance (for registrant experience) on the x-axis and difficulty (for Future Pathways to implement) on the y-axis. To aid prioritisation, the quadrants are labelled: High Return on Investment (Hi RoI); Quick Wins; Strategic; and Nice to Have, or longer-term actions.

6. Proposed Actions

The list of actions under each of the three topics is presented in the tables below. The accompanying chart shows the placement of the actions in the relevant quadrants on the 2x2 matrix. Where actions are linked (e.g. where there is a dependency on one activity before another can be completed, or

where more than one activity could form part of a larger action or project) they are connected with a blue bubble on the charts below.

The actions for each topic are described in more detail in the following tables. Linked actions are shown with a red arrow.



6. Proposed Actions – Communications

The need for enhanced internal and external communications was a recurrent theme across the engagement activities. In each group at least one person had never received a Future Pathways' newsletter. Those that had received it felt the information was generic and would benefit from more input from staff and registrants.

The wide range of services available to registrants was considered difficult to navigate. Clarity is needed on the services offered, what support can be given, and at what stages in registrants' lives. This should be presented in inclusive and accessible formats.

There is a desire for Future Pathways' services to be more widely available via other agencies such as police and healthcare providers to ensure as many people as possible know about the service and can access it as soon as possible.

Proposed Actions - Communications		
Priority	Action	Chart Section
1	Gather registrants' stories as a means of evidencing impact and sharing the benefits that FP can bring	Hi Rol
2	Ensure every registrant has a copy of newsletter	Nice to Have
3	Disseminate information via other services such as GPs, police, health clinics etc	Quick Wins
4	Ensure that information about FP services is available to people asap	Strategic
5	Outline how FP services are available at different points in one's life	Strategic
6	Promote FP services widely offline and online and in a way that is not stigmatising so that as many people as possible can access the service	Strategic
7	Ensure no one (esp older generation) is excluded through lack of access to technology	Nice to Have

6. Proposed Actions – Future Pathways’ Structure

For many registrants, their experience with Future Pathways has been very positive. Others have had variable experiences including a lack of consistency with Support Coordinators, and not knowing who their Support Coordinator is, who to speak to when the staff member is off sick, and what to do when the relationship is not working.

The experience of the service could be enhanced by ensuring that registrants feel heard and supported, with their needs and feedback at the centre of support provided.

Support should be tailored to the needs and life experience and situation of the individual (e.g. relating to sexual, verbal, or physical abuse) and should connect registrants with other services. Future Pathways’ services should be clearly stated to help registrants find the support they need.

Future Pathways should clearly explain its structure and governance, highlighting that it is independent of social work.

Proposed Actions – Future Pathways’ Structure		
Priority	Action	Chart Section
1	Ensure registrants feel heard, <u>believed</u> and supported	<u>Hi Rol</u>
2	Registrants must remain heard and visible throughout engagement with services	Strategic
	Engage people with lived experience to enhance the service	
3	Engage registrants and SCs to gather learning on how to nurture relationships that work well	Strategic
4	Explain how support is tailored to the individual and their needs	<u>Hi Rol</u>
	State clearly what registrants can expect from contact with SCs to ensure consistency, continuity and to build trust	
5	Clearly state the range of resources provided by FP - Roadmap	Quick Wins
	Clearly state how FP can connect registrants to other supports - Roadmap	
6	Clearly state what options are open to registrants when SC relationship is not working	Quick Wins
	Explain how information and complaints are handled	
7	Make clear that FP is not part of social work	Quick Wins
	Explain structure and governance of FP - visually?	

6. Proposed Actions – Engagement Events and Socials

Registrants were keen to be involved in Future Pathways and to feed into decision-making, including planning and shaping engagement events and social activities.

A range of events was suggested to meet different needs (e.g. socialising with like-minded people, sharing stories and wisdom, healing activities, etc). The desire for peer support (via Future Pathways) and peer-led activities (with minimal involvement of Future Pathways) was regularly mentioned. Options for meeting in person and online should be explored. Venues for meeting could include the office of Future Pathways or of a partner organisation/complementary agency to allow people who are not within reach of a Future Pathways office to be involved.

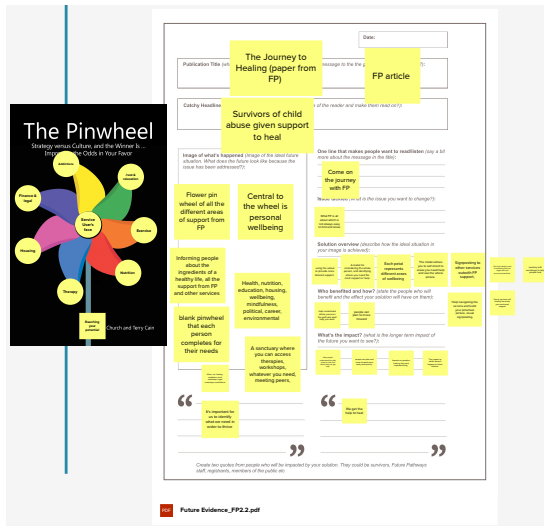
Some participants were unaware of previous events, indicating that better promotion of activities is needed to raise awareness among registrants.

Proposed Actions – Engagement Events and Socials		
Priority	Action	Chart Section
1	Involve registrants in ideas for events and socials	<u>Hi RoI</u>
3	Explore a range of events to meet the needs of different registrants	Strategic
2	What can be learned from events run by other organisations?	Quick Wins
4	More visibility of events	Quick Wins
	Look at ways to include registrants regardless of their location	Quick Wins
5	Enable peer support activities (supported by FP)	Strategic
	Enable peer-led activities	Strategic
6	Help registrants share their stories	Quick Wins
7	Signpost to a diversity of activities and training to meet registrants' needs	Nice to Have

7. Future Headlines

The Future Headlines Posters provide detailed descriptions of participants' ideas for Future Pathways to enhance their service. Each Poster includes a brief description of the issue identified by the registrant, the solution they propose and the benefits and impacts that will result if this idea were implemented.

Each Poster was drafted during Workshop 2 (Draft 1), led by the person who selected the topic and in discussion with the rest of the group. This information was then placed into the Future Headline template by Journey Associates (Draft 2) and sent to the participant for approval. The Final Version was designed to ensure consistency in presentation of the Posters.



Draft 1



Draft 2



Final Version



7. Future Headlines

Themes emerging from across the 21 Future Headline Posters are summarised below. They are sorted into topics consistent with those in the Proposed Actions above:

Communications

- Raising Awareness

Future Pathways' Structure

- Enhancing the service
- Resources for registrants
- Connecting with other services
- User involvement

Engagement Events and Socials

- Activities for registrants

The full detail of each Poster is presented below. Where a Future Headline focused on more than one theme, it is shown under each.

Comments across the posters also highlighted a common call for:

- Support for registrants across their lifetime
- Meetings that are cross-generational
- Sharing information and experience across generations

For each Future Headline, the key idea is summarised to the right of the poster.

7a. Future Headlines / Communications : Raising Awareness



The Sound of Silence



Survivors have a hunger to be heard. Compelling new campaign to engage more survivors through River City/Still Game story line. Musician character sparks thought in survivor.

The Issue
Not enough survivors are reached through Future Pathways' current engagement. Reaching more survivors would more effectively use funds, and support survivors who have been let down by a system they don't trust. The views of survivors are not listened to in recruiting more survivors to access support.

The Solution
Future Pathways launch a national media campaign, including outreach through doctors surgeries, videos online and on billboards, a famous advocate and spokesperson, and a storyline on River City or Still Game to raise awareness. Survivors are employed to reach out to more people currently not accessing services.

The Benefits
A wider range of survivors and their families know about the support available. Increased visibility and up take of Future Pathways' services improves awareness and their impact.

The Impact
The strength of survivors is celebrated! More survivors get the support and justice they deserve and there is an overall reduction of stigma.



“ Silence was not an option. We just had to be heard. ”
Survivor Community


“ Future Pathways is the vaccine to help us get over what we have experienced. ”
Survivor Community

“ We are so busy! We have over 10,000 people registered. ”
Future Pathways

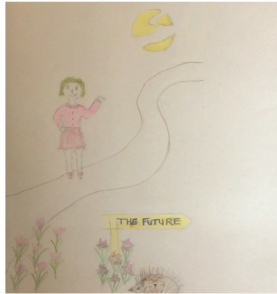
CREDITS: BBC.COM, NOTICEBOARD.COM & METROWEST.COM

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

National media campaign across different platforms including GP surgeries, billboards, and storyline features in TV scripts.



Did the care system care enough for you?



Were you brought up in care or in a children's home? How has it affected you? Was it a negative experience? If so, Future Pathways could really help you!

The Issue
People brought up in care may suffer from low self esteem and self confidence, may have a feeling of isolation, be sensitive, or feel criticized as a result of their experiences.

The Solution
If this is you, Future Pathways may be able to help with counselling and 1-1 support to improve your mental health and working on a positive attitude. You could make new friends and meet like-minded individuals through wellbeing social groups, and a nature walking group, helping you to heal.

The Benefits
Individuals who access Future Pathways services, who were abused in the care home system, giving them a chance to heal, gain more self esteem, and confidence.

The Impact
As a result people who access Future Pathways service experience happiness, are self assured, confident, stronger, and benefit from positive mental health.

“ Future Pathways structure has given me the support I need and I now feel confident to positively face the future. ”

“ Future Pathways structure has given me the support I need and I now feel confident to positively face the future. ”

CREDITS: PERSONAL IMAGES

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Peer support programme including nature walks to improve health and wellbeing.

7a. Future Headlines / Communications : Raising Awareness



October 2021

Local Newsletter

The pain stops here and now. [Read this.](#)



The road to recovery is here. Future Pathways' benefit felt by more people.

The Issue
Future Pathways needs to reach more people through better communication, universally across the UK to reach Scottish people everywhere. A lot of people move away because of what happened to them, they need to be heard. People can struggle to understand what Future Pathways does, who it is for, and if it is for them.

The Solution
Future Pathways increase awareness of PTSD through the campaign, modelled on the support structures in the armed services. The metaphor of the yellow brick road unlocks all the services you need, signposted in the direction you need to go. The campaign reaches across the UK, clearly signposting what the service is and who can benefit. Future Pathways is able to offer so much to those people who are hurting, people need to know there is a solution. Stories of success are shared so people can understand the benefits of being registered.

The Benefits
Survivors who don't know that support is out there for them, and from options other than pill popping and wrong diagnosis. Doctors and other medical professionals benefit from understanding the survivors' stories.

The Impact
A lot of happy smiling people, who know where to go to get help, and if they feel triggered. There is a long term improvement in understanding of the wide ranging support required for survivors suffering PTSD, and earlier intervention with survivors avoids children of survivors and other loved ones suffering.



“ I don't feel alienated anymore, I no longer feel different, and isolated. I feel like I'm fitting into society because I've got somewhere to go now. ”


“ Follow the yellow brick road. I feel I've got courage now, I feel I've got a heart. I'm able to give love out now, I couldn't before. ”



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



Campaign to increase awareness of PTSD and Future Pathways' services using stories of success.




FUTURE PATHWAYS

May 2022

NEWS FROM FUTURE PATHWAYS

Your Life Is So Important, Read On



Future Pathways launch communications campaign to reach more people.

The Issue
People feel alone and isolated. Although there is information out there, you have to search for it. Information needs to be more readily available in the community and online.


The Solution
Future Pathways launched a new communications campaign both offline and online providing different ways of reaching out including through social media, TV campaigns, posters, community engagement, and leaflets in out-patient areas in hospitals. The campaign is inspired by and modelled on the awareness raising approach taken during the Covid pandemic.

The Benefits
This new approach provides somewhere for people to reach out to for help, meaning a lot will open for a lot more people, changing lives dramatically. In addition, it could help people to find family members as awareness of Future Pathways' service is more widely known.


The Impact
A healthier community, with more support for people who feel isolated, and Future Pathways are able to offer support to more people.

“ Yeah, life's good. Have you heard of Future Pathways? It's a good way! It's cool! ”

“ Have you heard the good news? There is support in the community! ”




This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



Online and offline campaigns modelled on Covid communications to address isolation.


7a. Future Headlines / Communications : Raising Awareness



2022

Looking after every Citizen

Counselling | Finances | Education



We can help with PTSD, counselling, finance, etc.

The Issue
Future Pathways used to be a well kept secret. This meant that many people didn't get the help they needed, so Future Pathways had to reach a wider audience and help even more people who have been in the care system.

The Solution
Future Pathways introduced a wider media campaign of the service in public spaces e.g. advertisements on buses; flyers and posters in doctors' surgeries and in emergency departments, etc.

The Benefits
The media campaign reached many people who didn't know about the service who now get support. People who are already registrants also benefited by knowing more about the service and how to use it.

The Impact
This successful media campaign has had a major impact on mental health as more people benefit from the wider services that Future Pathways offer. Once you have a foot in the door of Future Pathways you get access to a host of other services (e.g. counselling, housing, finances, etc).

NB: under "Can Future Pathways help you?" it would list the services on offer i.e. Counselling | Finances | Education

" I feel more confident – I can move forward. "
Future Pathways' registrant

" This advertisement process has brought in a whole new client group that Future Pathways can help. "
Future Pathways' staff member

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Media campaign in public spaces e.g. public transport, GP surgeries etc to reach more people.



30 November 2021

It Stops Now!

Poster for GP surgeries, hospital waiting rooms and healthcare facilities



No more abuse of our children in care. Here at Future Pathways we aim to support those who have suffered.

The Issue
Future Pathways is not very accessible due to lack of promotion of the service and lack of knowledge about Future Pathways in other services. It is also difficult to communicate with Future Pathways as there is no central coordinator, this can leave people feeling stressed and anxious. Finally a lack of user involvement leads to the service not fully understanding what registrants experience.

The Solution
Future Pathways promote its service by making other providers aware through a media campaign and posters. They also employ a central coordinator who is able to deal with phone calls and emails as they come in. They also effectively signpost to other services when something is out of scope. Finally Future Pathways are looking to expedite interest in a User Involvement Group through the newsletter.

The Benefits
The Future Pathways central coordinator is able to provide support and reassurance by listening, and being realistic about what they can do to help, and getting back to people quicker. The User Involvement Group leads to better understanding among Future Pathways' staff due to regular feedback being ascertained. Registrants benefit from having shared experiences and feeling part of the process which can aid their recovery. Better promotion leads to better knowledge and reaching more people to help.

The Impact
Clients would feel they have someone to emotionally support them and signpost them, building trust with the service, and leading to people being more willing to get involved with services. It would also lead to more clarity about exactly what the Future Pathways service does.

" Future Pathways has supported me to have a future. "
Future Pathways' registrant

" I have learnt to trust others. "
Future Pathways' registrant

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Raising awareness of Future Pathways' services among other health professionals to reach more people.

7b. Future Headlines / Future Pathways' Structure: Enhancing the service



Future Pathways
Facebook Page

No longer hanging on the telephone...



Doors have been shut on survivors all their lives. That can't happen anymore. Future Pathways support their community through clear and regular communication.

The Issue
Survivors aren't given time to speak in communications, and spoken to as if we're annoying Future Pathways and not given respect. Future Pathways don't return calls and survivors have to chase for responses. Expecting survivors to speak to the Future Pathways' boss doesn't feel like a good process.

The Solution
Future Pathways launch improved system for logging calls and actioning responses and communications. This includes more emails and texts on the phone to acknowledge the enquiries and requests, timescale for response to enquiries, clearly communicated, and a maximum time to wait for a reply or communication of two weeks.

The Benefits
The older generation and people using the service who have anxiety and mental health issues benefit from the clarity. People feel listened to, respected, and that they get an answer to their enquiries. Future Pathways have better relationships with people who use the service, and between worker and survivor due to improved communications.

The Impact
Future Pathways come together and speak about how to treat people with dignity and to respect what people have come from. Communications on both sides becomes a lot easier

Improved call logging system to enhance communication between Future Pathways and its registrants.



CREDIT: SHUTTERSTOCK.COM


“ We're a new organization and we're so pleased we've made this change. ”

Survivor




This poster is part of the Making Pathways Together project funded by Future Pathways (2022)





Local Newsletter

Future Pathways Modernised and Going Forward



Future Pathways is about the future and the next generation. There is always someone there for you, you'll never need to be alone.


The Issue
Families who have been in care require more support: people may have been separated from their siblings, causing isolation resulting in negative impacts. It's the next generation of young people in care that needs support, as well as the children and families of Future Pathways' registrants.

The Solution
Registrants of Future Pathways are given support through regular contact over phone and email, as well as tailored support and signposting to help them with finding lost siblings. The lessons of the last generation are learnt to benefit future generations and any child leaving the care system is signposted to Future Pathways. All of this is communicated in a mature newsletter that keeps people up to date and informed.

The Benefits
The approach benefits registrants of Future Pathways. A huge difference is seen in people with young people coming out of the care system getting support earlier, as well as older people who can reconnect and get together with their families sooner.

The Impact
This modernised service gives registrants a sense of choice and a better chance of building yourself up as a person. It allows people to build connections with their wider family and feeling whole again.

Regular contact with Future Pathways and tailored support to bring families together and to reach young people in care earlier.




CREDIT: SHUTTERSTOCK.COM

“ Great to have them back in the fold. ”


Aunt of Future Pathways' registrant

“ Reunited and life begins. ”


Future Pathways' registrant



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)





7b. Future Headlines / Future Pathways' Structure: Enhancing the service



30 November 2021

Poster for GP surgeries, hospital waiting rooms and healthcare facilities

It Stops Now!

No more abuse of our children in care. Here at Future Pathways we aim to support those who have suffered.

The Issue
Future Pathways is not very accessible due to lack of promotion of the service and lack of knowledge about Future Pathways in other services. It is also difficult to communicate with Future Pathways as there is no central coordinator, this can leave people feeling stressed and anxious. Finally a lack of user involvement leads to the service not fully understanding what registrants experience.


The Solution
Future Pathways promote its service by making other providers aware through a media campaign and posters. They also employ a central coordinator who is able to deal with phone calls and emails as they come in. They also effectively signpost to other services when something is out of scope. Finally Future Pathways are looking to expedite interest in a User Involvement Group through the newsletter.

The Benefits
The Future Pathways central coordinator is able to provide support and reassurance by listening, and being realistic about what they can do to help, and getting back to people quicker. The User Involvement Group leads to better understanding among Future Pathways' staff due to regular feedback being ascertained. Registrants benefit from having shared experiences and feeling part of the process which can aid their recovery. Better promotion leads to better knowledge and reaching more people to help.


The Impact
Clients would feel they have someone to emotionally support them and signpost them, building trust with the service, and leading to people being more willing to get involved with services. It would also lead to more clarity about exactly what the Future Pathways service does.

“ Future Pathways has supported me to have a future. ”
Future Pathways' registrant


“ I have learnt to trust others. ”
Future Pathways' registrant



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)




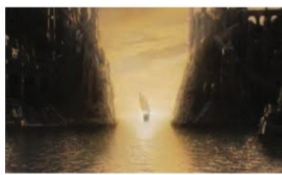
Appointment of a central coordinator to take calls for support and reassurance and to signpost registrants to other services.



2025 - 2030

Prescription Bag

Person Centred Paradise

Future Pathways is a safety net - it can empower people to construct a peaceful space for themselves.

The Issue
People who have past experiences of any kind of pain and who struggle with their self confidence and self esteem can feel isolated and need to feel connected, especially in the evenings.


The Solution
Future Pathways provide positive night time messages sent out by email or text, as regular as each person requires (similar to night time service provided by Mikeysline). All social media posts focused on wellbeing are also emailed to individuals for a more personalised approach. All messages are personalised using the person's first name.

The Benefits
The person in pain and the friends and family who surround that person benefit. While those who have gone through a similar painful experience, are able to relate to one another. Future Pathways' staff benefit too – seeing someone smiling and improving then tells them they're doing a good job.


The Impact
It's great to know that you have somewhere to go to that's consistent and familiar, where you can connect to a support network. The overall impact is continued, steady improvement of an individual's wellbeing.

“ It's really satisfying to see the progress of the individuals that we help – we have trust in what we do because we are trusted by the people we are helping. ”
Future Pathways' employee

“ I am able to experience the outside world as a more confident human being because of Future Pathways. ”
Future Pathways' registrant




This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



Positive night-time messages to registrants via text or email to know they are not alone. Messages are personalised using the person's first name.


7b. Future Headlines / Future Pathways' Structure: Enhancing the service



4th March 2024

Looking after every Citizen

We are all in this Together



Future Pathways safeguards its funding for future generations!

The Issue
Future Pathways used to use funds to pay for services that other charities and organisations provided, like mental health, therefore reducing the budget available to each registrant. There is a duty of care not to duplicate services.

The Solution
An increased number of Support Coordinators now help registrants to access services available elsewhere. For instance, they coordinate with a registrant's doctor for a referral to mental health services – so the NHS pays for this service, not Future Pathways. There is also an independent financial review of the service every five years to keep things on track.

The Benefits
Costs are reduced as money is not drawn down from Future Pathways' budget for services provided by others. More funds available to support registrants to have a better quality of life – not just healthcare.

The Impact
Future Pathways' budget goes further (as it's no longer cross-subsidising the NHS); ensuring equality of rights and financial support for registrants. People are more assertive about asking for their rights.



Independent Review on the quality of service is now underway every 5 years.

" We ensure the best value for money for our registrants and have a support coordinator for every 5 registrants. "
Future Pathways' staff member

" I'm getting more tailored support and quicker support. "
Future Pathways' registrant

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Increase in the number of Support Coordinators who can coordinate support with other services to minimize cross-subsidy of support services.



May 2022

NEWS FROM FUTURE PATHWAYS

See the Road Ahead - A Guide to Your Support



Future Pathways have published a new guide that tells you all you need to know about the support available to you.

The Issue
People accessing Future Pathways find it difficult to ask for help, and to understand the full suite of support available to them. They can also struggle to see the road ahead, and it can be difficult to stay on track, and not knowing when you will next hear from your support coordinator.

The Solution
Future Pathways now provide a menu of services available, with a clearly stated structure of the process people can expect. This is sent in the post as well as over email. In addition, support coordinators provide more regular check-ins, receive training on the specific needs of people accessing the service, and there is a process in place for when you can't get in touch with your support coordinator that includes a hotline for calls, and contact from another staff member if your support coordinator is on holiday or off sick.

The Benefits
People no longer feel isolated between contacts with the support coordinator and the regular check-ins really help. People now feel they can move forward with a clear idea of what to expect, and have a more supportive service from Future Pathways.

The Impact
As a result people who access Future Pathways' service experience happiness, are self assured, confident, stronger, and benefit from positive mental health.



" Now that I have a list of services I can access, I'm not wasting time looking for ways to move forward. "

" You can't give me back the years but you can give me support in the future. Now I can plan my future. "

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Enhanced support from Support Coordinators with more regular check-ins and a hotline for calls.

7c. Future Headlines / Future Pathways' Structure: Resources for registrants



NEWS FROM FUTURE PATHWAYS May 2022

See the Road Ahead - A Guide to Your Support



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" You can't give me back the years but you can give me support in the future. Now I can plan my future. "


This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

A menu of services offered by Future Pathways. The support process is clearly structured including regular check-ins and support is tailored to the needs of the individual.



NEWS FROM FUTURE PATHWAYS May 2022

You are a person, not a number!



Future Pathways provides specialist tailored support, according to your needs, for each individual, navigating their own journey.

The Issue
Other support services don't know what to do with us. It can also feel at a disadvantage to have come to the service through an unconventional past. It can be difficult to understand where you fit in the different support services available.

The Solution
Future Pathways provide a clearly structured menu of services that can be accessed from any point. It is not a linear process, and working with your support coordinator, you identify your plan, tailored to you. Future Pathways also run events and symposiums for other services such as GPs and mental health services to better educate professionals on the specific needs and support available for people through Future Pathways.

The Benefits
Any service user would benefit from the change, present or future, with help to move onwards and upwards. It de-stresses registrants leading to an increase in confidence, and a massive sense of relief is felt through the tailored support. It means that Future Pathways is not a blanket approach as can be experienced from other services.

The Impact
As a result of this approach people benefit from targeted support for their individual needs, with personalised outcomes and a better chance of success, enabling a restart for people, building self esteem and a positive future.

" This is a personalised service, not a blanket formulaic service. It's a relief to be treated as a person again, rather than society's problem. "

" Now I can help people in a way I couldn't before as I understand more about bespoke services Future Pathways provide for individuals. "

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

A clearly structured menu of the support offered by Future Pathways that can be used with a Support Coordinator to ensure support is tailored for each registrant.

7c. Future Headlines / Future Pathways' Structure: Resources for registrants



May 2022

**NEWS FROM
FUTURE PATHWAYS**

Survivors of child abuse given support to heal.




Come on a journey of wellbeing with Future Pathways.

The Issue
It can be difficult to know what Future Pathways is all about. It's not always easy to find your way through the different types of support available which makes it difficult to understand and plan for the future.

The Solution
Future Pathways provide every registrant with a flower pinwheel of wellbeing representing the whole person. The person is in the middle and each petal covers an area important to wellbeing such as housing, career, mindfulness, or exercise. The visual is used as a tool to tailor support according to where registrants and support coordinators identify the greatest need. The pinwheel also signposts to other support services. Each registrant completes their blank pinwheel and uses it as a way of tracking their progress in improving their holistic wellbeing.

The Benefits
The wellbeing pinwheel helps registrants understand where they are on the path, and what help you need in order to move forward.

The Impact
As a result of the pinwheel, registrants have a clearer understanding of the path to healing, where they are, and where they can get help. They can plan, and move forward with the pinwheel showing their progress over time. Most importantly it has a positive impact on people's healing, and the positive impact on adults contributes to safeguarding future children.



Personal Wellbeing

" It's important for us to identify what we need in order to thrive and to get help to heal. "

" The pinwheel of wellbeing allows us to provide the best possible support. "



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



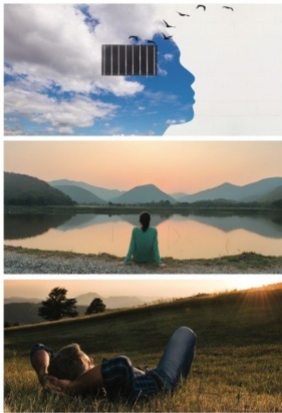
Pinwheel of wellbeing is a visual tool used to help the registrant and Support Coordinator to tailor the right support for the person. It covers a range of topics including housing, career and exercise.



May 2022

**NEWS FROM
FUTURE PATHWAYS**

A day in Sanctuary on your path to healing.



Future Pathways offer a sanctuary day for wellbeing and to promote the extent of the services available.

The Issue
Currently, registrants aren't aware of what Future Pathways do and the support they offer. They don't know what Future Pathways is about, and the process of accessing the service can be confusing, without the full picture of the extent of the service Future Pathways can offer.

The Solution
To promote the services and wellbeing, Future Pathways are organising a Sanctuary Retreat Day for registrants, taking place in a 5 star spa hotel, with beautiful surroundings, in the Lake District. It will focus on wellbeing and health, with workshops based around the pinwheel of wellbeing. It is part of a holistic approach from Future Pathways to supporting registrants, and part of a clear way that people can understand Future Pathways, raising awareness of the full picture, and helping to identify next steps to be taken.

The Benefits
Registrants benefit from the wellbeing day and having more information and knowledge on their own needs, having their needs met by Future Pathways' service. The day contributes to healing trauma and supporting people on their journey, allowing people to meet and for the older generation to help guide the younger generation, meeting like-minded people, raising awareness. There is a massive benefit to Future Pathways through improved wellbeing of registrants.

The Impact
Registrants experience healing and support with accessing the right help, educating younger people before they get to the stages older people have got to, helping people to reach their potential. Healing leads to reaching your potential.

" Now that I'm looking after my wellbeing I know I can reach my potential. "

" If I had got help with my wellbeing earlier my self esteem would have been better, I would have been able to love myself more with better support, learning to love yourself is the most important thing. "



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



Sanctuary day retreat for wellbeing and healing of trauma for a holistic approach to supporting registrants.

7c. Future Headlines / Future Pathways' Structure: Resources for registrants

FUTURE PATHWAYS

NEWS FROM FUTURE PATHWAYS

Care to Love

YOUR FUTURE SELF-HELP MANUAL

Have you ever been in care? We want to hear your story.

The Issue
People registered with Future Pathways need support throughout their lifetime - especially when they experience life changing events.

The Solution
Making Pathways Together, is set up as an independent sister service to provide support for life experiences across a person's life. It provides a Self Help Manual of Support including advice and practical guidance for life including cooking, budgeting, housing and education opportunities and planning funerals. The manual is available online and as a handbook. Regular meet ups and workshops are also where generations can share their experience and wisdom. They take place in locations easily accessible by public transport.

The Benefits
Making Pathways Together will help to promote the larger Future Pathways offer and get messages out to a larger audience. It's also a chance to evaluate the Future Pathways service to ensure the government are getting what they want from their funding.

The Impact
The Future Pathways community can be part of this additional service – as a user and/or a participant. Future Pathways funding is secured indefinitely into the future.

MAKING PATHWAYS TOGETHER

"I've got a lifeline for a lifetime."
Future Pathways' Service user

"We hear your voice and we will empower you to use it."
Future Pathways' staff

PICTURE CREDIT: ISLA LOCKHEART

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

A self-help manual of support advice and practical guidance for life including topics such as cooking, budgeting, housing and educational opportunities.

the wellhouse news

Local Newsletter

Future Pathways Modernised and Going Forward

Future Pathways is about the future and the next generation. There is always someone there for you, you'll never need to be alone.

The Issue
Families who have been in care require more support: people may have been separated from their siblings, causing isolation resulting in negative impacts. It's the next generation of young people in care that needs support, as well as the children and families of Future Pathways' registrants.

The Solution
Registrants of Future Pathways are given support through regular contact over phone and email, as well as tailored support and signposting to help them with finding lost siblings. The lessons of the last generation are learnt to benefit future generations and any child leaving the care system is signposted to Future Pathways. All of this is communicated in a mature newsletter that keeps people up to date and informed.

The Benefits
The approach benefits registrants of Future Pathways. A huge difference is seen in people with young people coming out of the care system getting support earlier, as well as older people who can reconnect and get together with their families sooner.

The Impact
This modernised service gives registrants a sense of choice and a better chance of building yourself up as a person. It allows people to build connections with their wider family and feeling whole again.

"Great to have them back in the fold."
Aunt of Future Pathways' registrant

"Reunited and life begins."
Future Pathways' registrant

CREDIT: SHUTTERSTOCK.COM

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Newsletter keeping registrants up to date and informed on the support available to them.

7c. Future Headlines / Future Pathways' Structure: Resources for registrants

DAILY DEMOCRAT

Members elect their own representatives, and have freedom of speech

BE WHO YOU ARE AND SAY HOW YOU FEEL, BECAUSE THOSE WHO MIND DON'T MATTER AND THOSE WHO MATTER DON'T MIND.

NEVER BASE YOUR LIFE DECISION ON ADVICE FROM PEOPLE WHO DON'T HAVE TO DEAL WITH THE RESULTS.

Finally, members of Future Pathways have their voices heard and are listened to. Future Pathways have a non-hierarchical structure where members advise and make decisions about the service. In this article, members refer to people ordinarily referred to as survivors.

The Issue
To have transparency and accountability is a contradiction to what happened when members were young, and nobody was held accountable. Members require transparency and accountability from Future Pathways, and must have equal say in the running of the service.

The Solution
A new structure is in place. "Listening Hubs" are set up to listen to people and their views, run by members, who are trained and supported to run sessions. The Future Pathways management board has trusted democratically elected members representing the members' community, who are equally responsible for decision making. Board decisions are taken and informed by engagement workshops. More members are employed by Future Pathways, working class people who speak Scots, making members feel comfortable and at home. Some employees of Future Pathways can speak in the mother tongue.

The Benefits
The members would benefit hugely because the elected representatives on the board have huge knowledge of what happened historically and truly represent them as a member themselves. It takes someone who's been through members' experience to know if something isn't quite right in decision making and policies and to speak on behalf of members. Huge benefit to Future Pathways as an ongoing training course, huge knowledge from the listening hubs, as it will uncover things Future Pathways won't have thought of. Empathy isn't enough, you need more.

The Impact
Feeling of safety for members within Future Pathways. Members feel safer, thought about, listened to, and are respected as equals. Feeling of empowerment for members through the impact they can have on decision making. Future Pathways deliver a better service and increase their impact.

" We have respect and the freedom to make our own choices and be part of the decision making process. "

" We made that happen. "

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Listening Hubs run by trained members using a democratic process to enable registrants' voices to be heard.

FUTURE PATHWAYS

The Hope Hub

Do you feel like you want someone to turn to when you feel like you have no hope?

The Hope Hub is a safe place for people who have been through childhood trauma and/or the care system.

The Issue
Ever felt let down as a child? Call this number and/or visit this hub.

The Solution
Hope Hub is a place to drop in for help and advice if you're struggling with something or need human contact. It offers support for care experienced people of all ages. It is both a physical place and a helpline.

The Benefits
Support offered at the Hope Hub helps people feel empowered to make their own choices. There's also a benefit to the tax payer because people using this service and helpline have better long-term outcomes.

The Impact
Hope Hub is a chance for people to do what they want to do (that they were never able to do) and be heard. Joining the Hope Hub helps people have better educational outcomes and so they are less likely to end up homeless. It's a place where someone guides a solution. A place for every age.

" Watch your thoughts for they become words. Watch your words for they become actions. Watch your actions for they become habits. Watch your habits for they become your character. Watch your character for it becomes your destiny. "

Hope Hub staff

Lao-Tze

Future Pathways

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Hope Hub drop-in facility for personal support, help and advice when it is needed. Complemented with an online facility.

7d. Future Headlines / Future Pathways' Structure: Connecting to other services



Lost Souls... Now Found...



This is not an obituary, it's a celebratory start. Future Pathways is now a household name. It's on everyone's lips and as cherished as the Red Cross!

The Issue
Many people need to know that they are not alone and that assistance is available from Future Pathways. Getting help to coordinated care and support gives people the strength to share their experiences.

The Solution
Future Pathways sets up regular meetings with access and support services – support coordinator, chairman, doctors – to hear people's stories and help them move forward by coordinating support. Future Pathways' services are transparent and all queries are dealt with openly.

The Benefits
Having four doctors round the table means they are now all on the same page. This helps me look after my health and I can use techniques (box of Quality Street) to help reduce my trauma. As more people know about Future Pathways, I don't feel so alone, "it's not just me!".

The Impact
Now that I can look after my health better, I am more confident to do things myself, to take a holiday. I feel I can now be successful and I can help people. Because Future Pathways is now a household name, stigma is reduced.

"It just takes one person to say 'it happened to me' to allow others to share. Talking about my experience no longer feels like a scab that will burst if I touch it."


Survivor

"No longer do I knock myself down. I don't feel like damaged goods any more. Now I listen to myself."

Survivor


This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Coordinated support with other services to help registrants look after their own health better.



Local Newsletter

Future Pathways Modernised and Going Forward



Future Pathways is about the future and the next generation. There is always someone there for you, you'll never need to be alone.

The Issue
Families who have been in care require more support: people may have been separated from their siblings, causing isolation resulting in negative impacts. It's the next generation of young people in care that needs support, as well as the children and families of Future Pathways' registrants.

The Solution
Registrants of Future Pathways are given support through regular contact over phone and email, as well as tailored support and signposting to help them with finding lost siblings. The lessons of the last generation are learnt to benefit future generations and any child leaving the care system is signposted to Future Pathways. All of this is communicated in a mature newsletter that keeps people up to date and informed.

The Benefits
The approach benefits registrants of Future Pathways. A huge difference is seen in people with young people coming out of the care system getting support earlier, as well as older people who can reconnect and get together with their families sooner.

The Impact
This modernised service gives registrants a sense of choice and a better chance of building yourself up as a person. It allows people to build connections with their wider family and feeling whole again.

"Great to have them back in the fold."

Aunt of Future Pathways' registrant


"Reunited and life begins."

Future Pathways' registrant

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Connection with services to help registrants reconnect with family.

7d. Future Headlines / Future Pathways' Structure: Connecting to other services



30 November 2021

Poster for GP surgeries, hospital waiting rooms and healthcare facilities

It Stops Now!




No more abuse of our children in care. Here at Future Pathways we aim to support those who have suffered.

The Issue
Future Pathways is not very accessible due to lack of promotion of the service and lack of knowledge about Future Pathways in other services. It is also difficult to communicate with Future Pathways as there is no central coordinator, this can leave people feeling stressed and anxious. Finally a lack of user involvement leads to the service not fully understanding what registrants experience.

The Solution
Future Pathways promote its service by making other providers aware through a media campaign and posters. They also employ a central coordinator who is able to deal with phone calls and emails as they come in. They also effectively signpost to other services when something is out of scope. Finally Future Pathways are looking to expedite interest in a User Involvement Group through the newsletter.

The Benefits
The Future Pathways central coordinator is able to provide support and reassurance by listening, and being realistic about what they can do to help, and getting back to people quicker. The User Involvement Group leads to better understanding among Future Pathways' staff due to regular feedback being ascertained. Registrants benefit from having shared experiences and feeling part of the process which can aid their recovery. Better promotion leads to better knowledge and reaching more people to help.

The Impact
Clients would feel they have someone to emotionally support them and signpost them, building trust with the service, and leading to people being more willing to get involved with services. It would also lead to more clarity about exactly what the Future Pathways service does.


“ Future Pathways has supported me to have a future. ”
Future Pathways' registrant

“ I have learnt to trust others. ”
Future Pathways' registrant




This poster is part of the Making Pathways Together project funded by Future Pathways (2022)





4th March 2024

Looking after every Citizen We are all in this Together




Future Pathways safeguards its funding for future generations!

The Issue
Future Pathways used to use funds to pay for services that other charities and organisations provided, like mental health, therefore reducing the budget available to each registrant. There is a duty of care not to duplicate services.

The Solution
An increased number of Support Coordinators now help registrants to access services available elsewhere. For instance, they coordinate with a registrant's doctor for a referral to mental health services – so the NHS pays for this service, not Future Pathways. There is also an independent financial review of the service every five years to keep things on track.

The Benefits
Costs are reduced as money is not drawn down from Future Pathways' budget for services provided by others. More funds available to support registrants to have a better quality of life – not just healthcare.


The Impact
Future Pathways' budget goes further (as it's no longer cross-subsidizing the NHS); ensuring equality of rights and financial support for registrants. People are more assertive about asking for their rights.




Independent Review on the quality of service is now underway every 5 years.

“ We ensure the best value for money for our registrants and have a support coordinator for every 5 registrants. ”
Future Pathways' staff member

“ I'm getting more tailored support and quicker support. ”
Future Pathways' registrant



This poster is part of the Making Pathways Together project funded by Future Pathways (2022)



A central coordinator who can connect registrants to other services outside of what is offered by Future Pathways.

Support Coordinators connect registrants with other services e.g. contacting GP for a mental health referral.

7d. Future Headlines / Future Pathways' Structure: Connecting to other services

NEWS FROM FUTURE PATHWAYS May 2022

Future Pathways

You are a person, not a number!

Future Pathways provides specialist tailored support, according to your needs, for each individual, navigating their own journey.

The Issue
Other support services don't know what to do with us. It can also feel at a disadvantage to have come to the service through an unconventional past. It can be difficult to understand where you fit in the different support services available.

The Solution
Future Pathways provide a clearly structured menu of services that can be accessed from any point. It is not a linear process, and working with your support coordinator, you identify your plan, tailored to you. Future Pathways also run events and symposiums for other services such as GPs and mental health services to better educate professionals on the specific needs and support available for people through Future Pathways.

The Benefits
Any service user would benefit from the change, present or future, with help to move onwards and upwards. It de-stresses registrants leading to an increase in confidence, and a massive sense of relief is felt through the tailored support. It means that Future Pathways is not a blanket approach as can be experienced from other services.

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As a result of this approach people benefit from targeted support for their individual needs, with personalised outcomes and a better chance of success, enabling a restart for people, building self esteem and a positive future.

" This is a personalised service, not a blanket formulaic service. It's a relief to be treated as a person again, rather than society's problem. "

" Now I can help people in a way I couldn't before as I understand more about bespoke services Future Pathways provide for individuals. "

Training for health professionals on the needs of individuals with lived experience and the support available through Future Pathways.

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This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Future Pathways **Journey Associates**

7e. Future Headlines / Future Pathways' Structure: User involvement

DAILY DEMOCRAT

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The Issue
To have transparency and accountability is a contradiction to what happened when members were young, and nobody was held accountable. Members require transparency and accountability from Future Pathways, and must have equal say in the running of the service.

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The Impact
Feeling of safety for members within Future Pathways. Members feel safer, thought about, listened to, and are respected as equals. Feeling of empowerment for members through the impact they can have on decision making. Future Pathways deliver a better service and increase their impact.

" We have respect and the freedom to make our own choices and be part of the decision making process. "

" We made that happen. "

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

Listening Hubs run by trained registrants and using a democratic process to hear registrants' voices.

FUTURE PATHWAYS

30 November 2021

It Stops Now!

Poster for GP surgeries, hospital waiting rooms and healthcare facilities

No more abuse of our children in care. Here at Future Pathways we aim to support those who have suffered.

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" Future Pathways has supported me to have a future. "

Future Pathways' registrant

" I have learnt to trust others. "

Future Pathways' registrant

This poster is part of the Making Pathways Together project funded by Future Pathways (2022)

User Involvement Group is set up using a Newsletter to expedite this.

7e. Future Headlines / Future Pathways' Structure: User involvement

FUTURE PATHWAYS

NEWS FROM FUTURE PATHWAYS

Care to Love

Have you ever been in care? We want to hear *your* story.

The Issue
Future Pathways service users need support with life-changing events, throughout their lives.

The Solution
Blether Buddies is a peer-to-peer service that organises informal meet-ups for individuals in neutral, public places. Care experienced mentors are trained to support members. Meetings can be themed, for example for young people, or older people or about life skills. Cross-generational meet-ups allow the more experienced to help younger service users. Meetings take place in neutral and sociable places like the city centre tour bus or in a park. Members could be on the board of Future Pathways to ensure a user centred approach to the service.

The Benefits
It's a chance to meet like-minded people who have been through similar experiences and also a chance to learn more about yourself – while having a blether in a sociable setting.

The Impact
A chance for people to be listened to, particularly the older generation. Sharing stories can help reduce stigma, empower service users and help people move forward in their lives.

“ I've got a lifeline for a lifetime. ”
Service user

“ We hear your voice and we will empower you to use it. ”
Future Pathways' staff

CREDIT: ISLA DOHERTY

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Registrants on the board of Future Pathways to ensure a user-centred approach for projects like the Blether Buddies peer support service.

7f. Future Headlines / Engagement Events and Socials: Activities for registrants

The Church of Scotland

Church News

Cha bhi sinn sàmhach tuilleadh (Silent no more)



Angry survivors seek justice, through a system that works to provide a seat at the table for honest and open discussion. The Church knew.

The Issue
Forgiveness is crucial for survivors and their deceased relatives. This is only possible when organisations/people are held accountable for the social injustice suffered. Survivors are angry and deserve justice. Survivors wish to actively challenge some aspects of the Redress Bill.

The Solution
Future Pathways now support survivors by supporting facilitated meetings and helping survivors connect with organisations such as the church and their MSP. Future Pathways could build credibility for the case through national press promotion of their services.

The Benefits
Survivors and their families would benefit from being heard and acknowledged for social injustice caused. People who weren't aware of the wide range of support available, including from Future Pathways, would benefit.

The Impact
Survivors learn to forgive through the process, build more trust, and feel more important and valued.

Let's talk



Train up a child in the way he should go; even when he is old he will not depart from it.

“ Behold, children are a heritage from the Lord, the fruit of the womb, a reward. ”

Psalms 127

“ Jesus wept. ”

Future Pathways facilitate honest discussion to help registrants be heard and to build trust with other organisations.



NEWS FROM FUTURE PATHWAYS

A day in Sanctuary on your path to healing.



Future Pathways offer a sanctuary day for wellbeing and to promote the extent of the services available.

The Issue
Currently, registrants aren't aware of what Future Pathways do and the support they offer. They don't know what Future Pathways is about, and the process of accessing the service can be confusing, without the full picture of the extent of the service Future Pathways can offer.

The Solution
To promote the services and wellbeing, Future Pathways are organising a Sanctuary Retreat Day for registrants, taking place in a 5 star spa hotel, with beautiful surroundings, in the Lake District. It will focus on wellbeing and health, with workshops based around the pinwheel of wellbeing. It is part of a holistic approach from Future Pathways to supporting registrants, and part of a clear way that people can understand Future Pathways, raising awareness of the full picture, and helping to identify next steps to be taken.

The Benefits
Registrants benefit from the wellbeing day and having more information and knowledge on their own needs, having their needs met by Future Pathways' service. The day contributes to healing trauma and supporting people on their journey, allowing people to meet and for the older generation to help guide the younger generation, meeting like-minded people, raising awareness. There is a massive benefit to Future Pathways through improved wellbeing of registrants.

The Impact
Registrants experience healing and support with accessing the right help, educating younger people before they get to the stages older people have got to, helping people to reach their potential. Healing leads to reaching your potential.



“ Now that I'm looking after my wellbeing I know I can reach my potential. ”

“ If I had got help with my wellbeing earlier my self esteem would have been better, I would have been able to love myself more with better support, learning to love yourself is the most important thing. ”

Sanctuary Retreat Day focused on health and wellbeing as part of a holistic approach to Future Pathways services.

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Journey Associates

7f. Future Headlines / Engagement Events and Socials: Activities for registrants



NEWS FROM
FUTURE PATHWAYS

Care to Love



Have you ever been in care? We want to hear your story.

The Issue
Future Pathways service users need support with life-changing events, throughout their lives.

The Solution
Blether Buddies is a peer-to-peer service that organises informal meet-ups for individuals in neutral, public places. Care experienced mentors are trained to support members. Meetings can be themed, for example for young people, or older people or about life skills. Cross-generational meet-ups allow the more experienced to help younger service users. Meetings take place in neutral and sociable places like the city centre tour bus or in a park. Members could be on the board of Future Pathways to ensure a user centred approach to the service.

The Benefits
It's a chance to meet like-minded people who have been through similar experiences and also a chance to learn more about yourself – while having a blether in a sociable setting.

The Impact
A chance for people to be listened to, particularly the older generation. Sharing stories can help reduce stigma, empower service users and help people move forward in their lives.


“ I've got a lifeline for a lifetime. ”

Service user

“ We hear your voice and we will empower you to use it. ”

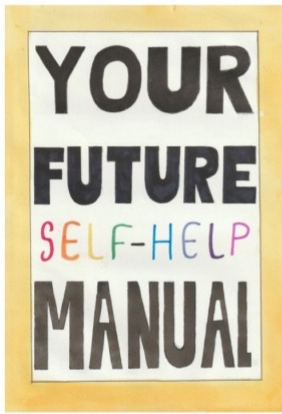
Future Pathways' staff

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NEWS FROM
FUTURE PATHWAYS

Care to Love



Have you ever been in care? We want to hear your story.

The Issue
People registered with Future Pathways need support throughout their lifetime - especially when they experience life changing events.

The Solution
Making Pathways Together, is set up as an independent sister service to provide support for life experiences across a person's life. It provides a Self Help Manual of Support including advice and practical guidance for life including cooking, budgeting, housing and education opportunities and planning funerals. The manual is available online and as a handbook. Regular meet ups and workshops are also where generations can share their experience and wisdom. They take place in locations easily accessible by public transport.

The Benefits
Making Pathways Together will help to promote the larger Future Pathways offer and get messages out to a larger audience. It's also a chance to evaluate the Future Pathways service to ensure the government are getting what they want from their funding.

The Impact
The Future Pathways community can be part of this additional service – as a user and/or a participant. Future Pathways funding is secured indefinitely into the future.

“ I've got a lifeline for a lifetime. ”

Future Pathways' Service user

“ We hear your voice and we will empower you to use it. ”

Future Pathways' staff

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Peer support service with regular cross-generational meetings and based around different themes supported by care-experienced mentors.

Self-help manual meet-ups and workshops where generations can share their experience and wisdom and support each other.

7f. Future Headlines / Engagement Events and Socials: Activities for registrants

FUTURE PATHWAYS

The Hope Hub

A new opportunity to learn for survivors who missed out on an education due to childhood trauma.

Future Pathways have been given funding for its client group to have a second go at the education they missed out on.

The Issue
Many people who have been traumatised due to their experience of care, have dropped out of the education system and there's no way back in!

The Solution
Education for all! This is a new service for people who want to pick up on their education needs and wants. It takes place in an independent venue away from the usual educational establishments, it is open to all age groups and is not means tested.

The Benefits
For some people it is a way to change their lives. For others, it is a chance to do something they're interested in.

The Impact
Many people used the service to better their lives. Some had a whole new world opened up to them through the programme.

Better life chances to have new beginnings

With knowledge, comes the power to change lives

" If you can't explain it simply, you don't understand it well enough! "
Michelle Obama

" Now a good education is about so much more than just learning geometry or memorising dates in history. All of that is important but exploring new things – discovering what makes you come alive and then being your best at whatever you choose. "
Albert Einstein

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A unique educational opportunities service to allow registrants to pick up on their educational wants and needs.

8. Participant Feedback

At the end of Workshop 2, participants were invited to provide feedback using the questions and Rose, Thorn Bud colour-coding shown opposite.

The feedback is summarised into key messages or themes in the diagram below. The full listing of individual comments from participants is shown in Appendix 1.

Rose

What did you like about the workshop?
What worked well, any positives or strengths?

Thorn

What didn't you like about the workshop?
What could be better? Any negatives or weaknesses?

Bud

Any additional thoughts you'd like to share?

I'm absolutely delighted with the results and how this has been put together. I would be honoured for it to be used especially if it helps others.

I can't see any reason why my poster can't be used, so feel free to add it to your list, not least as I'm quite proud of it!

8. Participant Feedback

Participants were happy with how the sessions were organised and delivered

I liked the welcome pack. A kind thoughtful gesture - feeling of connectivity- it sealed the deal.

Organisation and preparation for sessions was good

Splitting into two sessions was good and additional breaks could be helpful

Online feels more comfortable than in person

Participants benefited from using technology but recognise it could be a barrier for others

Participants found the process 'stress-free' and enjoyed the interaction and facilitation

The process is very well thought out because it allows you to think while your thoughts are captured and read back to you.

The process puts you at ease and supports participants to allow ideas to come forward

The format worked well with more interaction suggested by some participants

Facilitators helped guide participants through the process

Sessions were enjoyable and generally stress free

Participants valued having their views heard and hearing from others

You didn't change what I said. You helped me to get to where I wanted.

Inclusive - seeing and hearing from other registrants was interesting and effective

Voices of participants were heard - more opportunities for this welcomed

Participants are keen to know what change will result from their input

Will this feedback make any difference to the way Future Pathways operate and change?

Participants are keen to know the outputs and actions that will result from their input

9. Conclusion

This project was initiated by Future Pathways' senior leadership team to explore how the service might be enhanced for registrants. The project took a user-centred and collaborative approach, involving registrants who had lived experience of abuse while in care in Scotland in a process of co-creation of potential changes.

A total of six groups were facilitated through a participatory process comprising two workshops and involved 23 participants. The workshops created a safe space for registrants to share their thoughts and ideas on Future Pathways' services. The outputs included 21 actions related to three themes: Communications, Future Pathways' Structure, and Engagement Events and Socials. In addition, more detailed descriptions of areas for improvement are presented in a series of 21 Future Headline Posters.

These visual templates describe services, activities, actions and resources that participants considered Future Pathways should prioritise. They also outline what these solutions might look like alongside the perceived benefits that would be gained by registrants, Future Pathways and others.

The enthusiasm with which participants engaged with the process was inspiring. Participants were also keen to be kept informed of the outputs of the project and, for many, to be involved in future.

It is suggested that providing a safe space for discussion around particular topics would be valued by registrants and would bring to attention areas where Future Pathways can enhance the service provided.

Appendix 1: Data Synthesis of Proposed Actions

A total of 336 contributions across the six groups.



Appendix 2: Participant Feedback



Acknowledgements

Journey Associates would like to thank each of the registrants who participated in Making Pathways Together for their time, contribution and valuable insights that have informed this report.

We would also like to thank Future Pathways for the opportunity to collaborate on this project and for the continued support of the team throughout its delivery.

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