



FUTURE
PATHWAYS

Future Pathways

Quarterly Report
October – December 2022

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Report on Quarter 3 (October-December 2022)



PEOPLE REGISTERED WITH FUTURE PATHWAYS IN Q3



PEOPLE REGISTERED WITH FUTURE PATHWAYS IN TOTAL

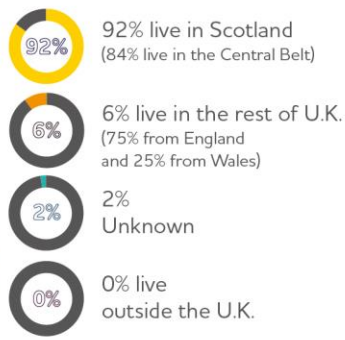


PEOPLE ARE WAITING FOR SUPPORT



PEOPLE STARTED WORKING WITH SUPPORT COORDINATORS IN Q3

Where people registered with Future Pathways live



Where people heard about Future Pathways

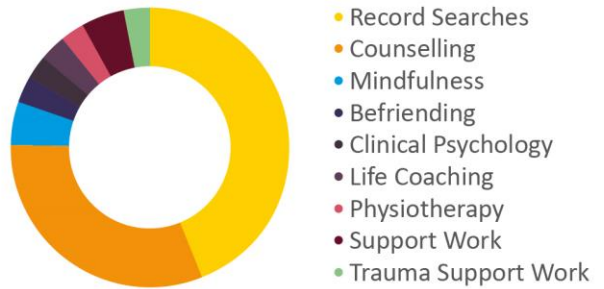


More people heard about Future Pathways through word of mouth than anywhere else

People shared the impact of working with Future Pathways

It makes a very big difference. Future Pathways has given me hope for the future and I am moving forward with a more positive outlook than I had before.
Survivor

We supported 202 people to access support by working with our 53 delivery partners



People shared what they would like to change

Equal access is important to survivors.

We explain our outcome focused way of working with survivors when they engage with the service and tailor support plans to individual needs.

Welcome to the Future Pathways Quarterly Report

Welcome to Future Pathways most recent report which sets out what has been done between October to December 2022.

Listening to people's experiences and acting on what we learn continues to be at the centre of our work. A real highlight has been the Making Pathways Together project, which generated a range of improvement actions. The full report will be shared shortly, and I would like to thank everyone who contributed their time and views to this important project.

Future Pathways continues to receive a greater number of support requests, alongside numbers of people registering. Working with Future Pathways can lead to many different impacts. Themes of hope thread through individual support plans, which anticipate better relationships with others, improved wellbeing and a greater sense of safety or control over their circumstances. As support progresses, people share how this has impacted them. Such impacts might include sleeping better, socialising more or becoming able to make plans for the future.

In almost all the reviews we looked at, people want to continue working with Future Pathways. This reflects the value of the relationship to the person and a desire to continue working on existing outcomes. Fewer people identify new goals, suggesting focus on medium to long term goals and reflecting that we continue to work with numbers of people who registered some time ago. At the same time, people are continuing to sign up for support. This has meant that support cannot start when someone registers. People have told us that they would like faster and more regular contact. We will be refreshing our information pack so that we communicate more clearly about waits.

In recent months we have been so pleased to receive creative content from people we work with. Please see our Newsletter to find out more. You can receive our updates by email or letter. Email engagement@future-pathways.co.uk if you would like to find out more.

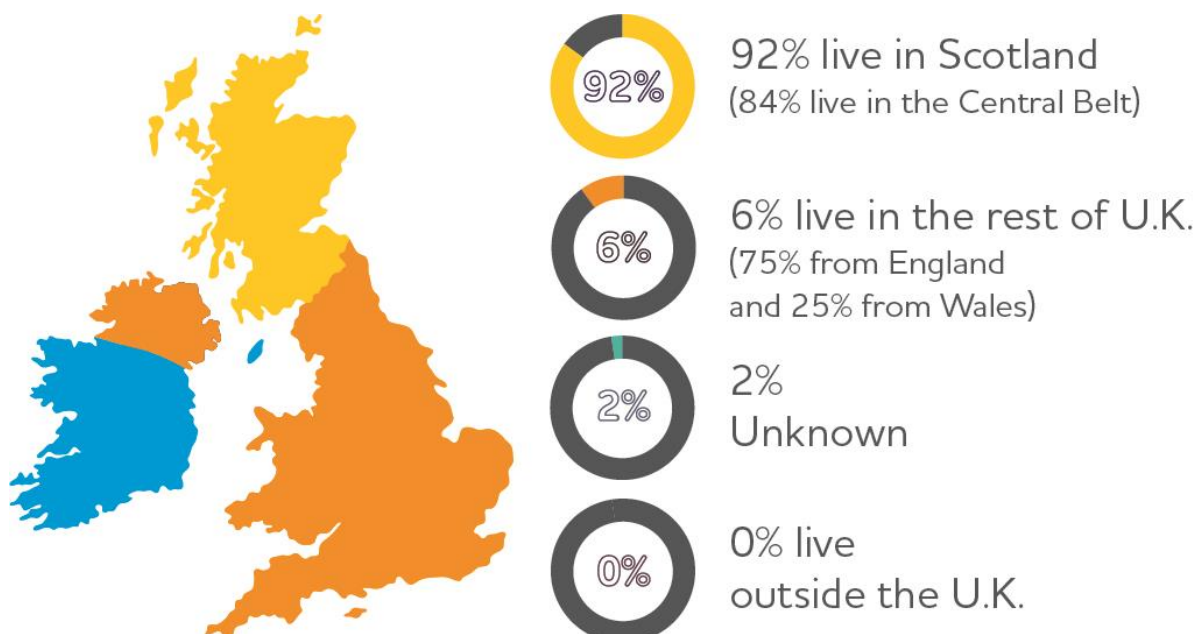
Raising awareness and engaging with survivors

Who registered with Future Pathways in Q3?

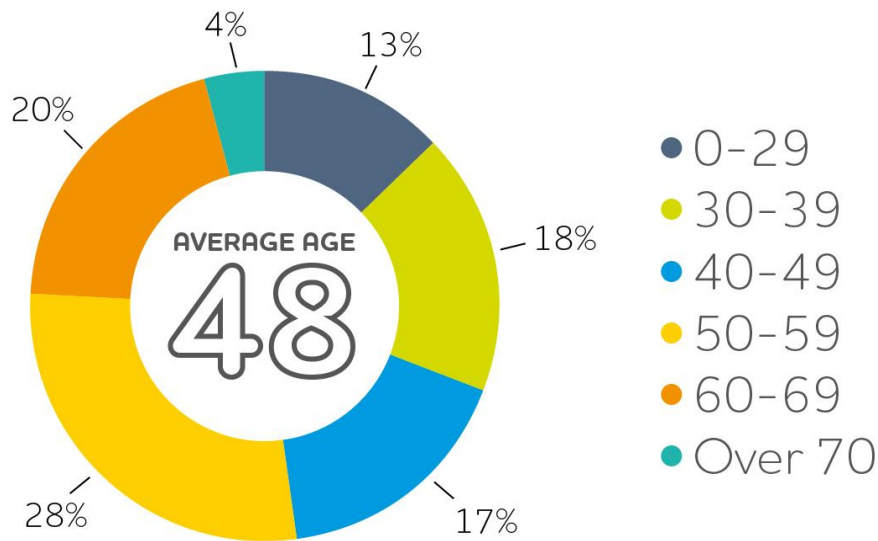


Registrations increased by 13% in Q3. In Q2, 46 people registered with Future Pathways. This rose to 52 people in Q3. An average of 17 people registered with Future Pathways per month. During Q3 of last year (2021/22), 77 people registered with Future Pathways. Since then, overall registrations have reduced by 33%. This reduction could be because there is considerable focus on the Redress Scheme which launched in December 2021. It may also be related to having to wait for support. Many people hear about Future Pathways 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.

Most people registered with us live in the Central Belt of Scotland. Like last quarter, we did not receive any registrations from people living outside the UK.



The average age of people registered with us increased slightly from 47 to 48 this quarter. We saw a 4% increase in the number of registrants aged under 29 and a 10% reduction in the number of registrants between 30 and 39 this quarter. The number of people aged over 70 registering with Future Pathways also slightly increased from 2% in Q2 to 4% in Q3.



How did we engage with survivors in Q3?

We engaged with survivors in a range of ways in Q3.



In Q3, we posted 19 times on Facebook, and we shared others' posts 4 times. 688 people follow us on Facebook. Overall, our Facebook content reached 5,549 people.

On Twitter, we tweeted 18 times and we retweeted 10 posts in Q3. 1,240 people follow us on Twitter. Overall, our Twitter content reached 5,477 people. Our social media content raises awareness of Future Pathways, promotes our learning, advocates for wider change, and signposts people to resources.



Future Pathways has 2 newsletters. One aims to inform survivors about our work. 1,026 people are subscribed to our Future Pathways Newsletter. This is 46% of the people registered with us. 69 new people subscribed to this newsletter in Q3.

We also have a newsletter for partner organisations, called Connect. 116 partners are subscribed to Connect.

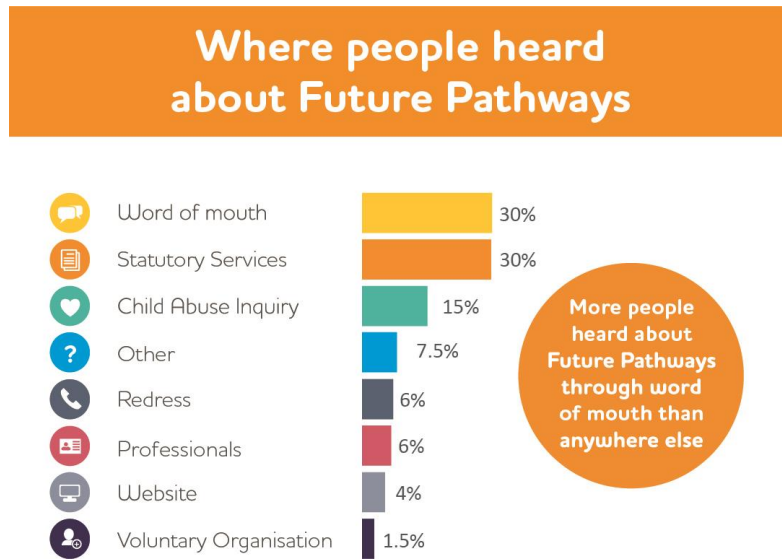
3 new partners subscribed to Connect in Q3.



We share updates about our work on our website. In Q3, we created an online Arts and Crafts Winter showcase which featured the creative projects (including photography, crafts, and drawings) of some of the people registered with us.

In Q3, our website views increased by 16.5% to 6,813. The most frequently viewed pages on our website included our home page and our news and events page.

More people continue to hear about Future Pathways through word of mouth or from statutory services.



Our Survivor group, Voices for a Better Future, met several times in Q3. The group contributed to our upcoming impact report by sharing their reflections about the difference that Future Pathways has made in their lives.

How did we engage with others in Q3?

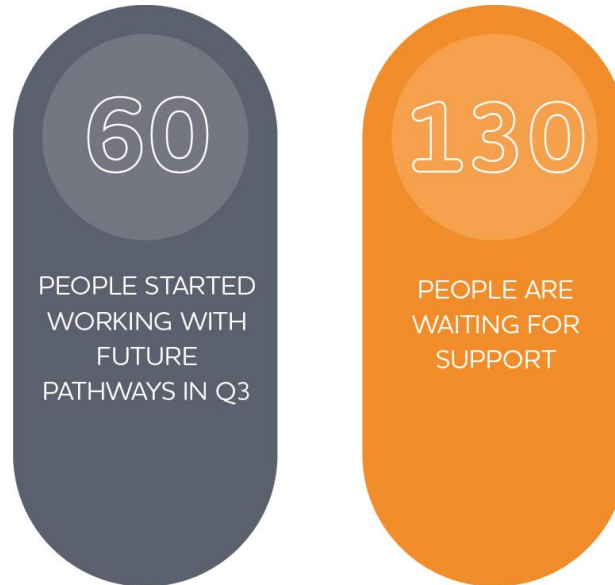
In Q3, the Anchor (Glasgow's Psychological Trauma Support Service), an Alliance partner of Future Pathways delivered training about providing trauma informed support to our Support Coordination team.

We shared what we have learned about understanding the difference we make to people at an event hosted by Matter of Focus. Matter of Focus help us, and many other organisations, to track, measure, and report about our impact.

We completed the Making Pathways Together project. This project consulted with survivors about how we could improve Future Pathways. 23 survivors participated in Making Pathways Together. The group generated 21 actions that Future Pathways could take to improve the service's communications, structure, and engagement activities. The Making Pathways Together report was circulated internally in Q2, and it will be shared externally in due course. We would like to thank everyone who contributed their time and views to Making Pathways Together.

Identifying what matters to survivors

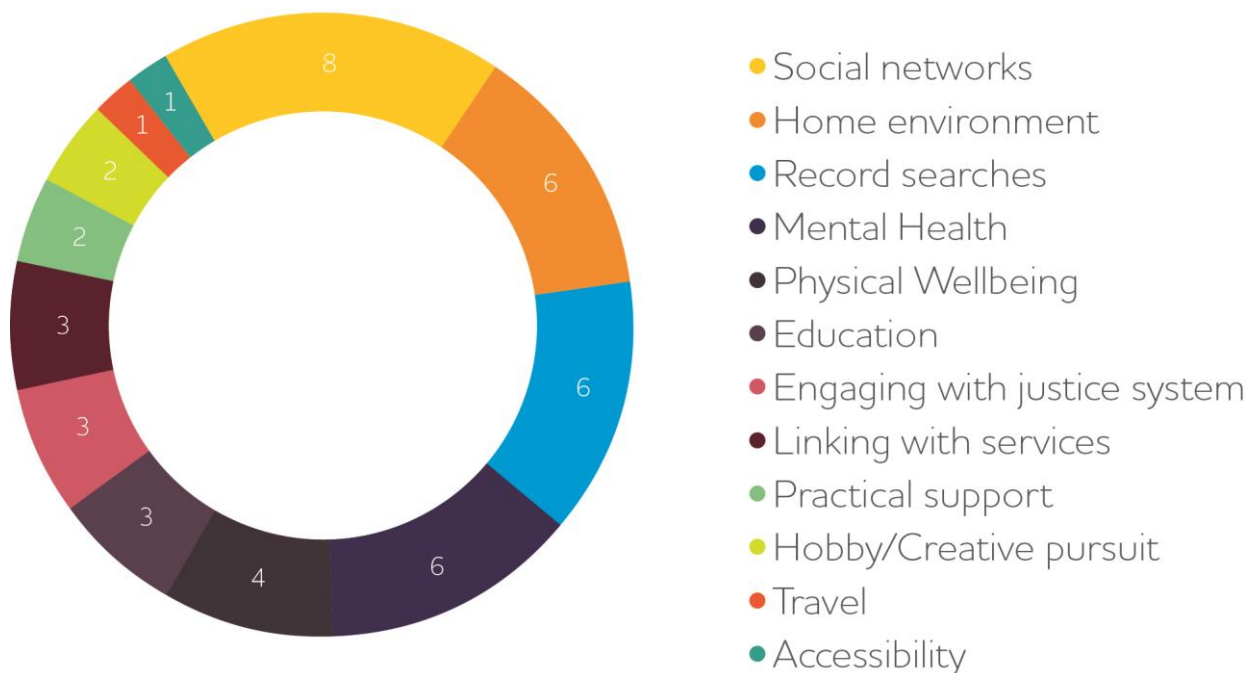
What support did people seek in Q3?



We begin support by having guided conversations about various aspects of peoples' lives. These conversations enable people to identify their needs and connect with relevant services. These conversations enable people to take steps to prioritise their safety or wellbeing. Everyone registered with Future Pathways completes a support plan with their Support Coordinator. Since large volumes of support plans are created, we analyse a sample of support plans every quarter. This allows us to develop an evolving understanding of what is important to the people we work with.

In Q3, we sampled 25 support plans. Some of these were created by people who were new to Future Pathways, while other support plans sampled were created by people who had just reviewed the support they were already accessing through Future Pathways. On average, this quarter people identified 2 outcomes they wish to work on with Future Pathways. As can be seen in the chart below, 8 of the 25 sampled support plans from Q3 included outcomes around expanding or strengthening social networks. In 6 support plans, people told us they wanted to improve their living environment. Often, people highlighted the importance of feeling safe and comfortable in their home. Working on mental health and accessing care records were also areas of priority for people this quarter.

Support Plan Outcome Themes



When agreeing a support plan, we ask people what difference they envisage these outcomes having in their lives. People particularly highlighted that they hoped these outcomes would positively affect their relationships, and their mental wellbeing. The themes which emerged from people's answers are included in the word cloud below.¹

I will feel motivated
I will be able to volunteer or work.
 I will be independent. **I will worry less.** I will feel hopeful.
 I will be connected with the services I need. I will have respite from difficulty.
I will have meaningful relationships. My basic needs will be met.
 I will sleep better.
My mental wellbeing will have improved.
 I will have a better routine I will feel confident.
 I will enjoy something. I will gain a sense of closure.
I will feel safe and comfortable.
 I will feel in control of my life.
 I will understand myself better.
 I will be physically healthier.

We continue to receive high numbers of support requests. As a result, it has not always been possible to begin supporting people soon after they register with Future Pathways. We continue to work hard to reduce the waitlist.

¹ Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

1547

PEOPLE
(69% OF THOSE
REGISTERED)
HAVE ACCESSED
SUPPORT
SINCE 2016

1025

PEOPLE ARE
ACTIVELY
RECEIVING
SUPPORT FROM
FUTURE
PATHWAYS

403

PEOPLE
ARE NOT
CONTACTABLE

159

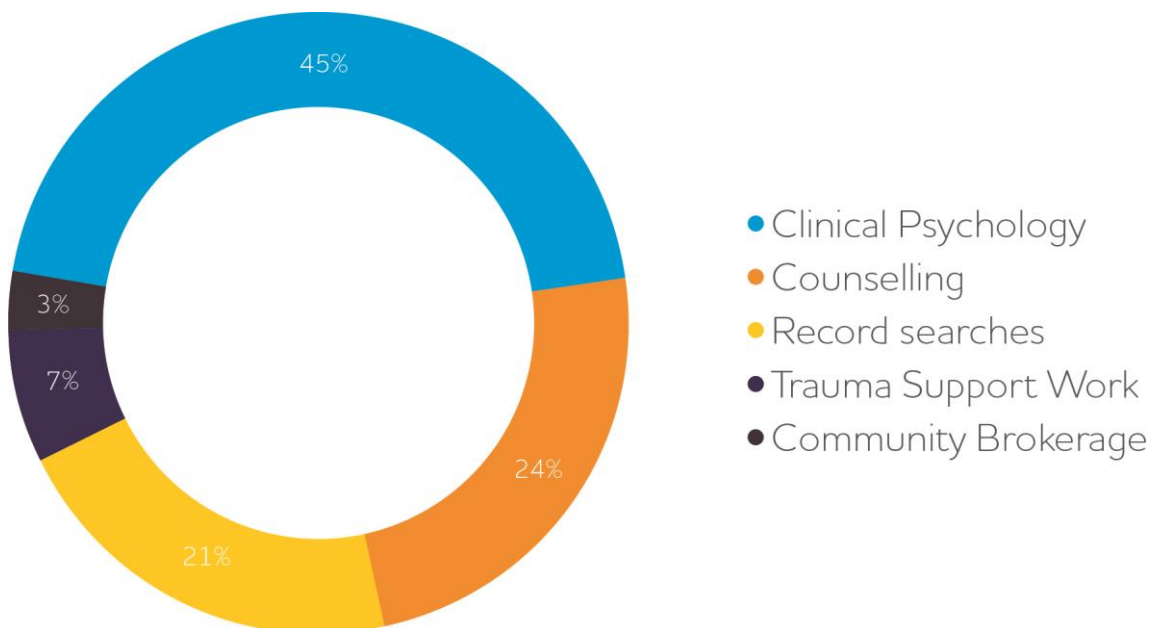
PEOPLE HAVE
COMPLETED
THEIR OUTCOMES
OR DO NOT
REQUIRE
SUPPORT

Enabling access to support

What support did we provide in Q3?



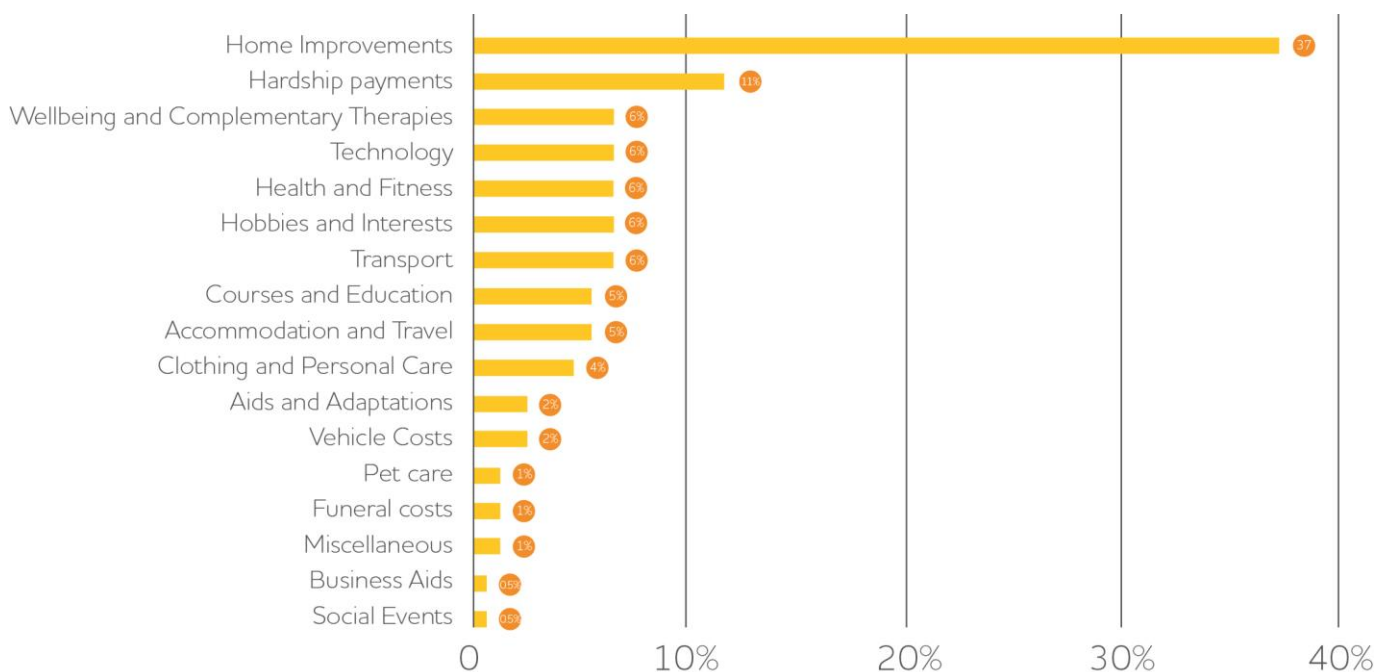
In Q3, we made 42 referrals in the following areas.



This quarter, referrals from Future Pathways to delivery partners dropped by 34%. This may be due to services and professionals taking extended breaks over the festive period. As in Q2, most referrals were for record searches, counselling, and clinical psychological support. 45% (n=19) of referrals this quarter were for clinical psychology. Almost all of these were for assessments with the Anchor which works with people to formulate how they may be currently impacted by their past experiences of in-care abuse or neglect. The Anchor also recommends evidence-based treatments and directs to appropriate services which may deliver those interventions. Referrals to the Anchor decreased by 25% since Q2. 24% (n=10) of referrals this quarter were for record searches. Since 2016, we have supported 757 people to seek their records. For many survivors, finding out more about their time in care is very important. Future Pathways can support people to access support with seeking records of their time in care. 21% (n=9) of referrals were for counselling support.

Most people access a mix of supports including material support, purchased services, or help to access existing services. Some people apply for discretionary funding to access resources or services which

enable them to achieve or work towards their personal outcomes. In Q3, the largest proportion of discretionary fund payments supported people to work towards outcomes around improving their living environment.



The broad range of support suggests that Future Pathways is responding to individual needs holistically.

How did we work with Delivery Partners in Q3?

Future Pathways is currently hosting an Action Learning Programme with 9 delivery partners. This group has explored what works well about the relationship between delivery partners and Future Pathways, as well as the existing barriers to collaborative partnership working and how we can overcome those barriers. This group is in the process of consolidating findings so that we can share what we have learned about working together to support people.

We started working with 3 new delivery partners this quarter, and we have met with several delivery partners to discuss our communication methods, and our contracting procedures. We have set up a working group which will be focusing on streamlining our contracting processes. Meanwhile, we have been making improvements to our data management system, Carista. This will enable us to enhance how we reflect our work with delivery partners in our reports.

Progressing personal outcomes

What impact did Future Pathways support have in Q3?

We evaluate our impact in several ways. Every quarter, we review and analyse feedback received from survivors and delivery partners. In Q3, 36 people or organisations provided feedback about Future Pathways. Sometimes we follow up on feedback by having conversations with delivery partners and survivors to find out more about their experiences. This quarter we had follow up conversations with one of our partners, Michelle at the Community Brokerage Network, and with Yvonne, a survivor who has worked with Future Pathways over the past year. You can read what they shared in the section below.

Support Coordinators also review people's support plans every 6 months. During reviews, survivors and Support Coordinators reflect on people's experience of engaging with Future Pathways and what has changed for them. In Q3, **152** reviews were completed, **50% more (+51)** than last quarter. We sampled **25** reviews from across each of the Support Coordination teams to learn more about our impact.

We also ask delivery partners to complete reports about the work they are doing with survivors. These reports help us understand delivery partners' experiences with Future Pathways and the impact of their work with survivors. In Q3, we received 19 quarterly returns from 16 delivery partners. Of these, 14 partners provided counselling support. 1 provided psychological support, 1 provided advocacy, and 1 provided life coaching. We also received 1 quarterly return from one independent brokerage agency, and 1 from a creative therapies partner.

How do people feel about Future Pathways?

People told us that they appreciate Future Pathways' support. 5 people got in touch to thank us for our support and 2 people shared their gratitude in reviews. People shared that their Support Coordinators made them feel comfortable, understood, and listened to. Some people said that this experience made them feel able to trust Future Pathways. Yvonne told us about the importance of feeling able to trust her Support Coordinator.



I don't trust easily but I was able to build trust with my Support Coordinator. It made a massive difference to have someone to talk to who was listening to me and supporting me, and who knew what I have been through. You don't necessarily talk about it all, but they know and that helps.

Yvonne

On the other hand, 3 people felt impacted by worries and stresses about external factors. Some told us that communication challenges with Future Pathways made them feel disappointed, frustrated, unacknowledged or uncertain about their support.

Some partners told us they felt supported to work effectively with survivors. Michelle at the Community Brokerage Partnership explains that respect and a person-centred focus enables her to work more effectively with survivors:

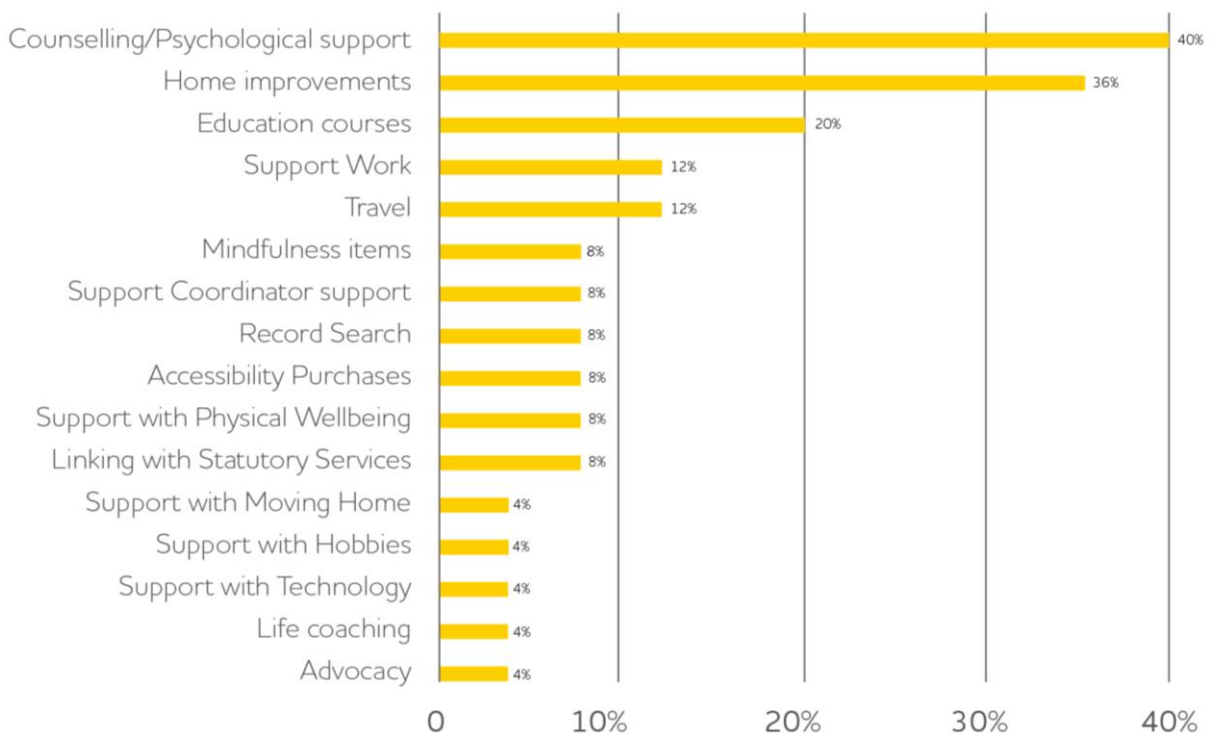


My relationship with Future Pathways works well because we have a respectful, open exchange of ideas.

Michelle

What do people learn and gain from Future Pathways?

Survivors told us that a wide range of supports are valuable to them. Home improvements and counselling were the supports most frequently cited as impactful.²



4 people told us that they gained self-awareness through working with Future Pathways. 3 people felt they gained independence and flexibility in their lives. 3 people reported being able to access consistent support and advice from Future Pathways or a delivery partner. 4 people highlighted that they had gained increased social connection, either by spending more time with loved ones, or by developing a relationship with a professional they felt they could speak openly with. Finally, 3 people expressed that working with Future Pathways had given them a sense of pride, either in themselves or in their home.

Yvonne told us about the confidence and sense of purpose she gained from working with Future Pathways.

² In the graph above, the figures do not total to 100% as many individuals agree more than one outcome with their Support Coordinator. Therefore, some individuals are represented multiple times in this graph.



Now I feel I have a purpose. Look at where I came from and where I am now. I wasn't confident. I didn't believe in myself. I didn't know what to do a year ago. Now I have taken this huge step of becoming a Victim Support Worker to help others.

Yvonne

Michelle from the Community Brokerage Network fed back that she gained experience of setting boundaries and patience from working with Future Pathways.



Working alongside Future Pathways has taught me the importance of expressing clear boundaries and expectations with clients and partners. I have gained more patience by working with Future Pathways. Sometimes, we support people with complex needs, so I have learned that it can take longer to put the right support in place.

Michelle

What do people do differently?

In almost all the sampled reviews, people (88%, n=22) wished to continue working with Future Pathways. Most people choose to continue working on existing outcomes indicating that these outcomes are medium-long term goals. 32% (n=8) of sampled reviews indicated that survivors wanted to focus on new outcomes moving forward. 3 people decided to pause their work with Future Pathways because they felt they had met their outcomes.

Some people shared that things had changed in their lives since working with Future Pathways. For some, working with Future Pathways had resulted in practical changes to their day-to-day life. 5 people shared that they were sleeping better because of Future Pathways support to improve their sleeping environment. For others, working with Future Pathways had positively influenced their relationships with others. 5 people highlighted that they were socialising more than before. And others highlighted that Future Pathways had supported them to start thinking about their future. 3 people shared that they were making plans for their future by setting goals.

Yvonne shared with us how the support she resulted in changes to her mindset and her relationships with her family.



Support from my Support Coordinator has kept me focused on the present and my future. It has transformed my mindset and my life. Friends and family notice a big difference in me as well. My daughter told me she is proud of me. They say I am a different Mum now – they see a strong, confident woman. Working with Future Pathways has brought me and my children closer together.

Yvonne

Michelle from Community Brokerage Network shared that her perspective on working with survivors had changed since working with Future Pathways.



Working with Future Pathways has enabled me to shift my mindset as a practitioner. Previously I believed I knew what support people needed. Now, I learn from survivors what support they feel they need. It's a shift from fixing to acknowledging survivors' autonomy over their support.

Michelle

What difference does this make?

Almost all (96%, n=24) sampled reviews included at least one outcome which had a positive impact on the person's life. 64% (n=16) identified at least 1 outcome which had made a 'big impact' on their life. As last quarter, 20% (n=5) of sampled reviews included an outcome which people felt had not impacted their life positively at that point. In these reviews, the support had not yet been put in place. This could be due to a pending referral or funding application. In one case, the support did not proceed due to the COVID-19 pandemic.

In reviews, people shared the difference Future Pathways made in their life. Some people had been able to achieve more than they could previously have imagined. Others shared that working with Future Pathways helped them feel better about themselves. Another described Future Pathways work as "lifesaving."



You don't realise how much you are helping. It might only look like small things from the outside, but it makes a very big difference. Future Pathways has given me hope for the future and I am moving forward with a more positive outlook than I had before.

Yvonne

Improving Future Pathways

How are we improving the quality of our support?

We complete quality checks every quarter, as part of our commitment to continuous improvement and learning. The below flowchart illustrates how we improve the quality of our service.



After pausing our quality checks in Q1 of this year, we resumed our quality checks in Q2. We held reflective meetings with Support Coordinators and sampled our work to assess the quality and consistency of our work and processes. In Q3, we started reviewing our quality framework to streamline our approach to quality checks. This will help us assess quality more robustly and to focus more closely on the areas we need to improve. In Q3, quality checks enabled Future Pathways to progress improvement in the following areas:

- Enhancing our data storage and reporting systems
- Strengthening our contracting guidance and procedures
- Improving our administrative processes

What feedback did we receive in Q3?

Every quarter, we review and analyse the feedback we received from survivors and delivery partners. This allows us to:

1. Provide our leadership team with an overview of feedback.
2. Discuss, understand, and use feedback to evidence our work.
3. Listen to feedback and use feedback to improve Future Pathways.

In Q3, 36 people gave us feedback. 25 survivors gave us feedback about their experiences of Future Pathways and 1 person fed back on behalf of someone who was registered with Future Pathways. 10 delivery partners gave us feedback. Most (61%, n=22) of the feedback we received was positive, and 39% (n=14) was critical.

Feedback indicates that generally survivors appreciate the support Future Pathways provides, and that when our support works well it changes people's mindsets, helps them feel more confident and enables people to think more positively about the future. Some people also shared that Future Pathways had

significantly altered their lives or had helped them to give back to others. Delivery partners fed back positively about our communications and about their relationships with Future Pathways staff.

On the other hand, survivors told us that negative experiences detrimentally affected their trust in Future Pathways and their mental health. We also received critical feedback from delivery partners seeking more clarity about our contracting processes.

To provide feedback about Future Pathways, please visit our website (<https://future-pathways.co.uk/feedback/>) or email us (engagement@future-pathways.co.uk).

How do we respond to feedback?

Long waiting lists and lack of communication reduce people's trust in Future Pathways, and their mental health. People wish for swifter, more regular contact.

We will communicate more clearly about our waiting list through our information pack.

Equal access to support is important to survivors.

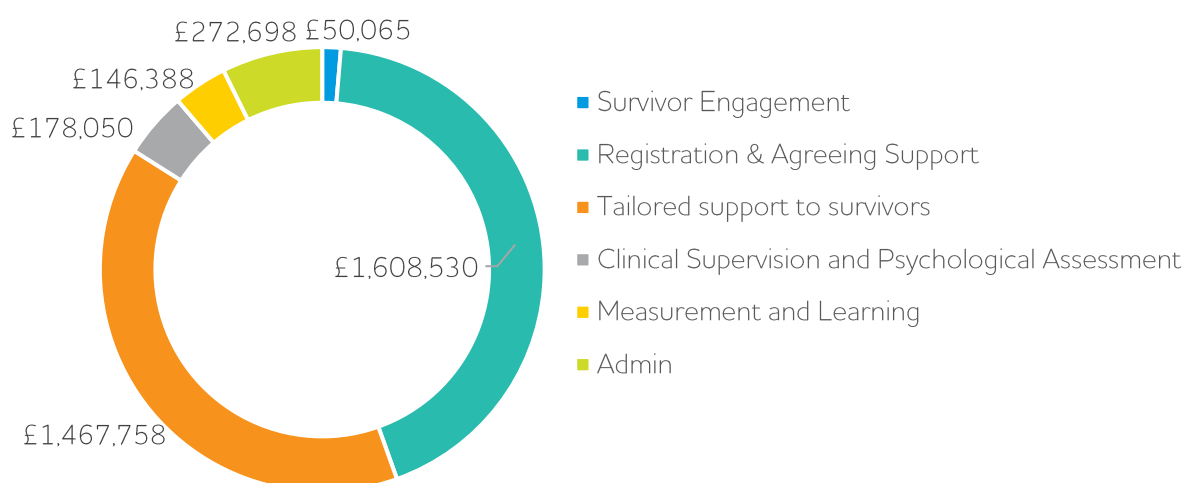
We explain our outcome focused way of working with survivors when they engage with the service and tailor support plans to individual needs.

Delivery Partners appreciate clarity in our communication and contracting procedures.

We have started a contracting working group to improve our processes with partners.

Expenditure in Q3

In Quarter 3, Future Pathways' expenditure totaled £1,151,656. This was £136k less than in the previous quarter.



The highest area of expenditure was registration and agreeing support, which reflects the larger Support Coordination team that provides ongoing interaction and relationship building between people and Future Pathways.

The provision of tailored support was the second highest area of expenditure. Like Q2, a greater proportion of funds was provided for material support (£257k) compared to purchased services (£162k).

In general, costs are in line with previous quarters. Expenditure on travel continues to be higher than last year as support coordinators have re-started face-to-face work with some survivors, recognizing that not everyone wishes face-to-face input.

Survivor engagement related activity continues to be less than in pre-pandemic years as support provision has been prioritized as there are still numbers of people waiting to access the service. In line with the cost of living and inflation pressures, costs are expected to continue to rise across the service.

To recognise this, allowance has been made for the increased cost of material support for Discretionary Fund purchases. Forecasts for staffing and services have been adjusted as Future Pathways is advised of cost-of-living related uplifts to salaries.