



**FUTURE**  
PATHWAYS

# Impact Evaluation Summary Report





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# Glossary

## Delivery Partners

These are organisations, charities or companies which we purchase services from.

## Existing Services

Services which we signpost people to, or which we support people to access. We do not purchase support from these services because they are statutory or community based services and are free to access.

## Goals

These are aims that people wish to achieve or work towards. We support people to identify SMART (specific, measurable, achievable, realistic, and time-bound) goals which contribute to their outcomes.

## Historic Child Abuse

In our timeline we make one reference to 'historic child abuse' due to the title of a report. This term refers to abuse which has not occurred recently, although the impacts of the abuse may be

present and ongoing. We understand that for many people, the term 'historic' does not acknowledge the ongoing impact of abuse and neglect.

## Making Pathways Together

Delivered by Journey Associates, this project facilitated people we support to provide feedback about Future Pathways at online workshops. 23 people took part in this project which ran from 2020 to 2022. The project generated recommendations for how Future Pathways could improve across key areas of the service, including our structure, communications, and engagement.

## Outcomes

Long-term changes in the areas of a person's life they feel are important to them.

## Outcome Pathways

Future Pathways uses software called OutNav, which was developed

by Matter of Focus. This software enables services to develop outcome pathways. Outcome pathways are structures which identify the impact the service aims to make and how they believe they make this impact. Future Pathways uses our outcome pathways to track, measure and tell the story of the impact we make.

## Support Coordinators

Future Pathways' staff members who work directly with the people we support to facilitate access to the resources and support to progress towards their outcomes.

## Survivor

We sometimes use the term 'survivor' in this summary report. We understand that not everyone who has experienced abuse and/or neglect would use this term to describe themselves. When we work directly with an individual, we will always use the words that they find preferable.

## Trauma-informed Practice

This is an approach to providing support which is rooted in an understanding of the wide-ranging signs, symptoms and impacts of trauma. Trauma-informed approaches seek to prevent re-traumatisation by embodying the principles of safety, trustworthiness, choice, collaboration, empowerment, and cultural consideration.

## Voices for a Better Future

This group provides advice and guidance to shape the design and delivery of Future Pathways. The group ensures that the views of people we support are heard and considered in our decisions. The group is composed of fourteen people who have been supported by Future Pathways and two representatives from the Scottish Government. One Future Pathways staff member provides administrative support to the group.

# Introduction

# About Future Pathways

Future Pathways offers support to people who experienced abuse and neglect in the Scottish care system. We support people in a relational and trauma-informed way to identify their outcomes and work towards their goals.

Future Pathways is one of two services delivered by the In Care Survivors Alliance. The Alliance was set up in 2016 as part of the Scottish Government's wider strategy to address the legacy of childhood abuse in Scotland. It is fully funded by the Scottish Government. The Alliance comprises four partners: Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health and the Scottish Government.

# Future Pathways' work

We tailor support to people's outcomes. Our support can focus on many areas of life such as people's home lives, their opportunities and personal networks, and their opportunities for empowerment. We support people to access Discretionary Funding to make purchases related to their outcomes, and to access services provided by a wide range of Delivery Partners. The Delivery Partners we link people with most often provide mental health support and help with accessing records. We also support people to access existing services across areas such as housing and health care. Our relational, trauma-informed approach extends across all areas of our work.

## **We aim to have an impact on individuals by:**

- Raising awareness of the support available so people access the assistance they need.
- Enabling people to identify what matters to them now and in the future.
- Facilitating access to a broad range of support.
- Supporting people to improve their lives by achieving their goals.

## **We aim to have a wider impact on services people may access by:**

- Ensuring support from Delivery Partners meets quality standards.
- Optimising the resources that people access.

# Timeline

- 2010** → Scottish Human Rights Commission publishes the Human Rights Framework for Justice and Remedies for Historic Child Abuse
- 2014** → Following the "InterAction" process that brought together survivors of abuse, religious leaders and representatives from Scottish Government, an Action Plan for Justice and Remedies is published. The Action Plan calls for accountability of historic abuse of children in care to be upheld, including access to justice, effective remedies and reparation.
- 2015** → Independent Scottish Child Abuse Inquiry is established.
- 2016** → Future Pathways is launched in direct response to the recommendation to establish a support fund. It is delivered by the In Care Survivors Alliance.
- 2021** → Scotland's Redress Scheme is launched to offer financial and non-financial redress to survivors of abuse and neglect.
- 2021** → Redress Support Service opens to provide emotional and practical support to people accessing the scheme. It is delivered by the In Care Survivors Alliance.
- 2022** → Voices for a Better Future is established: a panel of people with lived experience, chaired by Scottish Government, come together to directly inform the work of Future Pathways.

# Additional context

We recognise that the work we do is part of something bigger, and multiple factors influence the impact people experience. These significant contextual factors have a direct or indirect impact on our work. They include:

**Covid-19:** Since 2020, the Covid-19 pandemic and multiple lockdowns have reduced people's access to supports and social networks, and increased people's dependency on digital support. During the Covid-19 pandemic, many of the people we support also experienced unexpected and life-altering challenges during this time. It was important for us to respond to challenges quickly. We are aware that going forward, a strategic approach is needed.

**Pressures on public services:** Increased pressures on statutory services have led to longer waiting times for treatment, as well as delays in the justice system. Although these issues affect everyone, they may be experienced differently by people we support. People who have experienced abuse are more likely to experience physical or mental health conditions. They are more likely to be seeking justice for abuse. They are also more likely to find it difficult to engage with and trust statutory services, due to their past experiences, and therefore to require a flexible, trauma-informed approach to support.

**The changing policy on Care Experience in Scotland:** There has been rapid change and development in policy on care experience. The Independent Care Review led to The Promise, which is expected to bring about improvements in the care system which will shape people's experiences of care in the future.

**Investment in a trauma-informed workforce:** Scottish Government has committed to investing in trauma training and a trauma-informed workforce, with the aim of improving the experience of accessing public services for people with adverse childhood experiences. This means that Future Pathways is operating within a much broader network of services committed to working in trauma-informed ways. It is important to acknowledge our position within this context, including the boundaries between our work and the support other services are best placed to provide, when considering the impact we wish to make.

**Cost-of-living crisis:** Last year, we evaluated how the increased cost-of-living was impacting the people we support. We found that this situation was negatively affecting people's mental health, with people feeling more stressed, worried and experiencing more negative thoughts. People were particularly concerned about their finances and their housing. Support Coordinators noticed that people felt less able to focus on their outcomes because they were under immediate financial pressure. We noticed we were having more discussions with people about budgeting and linking people to services like food banks and money management support. Almost three quarters of people registered with us (who lived in Scotland), lived in the most deprived areas of Scotland. This indicates that the cost-of-living crisis may disproportionately affect the people we work with. The crisis presents significant barriers to many survivors, many of whom are already affected by existing inequalities.

# This Report

This report is produced by Future Pathways, based on the full report developed by Matter of Focus. It shines a light on the difference we have made and how we have made this difference. We aim to tell the story of Future Pathways, from our early development to our present work. Then we look ahead to the future of our service. We cover this in three stages:

- **Laying the Foundations:** we outline our work from our launch in 2016 to when we reported our impact at scale for the first time in 2020.
- **Building our Learning:** we share what we learned about our impact between 2020 and 2023. This forms the main content of this report.
- **Sharing our Impact:** we consider how our impact evaluation and learning will inform our work going forward.

Future Pathways aims to reduce the impact of the lifelong inequalities associated with the experience of childhood abuse or neglect in Scottish care settings. Everyone's experiences are different, but we have learned that seeking help can be difficult for many people we support. Despite the growing focus on trauma-informed practice, the network of services many survivors interact with can feel inaccessible and insensitive.

Future Pathways offers something different: we seek to understand each person's unique experiences and outcomes, and we weave together different types of support to fit each person.

Above all, we strive to build strong relationships with people we support, our Delivery Partners and existing services. In this report, we consider how we make an impact on:

- **People registered with Future Pathways**
- **The wider network of Delivery Partners and existing services that people access**

This report explores Future Pathways' contribution to the wider picture. The Additional Context section above describes some of the factors which affect our work. Despite this challenging context, we have found that our support interacts with, and sometimes amplifies, the support people access from other services. We have learned that people can experience multi-faceted benefits when they have consistent and boundaried supports at the right time in their lives.

This report also highlights that there is still much for us to discover. We want to learn more about what helps people experience the positive impacts of our work. We want to understand who we are reaching, and who we may not be reaching. We want to continue reflecting on how we can work with other services to convene support around people. This report is an opportunity for us to recognise our progress, consolidate what we have learned and apply our learning so that we can support more people, after a lifetime of inequality, to live well.

# Our Sources and Methods

This report was created in collaboration with Matter of Focus, a company which helps organisations to measure, track and report their impact.

## **This report draws on several sources:**

- Selected evidence gathered by Future Pathways. This includes our Interim Impact Report 2020-22 and our earlier Impact Report 2016-19.
- Conversations with key strategic stakeholders, including people supported by Future Pathways, our Delivery Partners, and staff (including Support Coordinators and members of the management team).

We wanted to learn more about both what difference we are making and how we make that difference. We used six simple questions, based on an evaluation framework developed by Matter of Focus, to help us understand our impact:

- **What does Future Pathways do?**
- **Who do we work with?**
- **How do people feel when they engage with us?**
- **What do people learn and gain when they engage with us?**
- **What do people do differently because of our work?**
- **What difference does this make?**

We use these questions to help us describe the difference we make.

# Key Figures

2200

Almost 2200 people were registered with Future Pathways by November 2022.

1500

Future Pathways had supported 1500 people by November 2022.

1000

At that time, 1000 people were actively receiving support.

52

The average age of people registered with Future Pathways is 52.

62

We had 62 active Delivery Partners.

200

We had 200 contracts with our Delivery Partners.

Between January 2020 and November 2022, 38% of our referrals were for support with seeking records.

26% of our referrals were for counselling or psychological support, and 21% of our referrals were for clinical psychological assessment at Glasgow Psychological Trauma Service.

We made over 1000 wellbeing calls to people registered with us to offer immediate support during the Covid-19 pandemic. This was taken up by over 600 people.

23 people we support participated in the Making Pathways Together project.

14 people we support are part of Voices for a Better Future.

2022

1000

23

14

# Laying the Foundations: 2016-2020

# Our Expectations

Prior to the launch of Future Pathways, existing research demonstrated that people who experience childhood abuse often face inequalities across other areas of their lives. Future Pathways was commissioned to provide trauma-informed support to enable people to redress these inequalities and improve their lives.

Initially, we did not know how many people would register with us, or what their needs were. Far more people registered with Future Pathways than we expected, and many people who registered had experiences of other services failing to meet their needs.



Having someone constant in your life helps you build trust when that's been broken from an early age. Consistent support staff is important as change diminishes trust.

Interview with person being supported by Future Pathways

# Our Learning

In 2020, we evaluated what we had learned about our impact since we launched in 2016. The key findings of our first impact report included:

- People feel safe and heard by Future Pathways, and they trust us.
- There is strong support for a person-centred model that responds to individual circumstances.
- People registered with Future Pathways are living in a wide variety of circumstances.
- People highly value the relational approach that our Support Coordinators take.
- People have significantly improved their lives with contributions from Future Pathways.
- A much greater range of resources is now available through our network of Delivery Partners.
- We are confident that people feel able to tell us what would make the most difference in their life and ask for the help that they really need.
- We aimed to do more to highlight how people experience support, work with partners to reduce barriers, and share our experience so that others can benefit from our learning.

# Our Challenges

Our first impact report also highlighted challenges we faced and gaps in our knowledge. We learned that:

- We could do more to reach people facing additional barriers, such as homelessness and some kinds of disabilities.
- Our work would be hindered if we did not build trust with people registered with us.
- There can be a misalignment between people's needs and expectations and our finite resources. We must continuously balance our relational approach with our responsibility to effectively manage access to discretionary financial support.
- It can be difficult to navigate the boundaries between the support our service offers, and the support other services are best placed to provide. This presents a particular challenge for some people registered with us, who are understandably reluctant to engage with statutory services, and for some services, who experience issues like shortages of skilled staff.

# Our Priorities

Our first impact report helped us identify our priorities going forward. We committed to working with Delivery Partners to reduce barriers to support. We aimed to create opportunities for people to contribute to shaping Future Pathways. We planned to improve how we build and sustain people's trust in Future Pathways. We also felt it was important to continue making the case for the resourcing needed to sustain our work and reach more people.

What we learned from our first impact report laid the foundations for our more recent work.

# Building our Learning: 2020-2023

# Supporting people directly: Our Key Findings

Between 2020 and 2023, we decided to look again at the impact we were making. We looked at how we supported people registered with us, and the impact our work had.

Here are our key findings:

 People have holistic, person-centred conversations with us about their needs, outcomes and goals.

 We facilitate access to multi-faceted supports to respond to people's multi-faceted circumstances and outcomes.

 Many people we support feel seen, understood and cared about. This is particularly meaningful in the context of their past experiences.

 People tell us it is important to access spaces where they can reflect and heal.

 Many people gain the knowledge, skills and confidence which enable them to make positive changes in their lives.

 We hear powerful stories of people who have benefited from Future Pathways' tailored support, whether direct, facilitated or commissioned. The impact of Future Pathways can cascade across many areas of their lives.

**You can read all our findings in the full report.**

# Supporting people registered with Future Pathways

## Key Questions



- What does Future Pathways do?
- Who do we work with?
- How do people feel when they engage with us?
- What do people learn and gain when they engage with us?
- What do people do differently because of our work?
- What difference does this make?

# Supporting People Directly: What do we do?

## We support people to register with Future Pathways

Between January 2020 and November 2022, people heard about Future Pathways in a range of different ways. Most commonly, people heard about us from someone they know, a statutory body or the Scottish Child Abuse Inquiry. This suggests that people are aware of the service and feel comfortable recommending it to others. Most people self-refer to the service, rather than being referred by another service.

## We prioritise providing timely support

The volume of people registering with Future Pathways has remained high and people engage with support for extended periods. Most people choose to continue their support for longer than six months, although some choose to pause their support at certain points. People can be reluctant to draw support to a close for several reasons. For example, people may find other services inaccessible or prefer to continue engaging with a service with which they have developed a trusting relationship. People may require long term support to move towards trauma recovery since the impacts of childhood abuse can be complex.

Because of the sustained demand for Future Pathways' support, many people must wait to access support. Between January and March 2022, 375 people were waiting for our support.

Our waitlist was impacted by the Covid-19 pandemic which affected people's support needs and our capacity as a service. Between March and July 2020, Support Coordinators made almost 1000 wellbeing calls to people registered with us to offer immediate support. Almost two thirds of those contacted accepted this offer of support and many people who had concluded their support returned to the service during the pandemic. At the same time, we saw an increase in staff absence rates.

Since then, people have re-focused on the goals they were unable to pursue during the pandemic. Requests for face-to-face support have increased, which has decreased the capacity of Support Coordination teams. Despite these challenges, the number of people on our waitlist at the time of the report had reduced and the waiting time was shorter, with no-one waiting longer than six months for support.



The complications of my life have lasted maybe 30 years and a year's support's not going to be adequate enough to start improving my life.

Member of Voices for a Better Future

## **We provide tailored, multi-faceted support**

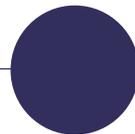
At the start of support, Support Coordinators facilitate guided conversations about many different areas of people's lives. Building relationships with people who face considerable barriers to accessing support can be complex. We take the time to help people identify their outcomes and we work together to create a support plan which is tailored to the person. The support we facilitate depends on the person's circumstances, needs and outcomes.

Voices for a Better Future highlighted the wide range of supports and resources that people can access over an extended period. This includes access to services provided by Delivery Partners, material support and help accessing existing services. As well as this, members told us about Support Coordinators helping to build support around them. In some instances, this involved Support Coordinators facilitating problem-solving discussions with the different services in people's lives. In others, Support Coordinators communicated on people's behalf during a time of crisis.



Everyone is different so we've all had different facilities and options from Future Pathways.

Member of Voices for a Better Future



# Supporting People Directly: Who do we support?

## **We have worked with 1500 people**

Overall, the number of people registered with Future Pathways has increased. In November 2022 almost 2200 people were registered with Future Pathways. Almost 1500 had accessed support since the beginning of the service. Around 1000 were actively receiving support at that time. Despite the overall increase in registrations, the rate of registrations has decreased since early 2022.

The average age of people registered with Future Pathways is 52 and most people live in Central Scotland. According to our Equal Opportunities data, people registered with us may be slightly more likely to be male, White Scottish, and heterosexual. Many people we support experience health conditions and disabilities. We understand that there is an association between disability and health conditions and childhood abuse.

## **Many people we support wish to prioritise their mental health**

Support Coordinators have conversations with people we support about their safety, health, emotions, environment, and relationships. People we support are most likely to identify mental wellbeing as an area they would like to improve.

Voices for a Better Future members also emphasised the need for mental health support. Given the great personal strength required to manage the impacts of trauma, and the challenges of gaining recognition and justice, members felt mental health support was particularly important.

## People we support want to work towards a range of goals

People identify a wide range of goals in their support plans. These relate to many different areas of people's lives.

Future Pathways refers people to Delivery Partners which work across a wide range of sectors. This mirrors the wide range of goals people identify. We ensure people access a choice of supports and we develop partnerships based on the evolving needs of people we support.

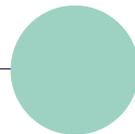
We also link people with existing services according to their goals. These services include local community groups, housing services and local authorities.

## People we support engage with us in different ways

People engage with us in a range of ways, including through social media, our website and newsletters. Some people report that they enjoyed our communications activities, while others feel they are less relevant to them.

In 2021, the Making Pathways Together project took place. Participants in Making Pathways Together called for better communications activity from Future Pathways. We also commissioned an independent consultation of survivors from CAPS (Consultation and Advocacy Promotion Service) about people's experience of Future Pathways and their hopes for how we could develop. CAPS is an organisation which provides independent advocacy to people from East Lothian and Midlothian.

We continuously develop new ways for people to get involved in Future Pathways. In 2022, we established Voices for a Better Future. This group provides people the opportunity to tell us how we should improve and shape the future of our service.



# Supporting People Directly: How do people feel about Future Pathways?

## People feel that building trust is important

We believe that building trust with people registered with us is essential. We know trust can be difficult to build given the life experiences of people we support. Our work involves nurturing trust and managing the risk of damaging trust. To do this, we have learned that it is important to be consistent, maintain sufficient communication and be transparent about expectations and boundaries.

Making Pathways Together participants told us that clarity about the support available, transparency about the timeframes of support, and consistent relationships with Support Coordinators are important. Inconsistency and unsupported transitions or endings to support can be very difficult and can reduce people's sense of safety.

"From the start he had such a nice way about him. He let me lead the discussion."  
Read about how Liam felt about accessing support from Future Pathways.



## People feel transparency about support is important

It can be challenging to balance the tangible support and services we facilitate with our relational approach to working with people. People have shared that it is difficult when a request for support is declined or difficult to access (for example, because of waitlists for existing services). People share that this evokes an uncomfortable power dynamic. This challenge is exacerbated by the lack of readily available trauma-informed services that meet people's needs.

We received a small number of complaints in 2022-23 about a perceived inequality in access to support. Because we tailor support to each person, the support each person accesses from Future Pathways looks different from others' support. This can be perceived as different levels of support.

We try to manage people's expectations about the scope of our support but this remains a challenge. Increased transparency about eligibility for, decision-making about, and access to available funding may be required.

## People feel seen, understood and cared about

Many people have shared positive experiences of building trust with their Support Coordinator and feel that Future Pathways cares about them.

Members of Voices for a Better Future told us it is important to have a dedicated service that understands the needs of people who have lived experience of in-care childhood abuse. They also told us it is important to feel seen and understood by services. One person said that Future Pathways had “a different understanding of me”, contrasting this with their experience of other services.



I feel validated and seen. I have assurance that the support is there, and you are approachable.

Person registered with Future Pathways

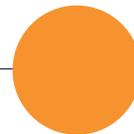


“My Support Coordinator was my crutch, you know just holding me up.

Member of Voices for a Better Future

The sense of being understood by a Support Coordinator was implicit in several people’s accounts. For example, people used expressions like “you could ask my Support Co-ordinator.” People recalled conversations in which their Support Coordinators highlighted their unique talents and skills. Often, people had not noticed these strengths in themselves, and this was a powerful, helpful experience.

Voices for a Better Future made it clear that that Future Pathways’ support is tailored to people’s needs. Members referred to Future Pathways’ “integrity”, “purpose” and “professionalism,” although it was clear that views could fluctuate depending on people’s circumstances at that time.



# Supporting People Directly: What do people learn and gain through Future Pathways?

## People gain knowledge, skills and confidence

Evidence shows that people gain self-awareness, coping and relational skills. People also tell us they experience shifts in their mindsets about themselves and the possibilities for their future. Support Coordinators sometimes share observations which help people gain self-awareness and insight.

Engaging with Future Pathways enables people to access a range of resources, sometimes over an extended timeframe. People's experiences demonstrate that Future Pathways enables access to practical supports and to opportunities to independently access wider services. This support affects many different areas of people's lives.

Accessing medium to long-term support both directly and indirectly through Future Pathways is valued. Members of Voices for a Better Future described the benefits of accessing support directly from Support Coordinators at the same time as accessing supports, such as counselling, which Future Pathways facilitate but do not directly provide. They described experiencing the combined influence of both types of support.

People consistently highlighted the importance of accessing spaces to reflect and heal. They emphasised the positive impacts of counselling, including being able to better manage feelings like anger and anxiety. Delivery Partners providing counselling and trauma supports also observed that people receiving this support experienced an increase in self-awareness.

Feedback shows us that person-centred support can contribute powerfully to changes in many areas of life. For example, feeling safe and comfortable at home can improve sleep. Getting a bicycle or gym membership can create social connection. Accessing education or learning can lead to new opportunities, freedom, independence, and a sense of pride and achievement.

Two members shared a deep appreciation of Future Pathways' support in their journey towards justice. Although this is not an area we directly support, we are keenly aware that many people we support also have experience of seeking redress or campaigning.

"It was learning for me, not to be hard on myself because it was out of my control."  
Read about how Rikki discovered what was important to him.



# Supporting People Directly: What do people do differently?

## People make changes in many different areas of their lives

Multi-faceted supports lead to multi-faceted impacts. People's experiences demonstrate that accessing different types of support can have ripple effects, impacting many areas of their lives. For example, people tell us that working on their relationships can prompt them to take positive steps in their wider relationships and mental health. Delivery Partners also observe that people report changes in their relationships with others while others may find it easier to maintain boundaries. Others share the impact of developing new relationships with community groups or services.

Some people materially benefit from working with Future Pathways, for example by being linked to finance advice or further education and skills development courses. Many people tell us that without Future Pathways' support, they would not have been able to access these opportunities.

Importantly, most people working with Future Pathways choose to continue with support, even in instances where we might need to navigate difficulties in the relationship. For people with a history of being failed by services, sustained contact is a significant outcome.

## People engage meaningfully with existing services

There is some evidence that Future Pathways helps people to navigate their relationships with other services, even when these have previously been experienced as triggering. Many people share that they have been supported to gain more from existing services, and in some cases to access support without Future Pathways. People share that Future Pathways supported them to develop their confidence, understand what they want to access, develop a vocabulary for their needs, and feel empowered to access these services.



I feel that a lot of the work of Support Coordinators is about acting as a catalyst to ensure the right information is conveyed to the relevant services. I like to take a hands-on approach to link people with the support they need, and to speed up the process of accessing support where I can.

Support Coordinator

Accessing existing services may be affected by people's confidence and circumstances. Where people need more help, Support Coordinators can advocate on their behalf, or support them to engage with the relevant services. We want to learn more about how Support Coordinators tailor their approach to enable people to access more integrated support. Individual accounts provide powerful examples of this support.



Future Pathways, they helped me with the Housing Association, they explained to them, 'cos they were harassing me, and I couldn't take, I couldn't take the 'phone calls or even answer my door it was that bad. So Future Pathways did take my 'phone calls and deal with my Housing Association and they did help me out because I was getting evicted basically. I couldn't leave my house. I couldn't go near universal credit or anything.

Member of Voices for a Better Future

"If I hadn't had that help to cover my rent while I moved jobs, I would have spiralled into depression. I've done that before, but I didn't this time because I've got that help there."

Find out how support contributed towards Daniel's mental health and wellbeing.



# Supporting People Directly: What difference does this make?

## Some people experience positive impact, but many face barriers

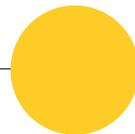
Many people feel that working towards their goals with Future Pathways had a positive impact on their lives. Some people felt supported to achieve goals beyond their initial expectations.

However, not everyone experiences meaningful impact due to wider context of their lives. We mitigate this risk in several ways, including using hardship payments to support people in times of financial crisis. Hardship payments help people pay for unexpected costs related to their basic needs, like food or rent. People have also told us that other barriers, such as the consequences of the Covid-19 pandemic, waitlists for existing services and endings of purchased support accessed through Future Pathways, have detrimentally affected the impact they experience.

## The impact people experience can be powerful and profound

Some Voices for a Better Future members highlighted the scale of the changes they had seen in their lives, in areas like housing, education, relationships, mental health and wellbeing. Often people experienced impacts across these areas, mirroring the multi-faceted support provided.

People told us that the combined support of Future Pathways and commissioned services contributed to “bringing purpose to my life”, “giving me a voice” and “feeling freer in my brain.” Some described being able to move from “surviving” to enjoying a higher quality of life. Examples of people’s experiences are extremely powerful and show that Future Pathways’ support can help people restart their lives by addressing life-limiting coping strategies that have emanated from their past experiences.



# Enabling Effective Work: Our Key Findings

We also looked at how we influenced the wider network of services accessed by people who have experienced in-care abuse.

Here are our key findings:

Future Pathways works with 62 Delivery Partners across a wide range of sectors. We also work with existing services and we want to learn more about how we work with them.

Delivery Partners report feeling supported to develop relationships with survivors. However, capacity challenges can hinder their ability to engage with Future Pathways.

We are not yet able to determine whether Future Pathways makes trauma-informed support accessible more widely. Our contribution is rooted in supporting people registered with us, and influencing the wider network of services people may access.

There is powerful, emerging evidence that support coordination builds support around people and encourages other services to understand people's needs and reflect on their practice.

We want to better understand our relationships with existing services better. We might be under-representing the impact of modelling trauma-informed practice to other services.

**You can read the additional findings in our full report.**

# Enabling Effective Work

## Key Questions



- What does Future Pathways do?
- Who do we work with?
- How do people feel when they engage with us?
- What do people learn and gain when they engage with us?
- What do people do differently because of our work?
- What difference does this make?

# Enabling Effective Work: What do we do?

## We are committed to continuous improvement

As this impact report demonstrates, we continuously reflect on how we should improve. For example, Making Pathways Together created the opportunity for survivors to feedback about what Future Pathways' priorities should be.

We adjusted our delivery model during the Covid-19 pandemic, and we responded to the increased cost-of-living by more signposting people to their entitlements and supporting people through hardship payments.

We also developed an Action Learning Programme involving nine Delivery Partners across counselling, education, and support work. This programme was facilitated by The Lasting Difference. By bringing together Delivery Partners and staff, we gained an understanding of how working collaboratively with Delivery Partners benefits the people work with, and how we could enhance our collective approach.

## We influence more widely in three main ways

This part of the report focuses on Future Pathways' influence on the wider network of services survivors interact with. However, we do not have the power to directly impact the wider system at large. Going forward, we will look more specifically at the three ways Future Pathways can influence this system. These are:

- Working directly with the people we support to improve Future Pathways
- Working with Delivery Partners
- Working with existing services.

We will measure our impact by looking at specific examples of our collaborating or influencing work, and evaluating how we work with people we support to improve our service.

We share what we learn from our experience of supporting survivors. We do this by delivering workshops, creating opportunities for Delivery Partners to collaborate, attending conferences, and contributing to research. For example, we are working with a group of statutory and non-statutory partners to develop a report about Care Experienced people's experiences of seeking records.

## **We make trauma-informed support more accessible**

Future Pathways aims to make trauma-informed support more accessible by reducing the barriers that prevent people from accessing support.

Often, existing services are inappropriate or inaccessible to the people we support. In these instances, we work with our Delivery Partners. Through them, we commission services that directly meet people's needs, thereby making support accessible to the people we support.

We believe it is important to respond to people's needs as they evolve. We adapt our partnerships to meet the needs of those we support. For example, when we observed increased demand and interest in accessing support with therapeutic writing support, we sought out partnerships with specific, relevant services. By evolving our partnerships, we can continue to offer supports tailored to people's outcomes.



# Enabling effective work: who do we work with?

## We work with a wide range of Delivery Partners

People we support can access a broad range of support through our Delivery Partners. We hold over 200 contracts with 62 Delivery Partners. An average contract with a Delivery Partner lasts one year. Between January and November 2022, 38% (n=438) of our referrals were for support with seeking records, 26% (n=294) of our referrals were for counselling or psychological support, and 21% (n=238) of our referrals were for clinical psychological assessment at the Glasgow Psychological Trauma Service.

## We work with many existing services

Future Pathways also has relationships with existing services from whom we do not commission support. We have referral and signposting relationships with statutory and non-statutory services. We also have learning partnerships with some groups and organisations like Matter of Focus. Different members of the Future Pathways team sustain and nurture these relationships. We aim to better understand these relationships and their impact going forward.

“Her way of thinking, putting words on a page, forming a sentence – helping me to express myself on all aspects of my life. I never expected this amount of help.”  
Read about how our partnership with the Book Whisperers supported someone to write their story.



# Enabling effective work: How do our partners feel?

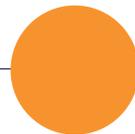
## Delivery Partners value their relationship with Future Pathways

Our Action Learning Programme found that Delivery Partner members valued our relationships with them. Delivery Partners have fed back that they feel our relationships are based on trust, respect and openly exchanging ideas and perspectives. They described this as different to their relationships with other commissioners. We have worked hard to sustain supportive relationships with Delivery Partners.

Establishing and maintaining these relationships requires time and effort, and a mutual understanding of one another's way of working. Action Learning Programme participants shared that clear communication and coordination helped them to work in a more collaborative, integrated way.

## We aim to learn more about our relationships with Delivery Partners

There is evidence that Future Pathways models a trauma-informed approach to Delivery Partners and existing services. As a result, we see them adjust their practices to become more trauma informed. The Action Learning Programme enabled us to better understand how Delivery Partners feel about Future Pathways and how we can work together to better support people to achieve their goals. The Action Learning Programme demonstrated that we should expand opportunities for Delivery Partners and existing services to reflect and share learning. This would enable us to better understand the impact of Future Pathways' modelling of trauma-informed practice.



# Enabling effective work: What do our partners learn and gain?

## We have learned from developing this report

Developing this impact report has prompted us to ask critical questions about how we influence the wider network of services that people access. This process has underlined the importance of reviewing the information we gather from Delivery Partners and helped us to identify what to focus on when interviewing people about our support. For example, we aim to learn more about how Future Pathways' support differs from people's previous experiences of accessing services.

## Partners gain a facilitative relationship with a Support Coordinator

Action Learning Programme participants fed back that the Support Coordinator role is central to the impact of Future Pathways. Delivery Partners described Support Coordinators as "facilitators" and "advocates" and highlighted that Support Coordinators provided a "safe base" for exploration and support.

Participants told us that people referred by Future Pathways were more likely to engage with support than clients without the same support. Delivery Partners told us that Support Coordinators were consistent and had a detailed understanding of the people they supported. These qualities enabled Delivery Partners to create the conditions for people to access the right support and the right time, while taking into account the challenges people were experiencing in their lives.



The door is still open for them to stay connected. That's the big difference. It doesn't happen in other services. The fact that that person has a bit of leeway, it makes a big difference... It enables a pause, and it stops the revolving door... I don't know anywhere else that happens. If you're out, you're out!

Action Learning Programme participant

Delivery Partner participants contrasted this with existing services, where it is not always possible to take a flexible, person-centred approach due to commissioning approaches and diminishing resources.



It's having the flexibility and space to respond to people. Few services have that.

Action Learning Programme participant

## **Partners gain a continuous relationship with a Support Coordinator**

The continuity of support provided by Support Coordinators is vital in building trust for people who have had negative experiences of other services. One Delivery Partner described the role of Support Coordinators as a “pre-therapeutic relationship” in that it lay necessary foundations for Delivery Partners’ input.

Support Coordinators also have a ‘navigator’ role: they help people access existing services more quickly and, importantly, enable Delivery Partners to focus on their area of expertise. Action Learning Programme participants told us this was a valuable aspect of Future Pathways’ approach.

# Enabling effective work: What do partners do differently?

## Delivery Partners adjust their practice to meet survivors' needs

Delivery Partners told us they were able to work in new and different ways with people because of the additional support from Future Pathways. For example, the breakdown of a therapeutic relationship need not be framed as a 'failure' or a reason to discharge a client, rather it was framed as an opportunity to try a different approach to engagement.

## We want to find out more about what partners do differently

There are examples of Future Pathways prompting or supporting other services such as Cellfield UK, Community Brokerage Network and Police Scotland, to respond positively to survivors' needs. These examples may mean that wider services are responding differently to survivor needs as a result of Future Pathways. Delivery Partners have shared examples of changing their individual practice or elements of their approach because of working with Future Pathways. However, the extent to which trauma-informed approaches are becoming embedded in services is unclear.

Action Learning Programme participants felt that taking a trauma-informed approach was rare in other organisations due to the lack of necessary resource. This might suggest that our aim to influence the wider network of services to adopt trauma-informed approaches is unattainable in the current circumstances. However, changes in policy and practice take time and effort and it may be too early in this process to see the impact.

# Enabling effective work: What difference does this make?

Some Delivery Partners have shared that they developed their practice through their relationship with Future Pathways. Action Learning Programme participants fed back that our approach to support represents good practice: we respond to people's needs as much as possible, thereby mitigating the barriers someone can face when accessing support. There are some examples of changes being made in their own organisations as a result. However, Delivery Partners expressed frustrated about being unable to apply the same approach to their wider work because it was commissioned and resourced differently.

In future, we aim to take a more targeted approach to evaluating our influence in this area, since more must be put in place to support services to embed trauma-informed approaches, beyond our own sphere of influence.

"Previously, I believed that I knew what support people needed. Now, I learn from survivors what support they feel they need."  
Read more about how working together has impacted one of our Delivery Partners.



# Sharing our Impact: 2024 and Beyond

# Sharing our Impact: 2024 and Beyond

## Strengthening our understanding

There are some areas we do not know enough about. We aim to find out more about:

- The people we are reaching and the people we are not reaching: we plan to improve our Equal Opportunities questionnaire to learn more about the people we support.
- Delivery Partners' experiences with Future Pathways: we plan to gather more feedback from Delivery Partners about how our work together influences their practice.
- How the people we support feel about Future Pathways: we plan to gather more feedback about the difference we make to people and how we make this difference.
- Our relationships with existing services who we do not commission support from: we plan to gather more information about our influence on the wider network of services people access.

## Learning more about the people we support

Currently, we do not systematically collect a full range of demographic information apart from ages and addresses. When we analysed postcodes, we learned that many people we work with live in areas of multiple deprivation. We are committed to learning more about the people we support. We want to learn more about the demographics of the people we support, including information about characteristics such as gender and race.

We also want to understand more about people's circumstances, for example people's experiences of living with disabilities and homelessness. We are aware that, more broadly, there is limited information about the population of people who experienced in-care abuse in Scotland. This is likely to be due in part to the coercive and secretive nature of childhood abuse.

Gathering more information will help us to evaluate Future Pathways' reach and understand how we can make the service more accessible to people. We also believe this information will help wider services better understand the population of people who experienced abuse or neglect in care in Scotland. By learning about the people who access – or who could access – services, the network of services within which we operate could better support people to exercise their right to access the support they need. This information would also help us evidence the need for these services.

We know it is important that we approach asking for this information in a way that feels safe for the people we support. We are committed to taking the time to learn how to do this through ongoing self-evaluation and applying our learning to our practice.

## Taking a collaborative approach to our evaluation

When developing this report, Matter of Focus reviewed our outcome pathways. We wanted to ensure our outcome pathways resonate with the people we support, so we facilitated discussions with Voices for a Better Future, and our staff team. Because our outcome pathways have been informed by multiple perspectives, we feel confident that they reflect the priorities and needs of the people we support.

Once finalised, we will use our refreshed outcome pathways to evaluate, report and communicate our impact. These outcome pathways will also help us identify areas of priority.

## We refined our first outcome pathway – “Supporting people registered with us” – to reflect:

- Our relational approach to working with people
- What we have learned about what helps people experience trauma recovery
- How people’s outcomes and goals evolve
- The value of accessing support around mental health and wellbeing
- The value of a dedicated service offering survivors understanding and acceptance
- The importance of working through difficulty with the people we support
- The importance of choice and flexibility when offering support

## We refined our second outcome pathway – “Enabling effective work” – to reflect:

- The boundaries around our sphere of influence
- The different ways we influence the wider network of services
- That our strongest influence is through directly supporting the people we work with
- Our developing work in co-creating projects with the people we support

# Conclusion

# Conclusion

## Working in a challenging context

Understanding and acknowledging the challenges people face when engaging with Future Pathways helps us understand the context of our work, and the difference we make.

People share that drawing support to a close can be difficult. People engage with our service for extended periods, and it takes time to build trusting relationships with the people we support. Coupled with high demand for our support, this has resulted in a waitlist for our support which requires considered, ongoing management.

We also know that we may not be reaching everyone who is eligible for the service. We are exploring this through new research into the demographics and life experience of the people we support.

People generally engage with Future Pathways for extended periods, indicating that our model works for them. However, people's expectations are not always aligned with what we can offer. To address this, we have refreshed the information available to people about Future Pathways and the support that can be provided. Where requested support cannot be made available, an explanation is always provided.

Survivors can also face barriers when accessing existing services, particularly around mental health. We have learned that material hardship can restrict people's opportunities to achieve their goals. Survivors need wider services to adopt a trauma-informed, compassionate approach, and this need is not being met. In the context of these challenges, we can see how significant it is when a difference is made. Future Pathways will continue to shine a light on the importance and effectiveness of trauma-informed, compassionate practice and support the wider application of this way of working.

## Providing sustainable support

We have found that providing flexible and consistent trauma-informed support allows trust to grow. We create the time and space for people to reflect on their outcomes within a safe and supportive relationship with our highly skilled staff team.

However, our resources are finite, and we must ensure new people can also benefit from the service. Going forward, we need to consider ways of expanding our reach while maintaining meaningful relationships with people we are supporting or have supported.

The Voices for a Better Future group and participants of the CAPS project articulated anxieties and sensitivities around support ending. They noted the importance of support ending at the right time. They also highlighted and demonstrated the power of having access to mutual support and understanding from peers.

We believe that formalising our approach to peer support may be a valuable addition to our service. We are working with Voices for a Better Future to identify what might enable and hinder this aspect of our support. It is important that survivors are fully involved in this work, not least because Voices for a Better Future provides a foundation for this work.

### **Wider system change**

We are part of a dynamic network of services seeking to meet the needs of people who have experienced in-care abuse and neglect. There is widespread recognition and promotion of the importance of trauma-informed practices in Scotland. Moreover, care experience has been under considerable political scrutiny in recent years. Scotland's promise to care experienced children and young people is that they will grow up loved, safe and respected, and services across the system have a role in fulfilling this promise.

As a contributor to The Promise, it is vital that we evaluate the difference we make and share our learning and approach so that wider services can become more trauma-informed. The demonstrable impact of trauma-informed practice calls for other services to adapt and provide compassionate, flexible support for people who experienced childhood abuse. We hope the findings of this report spur conversation and reflection. We also hope that they create the potential for lasting and tangible difference so that survivors can fully exercise their rights to access the support they need.

## **Stepping Stones**

**You can read the full report, *Stepping Stones*, on our website. Developed by Matter of Focus, in collaboration with Future Pathways, the report gives an overview of our work and our impact since 2016. The report presents key data alongside the voices of the people we support and who shape our service. By drawing together a range of sources, the report paints a picture of the impact we make and the change we wish to see.**

**[Read Here](#)**

## Further Reading and Resources

# Further Reading and Resources

## CAPS Project

CAPS conducted a consultation for Future Pathways with the remit of understanding what aspects of Future Pathways have worked well, what could be improved and what is important to people for a service being provided for survivors of in care abuse or neglect.

Read the full CAPS report.

## Future Pathways Impact Report 2016-19

This report shares the accounts of people supported by Future Pathways. It also describes what we have learned as we work towards making a lasting improvement to people's lives.

Read our first impact report.

## Future Pathways Interim Impact Report 2020-2022

You can view the key findings from our Interim Impact Report on our website. Covering the period 2020-2022, it gives an insight into the difference we made and where we can learn more.

Read our interim impact report.

## Making Pathways Together

Making Pathways Together was a project which ran from 2020 to 2022. Online workshops were facilitated by Journey Associates and gave people the chance to give feedback. They looked at key areas of our service, including Communications, Future Pathways' Structure and Engagement Events. 53 people took part in the project and made recommendations for how Future Pathways could improve.

Read more about the project.

## The Promise

The Independent Care Review created reports and a framework detailing how Scotland must bring about change for care experienced people. When its findings were published in 2020, Scotland's First Minister pledged that the country would keep the promise that Scotland's children and young people will grow up loved, safe and respected.

[thepromise.scot](http://thepromise.scot)

## Redress Support Service

Delivered by the In Care Survivors Alliance, the Redress Support Service offers personalised support to people who are applying to Scotland's Redress Scheme. Through support provided by Link Workers and Delivery Partners, the service gives practical and emotional support to people at any stage of their redress journey.

[www.redress-support.scot](http://www.redress-support.scot)

## Scottish Child Abuse Inquiry

The Inquiry investigates the abuse of children in care in Scotland. It will report the outcome and make recommendations to Scottish Ministers.

[www.childabuseinquiry.scot](http://www.childabuseinquiry.scot)

### **Scottish Human Rights Commission**

Since 2009, the Scottish Human Rights Commission has promoted effective access to justice and remedies for people who have experienced childhood abuse. Their website details the Human Rights Framework and the Action Plan for Justice and Remedies.

[www.scottishhumanrights.com](http://www.scottishhumanrights.com)

### **Voices for a Better Future**

The Voices for a Better Future group provides advice and guidance to shape the design and delivery of Future Pathways. The group ensures that the views of people we support are heard and considered in our decisions. The group composed of fourteen people who have been supported by Future Pathways and two representatives from the Scottish Government. One Future Pathways staff member provides administrative support to the group.

Find out more.

## **Further Help**

If you are affected by any of the content of this report and are in distress, please consider contacting one of the following services:

### **The Samaritans**

The Samaritans offer a safe place for you to talk any time you like. You can talk in your own way about whatever's going on. They have a helpline, email service, letter service and a self-help app. Helpline open 24 hours a day, 365 days a year.

Freephone 116123.  
[www.samaritans.org](http://www.samaritans.org)

### **Breathing Space**

Breathing Space is a free, confidential phone and webchat service. It is for anyone in Scotland over the age of 16 who is experiencing low mood, depression or anxiety. Open 6pm to 2am Monday to Thursday, and 6pm to 6am Friday to Sunday.

Phone for free on 0800 83 85 87  
[breathingspace.scot](http://breathingspace.scot)

### **Shout**

Shout is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope.

Text SHOUT to 85258  
[giveusashout.org](http://giveusashout.org)



Future Pathways is delivered by the In Care Survivors Alliance. The Alliance comprises four partners: Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health and the Scottish Government. It is fully funded by the Scottish Government.



 Phone us for free on 0808 164 2005

 [engagement@future-pathways.co.uk](mailto:engagement@future-pathways.co.uk)

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