



**FUTURE**  
PATHWAYS

# Future Pathways

Quarterly Report  
January – March 2023

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# Report on Quarter 4 (January-March 2023)



PEOPLE REGISTERED WITH FUTURE PATHWAYS IN Q4



PEOPLE HAVE REGISTERED WITH FUTURE PATHWAYS IN TOTAL

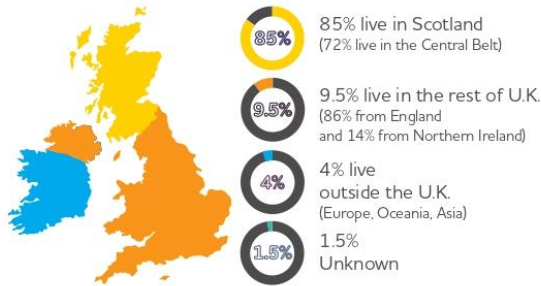


PEOPLE ARE WAITING FOR SUPPORT

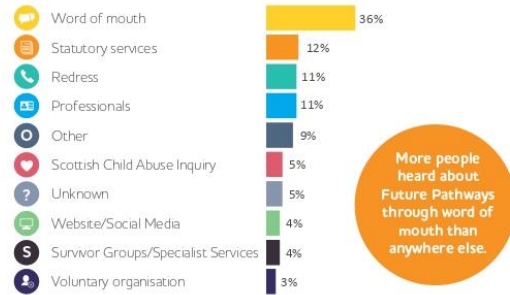


PEOPLE STARTED WORKING WITH SUPPORT COORDINATORS IN Q4

## Where people registered with Future Pathways live



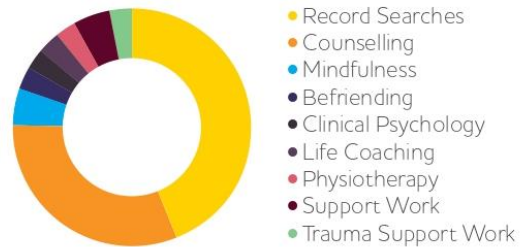
## Where people heard about Future Pathways



## People shared the impact of working with Future Pathways

My Support Coordinator gave me hope and a bit of trust in humans again.  
Survivor

## We supported 259 people to access support by working with our 70 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 January to March 2023.

As the financial year draws to a close, we reflect on the growth of the Voices for a Better Future group. Established last year, the group meets regularly and contributes to several areas:

- Reviewing the findings of our next Impact report, which will tell the story of the difference Future Pathways makes to people. This report will be ready in the summer
- Contributing to an Action Learning Set on how we can best work alongside our Delivery Partners, so that people can access well-coordinated and high-quality support
- Contributing to the Crown Procurator Fiscal's Office Service's development of a process which will provide support to people engaged with the Scottish Child Abuse Inquiry and those who are going through court proceedings to prosecute their perpetrator
- Working with Iriss to co-design peer support in Future Pathways

We look forward to seeing the impact of this group's contribution to these important areas of work.

This quarter saw us receive more referrals, 75, which is up 63% from the same time last year.

Future Pathways continues to offer a very broad range of supports. When asked about the difference achieving these goals would make, common themes were improved confidence and mental wellbeing. People told us about how they wanted to gain independence and the skills to cope with difficulties.

Almost all sampled reviews showed at least one outcome positively impacted on the person's life. Some reviews (20%) reported no impact on one or more outcomes. Mostly, this was because the person chose not to focus on this outcome at this time.

People told us that working with Future Pathways helped people feel better about themselves, taking pride in their accomplishments, whether this related to a newsletter contribution or achieving another ambition. Some people described learning new strategies to help them cope with difficulty, using new techniques to manage emotions or developing more self-compassion. Improved self-awareness, through a better understanding of themselves and their trauma were also referenced. Some told us that they behaved differently in their relationships with others, perhaps establishing healthy boundaries or in other cases, spending more time together.

We continue to learn that although people may express similar needs, the experience of finding the right support is very individual. It takes time. Most people choose to work on medium to long term goals. A smaller number of people draw their work to a close when outcomes are met, or the appropriate support is in place.

Please read on to find out more. Also look out for our next Future Pathways newsletter.

You can sign up to receive our newsletter here: [Newsletter | Future Pathways \(future-pathways.co.uk\)](https://future-pathways.co.uk/newsletter)

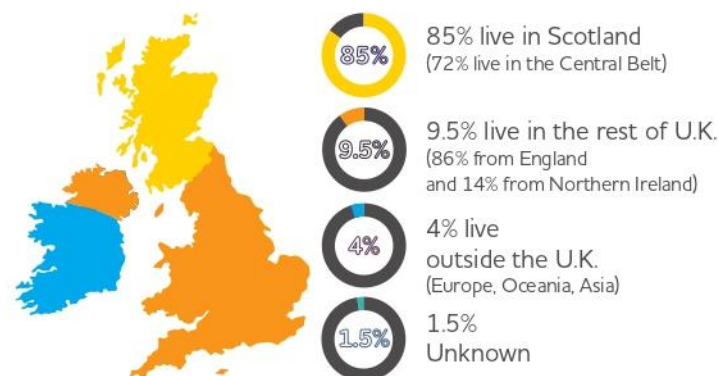
## Raising awareness and engaging with survivors

### Who registered with Future Pathways in Q4?

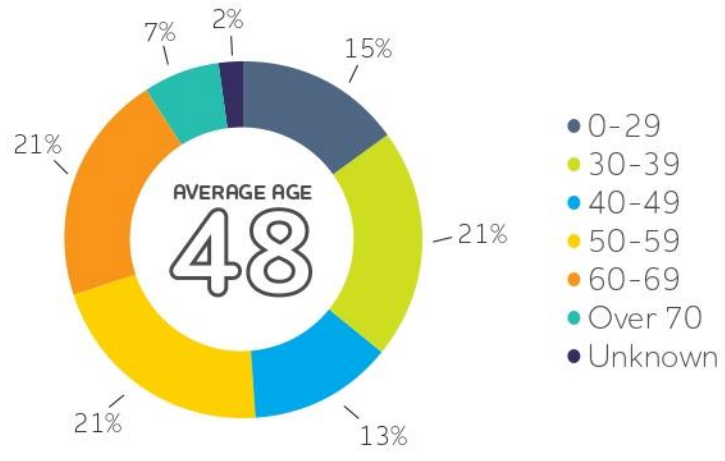


In Q4, registrations increased by **44%** from **52** people to **75** people. On average, **25** people registered with Future Pathways each month this quarter. Registrations are **63%** higher this year (**+29**) compared with the same period last year. We experience fluctuations in the number of people registering with Future Pathways. For example, over the last year, registrations per month ranged from **7** to **29**. The increase in registrations this quarter may be partially related to our refreshed communications materials. In Q4, we refreshed our leaflets and our website, and we provided professionals with a new resource about Future Pathways support. This may have contributed to the uptick in registrations we have observed.

Most people registered with us live in the Central Belt of Scotland. Last quarter, we did not receive any registrations from people living outside the UK. In Q4, **4%** of people who registered with Future Pathways lived outside the UK, in Asia, Oceania, and Europe.



The average age of people who registered with us in Q4 is **48** years old. This is the same as last quarter. More people aged under 40 years old register with the service this quarter, but we received fewer registrations from people aged between 50 and 69. The number of people aged 70 or over registering with Future Pathways continues to rise. Last quarter, only **4%** of those who registered were aged 70 or over. This quarter, this rose to **7%**.



## How did we engage with survivors in Q4?



In Q4 we made 16 posts on facebook and we shared others' posts 4 times. In Q4, our facebook content reached 2996 people and the number of people following us on facebook increased by 2% to 704 people.

In Q4 we tweeted 17 times and we retweeted others' posts 10 times. Our twitter content reached 2634 people over Q4 and the number of people following us on twitter increased by 1% to 1247 people.



Future Pathways has 2 newsletters. The Future Pathways newsletter aims to inform survivors about our work. 1042 people are subscribed to receive this newsletter, around 45% of the total number of people registered with Future Pathways. 16 people subscribed to this newsletter in Q4.

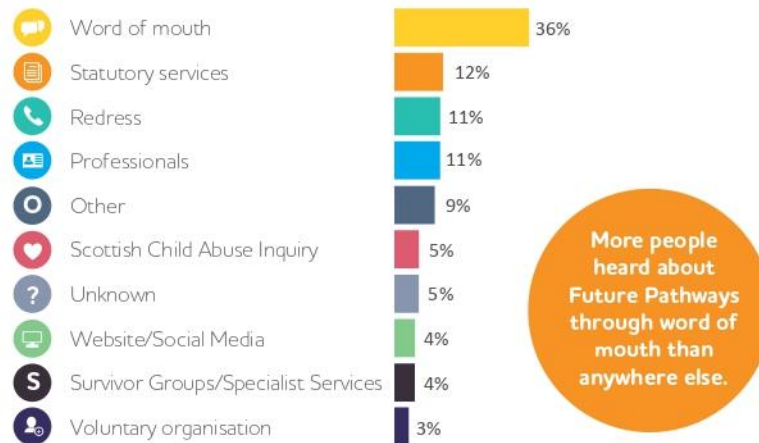
We also have a newsletter for our partners, called Connect. 125 partners are subscribed to Connect. 9 partners subscribed to Connect in Q4.



We update people about our news and events, and we share our learning and impact on the Future Pathways website. In Q4, our website views increased by 15% to 7,853.

Our most commonly viewed page (apart from our home page) was our online support agreement. The support agreement sets out what you can expect from Future Pathways. It also sets out what is expected from people supported by Future Pathways, and it lets us know how you would like us to contact you.

Word of mouth continues to be the most common way people hear about Future Pathways. More people heard about the service through the Redress Scheme, from professionals they work with, and through survivor groups, specialist services, and voluntary organisations this quarter. In Q4, fewer people heard about us from statutory services. This dropped from **30%** of people registered in Q3 to only **12%** in Q4. Fewer people heard about us through the Scottish Child Abuse Inquiry. This dropped from **15%** of people registered with us in Q3 to only **5%** of those who registered with us in Q4.



Our Survivor group, Voices for a Better Future, met several times in Q4. Members of the group reflected on the key findings of our upcoming impact report. This report aims to tell the story of the difference that Future Pathways makes to people.

The Voices for a Better Future group also gave feedback about what we learned from our Action Learning Programme. This programme involved 9 delivery partners and 5 Future Pathways team members. Throughout this programme we explored how we can best work alongside Delivery Partners to ensure survivors access the support that is right for them. You can see more about this project here: [Sharing knowledge, learning together - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk/sharing-knowledge-learning-together)

This group is also working on improving access to services both within and outwith Future Pathways. The group is working alongside the Alliance, and a charity called Iriss to develop peer support for survivors. The Voices for a Better Future group is also working with the Procurator Fiscal's office to contribute to the development of a process which will provide support to survivors engaged in the Scottish Child Abuse Inquiry. It will also support survivors who are going through court proceedings to prosecute their perpetrator.

### How did we engage with others in Q4?

In Q4, Support Coordinators at Future Pathways attended a Practice Development Day. Practice Development Days take place every quarter and focus on different themes. The focus of these sessions is to facilitate reflection and learning among the Support Coordinator team, so that we can continuously develop our practice to ensure survivors continue to access trauma-informed support at Future Pathways. During the Q4 Practice Development Day, Support Coordinators shared knowledge and reflections about working alongside people with autism spectrum disorder. We also reflected on our practice around supporting people to prioritise their safety and wellbeing while engaging with Future Pathways.

We are committed to sharing what we learn about providing support to survivors. In Q4, we did this by contributing to a research project led by Matter of Focus. Matter of Focus is a company which helps organisations to track, measure and report on the difference we make and where we can improve. We worked alongside Matter of Focus to explore how our relationships with people impact their experience with the service. Together, we looked at the issue of trust and how important this is to the people we work with and Future Pathways staff. You can read more about this collaborative research project here: [Collaborative research - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk/collaborative-research)

Last year, we decided to look at how we can improve survivors' experiences of Future Pathways. We worked with a company called Journey Associates who helped us gather feedback from people who access support from Future Pathways. People who engaged with this project gave us feedback about different themes including our communication, our reporting and our support and resources. In Q4, we published this report and its key findings. You can find a summary of this report here: [Making Pathways Together - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk/making-pathways-together)



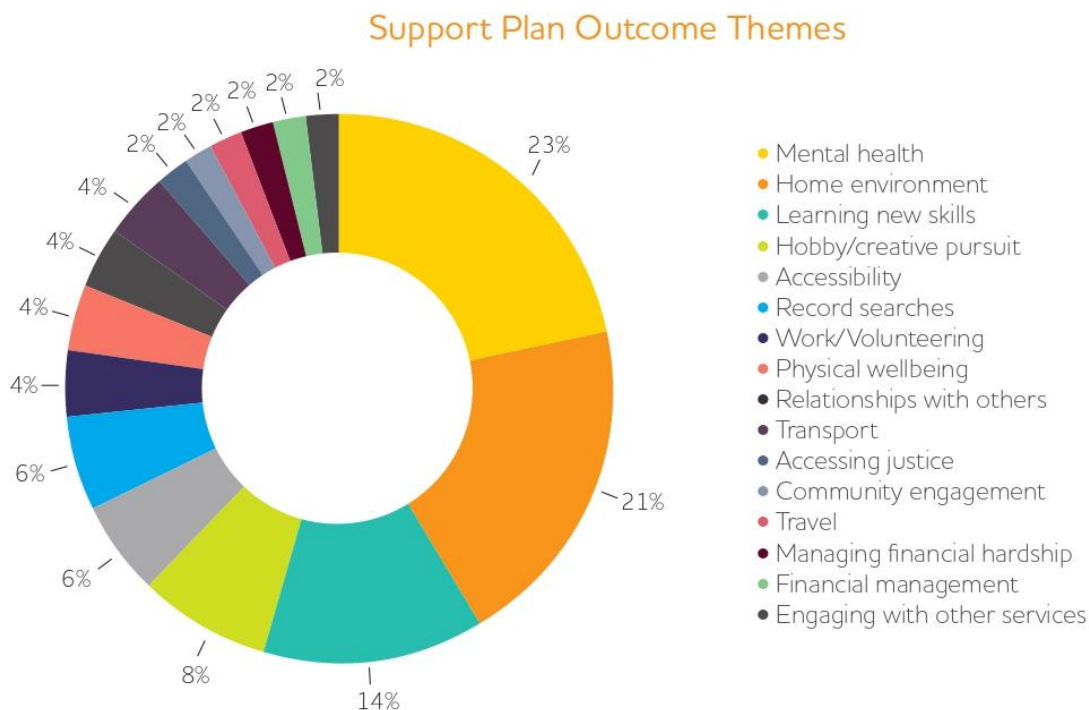
## Identifying what matters to survivors

### What support did people seek in Q4?

When people start working with Future Pathways, we have conversations about the different areas of peoples' lives. Through these conversations, we explore people's needs and aspirations. The people we support can experience many health and social inequalities stemming from their past experiences of abuse, and we help them to take steps to prioritise their safety and wellbeing. Together, we identify what the people registered with us would like to work towards and how they can access the right support for them. These conversations inform a plan about how we aim to work together towards their goals.

Each quarter we sample 25 support plans. These plans were written by Support Coordinators across the Future Pathways team between January and March 2023. Some support plans were written at the start of someone's experience with Future Pathways. Others were written or revised after people reviewed the support they accessed through Future Pathways. Analysing these support plans helps us understand what is important to the people we work with.

In Q4, people identified an average of **2** goals they wanted to work towards in their support plans. Last quarter, many support plans focused on goals around expanding and strengthening social ties. Social networks were mentioned less frequently in support plans in Q4. This quarter, **23%** of the goals we looked at focused on improving mental health and wellbeing. People also told us that improving their living environment and developing a new skill were important to them.



When developing a support plan, we ask people what difference achieving these goals would make to their lives. People shared that they hoped these outcomes would positively affect their confidence and their mental wellbeing. They hoped to gain independence and the skills to enable them to cope when difficulty arose. The themes which emerged from people's answers are included in the word cloud below.<sup>1</sup>

<sup>1</sup> Note these are not quotations. Themes from support plans have been paraphrased for anonymity.

I will understand my past better

**I will have ways of coping  
when things are difficult**

I will enjoy where I live

I will be more physically healthy

I will feel better about myself

I will feel more  
financially comfortable

**I will have more independence**

I will be able to move forward in my life

I will be able to speak to someone  
about my experiences

I will sleep better

I will understand  
my options better

**I will feel more confident**

I will access new opportunities

I will feel a sense of purpose

I will enjoy how I spend my time

**I will feel better in my relationships  
with people in my life or my community**

**I will feel better in my  
mental health and wellbeing**

I will feel listened to

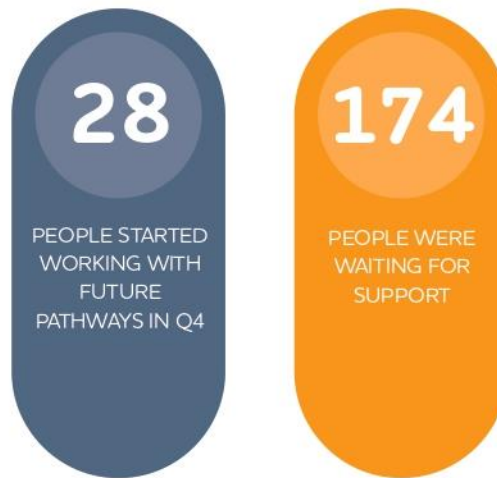
I will prioritise myself

**I will feel more in control of my life**

I will have more time

## Enabling access to support

What support did we provide in Q4?



We continue to receive support requests from many people. As a result, it is not always possible to begin supporting people soon after they register with Future Pathways. We continue to work hard to reduce the waitlist for Future Pathways' support.

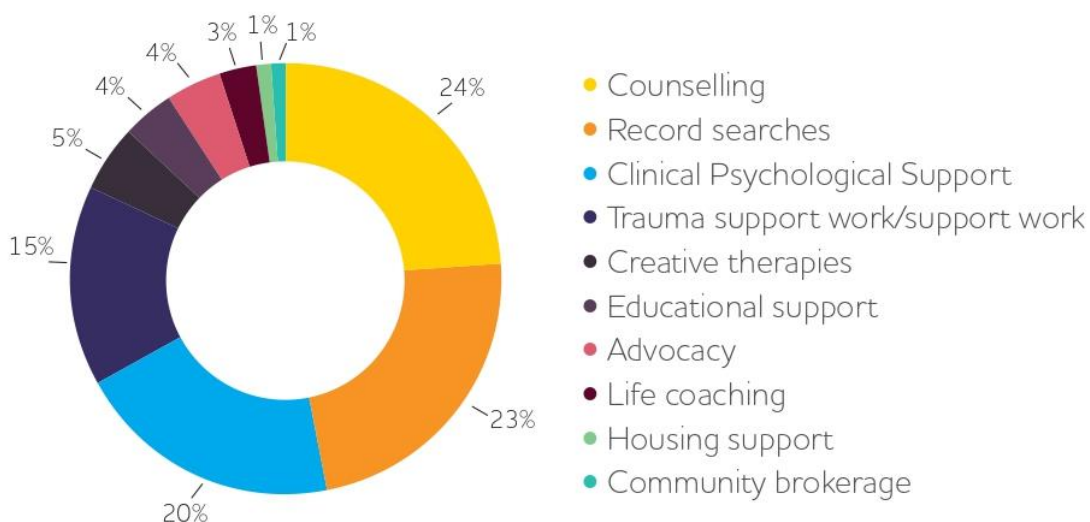


Support Coordinators facilitate conversations to review people's support plans periodically. During review conversations, survivors reflect on their experience of engaging with Future Pathways and what has changed for them. We looked at a sample of **25** records of people reviewing the support they access from Future Pathways. Most people (**52%**) told us they had accessed a mix of different types of support including material support, purchased services, or help with accessing existing services. The broad range of support suggests that Future Pathways responds to people's needs in a tailored, holistic way.



### Purchased Support:

This quarter, referrals from Future Pathways to delivery partners increased by **79%**. We made **75** referrals to delivery partners. As can be seen below, most referrals were for counselling, record searches and clinical psychological support.



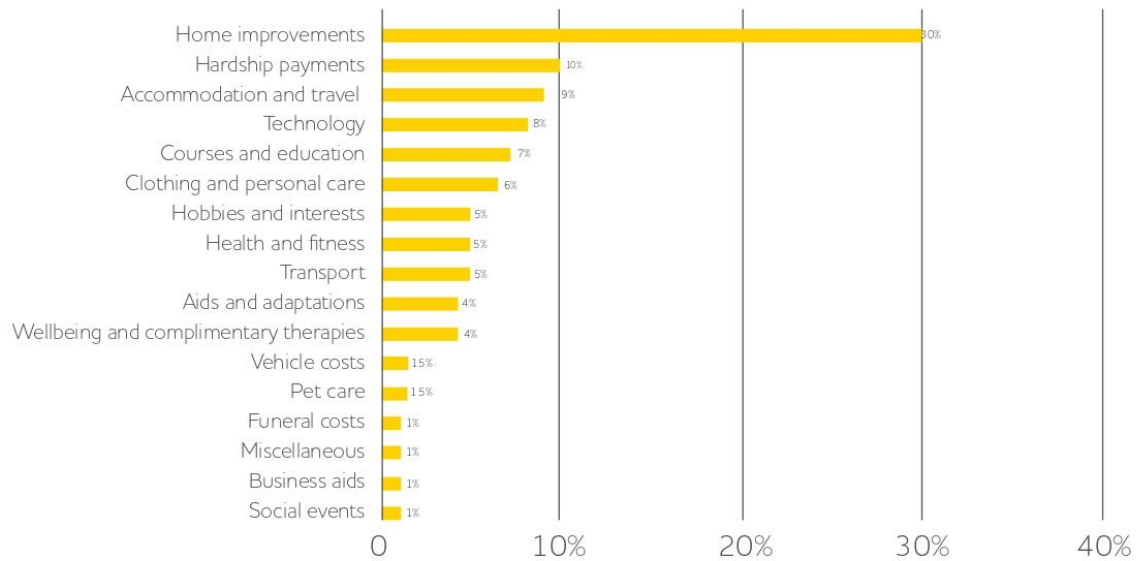
**20% (n=15)** of referrals this quarter were for clinical psychological support at the Anchor. The Anchor works with people to understand and express how their past experiences of in care abuse or neglect may be impacting them currently. The Anchor recommends evidence-based treatments and advises people which psychological approach or service might best meet their needs. The Anchor will facilitate an onward referral when this is within the statutory sector. Referrals to the Anchor decreased by **25%** since Q2.

**23% (n=17)** of referrals this quarter were for record searches. Since 2016, we have supported **748** 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.

**24% (n= 18)** of referrals were for counselling support. People also consistently highlight that support work (or trauma support work) and engaging with creative therapies such as writing and art have a positive impact on their mental wellbeing. **24%** of the reviews that we sampled in Q4 referred to the positive impact of creative therapies, and **24%** reviews referred to the impact of support work or statutory support services.

### Material Support

Some people apply for discretionary funding to access resources or services which enable them to work towards their goals. The below bar chart shows that, as in Q3, more discretionary fund payments supported people to improve their living environment than any other goals. We can also see that hardship payments for unexpected costs related to people's basic needs remain high. The below bar chart shows what kind of material support was provided in Q4.



### How did we work with Delivery Partners in Q4?

We started working with 5 new delivery partners this quarter, and we have met with several delivery partners to discuss contract and reporting queries and to make introductions.

Our contracting working group is focusing on streamlining our contracting and reporting processes and clarifying our communications with partners.

We also launched some improvements to our data management system, Carista, which has enabled us to enhance our understanding of our work with delivery partners.

## Progressing personal outcomes

### What impact did Future Pathways support have in Q4?

We look at several sources to understand the impact of our work.

Every quarter, we review the feedback we receive from survivors and delivery partners. In Q4, **36** people gave us feedback about our service. We received feedback from **8** delivery partners, **26** people accessing our service, and **2** people who gave feedback on behalf of someone accessing our service. **78% (n=28)** of the feedback we received in Q4 was complimentary, and **22% (n=8)** was critical. When people wish to share their experiences in more detail, or when we wish to better understand people's feedback, we have in-depth conversations about the impact of their experience with Future Pathways.

Periodically, people review their support plans with their Support Coordinators. In Q4, we reviewed support with **86** people, **43% fewer (-66)** than last quarter. Every quarter, we sample notes from **25** review conversations. We look at review conversations from across each of the Support Coordination teams to learn more about our impact.

Finally, we ask delivery partners to tell us about the progress and impact of the work survivors are doing with them in quarterly return reports. We received **39** quarterly returns from **22** delivery partners in Q4. This is over double the number of quarterly returns we received in Q3. As in Q3, most of partners who completed quarterly returns were counselling delivery partners which reflects our referral patterns. We randomly sampled **20** quarterly returns completed in Q4 to learn more about the impact our delivery partners make.

We use the feedback we receive from people to understand how people feel about Future Pathways; what people learn and gain through engaging with us, and what they do differently having accessed our support. We also try to find out more about the difference Future Pathways makes to people accessing our support, and to partners.

#### How people feel about Future Pathways

People express appreciation for the support they access through Future Pathways. In the feedback survivors provided, **5** people expressed feelings of general appreciation for our support. Similarly, when reviewing support, **2** people shared feelings of appreciation towards Future Pathways. Some survivors send cards to their Support Coordinators or to the Future Pathways team to express appreciation.



In Q4, people particularly appreciated how we engage with people about our newsletter content. Survivors told us they feel we approached this with kindness, in a way that made them feel involved.



My Support Coordinator was proactive from the get-go. I get 150% from her. She feels and sounds like a friend you can open up to.

**Survivor**

People also told us that working with Future Pathways helped them feel proud of themselves or what they accomplished. Of the review conversations we looked at, **3** people told us they felt proud as a result of their work with the service. Another **4** people shared that they felt better about themselves when reviewing their support. In the feedback we received, **3** people expressed feelings of pride, whether related to contributions they had made to our newsletter or achieving another ambition.

People told us that they feel better since working with Future Pathways. **9** people told us they feel more positive or that their mental health has improved since engaging with our service. **5** people told us they had enjoyed something or been able to relax having accessed support from the service, and **4** people told us they felt “supported” in their work with us. Another **4** shared that they felt more comfortable or settled having engaged with our support. Others (**n=3**) shared feelings of excitement about their future. In the feedback received, people often used emotive words to describe working with Future Pathways like “happy”, “uplifting,” and “included.”

On the other hand, **4** people shared that where they have negative experiences with Future Pathways, this can impact them in a range of ways, such as experiencing stress, concern for others, desperation, distress, or make them feel unheard or not cared about.

We also received feedback from some delivery partners. **6** partners provided positive feedback about their communication with our Partner Relationship Lead. Partners shared that these meetings enhanced their understanding of our processes, our roles, and the support available to them. Another fed back positively about the pattern of communication with Future Pathways.



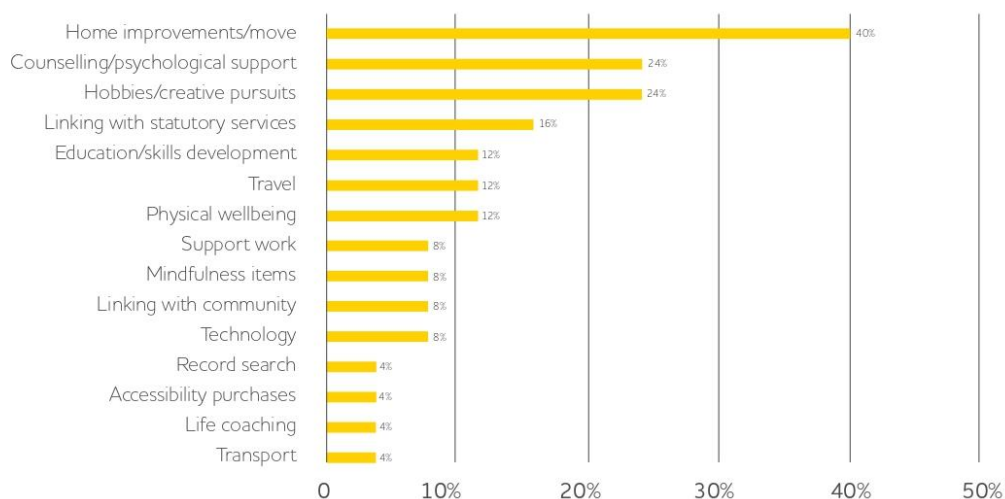
It’s a pleasure to be onboarded.  
The communication has been really clear,  
swift and helpful.

**Delivery Partner**

#### What people learn and gain from Future Pathways.

Survivors told us that a wide range of supports are valuable to them. Home improvements, counselling and support with hobbies or creative pursuits were most frequently cited as impactful.<sup>2</sup> The below bar chart shows the percentage of reviews sampled which refer to the impact of each type of support.

<sup>2</sup> 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.



When reviewing their support, **5** people told us that they had learned strategies to help them cope with difficulty. These included breathing and visualisation techniques, and practices such as writing. In feedback, **2** people also shared that working with Future Pathways had helped them cope with more ease. **1** of the quarterly returns from delivery partners that we sampled similarly reported that clients seemed to find it easier to manage their emotions and **2** reported that people appeared to develop more self-compassion following their work with a delivery partners.

People also tell us that working with us contributes to an increased awareness and understanding of themselves and their trauma. In **4** review conversations, people reflected that they had learned more about themselves or felt they understood themselves better. Similarly, in **4** sampled quarterly returns completed in Q4, delivery partners reported observing increased self-awareness among the people they supported through Future Pathways.

**5** people told us they noticed that their relationships with others – including family members and professionals in their lives - improved while working with us. Similarly, in **3** sampled quarterly returns completed in Q4, delivery partners reported observing improved relationships among the people they supported through Future Pathways.



My Support Coordinator gave me hope and a bit of trust in humans again.

Survivor

People also shared experiences of not being able to access the support they felt was right for them. Sometimes this was related to external factors, such as supply issues or personal circumstances. The quarterly returns completed by delivery partners in Q4 indicate that people's personal circumstances – most notably survivors' ill health and challenging social networks - can present barrier to delivery partners working meaningfully with survivors. In other cases, this was related to Future Pathways. We continue to receive critical feedback about the limited scope of Future Pathways' support with some people expressing feeling unable to access the same support as others.

#### What people do differently.

People told us that they were more able to manage their mental health or cope with challenges than they were before. **4** people reflected this in their review conversations with Support Coordinators and **2** people shared organic feedback that working with Future Pathways had enabled them to cope with increased ease.

**3** people also told us that they behaved differently in their relationships with others during a review of their support. This looked different for different people. For some this was about establishing healthy boundaries, whereas for others this was about spending more time together.



In review conversations, **3** people told us they were using their living environment differently and feeling differently in their homes following Future Pathways' input. A further **2** people told us they were sleeping better in their homes.

Finally, **3** people told us during reviews they were exploring their options for support in different ways. And feedback that we received from **2** people in Q4 indicated that people felt empowered to be more independent after engaging with Future Pathways.

### The difference this makes.

Almost all (**92%, n=23**) sampled reviews included at least one outcome which had a positive impact on the person's life. **76% (n=19)** identified at least 1 outcome which had made a 'big impact' on their life. As in Q3, **20% (n=5)** of sampled reviews included an outcome which people felt had not impacted their life positively at that point. For most (**80%, n=4**) of these outcomes, the support had not yet been put in place. This could be due to a pending funding application or because the person felt this was not a priority for them at this time. In one case, the support did not proceed due to the COVID-19 pandemic.

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. **45% (n=10)** of sampled reviews indicated that survivors wanted to focus on new outcomes moving forward. 3 people decided to draw their work with Future Pathways to a close because they felt they had met their outcomes or because they had appropriate support in place.

In reviews, people shared the difference they felt Future Pathways made in their life. In **3** of the sampled review conversations, people told us that Future Pathways had significantly influenced the trajectory of their life, with one person describing Future Pathways support as lifesaving. Another key theme this quarter was survivors feeling ready to look to their future and to set intentions that they felt unable to contemplate before engaging with Future Pathways.

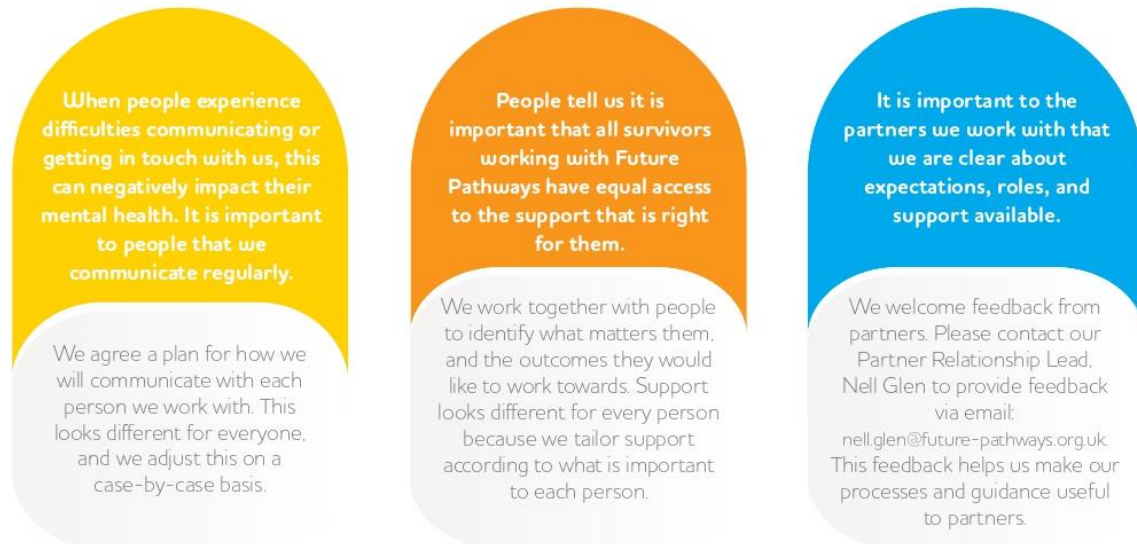


The help from Future Pathways has been genuine. Future Pathways knows that you don't get over trauma. They don't expect you to be over it just because it might have happened a long time ago.

**Survivor**

## Improving Future Pathways

We are committed to continuously developing the quality of our work. This involves reflecting on the feedback we receive and addressing it, by making changes. Feedback this quarter focused on three main themes: communication difficulties, equality of access, and clarity of expectations. We know from that negative experiences can have significant impacts on people (see Progressing Personal Outcomes section for more detail about our impact). The graphic below shows how we are responding to the feedback we received from people and partners in Q4.



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.

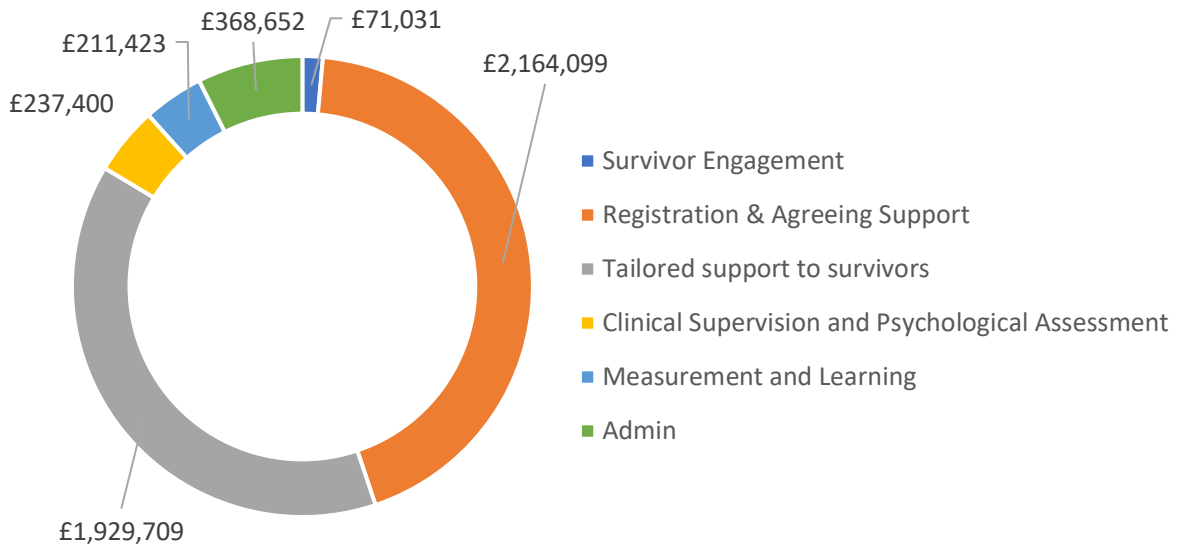


We facilitate reflective meetings with Support Coordination teams, and we sample our work to assess our consistency. Last quarter, we started reviewing our quality framework. We aim to streamline our approach to quality checks. This will help us to focus more closely on the areas we need to improve. This quarter, quality framework checks enabled Future Pathways to progress improvement in the following areas:

- Enhancing how we use our data system to store data about people's protected characteristics.
- Enhance how we use our data system to record what people tell us about their lives and goals.
- Streamline how we record and report data about our relationships with delivery partners.

## Expenditure in Q4

In Q4, Future Pathways' estimated annual expenditure totaled £4,982,314. The expenditure in the last three months was £107k more 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 previous quarters, a greater proportion of funds was provided for material support (£272k) compared to purchased services (£190k). Both types of expenditure were greater than last quarter.

In general, costs are in line with previous quarters. Expenditure on travel continues to be higher than last year.

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. Forecasts for staffing and services are reviewed every three months.