



Information Pack

For people registered with Future Pathways

Welcome

At Future Pathways, we want to help you live well. We will support you in your goals and help you work towards them.

This is a free service.

To contact Future Pathways, you can:

- email us at engagement@future-pathways.co.uk
- phone us for free on 0808 164 2005 (Monday-Friday, 10am to 4pm)
- write to us at Future Pathways, 40 Shandwick Place, Edinburgh EH2 4RT

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Getting to know you

When a Support Coordinator contacts you, they will ask you:

- how things are for you in your life right now
- how you feel you manage
- if there is any support you are already getting that you find helpful

You might answer these questions over time as you get to know your Support Coordinator. You do not have to tell your Support Coordinator anything you do not want to. You can choose how much you share.

We will try and help you by thinking about:

- your needs
- your day-to-day life
- your wellbeing
- what supports or services are available to you
- how we can work in the best way together

Thinking about the future

When you talk to your Support Coordinator, they will never ask you about your time in care or what happened to you. They will focus on how life is for you now. They will ask you about things that are important to you. For example, they might ask you:

- about changes you might like to make to your life
- what, if anything, you would like to be better in your life
- what your hopes are for the future

Goals are things that you might like to have in your life or that you might like to do in your life. They are what matter to you most. Your Support Coordinator will work with you to help you think about your goals. We will try to help you find what is right for you and how you might put your goals into words.

Working with your Support Coordinator

When you are happy with your goals, your Support Coordinator will work with you to make a plan for how to work towards them. We call this your support plan. Everyone is different so your support plan will be specific to you. It is important that you are happy with your support plan. You will have a chance to check over it and make changes if you want to.

Your Support Coordinator will keep in touch with you to help you move towards the goals on your support plan. Around every 6 months, they will have a closer look at how well your support plan is working. We call this a review. If something on your support plan is not working well, we may be able to look at other areas or types of support.

How quickly you are able to move towards your goals will depend on:

- what you would like to work on
- what support you might need
- what supports or services are available to you

Types of support

We will help you to look at different ways of working towards your goals. Below you will see some of the kinds of support that may be available to you. These are just some examples. Not all types of support are available to everyone. But there are still lots of things we can do. We will try to help you find what is right for you.

Access to services

Many people who register with Future Pathways have the right to access supports that are already available from different services. These supports can often help people work towards the goals in their support plan. For example, you might need support from the NHS or social care to help improve your physical or mental wellbeing. Or you might want to start a course or training at a local college or university.

You might not know about what supports are already available to you or how to access them, or you may have had problems accessing them in the past. We can help you find out about these supports and help you to access them if they are right for you.

Services in the community

There may be services or supports in your local community that you may be able to access.

Examples include:

- support around housing
- benefits advice
- advocacy support to help you have your views heard
- activity or social groups, for example, singing, art or craft groups, or groups that meet to play sport or learn a new skill
- complementary therapies, like yoga or meditation

We can help you access the supports that feel right for you and that can help you work towards your goals.

Paying for support and services

If you are working with a Support Coordinator, you may be able to get help to pay for support and one-off items to help you work towards your goals.

Your Support Coordinator will be able to tell you more about how this works. They can let you know how requests are made for help to pay for items and services. They can tell you about our guidance around what we may and may not be able to support.

How we work with people

Everyone who works at Future Pathways is trauma-informed. This means that we understand how a person's past may impact them now and their ability to feel safe and develop trust in others.

We want everyone registered with us to feel safe and welcome. Your wellbeing is very important to us. We believe everyone has the right to be heard, understood and respected. Your Support Coordinator will treat you with respect. We ask that you treat them with respect too.

If a person is not treating their Support Coordinator (or another member of staff) with respect, we need to look at how and why this is happening. Together with the person, we will try to work through this. If the person continues to act in a way that is disrespectful, we may have to pause or end support with them.

Staying connected with Future Pathways

You can stay connected with Future Pathways by:

- getting our newsletter
- coming to our events
- giving us feedback

We will let you know about any events through our newsletter, social media and our website.

Our website also has lots of helpful information. You can read about how we have helped other people and find out more about us. You can also view stories and projects from the people we support. Our website is www.future-pathways.co.uk

You can follow us for the latest news

Twitter @FPScotland

Facebook /FPScotland

Our newsletter

We send out a newsletter every few months by post or email. The newsletter tells you useful information about Future Pathways and shares examples of our support. When you registered, you might have said yes to getting our newsletter.

If you said no but you have changed your mind, you can let us know by:

- emailing registration@future-pathways.co.uk
- calling our Registration Line on 0808 164 2005 (open Monday-Friday, 10am to 4pm)

Giving feedback

At Future Pathways we try hard to make sure we are working in the best way possible. To help us with this, we ask for feedback from the people we work with. We want to hear what you think we are doing well. And what we could do better. We then use this information to help us improve.

You can give us feedback – good or bad – at any time through our website: www.future-pathways.co.uk/feedback

If you would like to get a copy of the feedback form by post instead, you can let us know by:

- emailing engagement@future-pathways.co.uk
- writing to us using the address on the next page
- speaking to your Support Coordinator
- calling our Registration Line on 0808 164 2005

If you fill in a feedback form, the answers you give will be anonymous. This means that you do not have to give us your name or any personal details. However, if you do want to talk to us about your feedback, there is space on the form to add your name and contact information.

Giving feedback is also optional. This means you do not have to give feedback if you do not want to.

Sharing a concern or complaint

If you have a concern or a complaint, we want to know about this as soon as possible. And we will take it seriously. We will look into any concerns or complaints fully and sensitively. You can find out more about making a complaint or sharing a concern at www.future-pathways.co.uk/complaints or by calling our Registration Line on 0808 164 2005.

About us

Future Pathways is funded by the Scottish Government. Four different organisations work together to run Future Pathways. These are:

- Glasgow Psychological Trauma Service*
- Health in Mind
- Penumbra Mental Health
- Scottish Government

*The Glasgow Psychological Trauma Service is part of the Glasgow City Health and Social Care Partnership, NHS Greater Glasgow and Clyde

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We look forward to working with you.

