



Our Impact:
A short overview
of the difference
we make



Our latest impact report

Our latest impact report has just been published. We wrote the report with a company called Matter of Focus. Matter of Focus helps organisations to measure, track and report the impact that they make. The report is called Stepping Stones.

Stepping Stones looks at what Future Pathways has done since we started in 2016. It looks at how we help the people we support, and other services, to make positive changes.

What we do

- Many people hear about us from someone they know. Most people get in contact with us themselves.
- We work with many people over a long period of time.
- We are not able to start working with people as soon as they register. Often, there is a wait before support begins. We know waiting for support can be very difficult for people registered with us.
- We talk to people about their lives and what is important to them. We help people decide the goals they want to work on with our help.
- We help people to access the right support for them. This can include support from services. It can also include access to funding.
- We always reflect on how we should improve the service.

The people we support

- We have worked with over 2,200 people since 2016.
- When we wrote the report, the average age of people registered with Future Pathways was 52.
- Most people registered with us live in the Central Belt of Scotland.
- People we support have many different goals.
- Many people we support want to improve their mental health.
- We work with many different services and organisations to help people work towards their goals.
- People engage with Future Pathways in different ways. For example, people get our newsletter or respond to posts on our social media channels. We also have a group called Voices for a Better Future. This group is for people we support to help shape the future of Future Pathways.



“Everyone is different, so we’ve all had different facilities and options from Future Pathways.”

Member of Voices for a Better Future group

The impact we have

- Trust, and being open, honest and reliable are important for the people we support and for the services and organisations we work with.
- Many people we support feel seen, understood and cared about by Future Pathways.
- Some services we work with feel supported by Future Pathways. Other services feel our paperwork can make it difficult to work together.
- Many people we support gain knowledge, skills, and confidence. This helps them to make positive changes in their lives.
- The right support can have a positive impact on many areas of people's lives.
- Some people would not be able to access the right support without Future Pathways.
 - Some people are supported to reach goals that seemed impossible without support.
- Some people do not experience a positive impact. This can be for many reasons. For others, Future Pathways' support can be life-changing.



There is a lot that we still need to learn. For example, we want to learn more about if and how we impact other services. We want to understand how we help other services to learn about the needs of the people we support and if this has an impact on the way they work. We also want to know more about how we help other services to work together to provide support.

**You can find out more on our website:
www.future-pathways.co.uk/stepping-stones**

Tell us what you think

We also want to learn more about your experiences of Future Pathways.

Your feedback will help us learn more about the difference we make and how we could improve.

You can give us feedback through our online form at www.future-pathways.co.uk/feedback.

If you would like a printed copy of the feedback form, email us at engagement@future-pathways.co.uk or call us on 0808 164 2005.

