



FUTURE
PATHWAYS

Future Pathways
Quarterly Report
July – September 2023

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Report on Quarter 2 (July to September 2023)

What happened in Q2

- 75 people registered with Future Pathways.
- 33 people started working with a Support Coordinator.
- 107 people are accessing support from 43 Delivery Partners.

How people felt

- Most of the feedback we received from people registered with us was positive.
- Some people expressed appreciation for Future Pathways' support and told us they felt heard.
- People also shared it is difficult when they cannot access swift and responsive support.
- Delivery Partners shared feedback that they feel valued and supported by Future Pathways.

What changed for people

Anne shares what changed for her after accessing Future Pathways' support.



The cinema membership encouraged me to leave the flat and venture into town. When the cinema was quiet, I felt safe, like I didn't have to scan the place.

Some Delivery Partners fed back that they had changed how they work because of their work with Future Pathways.'

Who we worked with

- The average age of people who registered with us was 47.
- 77% of people who registered with us live in the Central Scotland.
- Many people registered with us have a disability or health condition that impacts their daily life and ability to access services.

What people gained

- People we support said that the most impactful support was accessing mental health support and being able to improve their homes.
- Our Delivery Partners shared feedback that they learned about the needs and challenges of people we support by working with Future Pathways.

What difference we made

Josie shares the impact of Future Pathways' support.



That old life is gone now. I love my life now. I am in a happier place. I'm more me.

Welcome to the Q2 Quarterly Report

The Q2 Quarterly Report is about what we have done and the impact we have made between July and September 2023. Our aim is to support people to choose the support they feel is right for them, and to help people experience positive impacts from the support they access.

In this report, we describe how we support people to make changes across different areas of their life. We also share what we learned from the feedback we received this quarter, including feedback people gave when they reviewed their support with their Support Coordinator.

People continue to tell us that they feel heard, understood, and valued by Future Pathways. We share examples of what this means for different people in this report.

People share that having a consistent relationship with Future Pathways is important. Most people choose to keep working towards their outcomes with Future Pathways over time. Delivery Partners also feedback that they feel supported to engage with our work together. Some Delivery Partners shared that consistent contact and streamlined contracting processes would further support this.

Everyone's experience is different. However, we see some themes in how people describe the difference Future Pathways makes.

For most people, Future Pathways' support contributes to positive changes in their life. In review conversations, most people discuss at least one outcome that had a positive impact. Many people report positive changes to their emotional wellbeing, for example that they were feeling better or more able to manage feelings such as anxiety or anger. People also shared how working with Future Pathways supported them to gain increased self-awareness and self-worth.

People continue to describe how accessing support such as courses, record searches or accessibility aids through Future Pathways increases their sense of freedom and purpose. For some people, accessing support enables them to explore how they can help others.

Accessing the right support can also help people feel able to move on from Future Pathways' support. In Q2, 45 people chose to draw their support to a close. More than half of those who closed their support felt their outcome had been achieved. Others decided to pause their support because they felt they did not want or need to access support at this time.

Finally, we see that accessing Future Pathways' support can lead to people feeling more hopeful about their future. In Q2, some people described working on their outcomes alongside Future Pathways as empowering, and that helped them focus on their future outcomes.

You can read more people's experiences with Future Pathways in our newsletter. You can sign up to receive the Future Pathways newsletter [here](#).

Thank you to everyone who shared their experiences with us this quarter. Your feedback helps us to learn and improve. You can give us anonymous feedback about your experience with Future Pathways on our online feedback form.

What we did in Q2

Raising awareness

Our Communications strategy (October 22 to March 24) identifies 3 strategic aims:

- 1) to raise awareness of the support available through clear and accessible information
- 2) to promote our learning
- 3) to position Future Pathways as an advocate for wider positive change

In Q2, we refreshed the Future Pathways website. As you can see in the “Who we work with” section of this report, many people we support experience difficulties accessing information and services. We also receive feedback that people we support sought an increase in the clarity in our communications, promotion of our services, and opportunities to engage with Future Pathways. Refreshing our website was an opportunity to respond to this learning and feedback.

Our website refresh focused on improving the experience of navigating our website. This included looking at how information is grouped together, where it appears and how it is accessed. We also focused on maximising our content. This involved enhancing the Learning section and dedicated Features section on the website.

Here are some of the key changes we have made to our website:

- We created a leaflet for Future Pathways with feedback and input from people we support. We used what is in our leaflet to update the [How We Help](#) section on our website.
- We now have a dedicated [Features section](#) for the projects and creative pieces from people we support.
- Our information is now available as a [downloadable leaflet, Easy Read format and BSL](#).
- We now have an [Experiences](#) section where people can read more about the journeys of people we have supported.
- We now have a [Voices for a Better Future](#) page within the Who We Are section where people can read more about the work of this group.

In addition to refreshing our website, we continue to raise awareness of Future Pathways through our newsletters and social media. In Q2, we also brought back a refreshed version of Connect newsletter. This is primarily aimed at our Delivery Partners and Alliance Partners. This monthly e-newsletter gives us the opportunity to share our learning more widely, highlight key projects, introduce new partners through spotlight features, and encourage feedback.



In Q2 we posted on facebook 14 times. Our facebook content reached 1,130 people and the number of people following us on facebook increased to 732 people.

In Q2 we tweeted 10 times. The number of people following us on X (formerly known as 'twitter') decreased slightly to 1,251 people.



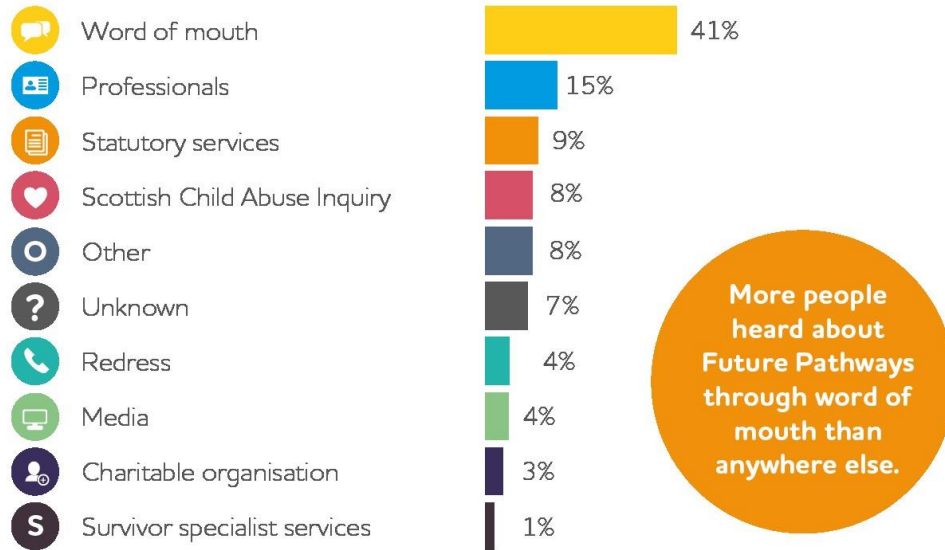
Future Pathways has 2 newsletters. The Future Pathways newsletter aims to inform people registered with us about our work. 1,420 people are subscribed to receive this newsletter, around 58% of the people registered with Future Pathways. Subscriptions to our newsletter have increased slightly since last quarter.

We also have a newsletter for our Delivery Partners and existing services we work with. This newsletter is called Connect. 73 partners are subscribed to Connect.



We update people about our news and events, and we share our learning and impact on the Future Pathways website. Our most commonly viewed page, apart from our home page, was our 'How we help' page. This page explains who can register with Future Pathways and the kind of support Future Pathways offers. This page also gives examples of our support and explains how to register with us.

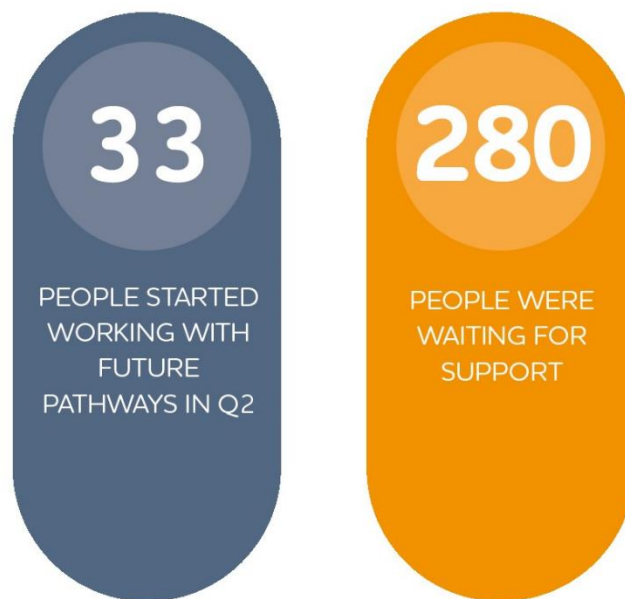
We continue to see that people are most likely to hear about Future Pathways from someone they know. In Q2, **41%** of the people who registered with Future Pathways heard about us through word of mouth. Compared with last quarter, fewer people heard from us through the Scottish Child Abuse Inquiry or Redress. And more people heard from us from professionals and statutory services in Q2 compared with Q1. We are revising how we record where people hear about us to enable us to better understand people's routes to Future Pathways. This is important because we continue to see that most people refer themselves to Future Pathways rather than being referred by another service. In Q2, **77%** of people who registered with us referred themselves to the service.



In Q2, 74 people registered with Future Pathways, an average of 25 people per month. This is 30% (n=17) higher than last quarter. During Q2 of last year (2022/2023), 46 people registered with Future Pathways. We continue to see fluctuations in the number of people registering with us each quarter.



Developing relationships



We started working with 33 people in Q2. Because of the high number of people registering with Future Pathways, we are not able to start working with people soon after they register. We continue to work hard to reduce the waitlist. The number of people waiting for our support has increased by 26% over the last quarter.

We did not start working with any new Delivery Partners this quarter, but we continue to work closely with our current Delivery Partners.

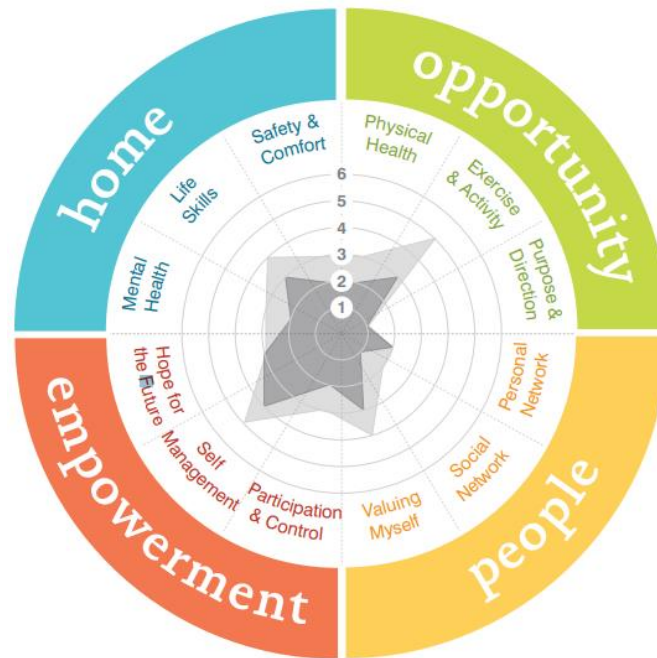
We completed a survey with our support coordination team last quarter about difficulties we experience when facilitating access to different types of support. Support Coordinators reported a need to improve access to community supports, and support work services among other types of support. 73% (n=93) of survey responses were about unmet support needs in Central Scotland, particularly Glasgow and the surrounding areas. In response to this survey, and to better respond to people's needs, we have changed how we make referrals to a support work Delivery Partner.

Identifying outcomes

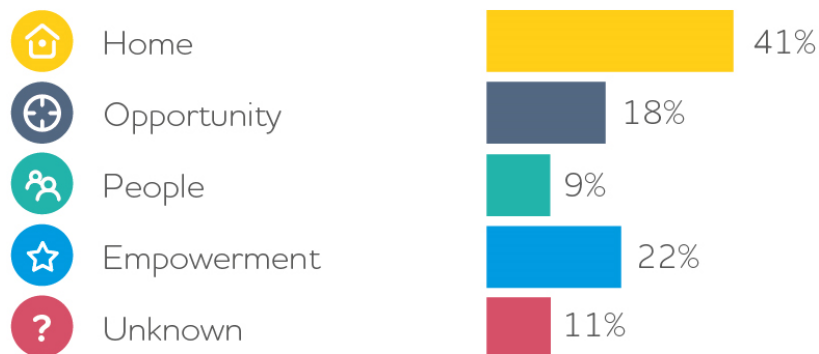
When support begins, we have conversations with people about the areas of their life that matter the most to them and the changes they would like to make. We call these changes "outcomes." On average people identify 2 outcomes they want to focus on with Future Pathways.

We use the HOPE framework to look at the different areas of people's life like their home, access to opportunities, the people in their life, and how empowered they feel. Some Support Coordinators use the HOPE framework to develop a support plan that is tailored to the person, and that breaks down people's outcomes into manageable steps for us to work on together.¹

¹ Please note that the HOPE framework is intended for use as a self-assessment tool. Here we use the HOPE framework as a way of understanding and evaluating people's outcomes. This use introduces a margin of error to our analysis as it is based on our interpretation of the areas of life people relate their outcomes and goals to.



We looked at 25 support plans, which identified 54 outcomes, completed in Q2. These support plans helped us understand more about the areas of life people we support feel matter the most to them.



This quarter, more people identified outcomes related to making changes in the 'Home' area of their life compared with any other area. In Q2, 41% (n=22) of people's outcomes were about their 'Home' area. This is lower than in Q1, when 64% of sampled outcomes were about 'Home.'

Almost half of these outcomes (41%, n=9) were about improving mental health. People set themselves goals such as accessing psychological support and engaging in mindfulness activities. Almost half (45%, n=10) of people's 'Home' outcomes were about improving the person's safety and comfort. People agreed goals such as improving the feel of their home by purchasing new beds, mattresses, and bedding.

We saw a significant increase in people identifying outcomes to increase their sense of empowerment. In Q2, 22% (n=12) outcomes we sampled focused on empowerment. Most of these outcomes (58%, n=7) were about increasing people's participation and control in their lives. People set goals around increasing their independence or advocating for their rights to access supports.

Some of the outcomes people identified (18%, n=10) were about the 'Opportunity' area of their life. Most of these outcomes (60%, n=6) were about improving physical health or incorporating more exercise and activity in their lives. Many people agreed goals with their Support Coordinator around exploring ways of improving their physical wellbeing which were right for them.

When we work on a support plan, we ask people what difference they hope these outcomes will have in

their lives. The word cloud below shows the themes that emerged from people's answers.² In Q2, people shared hopes that they would experience more freedom and independence, improved mental wellbeing, and that they would be able to spend more time with the people that mattered most to them.



Tailored support



Future Pathways supports people to progress their outcomes by facilitating access to tailored support. Support can include facilitating access to services provided by our Delivery Partners, material support through our Discretionary Fund, and supporting people to engage with existing services which are best placed to provide the right support.

Every 6 months, we have conversations to review the support people have accessed through Future Pathways. In Q2, we looked at 25 review conversations to understand more about the support we facilitated.

Almost half of the review conversations we looked at (48%, n=12), reviewed material support accessed through the Discretionary Fund. 44% (n=11) of review conversations we looked at referenced accessing support through one or more Delivery Partners. In total, 13 people are accessing support from more

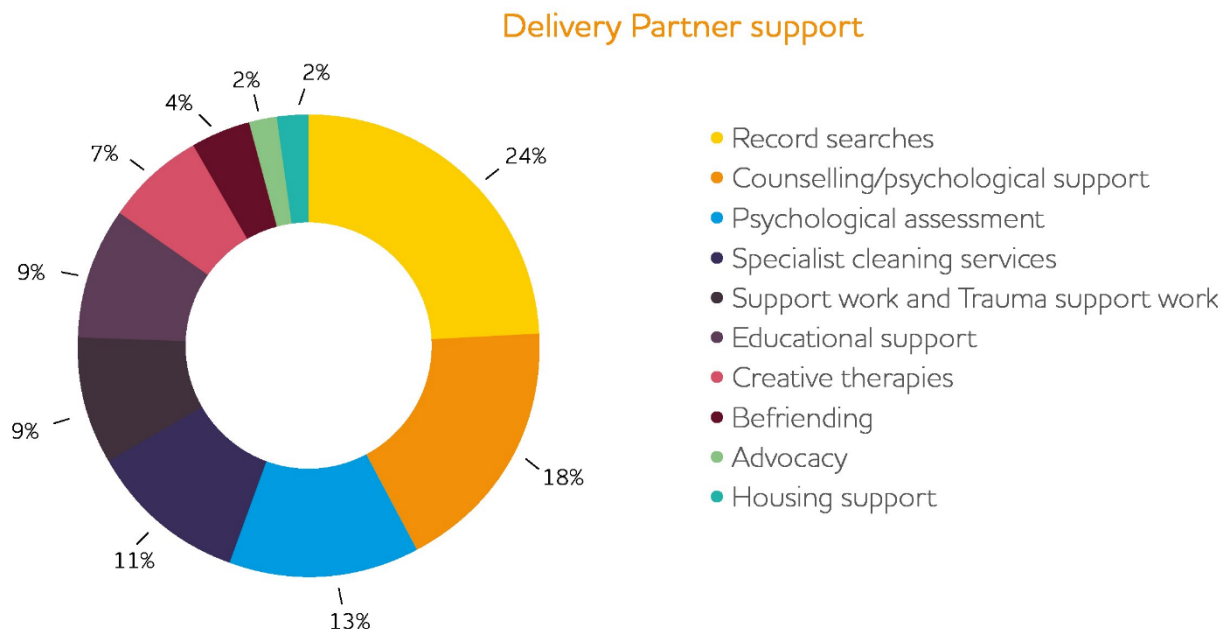
² Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

than one Delivery Partner. And 24% (n=6) of review conversations referenced support to engage with one or more existing services.

Many people who reviewed their support (40%, n=10) had accessed a mix of these different types of support. The broad range of supports people review indicates that Future Pathways responds to people's needs in a tailored, holistic way.

Delivery Partner support

In Q2, 107 people accessed support from 43 of our Delivery Partners.

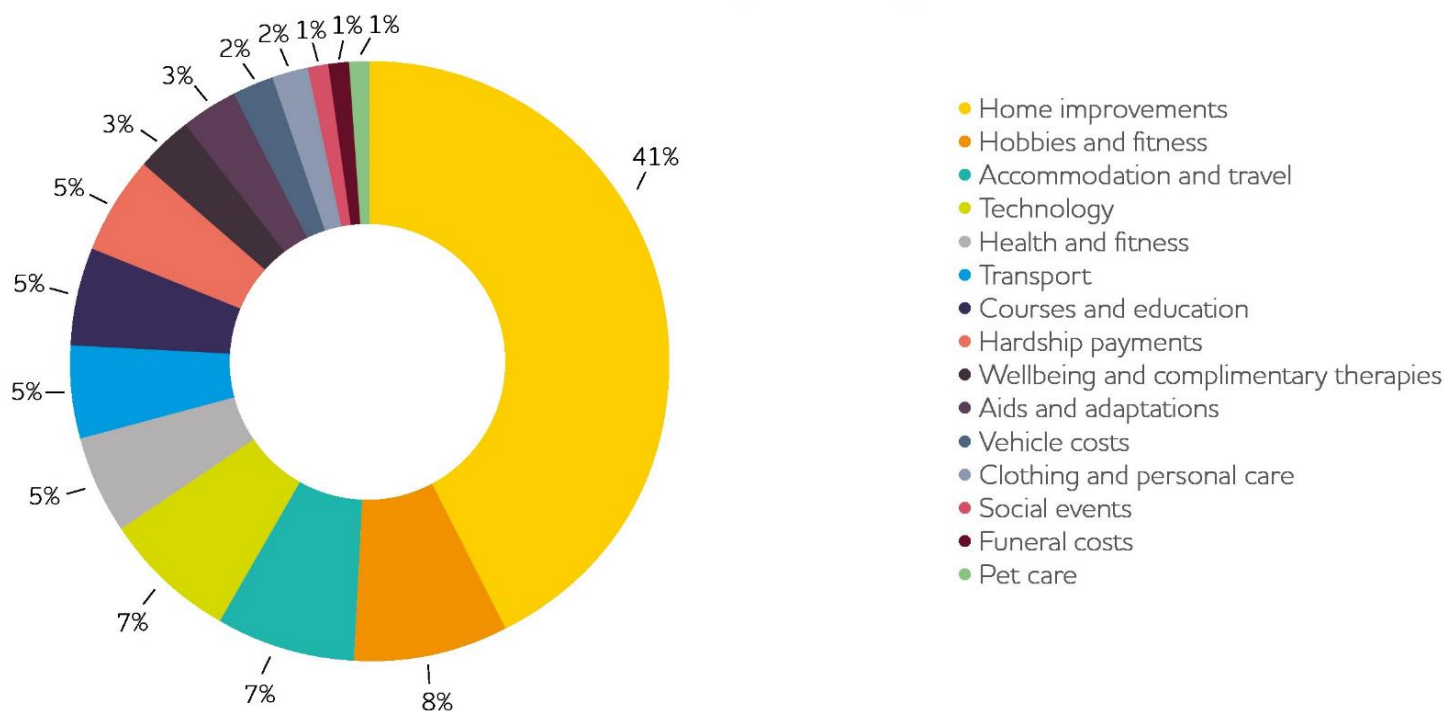


This quarter fewer people accessed psychological assessment compared to Q1. This service is provided by the Anchor, the Glasgow Psychological Trauma Service. More people accessed counselling or record searches in Q2 compared to Q1. We supported 13 people to start seeking their records this quarter. In total we have supported 768 people to seek their records through a Delivery Partner since Future Pathways launched.

Discretionary Fund support

Future Pathways can support people to progress their outcomes by providing material support through the Discretionary Fund. In Q2, 271 people accessed Discretionary Fund support. (30% of the people currently accessing support from Future Pathways). This graph shows how people used Discretionary Fund support in Q2.

Discretionary Fund support



More people continue access the Discretionary Fund to progress outcomes related to their home environment than anything else. We have seen a steady increase in the proportion of Discretionary Fund payments accessed for home improvements. Over the last 9 months, this has increased from 30% of our total Discretionary Fund payments, to 41% in the last quarter. We also continue to see a slight decrease in the proportion of Discretionary Fund payments accessed to address hardship.

Linking with existing services

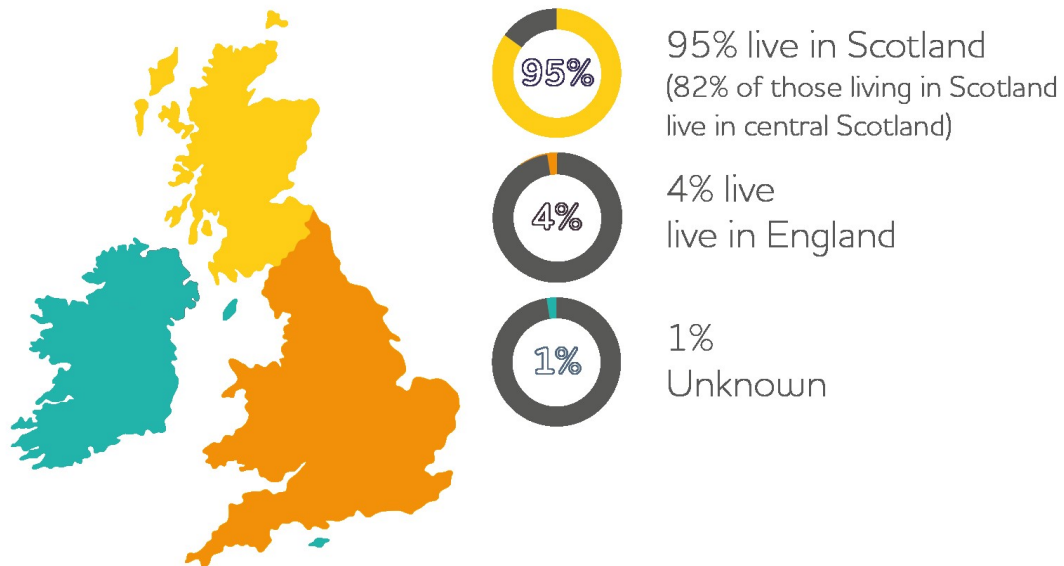
We help people to engage with the existing services that can best meet their needs. Many people we support can face barriers when accessing existing services because of the inequalities they experience or have experienced. Other contextual factors, such as waitlists for some services, can also make it difficult for people to access the right support at the right time.

In 36% (n=9) of the support plans we looked at in Q2, people planned to access existing services such as housing and healthcare services with Future Pathways' support. However, only 24% of (n=6) of the review conversations we looked at in Q2 referred to accessing support from an existing service. This reduction may mean that, even with Future Pathways' support, many people face barriers when engaging with existing services. However, we do not currently look at records of support plans and reviews for the same people, so, it is difficult to determine what contributes to this reduction. We aim to look more closely at people's journeys from support planning to reviews conversations in our next impact report.

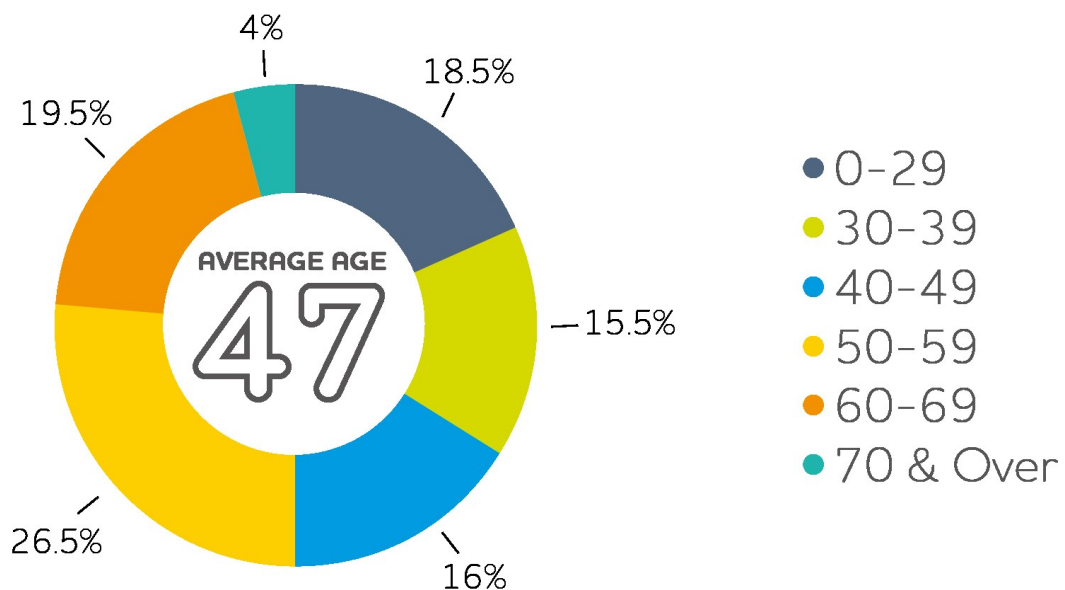
Who we work with

People we support

When people register with Future Pathways, we ask them for some basic information about themselves, like their age and where they live. This information helps us understand more about who we are reaching. We continue to see that most people who register with us live in Central Scotland.



We continue to see an overall decrease in the average age of people registering with us. The average age of people registered with us this quarter increased slightly from 46 to 47. The number of people registering with us aged up to 29 years old increased, and the number of people aged between 40 and 59 registering with Future Pathways decreased.



Learning about people we support

We ask people to fill in an Equal Opportunities form when they register with Future Pathways. This form is optional, and people's answers are anonymous. The Equal Opportunities form helps us understand more about who we support and their life experiences, so that we can better meet people's needs by making improvements to our service.

Since April 2023, 44 people, 34% of those who registered with us, have completed an Equal Opportunities form. Here are some of the things we learned from people's responses.

- Overall, equal numbers of men and women register with Future Pathways.
- Most people, 89%, of people who responded identify as heterosexual or straight.
- Most people, 98%, of people who responded identify as White. And 86% identify as White Scottish.
- 82% of people who responded to our questionnaire have a disability or health condition. This is much higher than the general population of Scotland.
- 75% of respondents who had a disability felt this affected their everyday life a lot of the time or often.
- 79% of people who responded to our questionnaire had experienced homelessness at some point in their life. This is much higher than the general population of Scotland.
- 54% of people who responded to our questionnaire had experienced challenges with addiction at some point in their lives. This is much higher than the general population of Scotland.
- 36% of people who responded to our questionnaire had been convicted of a crime.

It is difficult to draw conclusions because of the stigma associated with many of these experiences. We know that people registered with Future Pathways might have had less access to support services, education, and healthcare because of their early life experiences. Because of these inequalities, people we support might be more likely to face challenges such as the ones we ask about in this form.

We are also starting to see that may be a relationship between many of the inequalities people we support experience. For example, every respondent who had experienced addiction challenges in their life, also responded to indicate that they had experienced homelessness. Most of the respondents who had been convicted of a crime, also reported that had experienced homelessness or addiction, or both. This indicates that the inequalities experienced by people we support can compound over their lifetime.

These results correspond with existing research about the impact of adverse childhood experiences (ACEs) on people's life outcomes. The 2019 Scottish Health Survey asked people questions about ACEs for the first time in a population-level study. The results highlight that people who experienced adversity in childhood, experience increased health risks in adulthood. For example, adults who had experienced four or more ACEs were more likely to have a limiting long-term condition than people with no ACEs.

We aim to continue learning about the needs of people we support so that we can continue to improve and share what we learn.

Delivery Partners and existing services

We currently work with 68 Delivery Partners across a wide range of sectors. Most of the (62%, n=42) Delivery Partners we work with provide counselling or psychological support services. But we also work

with Delivery Partners across sectors such as creative therapies, support work, record search support and coaching.

Our impact

How we measure our impact

We are committed to continuously seeking to understand people's experiences with Future Pathways. Feedback helps us understand more about our impact so we can continue to learn and improve.

We recognise that different people prefer different ways of giving feedback so we have a range of ways people can give us feedback. People we support can give us feedback anonymously by:

- completing our online feedback form
- completing a feedback form after the first review of support
- completing a feedback form when support is paused or drawn to a close

People can also give us feedback at any time in their experience with us by:

- discussing their feedback with a staff member
- providing feedback via social media
- making a complaint
- writing to Future Pathways
- requesting a conversation with the Impact & Evaluation Lead.

Delivery Partners can provide us with feedback at any time by

- completing our online feedback form
- providing feedback in quarterly return reports
- responding to our annual Delivery Partner feedback questionnaire

Every quarter we look at the feedback we have received. This helps us understand what we are doing well and how we could improve.

Who gave us feedback

In Q2 we received feedback from **12** people supported by Future Pathways. In addition, **152** people reviewed their support with their Support Coordinator. Overall, we received less feedback compared with last quarter. **22% (n=34)** fewer review conversations took place, and **20% (n=3)** fewer people provided us with feedback in other ways. Every quarter we look at all the feedback we receive, and a sample of **25** reviews.

We also received feedback from **16** Delivery Partners across a wide range of types of support in Q2. In addition, we received **44** quarterly returns from **16** Delivery Partners.³ Every quarter, we look at all the feedback we receive from Delivery Partners, and a sample of 20 quarterly returns.⁴

How people gave us feedback

People we support gave us feedback in a range of ways this quarter. Some people chose to give us feedback through our online feedback form. Some discussed their feedback with a Support Coordinator.

³ This excludes updates completed by Delivery Partners specialising in providing support with record searched. We received 86 quarterly updates from record search Delivery Partners in Q2.

⁴ We also received feedback from a partner who is not a Delivery Partner, but rather who is commissioned to provide evaluation support to Future Pathways. Their feedback is included in the analysis of our Delivery Partners' feedback.

Others gave us feedback through our complaints process, and some gave us feedback by posting on our social media platforms.

Most (**62%, n=10**) of the feedback we received from Delivery Partners was provided through our annual Delivery Partner feedback questionnaire. **32% (n=5)** Delivery Partners discussed their feedback with either a Support Coordinator or our Partner Relationship Lead. One Delivery Partner gave us feedback by posting on Twitter.

How people feel when they work with us

Understood, cared about, and valued

We aim to ensure people feel understood, cared about, and valued when they engage with us. In Q2, **67% (n=8)** of the feedback we received from people we support included complimentary comments. Everyone who gave us feedback on our online feedback form shared that their experience with Future Pathways had been mostly positive.

The feedback we have received this quarter indicates that many people feel that Future Pathways understands, cares about, and values them. People described feeling listened to, heard and understood. One person described their Support Coordinators going “all out” to help them find the right support. Similarly, in the review conversations we looked at this quarter, 2 people shared that they felt heard or validated by Future Pathways. Josie, who accesses Future Pathways support, describes how Future Pathways made her feel.



I didn't have to hide or hold anything back.

They were so understanding.

Person supported by Future Pathways

On the other hand, some people shared that negative experiences with Future Pathways made them feel ignored, and unheard. **58% (n=7)** of the feedback we received from people we support included areas where we could improve. 4 people gave us feedback about waiting for support. 3 people gave us feedback about our communication during support. 2 people gave us feedback about being more transparent about the work of the Voices for a better Future group. You can read more about the work of the Voices for a Better Future group here: [Voices for a Better Future](#)

Delivery Partners also fed back that they feel valued by Future Pathways. **87% (n=14)** of the feedback we received from Delivery Partners included complimentary comments. **90% (n=9)** of Delivery Partners who responded to our questionnaire told us they felt valued by Future Pathways. We asked Delivery Partners how they would describe Future Pathways. 4 respondents described the service as “collaborative”. This was echoed by feedback we received outwith the Delivery Partner questionnaire. 3 Delivery Partners gave us positive feedback about our collaborative communication and relationships.



[Future Pathways is] collaborative and inclusive[...] Future Pathways is open to suggestions.

Delivery Partner

Safe and able to trust Future Pathways

Some of the feedback we received from people we support indicated that people feel safe and able to trust the service. One person shared that working with Future Pathways had helped them regain a feeling of faith. Someone else told us they felt Future Pathways did their best to support people and to keep improving. Similarly, in the review conversations we looked at in Q2, 3 people highlighted experiencing feelings of comfort, trust, and being able to open up in their conversations. Given that,

understandably, many people who experienced in care abuse or neglect can find it difficult to trust services, this is particularly noteworthy.



They understood exactly what I had been through. It was as if I had known them for years.

Person supported by Future Pathways

The feedback we received from Delivery Partners indicates that they also find Future Pathways trustworthy. 3 Delivery Partners described Future Pathways as “open” and 2 described us as “inclusive”. 80% (n=8) of Delivery Partners who answered our questionnaire told us that working with Future Pathways was different to working with other services. Delivery Partners told us that our transparent feedback, openness to dialogue, and focus on learning and improvement were examples of what makes Future Pathways different.



Future Pathways consider the impact of longer-term support. They seem to be a trauma informed organisation.

Delivery Partner

What people gain through Future Pathways

Consistent relationship with Future Pathways

Our evidence indicates that people we support develop sustained relationships with Future Pathways. In **95% (n=24)** of the reviews we looked at, people wished to continue working with Future Pathways. Of these, **50% (n=12)** decided to continue working on their current outcomes. And **54% (n=13)** decided to identify new outcomes with their Support Coordinator, indicating that people we support often work on medium to longer term outcomes with us.

Some people choose to pause or draw their support with Future Pathways to a close. In Q2, in only one of the reviews we looked at, the person decided to end their support with Future Pathways. This was because they felt they had been able to achieve their outcomes with our support.

Delivery Partners also gain consistent relationships with Future Pathways. **90% (n=9)** of respondents to our Delivery Partner feedback questionnaire told us that they felt supported to understand and engage with their contracts with Future Pathways. However, **50% (n=8)** of the feedback we received from Delivery Partners included suggestions for how we could improve. The main theme of feedback about how we could improve was about how we could enhance our communication with Delivery Partners, by staying in consistent contact, and streamlining our contracting processes.

Self-awareness

People consistently share that they gain increased self-awareness and self-worth from engaging with Future Pathways. In **16% (n=4)** of the reviews that we looked at people told us they felt they had learned more about themselves. Josie, who is supported by Future Pathways described the impact of accessing counselling through Future Pathways.



They helped me to see that, to me, I was not worthless. I talked truthfully about everything for the first time.

Person supported by Future Pathways

Delivery Partners also reflected that they gained more awareness through working with Future Pathways. **90% (n=9)** of Delivery Partners who responded to our questionnaire agreed that they had learned more about the challenges and needs of people supported by Future Pathways. And importantly, **60% (n=6)** shared that they have made changes to how they work because of what they have learned.

Access to tailored resources

People access wide-ranging support through Future Pathways, and this support is tailored to their needs. We continue to see that a wide range of supports are valuable to the people we support. For example, When Anne was experiencing challenges in her home environment, Future Pathways supported to her to tackle isolation and enjoy time away from home through the purchase of a cinema membership. Here, Anne describes what she gained from this support.

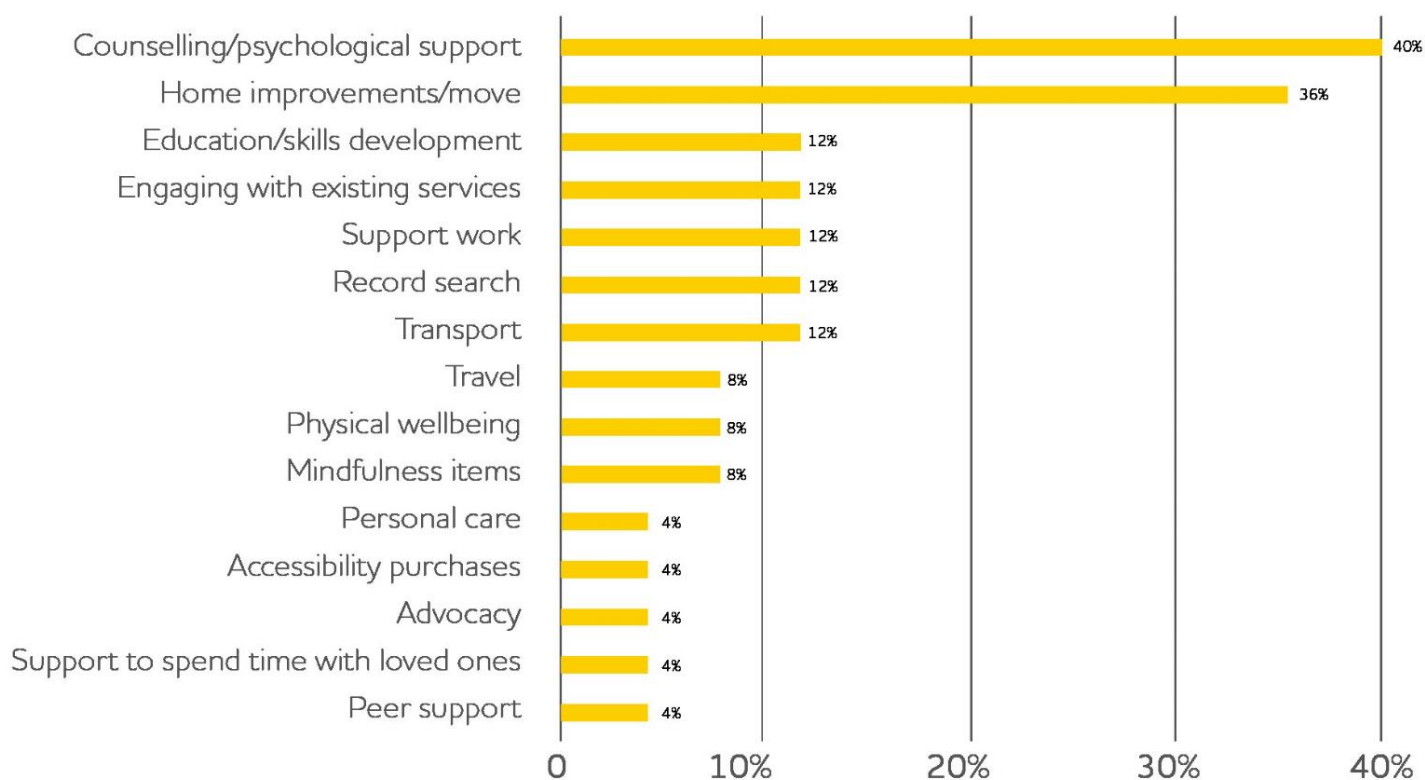


The cinema membership encouraged me to leave the flat and venture into town. When the cinema was quiet, I felt safe, like I didn't need to scan the place.

Person supported by Future Pathways

In the reviews we looked at this quarter, people shared that counselling or psychological support and support with home improvements were the most impactful support they accessed from Future Pathways. Other types of support people found helpful included education and skills development, support with engaging with existing services, and record searches. The graph below shows the percentage of reviews we looked at which identified these different supports as impactful.

Impactful support



These findings indicate that people we support seek to prioritise meeting their basic needs before they can experience the impact of other types of support. This pattern reflects Maslow's theory of "hierarchy of needs," which argues that the basic needs of safety and security are foundational to other outcomes.

Collaborating through difficulty

Sometimes, we experience challenges in our relationships with people we support for various reasons. We aim to work together with people to resolve issues compassionately, and to continue to learn from the challenges that come up. We received relatively few complaints this quarter, and we were able to maintain relationships with everyone who engaged in our complaints process.

In our Delivery Partner feedback questionnaire, we asked Delivery Partners how we address challenges with them when they arise. 3 Delivery Partners did not respond because they had not encountered challenges in their relationship with the service. Others fed back positively about how we collaborate with Delivery Partners through challenges. They described our approach as approachable, responsive, collaborative and professional.



[Challenges are addressed] always with understanding and positive discussion.

Delivery Partner

What changes for people

Taking steps towards outcomes

Working with Future Pathways enables people to progress towards their outcomes. In **36% (n=9)** of reviews we looked at this quarter, people told us about changes they were making to work towards their outcomes. These included developing a routine, linking with existing services, and working on changing mindsets and relationships with others.

We continue to see some themes in these changes. For example, many people find it difficult to sleep and we notice that people consistently share that sometimes our support helps them take steps to improve this. We also see continued themes around people taking steps to improve their relationships with others in various ways, such as spending quality time with loved ones, or working on asserting more boundaries with others.

Increased choice and control

Working with Future Pathways can enable people to exercise greater choice and self-efficacy around their support. The reviews we looked at this quarter demonstrate that this looks different for different people.

Some people shared that they experienced more independence in their daily tasks, or increased confidence to change how they spent their time. For others, this was about accessing existing services in their community. Given what we are learning about the prevalence of disabilities and health conditions that affect the daily lives of many people we support, increased agency in these parts of people's lives can be highly impactful.

We also noticed that some people shared feeling more able to manage financially. In Q2 of last year, we looked at the impact of the increased cost of living on people we are supporting. We found that many people we support may be disproportionately affected by the impacts of the increased cost-of-living, making financial agency a particularly salient issue for the people we support.

The difference this makes

A better life

For most people, Future Pathways' support contributes to experiencing positive changes in their life. Almost all (84%, n = 21) of the reviews we looked at included at least one outcome which had a positive impact on the person's life, 67% (n=14) identified at least one outcome which made a big impact on their life.

In the reviews we looked at, 9 people told us their emotional wellbeing had improved. 3 people told us they were feeling less anxious having accessed Future Pathways' support and 3 people told us they were "happier" in their lives now.



That old life is gone now. I love my life now. I am in a happier place. I'm more me.

Person supported by Future Pathways

For some people, Future Pathways support is deeply needed and life-altering. We continue to receive feedback from people who share uncertainty about what would have happened to them without Future Pathways support. In the reviews we analysed this quarter, one person reflected that they wouldn't be here without our support. Here, Anne tells us how the support she accessed through Future Pathways helped her survive.



I needed the space to express how I was feeling about things. I believe the counselling I received through Future Pathways helped me survive a very difficult time. The counsellor was there for me at just the right time.

Person supported by Future Pathways

On the other hand, some people do not see any impact to one or more of their outcomes. 24% (n=6) of the reviews we looked at in Q2 included an outcome which people felt had not impacted their life. This was mostly due to the person not feeling ready to focus on the outcome, because of external factors such as the person's life circumstances, or because of challenges engaging with existing services.

Freedom and purpose

People continue to report that they feel a sense of purpose having engaged with Future Pathways. In their reviews, people shared that learning new skills, accessing their records, and accessing accessibility aids had increased their sense of freedom. One person was exploring volunteering opportunities, while another had identified the importance to them of helping others.

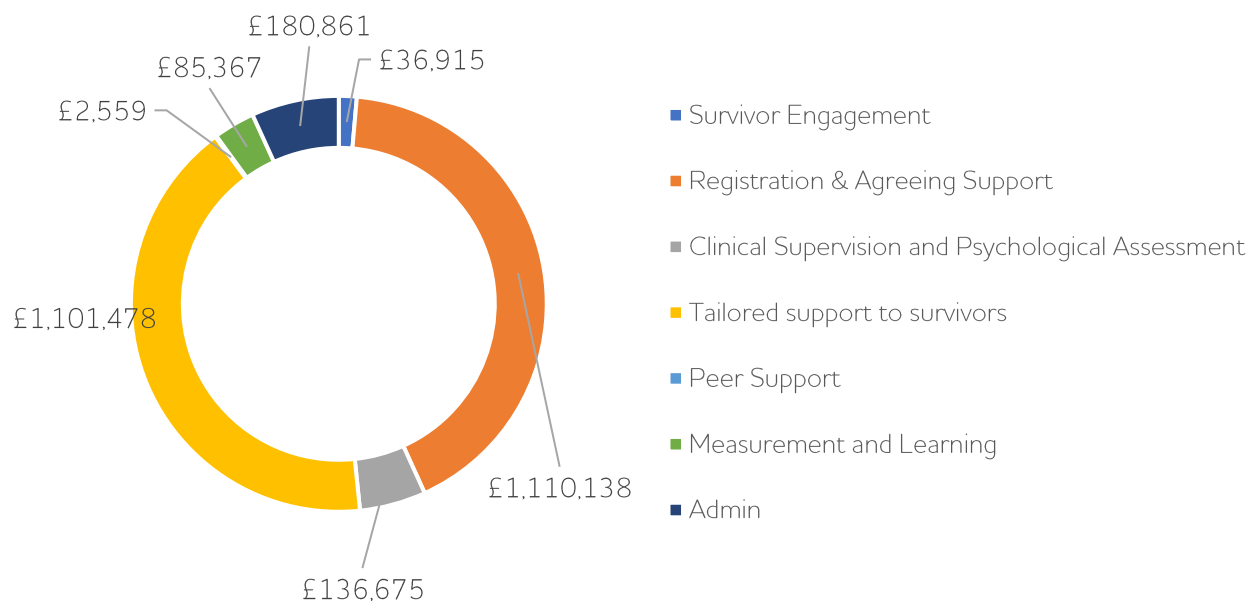
Confidence and independence

Many people access the right support for them with Future Pathways' support. This means that some people feel able to move on from Future Pathways support. In Q2, **45** people chose to end their support with Future Pathways. Most (**58%, n=26**) people who chose to end support did so because they agreed that their outcomes had been achieved. **42% (n=19)** of people who closed their support in Q2 chose to pause their support. This happens when people feel they do not have any support needs or do not wish to receive support at that time.

Future Pathways support can help people think more positively about their future. In **16% (n=4)** of the reviews we looked at, people told us they were looking forward to something or feeling more hopeful about their future. Two people shared that they felt empowered by their work with Future Pathways. This was mirrored by the feedback we received this quarter, with one person sharing that the stability our support contributed to, helped them feel able to work towards their future goals.

Expenditure

In Q2, our estimated expenditure was £2,653,993. You can see a breakdown of our expenditure below.



In Q2, the highest area of expenditure was registration and agreeing support. This reflects the support coordination team that builds relationships with people we support.

The second highest area of expenditure was on providing tailored support. As in previous quarters, more was spent on material support (£706k) compared to Delivery Partner support (£395k).

In general, our expenditure is similar to previous quarters. Survivor engagement related activity continues to be less than in pre-pandemic years. This is because we have prioritized support provision, given that many people are people waiting to access the service.

We expect expenditure to continue to rise across the service due to the increased cost of living and inflation and we review our staffing and service forecasts every three months.

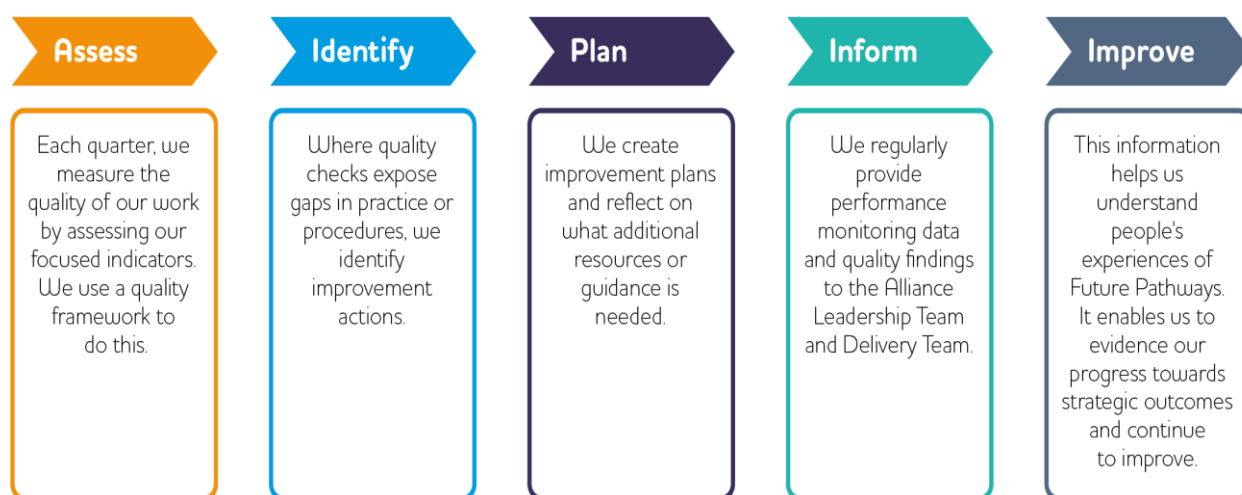
Next steps for Future Pathways

Improving Future Pathways

We are committed to continuously improving the service. We do this by reflecting on the feedback we receive and measuring the quality of our work so we can make positive changes to the service.

We continue to receive feedback that waiting to start work with a Support Coordinator can be very difficult for people registering with us. In Q3, we will take a closer look at the enquiries we receive about our waitlist, to draw out learning about how we can best manage our waitlist. We also received feedback from Delivery Partners that our processes and communication channels could be streamlined. In response, we are developing materials to communicate more clearly with Delivery Partners about our processes at the beginning of our work together.

We use a Quality Framework to measure the quality of our work. In Q2, we continued to develop and refine our new approach to measuring the quality of our work. The below flowchart below illustrates how we use our quality framework to improve.



Our quality framework helped us identify several areas of improvement. As a result, we are now exploring how to improve how we plan and review support with people. We also continue to work on improving how we support people to manage risks in their lives. And we are continuing to improve and innovate how we record information about our relationships with Delivery Partners.

Developing new ways of working

This report demonstrates that many people we support feel understood, cared about and valued by Future Pathways, and that many people gain a sense of purpose through working with us. We aim to work alongside people we support to develop new ways of working that meet their evolving needs.

We are continuing to work with Voices for a Better Future to explore how to develop peer support at Future Pathways. We are working with Iriss on this project. Iriss is a charity that helps services use knowledge and innovation to make positive change happen. Together, we are exploring what 'peer support' should look like for people we support. In Q2, this group met in person to explore what peer support might look like at Future Pathways.

We have also been working with members of Voices for a Better Future, and representatives from a range of services, to how we address and resolve complaints at Future Pathways. The group has developed a new framework for how we want to support people to highlight issues so we can work together to find solutions.

Contributing to wider learning

We aim to share what we learn so that we can contribute to wider positive change. Recently, Future Pathways attended The Gathering. This is the largest free voluntary sector event in the UK. It is organised by SCVO (Scottish Council for Voluntary Organisations).

At the Gathering, we facilitated a workshop with Matter of Focus, who we work with to evaluate our service. We shared what we have learned about evaluating support which is all about relationships.

We also had an exhibition stand where we shared more about what we do, and our impact. You can read more about our presence at the Gathering here: [Future Pathways at The Gathering](#)

Thank you

Thank you for reading our Quarterly Report for Q2 (July to September 2023).

If you have any questions about the report, please email us at engagement@future-pathways.co.uk. You can also give us anonymous feedback about this report on our online feedback form.