



**FUTURE**  
PATHWAYS

Quarterly Report  
October – December  
2023

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## Report on Quarter 3 (October to December 2023)

### What happened in Q3

- 67 people registered with Future Pathways.
- 28 people started working with a Support Coordinator.
- 109 people were accessing support from 37 Delivery Partners.

### How people felt

- Most of the feedback we received from people registered with us was positive.
- People shared that they felt Future Pathways understood and cared about them.
- People also told us that not being able to access material support sometimes can be difficult.

### What changed for people

People shared what changed in their life after accessing support from Future Pathways.



My Support Coordinator made a colossal difference in my life. [Future Pathways] has helped fund a number of programs which have helped ease my depression and physical ailments.

### Who we worked with

- The average age of people who registered with us was 43.
- 57% of people who registered with us live in Scotland's most populated areas.
- We continue to find that people we support are more likely to live in deprived areas.

### What people gained

Many people told us that counselling, and support to improve their home environment, makes a big difference. Here, John tells us what he gained from accessing mental health support through Future Pathways.



Before I accessed this support, I didn't know why I couldn't function. They helped me figure it out for myself. And I am still figuring it out. But now, I am on that journey.

### What difference we made

People shared the impact of their work with Future Pathways. For some people, this was lifechanging.



It is night and day compared with what my life was like. [...] Future Pathways helped me turn my life around. I started caring about myself, because someone else was caring about me.

## Welcome to the Q3 Quarterly Report

The Q3 Quarterly Report is about what we have done and the impact we have made between October and December 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 the last year, we have updated our website and the information leaflets about Future Pathways. More people are sharing their creative work through the Newsletter and beyond. We are receiving notes of appreciation from people who have taken inspiration from the creative works of others. It is a great privilege to receive and share your work. Please continue to send us writing and photos that can be shared more widely.

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.

Everyone's experience is different. However, we see some themes in how people describe the difference Future Pathways makes. In almost all of the 24 reviews that were analysed, a positive change in the person's life was noted. In many cases, at least one outcome was identified as having a big impact.

We are very pleased that Future Pathways' support helps improve the lives of people we work with. Our biggest concern is how we can reach greater numbers of people, as numbers of people are waiting to start work with a support coordinator.

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 Q3

### Raising awareness

#### Our Communications and Creative work

We continue to raise awareness of Future Pathways and communicate with our audiences through our newsletters, our website, and social media. Here is a selection of the Communications and Creative work we did in Q3.

We continued to promote our impact report, Stepping Stones, through website features, such as [How we measure our relational approach](#), and [Your words](#) which shows the key themes we noticed from our conversations with people we support about how it feels to work with us. We also created a short version of our report which gives [key information in just 8 pages](#).

We also shared our impact report findings at 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 shared our work through printed summary impact reports and key word postcards. We facilitated a branded presentation and workshop with Matter of Focus, who we work with to evaluate our service. And we made new connections at the Gathering's trade event. We also [highlighted our attendance through our website](#) and across our social channels.

Future Pathways has 2 newsletters. The Future Pathways newsletter aims to inform people registered with us about our work. Over 1400 people are subscribed to receive the newsletter. We also have a newsletter for our Delivery Partners and existing services we work with. This newsletter is called Connect. Over 70 partners are subscribed to Connect.

This quarter, we continued to shine a light on the work of new Delivery Partners, such as our [interview with June Jeffrey, Head of Health and Social Care Community Services at Centred](#). We shared Resilience Learning Partnership's new [Roadmap for Creating Trauma-Informed and Responsive Change](#) and highlighted [Health in Mind's positive steps to winter wellbeing](#).

In Q3, we communicated directly to those in active support about changes to the Discretionary Fund. This was supported through [external communication on our website](#). We also updated [messaging around our waiting list with a Q and A feature](#).

We update people about our news and events, and we share our learning and impact on the Future Pathways website. Our most viewed page, apart from our homepage, 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.

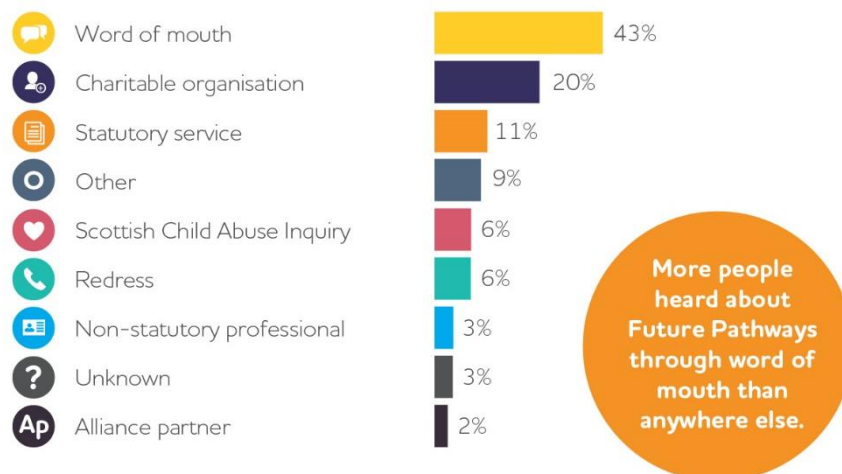
Our dedicated features section of the website continues to grow with creative projects, such as [Yvonne's pottery](#) and [Grace-Anne's paintings](#). Our December newsletter highlighted projects and experiences from people we support, including [Winter art created by Ashley](#) especially for the newsletter and a [feature from Marie-Anne about a recovery journey and pursuing a degree in Criminology](#). We also flagged the [new ways people can give feedback](#).

We also highlight our work on social media. In Q3, we posted on facebook 19 times. Our facebook content reached 1767 people and the number of people following us on facebook increased to 747 people. We also we tweeted 21 times and the number of people following us on X (formerly 'Twitter') decreased slightly to 1256 people.

We rounded off the year with a [look back our work over 2023](#), shining a light on who we work with, how they feel and the difference made to people's lives across Scotland, the wider UK and beyond.

## Where people hear about us

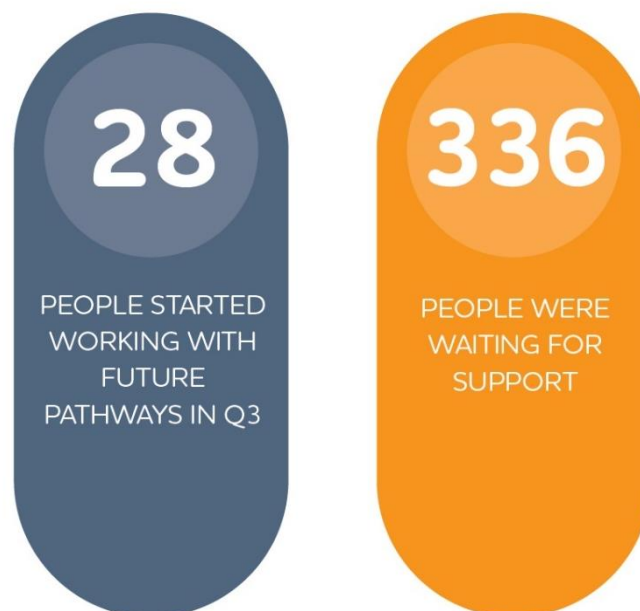
People are most likely to hear about Future Pathways from someone they know. In Q3, **44%** of the people who registered with Future Pathways heard about us through word of mouth. As in Q2, the number of people who heard about us through the Scottish Child Abuse Inquiry decreased. Unlike in Q2, more people heard about us from charitable organisations and statutory services, like social work. There was also a slight increase in the proportion of people who heard from us through the Redress Scheme in Q3.



Fewer people registered with the service in Q3. This quarter, 67 people registered with Future Pathways, 10% (-7) fewer than last quarter. In Q3, on average 22 people registered with us each month, compared with an average of 25 people each month last quarter. We continue to see fluctuations in the number of people registering with us each quarter. During Q3 of last year (2022/2023), significantly fewer people (n=52) registered with Future Pathways.



### Developing relationships



We started working with 28 people in Q3. 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 20% (n=56) over the last quarter.

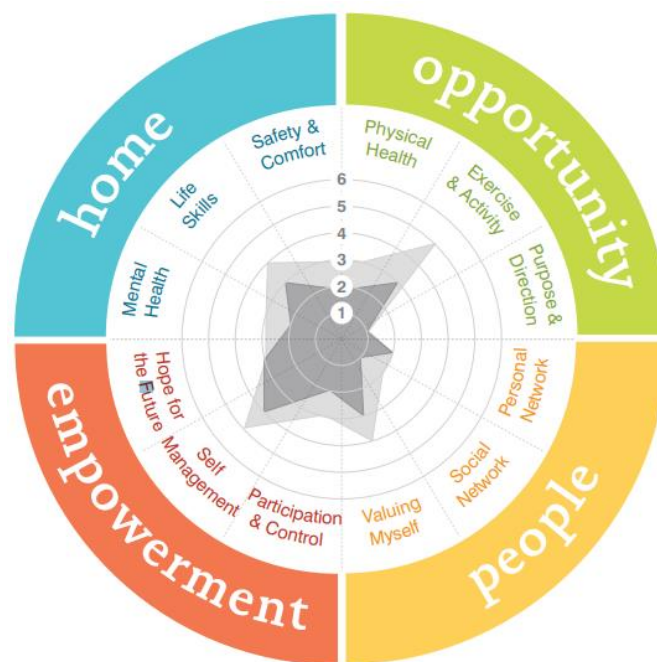


In Q3, we started working with two new Delivery Partners, which provide music tuition and mental health support. We also continue to work closely with our current Delivery Partners. We are currently working with a group of Delivery Partners to pilot a new approach to how we commission support. We will share more information about this pilot project and our new approach in our Q4 report.

### Identifying outcomes

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

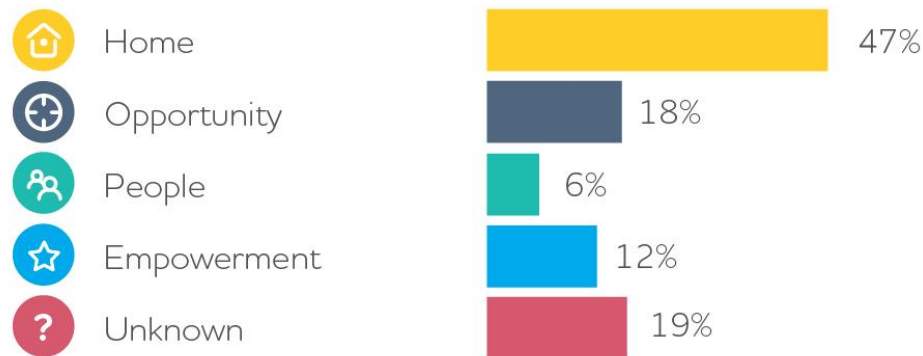
Support Coordinators adapt their approach to outcomes conversations to the person. Some Support Coordinators use the HOPE framework to look at the different areas of people's life like their home, access to opportunities, the people in their life, and how empowered they feel. We also use the HOPE framework to evaluate people's outcomes, as this helps us identify the areas of life that many people we support feel are important.<sup>1</sup>



<sup>1</sup> Note that the HOPE framework is intended for use as a self-assessment tool. Here we use the HOPE framework as a way of 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.



After having a conversation about the person's outcomes, we 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. We looked at 25 support plans, which identified 50 outcomes, completed in Q3.



This quarter, more people identified outcomes related to making changes in the 'Home' area of their life compared with any other area. In Q3, **47% (n=24)** of people's outcomes were about their 'Home' area. This is higher than in Q2, when **41%** of sampled outcomes were about 'Home.'

Within the 'Home' area of their life, people are prompted to reflect on how they feel about their mental health, life skills and safety and comfort. Most (**54%, n=13**) of people's 'Home' outcomes were about improving the person's safety and comfort. People agreed goals such as taking steps to redecorate or make their homes more accessible. Almost half (**42%, n=10**) of people's 'Home' outcomes were about improving mental health. People agreed goals such as accessing psychological support and engaging with community groups and services.

People continue to identify outcomes around experiencing more 'Opportunity' in their lives (**18%, n=9**). As in Q2, most of these outcomes (**78%, n=7**) were about improving physical health and/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 such as purchasing glasses and trying a complimentary therapy.

During outcomes conversations, 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.<sup>2</sup> In Q3, people shared hopes that they would become more independent, and feel safer and more comfortable at home, and that they would be able to move forward positively in their life.

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



## Tailored support



Currently, 876 people are accessing our support, and 2335 people have accessed support since the service started. While we currently have a waitlist for support, overall, 93% of those who have registered with Future Pathways have accessed our support so far. During support, we tailor the support we provide according to people's personal outcomes. Future Pathways facilitates access to three different types of support:

- We support people to access to services provided by our network of Delivery Partners.
- We support people to access material support through the Discretionary Fund.
- We support people to link up with and access existing services including statutory and third sector services.

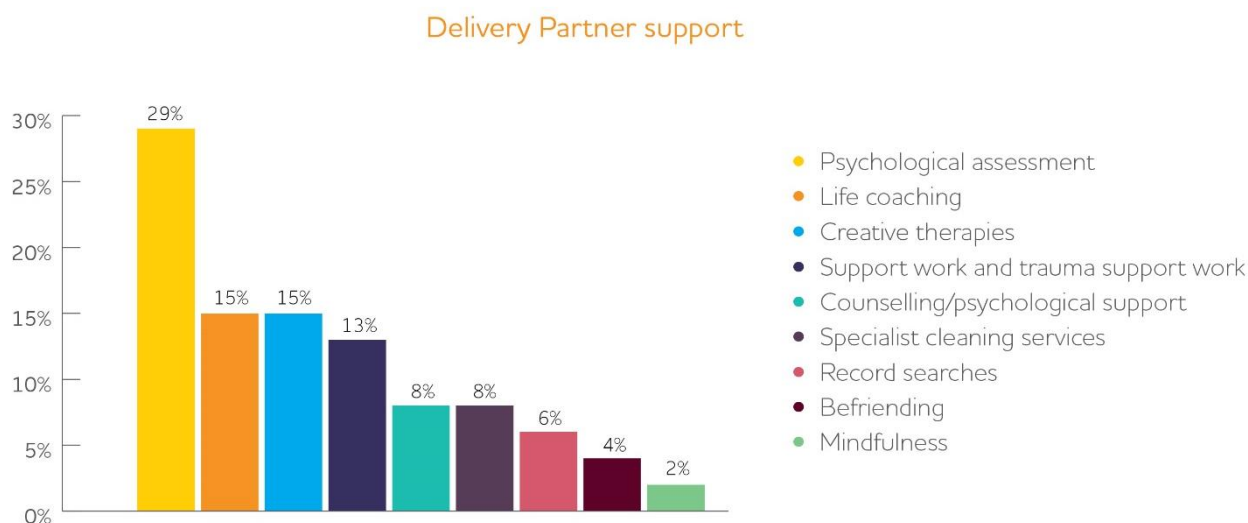
We regularly have conversations to review the support people have accessed through Future Pathways. In Q3, we looked at 25 review conversations to understand more about the support we facilitated.

40% (n=10) of the review conversations we analysed reviewed material support accessed through the Discretionary Fund. 32% (n=8) of review conversations referenced accessing support through one or more Delivery Partners. And 16% (n=4) of review conversations referenced support to engage with one or more existing services. Some people who reviewed their support (16%, n=4) had accessed a mix of these different types of support since their last support plan was put in place. The broad range of supports people review indicates that Future Pathways responds to people's needs in a tailored, holistic way.

### Delivery Partner support

Future Pathways commissions different types of support from a wide-ranging network of 65 Delivery Partners. In Q3, 109 people were accessing support from 37 Delivery Partners. 13% (n=14) people who accessed Delivery Partner support in Q3, worked with more than one Delivery Partner.

This graph shows the number of referrals we made to Delivery Partners providing different types of support.



Since last quarter, the number of people referred to the Anchor, the Glasgow Psychological Trauma Service, has doubled (+7). Over the last year, on average 6 people are linked up with the Anchor every month. The number of people referred to the Anchor fluctuates, but we have noticed an overall reduction in the numbers of people we are referring over a period of 3 years. For example, in 2020, on average we were referring 9 people to the Anchor each month.

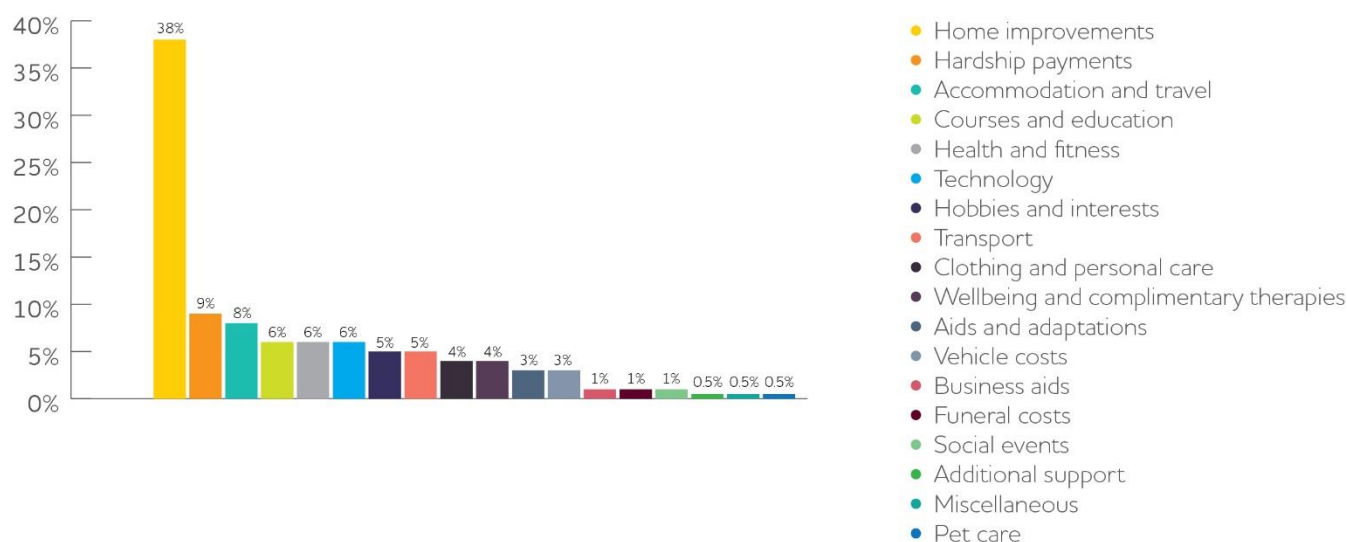
In Q3, the number of people referred to counselling Delivery Partners and to record search Delivery Partners significantly reduced. We supported 3 people to start seeking their records this quarter. In total we have supported 771 people to seek their records through a Delivery Partner since Future Pathways

launched. On the other hand, more people were referred to support work services, trauma support work services, and creative therapies such as support to write a book.

## Discretionary Fund support

Future Pathways also supports people to progress their outcomes by providing material support through the Discretionary Fund. This graph shows how people used Discretionary Fund support in Q3.

### Discretionary Fund support



We continue to see that the most common reason people access the Discretionary Fund is to progress outcomes related to their home environment. In the last quarter, there has been a slight decrease in Discretionary Fund payments for home related purchases. However, overall, the proportion of Discretionary Fund payments for home improvements is consistently higher than any other category of expenditure. Over the last 9 months, on average, 37% of the Discretionary Fund payments we make each quarter are for home related purchases, including furniture and white goods. In Q3, we also saw that the proportion of Discretionary Fund payments to address hardship increased from 5% to 9% of the payments we made.

## Linking with existing services

We help people to access support from existing services that are best placed to meet their needs. Existing services are partner organisations who we collaborate with, but who we do not commission support from. Examples include learning partners who provide evaluation support, alliance partners, and third sector and statutory services. Many existing services we work with provide free support to people. We support people to access these services by:

- signposting people to services they can access.
- making referrals or supporting people to refer themselves to services.
- supporting people to navigate and engage with services.

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. We continue to receive feedback from people we support about the impact of waiting for support at Future Pathways and at other services.

We continue to see a difference between the number of people who plan to link up with existing services at the start of support at Future Pathways, and the number of people who discuss this type of support in review conversations. In Q3, **52% (n=13)** of the support plans we analysed referred to accessing support from a wide range of existing services, including statutory housing and healthcare supports. However, in sampled reviews, only **16% (n=4)** referred to accessing support from existing services. Most (**n=3**) of these review conversations also referred to difficulties accessing this support due to delays in accessing support. This reduction may mean that, even with Future Pathways' support, many people face barriers when engaging with existing services. In our next impact report, we plan to look more closely at how we work with existing services and the barriers that can affect people's access to these kinds of supports.

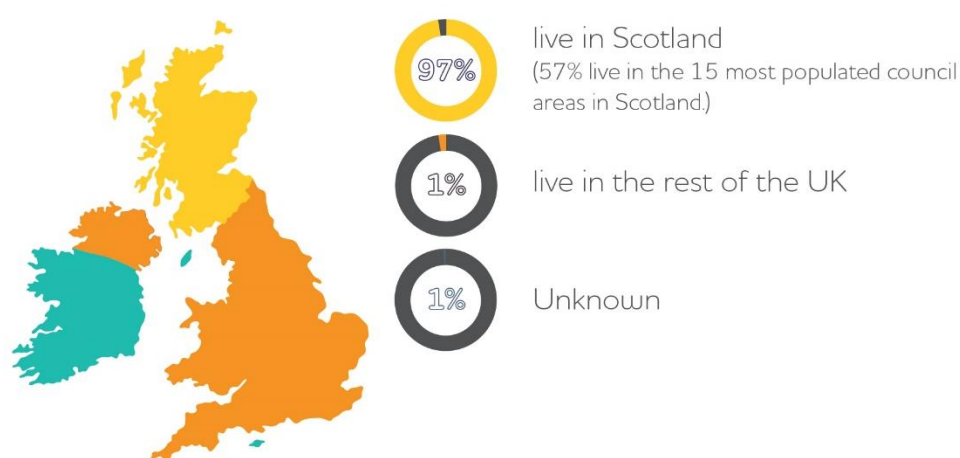
## Who we work with

### 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 the people who are accessing Future Pathways.

### Where people we support live

We continue to see that most of the people who register with us live in Scotland, and most live in the most populated council areas in Scotland.<sup>3</sup>



We also used the Scottish Index of Multiple Deprivation (SIMD) to evaluate how likely it is that people who are registered with Future Pathways face barriers when accessing support. The SIMD looks at the extent to which an area is 'deprived' across seven domains: income, employment, education, health, access to services, crime, and housing. If an area is identified as 'deprived' in the SIMD, this is an indicator that people living in this area may be more likely to have a low income and less access to resources, services, and opportunities such as healthcare services, and education or employment opportunities.

By analysing the postcodes of people who registered with us in Q3 living in Scotland, around half (49%, n=32), live in an area which is among the 20% most deprived areas of Scotland. Over a quarter (28%, n=18) live in an area which is among the 10% most deprived areas of Scotland. And 15% (n=10) of those who registered who live in Scotland live in the 5% most deprived areas. In comparison, in 2021, an estimated 10% of the population of Scotland, lived in areas which were among the 10% most deprived areas of Scotland.<sup>4</sup> This analysis demonstrates that people registered with Future Pathways are significantly more likely to experience barriers when accessing supports than the general population.

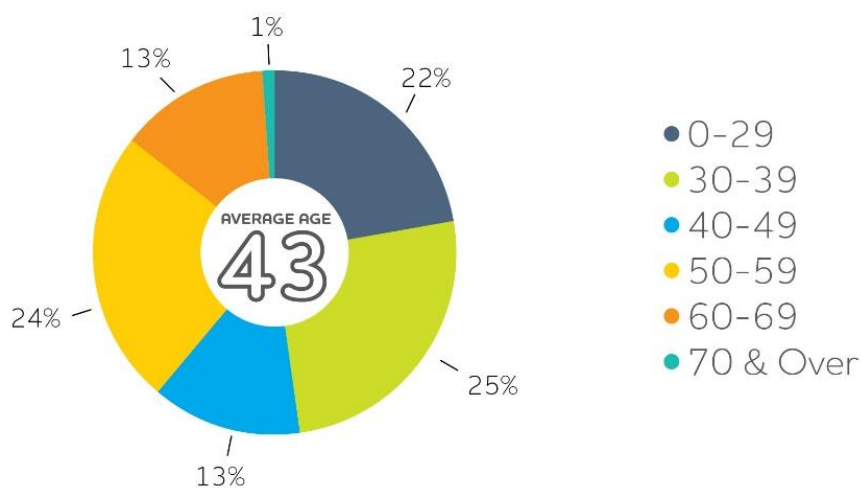
<sup>3</sup> This figure includes the 15 council areas with the highest population in Scotland.

<sup>4</sup> [Population Estimates by Scottish Index of Multiple Deprivation \(SIMD\) | National Records of Scotland \(nrsotland.gov.uk\)](https://nrsotland.gov.uk)

## Ages of people we support

The average age of people registering with us is continuing to decrease. In Q3, the average age of people who registered with us was **43**. This is the lowest average age of people registered with us over the full course of the service.

In Q3, the number of people aged under 29 years old who registered with us increased slightly. And the number of people aged between 30 and 39 who registered with us increased significantly from **15.5%** in Q2 to **25%** this quarter. In Q3, more people aged between 30 and 39 registered with us than people aged within any other age range this quarter. At the same time, the number of people in older age brackets who register with us is continuing to decline.



## Life experiences of people we support

We ask people to fill in an Equal Opportunities form when they register with Future Pathways. The form is optional, and people's answers are anonymous. People's answers to the form helps us understand more about who we support and their life experiences. We use what we learn to make improvements to Future Pathways to better meet the needs of people we support.

Over the last 9 months, **51** people have completed this form, including **7** people in Q3. You can read our most recent analysis of this data in our Q2 quarterly report here: [Quarterly Report July-September 2023](#). So far, we have learned that many people who respond to the form experience disabilities and health conditions that affect their everyday life. We also learned that many respondents have experienced homelessness and challenges with addiction in their lives. We can see that there seems to be a relationship between the inequalities that people we support experience.



In our next impact report, we plan to analyse all the responses to our Equal Opportunities form that we have received this year, to learn more about the experiences and needs of the people we support.

### Delivery Partners and existing services

We currently work with 65 Delivery Partners across a wide range of sectors. Most of the Delivery Partners we work with provide counselling or psychological support services. We also work with Delivery Partners across sectors such as creative therapies, support work, record search support and coaching.

We also work with a wide network of existing services such as third sector and statutory services. We want to learn more about our work with existing services and about the wide range of services we interact with. We plan to explore this in our next impact report.

## 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 Q3, **30** people supported by Future Pathways gave us feedback, and **192** people reviewed their support with their Support Coordinator. Overall, we received more feedback from people we support compared with last quarter.<sup>5</sup>

We also received feedback from **4** Delivery Partners in Q3, and **16** Delivery Partners reviewed their work with us in quarterly return reports. We also received **131** quarterly updates from our Delivery

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<sup>5</sup> **26%** (n=40) more review conversations took place, and **150%** (n=18) more people provided us with feedback in other ways.

Partners who provide record search support.<sup>6</sup> Overall, we received less feedback from Delivery Partners compared with last quarter.<sup>7</sup> This decrease is likely to have occurred because the annual Delivery Partner feedback questionnaire took place in Q2, which temporarily increased feedback.

We did not receive feedback from any existing services in Q3.

This report analyses feedback from **16** Delivery Partners, and approximately **55** people we support<sup>8</sup> including:

- A sample of **20** quarterly returns received from **12** Delivery Partners.
- All feedback received through other sources from **4** Delivery Partners.
- A sample of **25** reviews completed with **25** people we support.
- All feedback received through other sources from **30** people we support.

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<sup>6</sup> We received **41** quarterly updates from Wellbeing Scotland and **90** quarterly updates from Birthlink in Q3. We have not included quarterly updates in sampling for this report because the format and content of these is undergoing revision in 2023/4.

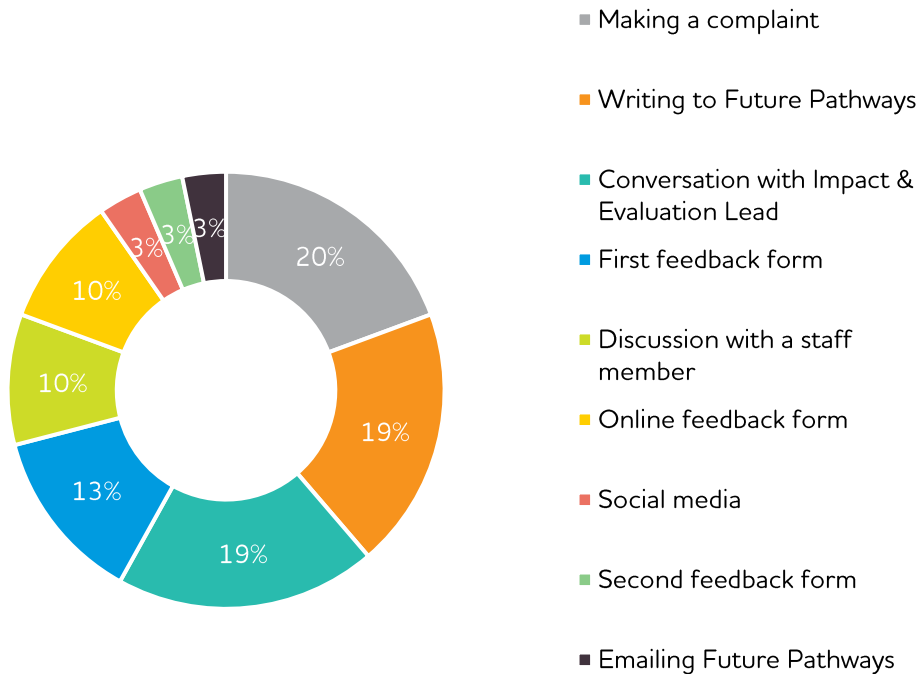
<sup>7</sup> Excluding quarterly returns and updates, we received **73% (-11)** less feedback from Delivery Partners compared with Q2.

<sup>8</sup> This figure is estimated. This is because it is possible that some people who provided us feedback this quarter also completed reviews which may have been included in the sample of reviews analysed in this report.

## How people gave us feedback

People we support gave us feedback in many ways in Q3.

### How people we support gave us feedback



The most commonly used ways of giving us feedback in Q3 were writing to us, participating in conversations with the Impact & Evaluation Lead, and making a complaint. We received more (+4) complaints this quarter compared with Q2.

People also use our feedback forms give feedback. These can be anonymous, and they ask more specific questions about people's experience of the service. In Q3, the feedback form most used by people we support was the first feedback form, which we send people after they review their support with their Support Coordinator for the first time.

People also continue to communicate their feedback directly to a staff member. Most commonly people share their feedback with their Support Coordinator with whom they have developed a relationship. Sometimes people share feedback with a Support Coordinator who is managing the registration line. And, particularly when feedback is about a discrete aspect of our work, like our newsletters, some people share feedback with other staff members including the Communication and Creative Lead.

In contrast, all the Delivery Partners who gave us feedback in Q3, provided feedback in conversation with the Partner Relationship Lead, who oversees the relationships between our Delivery Partners and Future Pathways as a service.

## How people feel when they work with us

Most people (67%, n=20) who gave us feedback in Q3, excluding feedback given through review conversations and quarterly reports, included complimentary feedback. Some people (33%, n=10) gave us feedback which included critical comments or suggestions for improvement. Of these, five people gave us feedback which included a mixture of complimentary and critical feedback. Most (n=3) of the feedback we received from Delivery Partners was also complimentary.

### Understood, cared about, and valued

The feedback we received this quarter indicates that many people feel understood and valued by Future Pathways. In Q3, 5 people responded to our first and second feedback forms. These are the feedback forms we send after the first review of support, and when support pauses or ends. All respondents agreed with the statement **“Future Pathways understands me and my needs.”** The majority (n=4) strongly agreed with this statement. Moreover, all respondents agreed with the statement **“Future Pathways cares about me”**. Again, most (n=4) strongly agreed with the statement.

In our first and second feedback forms, we ask people how they would describe Future Pathways. Words such as **“listens”**, **“caring”** and **“helpful”** were consistent themes in people’s responses. These themes were echoed in the feedback we received through other sources from people we support. Three people expressed appreciation for being **“listened to”** and most people who gave complimentary feedback in Q3 referred to the **“support”** and **“help”** they accessed at Future Pathways. In the reviews we sampled, one person described their Support Coordinator as **“lovely”**, and another described the support they accessed as **“genuine”** indicating a positive relationship with Future Pathways.



My Support Coordinator made a colossal difference in my life. She is not only empathetic but knows the arena well. She is also a great listener.

**Person supported by Future Pathways**

Similarly, three Delivery Partners fed back positively about their relationship with Future Pathways. Two partners fed back positively about Future Pathways involving them in a consultative process. One partner highlighted Future Pathways’ **“patience”** as they adapted to our new approach to commissioning support.

### Safe and able to trust Future Pathways

We also received feedback that some people feel safe with and able to trust the service. All respondents to our first and second feedback forms agreed with the statement **“I can trust Future Pathways”**.

Indeed, most (n=4) people strongly agreed with the statement. Feeling able to trust the service was also echoed in feedback we received through other sources. Here one person shares what trusting Future Pathways meant to her.



I didn't have to hide or hold anything back. They were so understanding. They understood exactly what I had been through. It was as if I had known them for years.

**Person supported by Future Pathways**

Given that people with lived experience of in-care abuse and neglect can understandably face difficulties when trusting services, this feedback is powerful.

In our first and second feedback forms, most respondents also agreed with the statement, **“I have opportunities to influence how Future Pathways develops”**, although one respondent disagreed with this.<sup>9</sup> Engagement with review conversations and other ways we ask for feedback is consistently high at Future Pathways, which may also be an indicator that people we support feel safe to share their views with us.

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<sup>9</sup> When followed up, the person elaborated that they were not aware of opportunities to influence Future Pathways, such as the Voices for a Better Future group.

## What people gain through Future Pathways

### A consistent relationship with Future Pathways

Evidence indicates that people we support develop sustained relationships with Future Pathways. In 84% (n=21) of the reviews we looked at, people wished to continue working with Future Pathways.<sup>10</sup> Of these, 67% (n=14) decided to continue working on their current outcomes. And 76% (n=16) decided to identify new outcomes with their Support Coordinator. 42% (n=9) people opted to both continue some current outcomes and identify some new outcomes in their review conversations. This indicates that people we support often work on medium to longer term outcomes with us.

### Self-awareness

People we support continue to share that they gain self-awareness through accessing Future Pathways' support. All respondents to our first and second feedback forms agreed with the statement, **"I know what changes I want to make in my life."** Most (n=4) also agreed with the statement **"I know more about my strengths and what I can do"**. This indicates that people who engage with our support gain an awareness of their personal outcomes, and the skills and resources they can bring to bear in their support.

Similarly, in 16% (n=4) of sampled reviews, people told us they felt they had learned more about themselves or how trauma impacts them. Here, John shares how Future Pathways supported him to learn more about himself.



Before I accessed this support, I didn't know why I couldn't function. They helped me figure it out for myself. And I am still figuring it out. But now, I am on that journey.

**Person supported by Future Pathways**

### 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. Everyone who responded to our first and second feedback forms agreed with the statement **"I can**

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<sup>10</sup> In this sample, no-one chose to end support at Future Pathways. However, some records are unclear and for this reason the figure represents those records where the person clearly opted to continue support. It should therefore be noted that this figure is likely to be a slight under-representation with an error margin of 4.



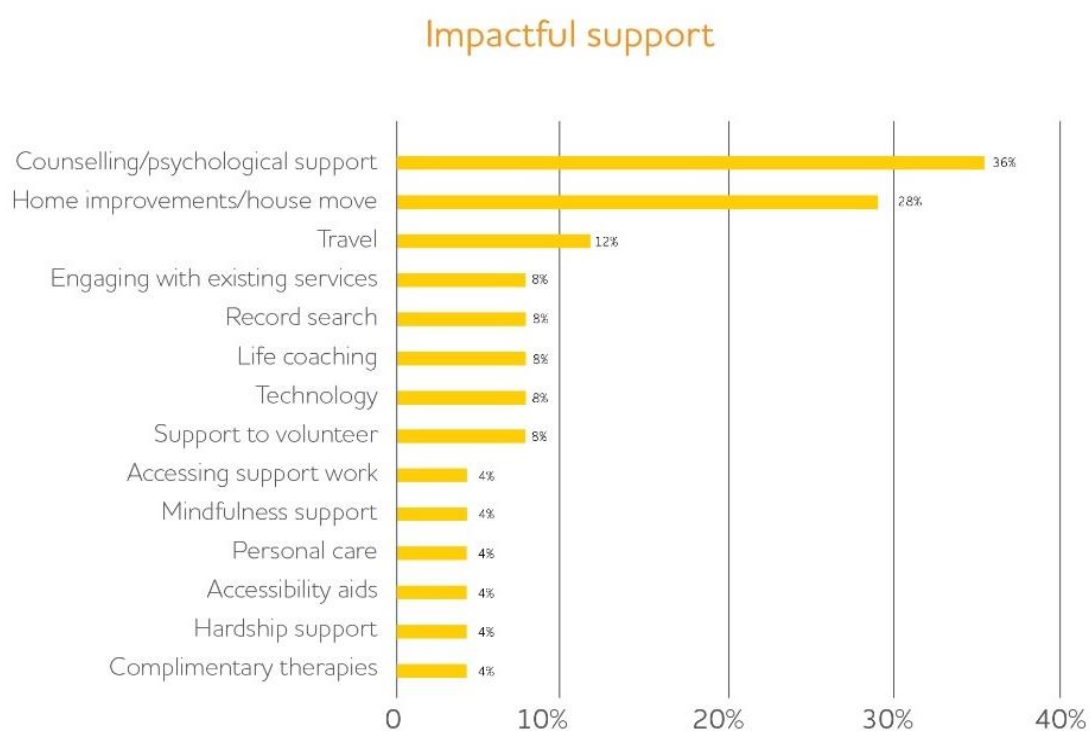
access support that is right for me”. Three people sharing that they strongly agreed with this statement.



[Future Pathways] has helped fund a number of programs which have helped ease my depression and physical ailments.

Person supported by Future Pathways

The graph below shows how often different types of support were identified as impactful in the sample of reviews we looked at in Q3. In this sample, counselling or psychological support, and support with home improvements continue to be identified as impactful the most often. Other types of support people found helpful included support with travel, support to engage with existing services, and record searches.



### Collaborating through difficulty

Sometimes, we experience challenges in our relationships with people we support and our partners for various reasons. We aim to work together with people to resolve issues compassionately and learn from the challenges that come up.

We received critical feedback about a range of topics in Q3. Most (**n=5**) of the critical feedback we received in Q3 was about people experiencing difficulties accessing the Discretionary Fund in the way they wished. Most (**n=4**) feedback about the Discretionary Fund was communicated through our complaints process. People shared that this difficulty could negatively impact their relationships with staff

members at Future Pathways and that facing these challenges could create feelings of not being understood or treated differently to others.

We also continue to receive feedback from people we support about the impact of waiting to access support. Sometimes this feedback is about waiting for support coordination to begin. In other cases, this is about waiting to access support from other services which Future Pathways has referred to. In Q3, people shared that being unable to access support swiftly, could contribute to feeling forgotten, not heard, and distressed. We also noticed this feedback in the reviews we analysed in Q3. Seven sampled reviews identified an area of support which had not had any impact in people's lives. Of these, three people referred to waiting for support from an existing service or Delivery Partner which had been put in place by Future Pathways. This feedback demonstrates that people we support can experience the compounded effects of waiting for support coordination and other supports beyond Future Pathways.

## What changes for people

### Taking steps towards outcomes

We can see that for many people, accessing support from Future Pathways enables them to take steps towards their personal outcomes. All the respondents to our first and second feedback forms agreed with the statement, **“I have taken steps towards my goals.”** Three people strongly agreed with this statement. Moreover, in the reviews we sampled, people described Future Pathways’ supporting them to progress a wide range of goals. Most commonly, people we support told us that they observe improvements in their relationships with others and their sense of connectedness. Five people referred to connecting more regularly, or more positively with the important people in their life.



I had nothing and nobody before [...] Now that has changed.

Person supported by Future Pathways

We also have some evidence that Delivery Partners make positive changes when they work with us. In Q3, one Delivery Partner fed back that they have put in place additional training within their service to grow and evolve their business and better support the people we have referred.

### Increased choice and control

Working with Future Pathways can enable people to exercise greater choice and self-efficacy around their support. In the sample of reviews we analysed, **17** people told us about changes they have made or have noticed in their lives. And in other feedback we received, some people described how Future Pathways’ support had enabled them to access new opportunities or make changes that supported their outcomes.

One of the themes we noticed in reviews in Q3 was that people reported being more able to ask for and access the support they needed. Four people told us that they now access support or open up when they need help, whether that be emotional or practical. Three people told us that they are now linking with existing services such as GPs. We also noticed that, in reviews, some (**n=4**) people reported making changes to lifestyle or routine to support their mental health. A further three people shared that they were now making plans for their future, indicating a sense of ownership over their next steps.

## The difference this makes

### A better life

For most people, Future Pathways' support contributes to positive changes in their life. Almost all (96%, n=24) of the reviews we analysed included at least one outcome which had a positive impact on the person's life. 68% (n=17) identified at least one outcome which made a big impact on the person's life. And, in our first and second feedback forms, three people strongly agreed with the statement, "**Overall my life is better**".<sup>11</sup>

When we asked respondents to our first and second feedback forms about the difference that Future Pathways had made to them, people gave a range of different responses. This, and the feedback people shared in reviews, indicates that the impact people experience varies according to what matters most to them and the tailored support they have accessed.

We continue to see that working with Future Pathways positively impacts people's emotional wellbeing. In sampled reviews, ten people told us about the difference Future Pathways' support had made. Three people shared that their wellbeing had improved. A further two people fed back that they were feeling more confident. Another three people told us they were feeling more connected with others or less isolated, having accessed Future Pathways' support.



It is night and day compared with what my life was like. [...] Future Pathways helped me turn my life around. I started caring about myself, because someone else was caring about me.

Person supported by Future Pathways

Some people continue to express that Future Pathways support is deeply needed and life-altering. Three people reflected on the need for Future Pathways, with some people referring to the support as life changing.



The scary thing for me is where I would be without having had Future Pathways help me.

Person supported by Future Pathways

<sup>11</sup> Two respondents did not answer this question, which indicates that this may be a difficult question to respond to for some, for many reasons.

On the other hand, some people do not experience a positive impact for various reasons. 36% (n=9) of the reviews we looked at in Q3 included at least one outcome which people felt had not impacted their life. This is slightly higher than in Q2. In some cases (n=4), this lack of impact was related to delays or periods of waiting for existing or commissioned services. In other cases (n=3), people's personal circumstances had changed since the outcome was agreed, or people's circumstances did not allow them to work towards this outcome.

### Freedom and purpose

We also have some evidence that people experience increased freedom and a sense of purpose when working with Future Pathways. All the respondents to our first and second feedback forms agreed with the statement "**I am more independent**". Three people strongly agreed with this statement.

In reviews, two people identified changes they wanted to make to experience more purpose in their lives in different, personal ways. For one person this was about supporting a cause they believed in. For another, this was about sharing their story.

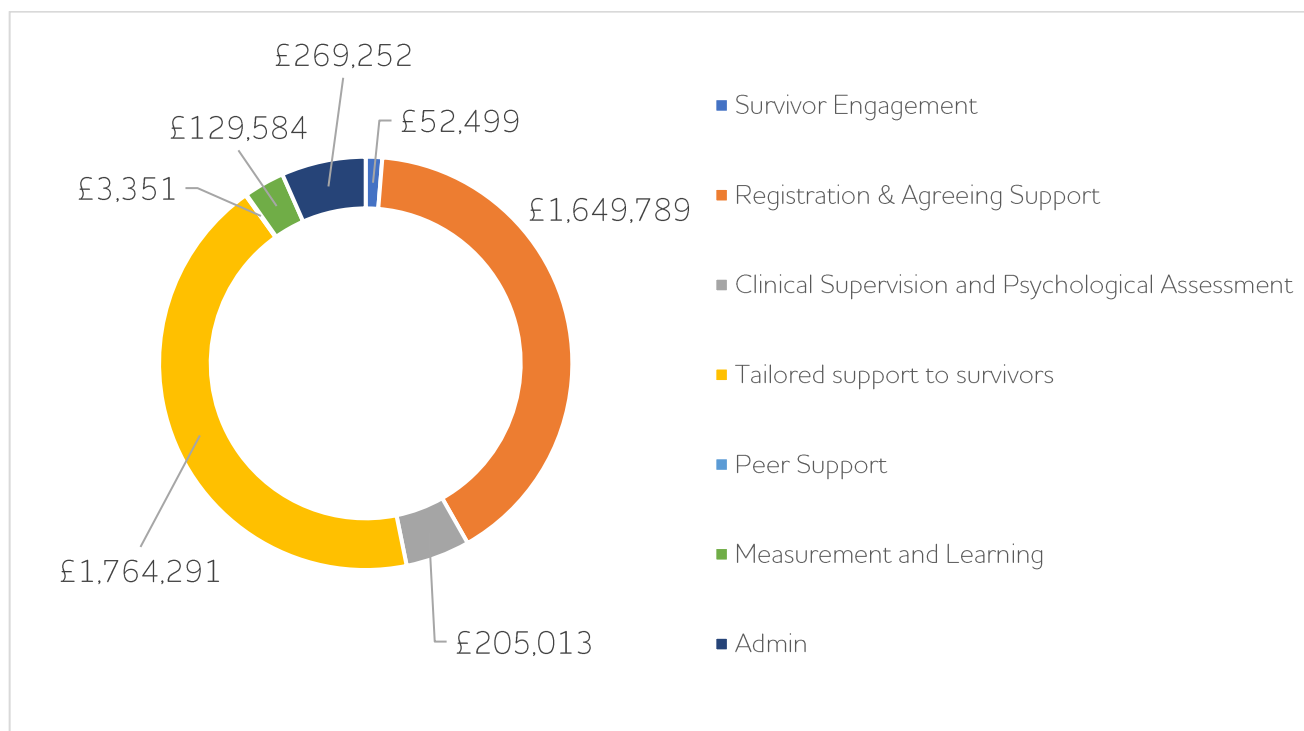
### Confidence and independence

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 Q3, 41 people chose to end their support with Future Pathways. Most (56%, n=23) people who chose to end support did so because they agreed that their outcomes had been achieved. Of those, 44% (n=18) 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.

We also have some evidence that Future Pathways support can help people think more positively about their future. All respondents to our first and second feedback forms agreed with the statement, "**I am more hopeful about the future**", and most (n=4) strongly agreed.

## Expenditure

In Q3, our estimated expenditure was £4,073,779. You can see a breakdown of our expenditure below.



In Q3, the highest area of expenditure was on providing tailored support. As in previous quarters, more was spent on material support (£1.188M) compared to purchased services (£576k).

The second highest area of expenditure was on registration and agreeing support. This reflects the support coordination team that builds relationships with people we support.

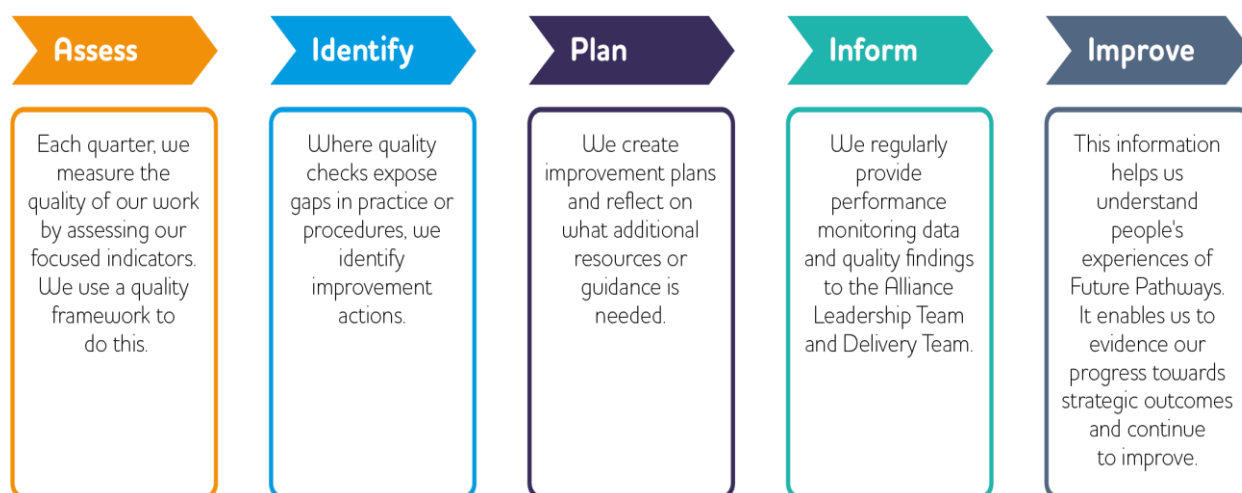
In general, our expenditure is similar to previous quarters. Survivor engagement related activity continues to be less than in pre-pandemic years. This is because we have prioritized support provision, because many people are people waiting to access the service.

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

Every quarter, we reflect on the feedback we receive, and we evaluate the quality of our work so we can make positive changes at Future Pathways. We use a Quality Framework to measure the quality of our work. The flowchart below illustrates how we use the Quality Framework to improve.



Our Quality Framework has helped us identify several areas of improvement. We noticed that we continue to receive feedback that waiting for support is difficult for people we support. So, in Q3, we took a closer look at the enquiries we receive about our waitlist, to draw out learning about how we can best manage our waitlist. As a result of our Quality Framework process, we are exploring how to improve how we plan and review support with people, and we are making improvements to how we support people to manage safety. We are continuing to improve how we manage relationships with our Delivery Partners. And we have reviewed how we record information about where people hear about the service, so we can make sure we are raising awareness about Future Pathways in the right ways.

We will continue to use our Quality Framework to learn and to inform service improvements.

### Developing new ways of working

One of the aims of Future Pathways, is to work alongside people we support to develop new ways of working that meet their evolving needs.

In Q3, we continued to work with a co-design group comprised of the Voices for a Better Future group, Iriss, and Scottish Recovery Network to explore how what peer support at Future Pathways could look like. Together, we explored what 'peer support' meant for people we support, and how we could support people to access peer support through Future Pathways. In Q3, we drew the co-design phase of this



project to a close and we drew together our learning from the project. We will share more about what we learned from this project in the coming months.

We also worked with members of Voices for a Better Future, and representatives from a range of services, to improve how we address and resolve complaints at Future Pathways. The group developed a new framework for how we want to support people to highlight issues so we can work together to find solutions. In Q3, we started work to develop this framework into a new resolutions policy at Future Pathways.

We want to thank everyone who has contributed to these projects for your insight and commitment to helping us learn and improve.

## Thank you

Thank you for reading our Quarterly Report for Q3 (October to December 2023).

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