

Identity, Equality and Access:
Learning about people we
we support

SUMMARY REPORT

Why we wrote the report

We wrote this report to:

- learn more about the people we support
- learn about who we are not reaching
- get better at the way we gather, store, and use the information people share with us
- help other services to improve.

The information we looked at

We have started to ask people who have accessed support for around 6 months to complete a form called 'About You'. The About You form asks people about their life experiences and the barriers they may have faced. It also asks about things like age and gender. It does not ask questions about people's time in care.

People only complete the form if they want to. The answers they give are also anonymous. This means that we did not ask people completing the form for their name or information that would identify them.

In 2023, we gathered all the information we had collected from these forms.

We then looked at information gathered about other groups of people, including other groups of people who have experienced childhood abuse or neglect. We wanted to see if the people we support are similar or different to these other groups. Doing this also helped us see what information we did not yet collect.

What we learned

We learned that some groups of people are less likely to access Future Pathways' support.

We might not be reaching people who are transgender, people who are bisexual, gay, or lesbian and people who belong to Black, Asian, or multiple ethnic groups.

We learned that people we support are more likely to face certain challenges.

People we support may face more problems with housing and more mental health challenges than other groups. People we support may find it more difficult to read and write. They may also find it harder to get support from other services.

We learned that most of the people registered with us are aged between 40 and 70 years old.

This information fits with other research that shows that people who experienced abuse or neglect in childhood often do not tell people about the abuse or neglect, or reach out for help, until later in life.

We learned that many people we support have a disability or health condition.

People we support are more likely than the general population to have a disability or health condition. This was also the case for the other groups of people who experienced childhood abuse and neglect.

What we changed

We took what we learned from what people told us about themselves and made some changes.

For example, we changed how and when we send the 'About You' form to help make it easier for people to fill in. We also added some new questions to the form. We also explain better in the form why we are asking the questions we ask. These changes will help us to learn more about the people we support.

Thank you

We want to say a big thank you to those who shared their information with us. It has helped us learn more about the people we support. This information is really important as it helps us to get better at what we do. We can also share what we have learned to help other services get better at what they do too.

