



**FUTURE**  
PATHWAYS

Pathways to Change:  
Future Pathways Impact Report 2023/4

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Background to the report

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# Glossary

## **Adverse Childhood experiences (ACEs)**

Adverse Childhood experiences (ACEs) are stressful events occurring in childhood such as domestic violence, parental abandonment, and abuse.

## **Delivery Partners**

Delivery Partners are professionals or services from whom we commission support on behalf of someone accessing Future Pathways.

## **Demographics**

Demographics, in the context of this report, refers to information about people's characteristics, such as age, gender identity, and where they live.

## **Discretionary Fund**

The Discretionary Fund is a fund that can be accessed by people supported by Future Pathways. It is used to purchase material and/or digital products (including purchases to support people to manage hardship); and non-contracted professional support or services (such as services delivered by tradespeople) which are related to their personal outcomes.

## **Existing services**

Existing services are partner organisations with whom we collaborate, such as third sector and statutory services. We do not commission support from existing services because they provide free support.

## **People registered with us**

People registered with us refers to everyone who has registered with Future Pathways. This includes people who are currently waiting for our support; people who are currently accessing support coordination; people who have previously accessed our support; and people who are no longer accessing support coordination but are accessing our other channels of support (such as the Voices for a Better Future group).

## **People waiting for our support**

People waiting for our support refers to people who have registered with the service who are currently on our waitlist.

## **People we support**

People we support refers to people who are registered with us who are accessing support coordination.

## Glossary (cont.)

### People with lived experience

People with lived experience, in the context this report, refers to people who have experienced abuse or neglect while in care in Scotland. We sometimes use the word “survivor” in this report to denote a person with lived experience. We understand that not everyone who has experience of abuse and/or neglect would use this term to describe themselves, and so where possible, we have not used this term in this report. When we work directly with an individual, we will always use the words they find preferable.

### Personal outcomes

Personal outcomes (or outcomes) relate to what matters most to the person and the changes they would like to make. Everyone’s outcomes are unique to them. For example, someone’s outcome may be to experience more independence in their lives.

### Relational approach

A relational approach is a way of supporting people that focuses on the interactions we have with people, rather than seeing support in a transactional way. A relational approach involves acknowledging that relationships are complex; that they fluctuate; and they are influenced by many factors.

### Strengths-based approach

A strength-based approach is a way of supporting people that involves working collaboratively to explore the person’s strengths and abilities rather than focusing on addressing deficits.

### Theory of change

A theory of change is a framework for understanding how and why a change happens within a particular context.

### Trauma-informed approach

A trauma-informed approach is a way of supporting people that takes into account the signs, symptoms and impacts of trauma. This involves embodying the principles of cultural consideration, safety, trustworthiness, choice, collaboration, and empowerment. You can read examples of trauma informed practice in our short guide to [Trauma Informed Practice](#).

# Introduction to Future Pathways

Future Pathways provides support to people who experienced abuse or neglect when they were a child in the Scottish care system.

The service is delivered by the In Care Survivors Alliance, which consists of four partners: the Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health, and Scottish Government. The Alliance was set up in 2016 as part of the Scottish Government's wider strategy to address the legacy of historic abuse in Scotland. Future Pathways is fully funded by the Scottish Government. The service is overseen by the Alliance Leadership Team which is made up of representatives from each of the Alliance Partners as well as three people who have lived experience of in-care abuse.

The vision of the Alliance is that people with lived experience lead full, healthy and independent lives. We aim to:

- Raise awareness of the support and assistance available so that people come forward to access these.
- Engage and enable people to identify what matters to them now and in the future
- Enable people to have ready access to a broad range of support, care and treatment to address their needs.
- Ensure people are able to improve their lives and achieve their personal goals.
- Drive continuous improvement through consistency and quality standards in all support and services.
- Optimise the resources that people registered with us access.

We measure our progress towards these aims in two outcome pathways.

This report begins by evaluating our first outcome pathway, which focuses on the impact of our direct support for people registered with us. We then explore our progress towards our second outcome which focuses on how we influence positive change at Future Pathways and across other services. This report tells the story of our progress towards these outcomes by drawing together and evaluating data we have gathered over the last financial year. (1)

1 The figures presented in this report are accurate as of the 31st of March 2024, but they may not accurately represent the service's data at the point of publication.

## Our journey so far

Future Pathways (2) was launched by the In Care Survivors Alliance in 2016 following many years of activism by people with lived experience. The service benefitted from what was learned through the National Confidential Forum (NCF) which launched in 2014, and the Scottish Child Abuse Inquiry (SCAI) which began in 2015.(3)

The NCF and the SCAI indicated a clear need for support for people with lived experience. However, we did not know the volume of people who would register with Future Pathways or the intensity and nature of people's support needs. In 2018, we undertook a scoping study which highlighted that, partly due to the lack of available research about the population of people with lived experience, the level of demand for Future Pathways' support surpassed what was expected.

Since the launch of Future Pathways, 2574 people have registered with Future Pathways. In response to the volume of registrations, Scottish Government has periodically uplifted Future Pathways' budget, enabling us to expand our support coordination team over time from a team of three to a team of thirty-five Support Coordinators.

In October 2018, the Scottish Government confirmed that a Redress Scheme would be established for people who experienced abuse or neglect while in care in Scotland. The Scheme was launched in December 2021. In response to the launch of the Redress Scheme, the In Care Survivors Alliance started a new service, the Redress Support Service. The service supports people who are applying for financial or non-financial redress through the Redress Scheme.

In 2021, we published our first impact report, which looked at the difference Future Pathways had made since we launched in 2016 to 2019. Since then, we have undertaken several independently run consultations with people supported by the service. These include the Making Pathways Together project, which gave people we support the chance to share their feedback. We also invited input from our network of Delivery Partners and providers through our Action Learning Programme. These consultations helped us learn more about what works well about our approach, and how could improve.

2 When the service launched, Future Pathways was then called the 'In Care Survivors Support Fund'.

3 The NCF offered the opportunity for people who had spent time in residential care as children to describe their experiences. It aimed to learn lessons from the past in order to prevent abuse in the future; inform improvements for the health and wellbeing of children in residential care today; and protect their rights more effectively in the future. The SCAI is an ongoing inquiry which investigates the abuse of children in care in Scotland. When concluded, it will report the outcome to Scottish Ministers and make recommendations about changes to practices, policies, and legislation to support child protection in the future.

We included the feedback we received through previous consultations in our last impact report, Stepping Stones. The report was written in collaboration with Matter of Focus and was published in 2023. In this report, we shared the journey of the service so far. We also described how the context of our work – including the impact of the COVID-19 pandemic and the increased cost of living – had disproportionately affected people registered with Future Pathways.

Writing Stepping Stones helped us consolidate what we have learned about our support, and it helped us identify some gaps in our understanding of our impact. Stepping Stones particularly prompted us to learn more about:

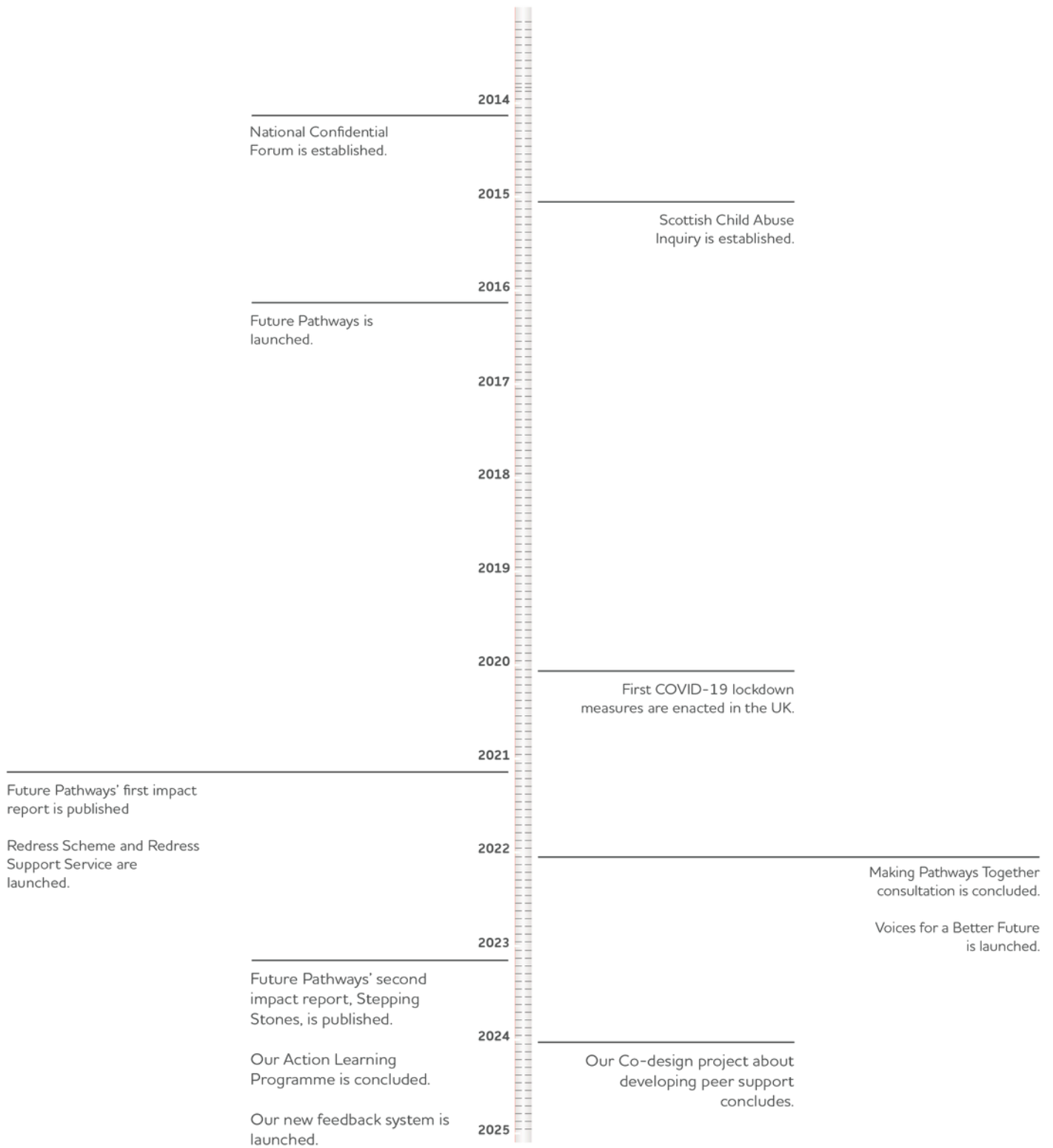
- the demographics of people registered with the service and groups we were not reaching.
- how Future Pathways supports people to access wider services.
- how Future Pathways influences other services which people registered with us may access.

Since our last report, we have taken several steps to enhance the impact of our service and to learn more. For example, we undertook a co-design project to explore developing peer support at Future Pathways and we launched new ways for people to give us anonymous feedback. Both efforts reflect our commitment to focusing on what is important and meaningful to people we work with.

In this impact report, Pathways to Change, we continue to build on the foundation our previous evaluations provide. We present what we have learned since our last report about our approach, and the difference we make in relation to our two service outcomes. We also share our next steps for our future progress.



# Timeline



## Our model of support

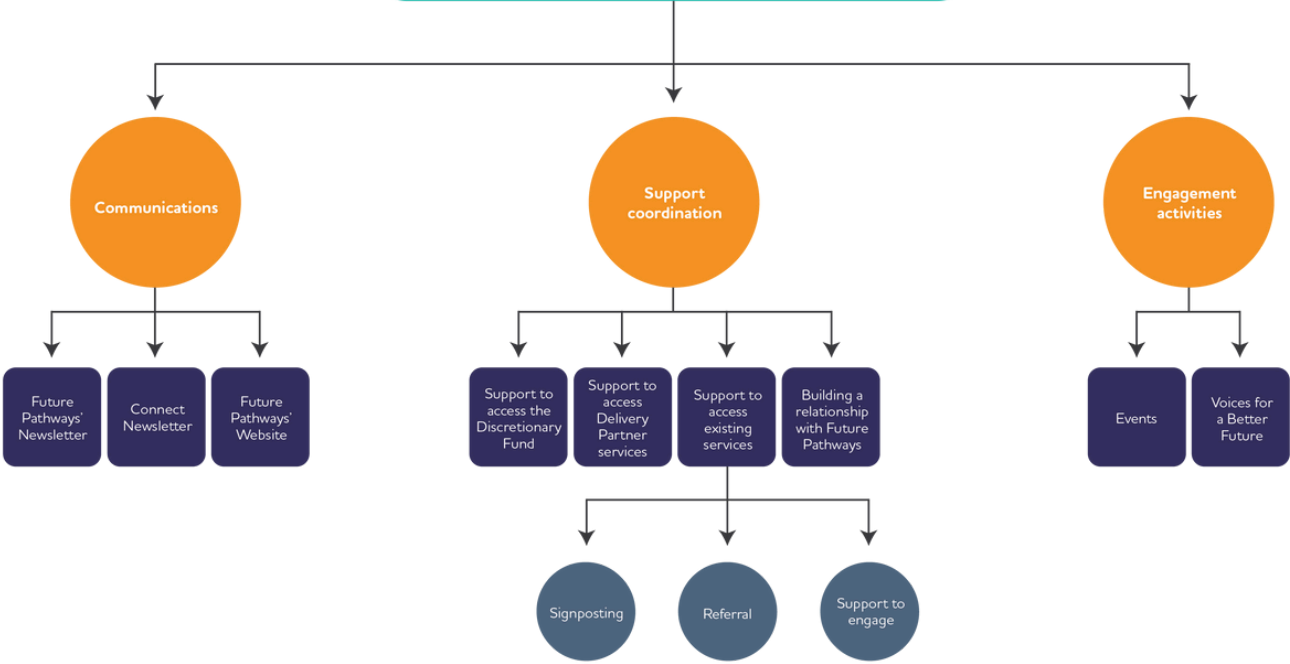
The primary way Future Pathways provides support to people registered with us is through dedicated support coordination. According to our model of support, when support begins, Support Coordinators develop supportive relationships with people we support and have conversations about their personal outcomes. Support Coordinators then work alongside the person create a support plan and facilitate access to a wide range of resources which are tailored to the person's outcomes. Support Coordinators can commission services provided by our wide network of Delivery Partners. We can also support people to engage with existing services, such as statutory and third sector services. And we can facilitate access to material support through the Discretionary Fund, according to people's personal outcomes. Everyone's support is tailored to their outcomes, and so the support people access at Future Pathways is unique to them. To ensure the support is right for people we support, Support Coordinators review support with the person at least every six months. You can learn more about the different kinds of [support people can access at Future Pathways on our website](#).

People registered with us can also connect with Future Pathways and with peers through our communications channels. These include our newsletters, website, and social media pages. Through these channels, we raise awareness of our support by providing clear, accessible information, and we create opportunities for people to connect with others and with the service. Many people registered with us contribute creative content to our newsletters and the Features page of our website, which is dedicated to the projects, creative pieces, and experiences of people registered with Future Pathways. You can read more about our communications work in the What we do section of this report.

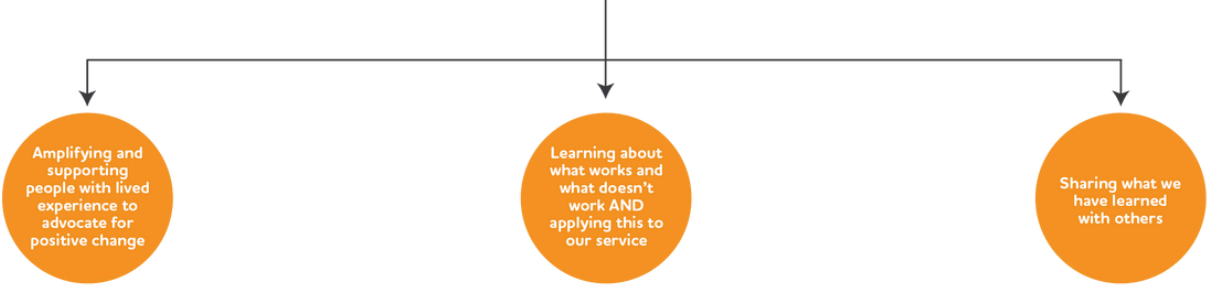
Periodically, we also facilitate engagement opportunities. These focus on connecting and developing relationships with our audiences including people registered with us. Engagement opportunities can be led or facilitated by people registered with us, Future Pathways team members, and/or our partners.

Our lived experience voice group, Voices for a Better Future, is an example of a Future Pathways engagement opportunity. The group comprises 14 people who have accessed Future Pathways' support, two representatives from the Scottish Government and one person from Future Pathways, who provides administrative and safeguarding support. It provides a safe space where members can offer guidance and advice in order to influence professionals, services and policy. The group also influences and takes the lead on aspects of the design and delivery of Future Pathways. Members of the group attend Alliance Leadership Team meetings to ensure that strategic decisions are informed by the perspective of lived experience of in-care abuse. The group also advocates for positive change beyond Future Pathways by helping services that may be beneficial to people with lived experience to improve. For example, the group is collaborating with the Procurator Fiscal's office to help develop a process to provide support to people who are participating in the SCAI and going through court proceedings to prosecute their perpetrator.

# How does Future Pathways support people registered?



# How does Future Pathways make a wider impact?



## Our evaluation approach

At Future Pathways, we use the Matter of Focus approach to evaluation. This is an iterative approach to defining and refining a theory of change. We use six simple questions to structure our theory of change in an outcome pathway. These prompts are:

- What does Future Pathways do?
- Who do we work with?
- How do people feel when they engage with us?
- What do they learn and gain when they engage with us?
- What do they do differently?
- What difference does this make?

To evaluate our impact, we use the questions above to:

1. Map out the difference we believe we make and how we do so. We use a system called OutNav, which was developed by Matter of Focus, to create outcome pathways that reflect our theory of change.
2. Consider how our context may support or hinder our impact. We identify the 'risks' that may affect our impact, and our 'assumptions' about what must be in place for us to make the difference we hope to. This helps us consider how our work is affected by the wider context. You can see the risks and assumptions we identified below.
3. Test our theory of change by gathering and analysing data from across the service.
4. Reflect on what we have learned, our progress towards our outcomes and our confidence in our analysis, using a set of evidence standards. You can see our evidence standards in Appendix two of this report. You can also see our progress and confidence reflected in how our outcome pathways are colour-coded later in this report.
5. Refine our outcome pathways in response to what we learn and to changes in our context.

This approach has deepened our understanding of the difference we make. For example, in our first impact report we measured our progress across four outcome pathways. This helped us see that we had ample evidence for two outcome pathways. So, in our last impact report, Stepping Stones, we focused our attention on the outcome pathways we wanted to learn more about. Based on what we learned through writing Stepping Stones, we have further refined our two outcome pathways so that we can tell a fuller, more nuanced story about the difference we make.

## Our Risks and Assumptions

Future Pathways work is underpinned by a number of risks and assumptions, which have potential to affect progress towards strategic objectives. The table below summarises these.

### Risks: what may hinder our impact

Moving on from support is difficult for people accessing support.

High numbers of people need support, and this leads to people experiencing a long wait time before accessing support.

People who are not accessing our support are not able to access the support they need from other services. This increases the need for Future Pathways.

It is hard for some people to access Future Pathways. For example, people who are experiencing challenges like homelessness, and people who do not identify as 'survivors')

Due to previous experiences, it is difficult to build trust with Future Pathways.

There is disagreement about the best way to approach supporting people registered with us and who should provide the support.

People are referred to Future Pathways without understanding and control of the decision.

Breakdowns in communications – such as misuse of social media – create barriers to registering with the service and risk harm to people.

Future Pathways operates in a political environment.

### Assumptions: what may support our impact

We have the time and space to build relationships with people we support.

Other services have the capacity to partner with Future Pathways and embed trauma informed practices.

People registered with us who need crisis support, can access this support from the appropriate services.

Future Pathways has the resources it needs.

Future Pathways uses a flexible and person-centred model.

People registered with us understand the remit of Future Pathways and have realistic expectations about the scope of support.

Other services see Future Pathways as trustworthy.

Staff have appropriate training and skills to work with people who have experienced abuse or neglect in care.

We use appropriate language about people with lived experience, and to communicate about our work.

In reviewing risks, it continues to be the case that numbers of people require support and, in general, people have a multiple and complex needs with limited personal support. This issue is growing with a widening gap between requests for support and resourcing, reflected in a growing waitlist. Whilst it is not expected that Future Pathways will duplicate or replace existing services, people registering with Future Pathways may expect a response when statutory or community services are unavailable or waitlisted.

This report upholds a number of assumptions, notably that time is available to build relationships and that the approach is flexible and person-centred. There is consistently good feedback regarding Future Pathways' staff and our communications from people we work with.

However, other professionals and services are not universally available to partner with us. Whilst we are often able to commission and influence Delivery Partners, the picture is less clear for existing services, which often face their own capacity pressures. Whilst there is evidence that there is a shared understanding of Future Pathways' scope of support, there are also signs that some feel access to the Discretionary Fund and Delivery Partner support could be more flexible.

Finally, we also observe that crisis support is not always available from other services. The sum of these pressures mean that current resource levels are not aligned with the number of people seeking support or the complexity of their needs.

## Our data sources

This report draws on evidence that we systematically gather and analyse on an ongoing basis. We systematically gather the following data:

### Information about the flow of people who register with the service

This includes:

- the number of people who register with us.
- the number of people on our waitlist
- the number of people accessing our support.
- where people heard about Future Pathways
- the number of people who choose to close support or end contact.

### Information about the people registered with the service

This includes:

- the ages of people registered with us.
- addresses of people registered with us. We used the SIMD tool to analyse this data.<sup>(4)</sup>
- the number of people registering with us with in priority groups.
- quantitative and qualitative data from 51 responses to our 'About You' form. Once someone has accessed support coordination for around six months, we ask them to fill in this optional, anonymous form. The form asks questions about the person's identity and life experiences, such as their experiences of homelessness, addiction challenges and/or criminal convictions. This response rate is equivalent to 6% of people accessing support.

### Information about the support conversations people have at Future Pathways

This includes:

- the number of outcome planning and review conversations that took place.
- qualitative analysis of a sample of 100 support plans and 100 review conversations <sup>(5)</sup>

### Information about the supports we facilitate access to

This includes:

- our Delivery Partners (including numbers of referrals, locations of Delivery Partners etc)
- people's access to material support through the Discretionary Fund

4 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. This tool is only for postcodes in Scotland, and it is updated twice a year.

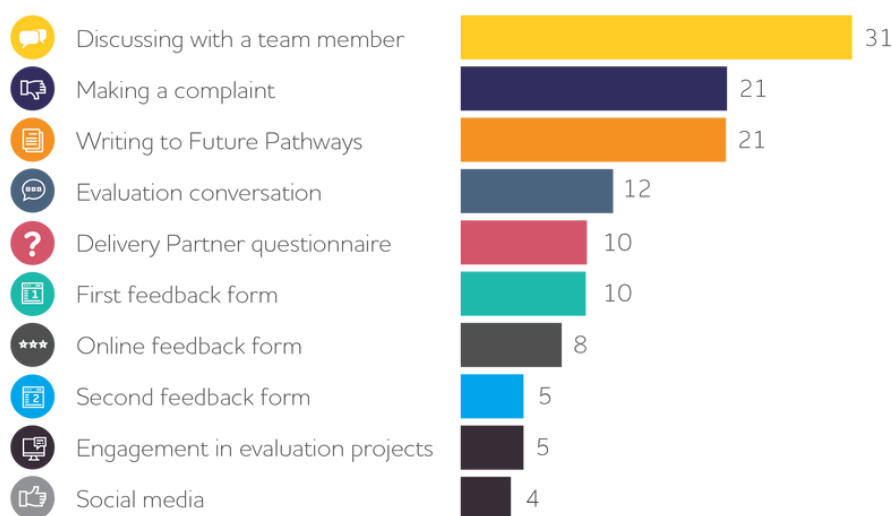
5 These were sampled over the course of the year and were drawn from a wide range of Support Coordinators across all five support coordination teams.

## Feedback about people's experience with Future Pathways

This includes:

The feedback we receive from people registered with us, Delivery Partners, and existing services. We cannot determine exactly how many people gave us feedback this year because people can choose to give us anonymous feedback on more than one occasion. But we estimate that this year approximately 69% (n=573) of people who were accessing our support reviewed their support with their Support Coordinator.<sup>(6)</sup> In addition, approximately 12% (n=101) of people who were accessing our support gave us feedback in another way. Feedback rates are also relatively high for Delivery Partners. Approximately 51% (n=35) Delivery Partners completed quarterly progress reports about their work with people supported by Future Pathways.<sup>(7)</sup> And around a quarter (n=17) of our Delivery Partners this year gave us feedback in other ways. On the other hand, we receive significantly less feedback from people waiting for support. Only around 2% (n=7) of those waiting for our support gave us feedback about their experience this year. We also received low levels of feedback (n=3) from existing services. The graph below shows the sources of feedback we have analysed for this report.<sup>(8)</sup>

### How people gave us feedback



6 Note that not all review conversations include feedback about the service. However, some do, which is why these are included as a source of feedback.

7 Note that not all quarterly return conversations include feedback about the service. However, some do, which is why these are included as a source of feedback.

8 Throughout this report, we have included quotes and stories about people's experiences. We have made sure that these are anonymous unless people have expressed that they would prefer to be identifiable.



## Feedback about people's experience with Future Pathways

Qualitative data from quarterly reflective discussions, facilitated by the Impact and Evaluation Lead. These discussions include representatives from all five of our support coordination teams, Practice Learning Managers, the Quality and Improvement Manager and the Partner Relationship Lead.

A wide range of internal and external evaluations we have undertaken this year, including:

- Quarterly Future Pathways reports (9)
- Quality framework reports (10)
- I.ROC project report (11)
- Tailored support report (12)
- Codesigning peer support at Future Pathways report

An evaluation of our collaboration with Rockpool, a partner who support us to continuously develop our data management system, Carista. As part of this evaluation, we analysed the themes of a focus group discussion including members of the working group which oversee this development work; a reflective log completed by the Quality and Improvement Manager; and an interview with the Director of Rockpool; and a survey to all staff. We received 13 responses to a survey to all staff about their use of our data system, Carista, and its impact. Most (n=10) respondents to this survey were from our Support Coordination team, and some (n=3) respondents were from our administration team. This aligns with the teams within Future Pathways who use Carista most frequently in their roles. This is a response rate of around 30% from the support coordination team, and 37.5% from the administration team. (13)

This report also draws on evidence that we gathered and analysed specifically for this report.

This includes:

- 10 responses from a survey about Support Coordinators' work with existing services. This represents less than a third of the total support coordination team.
- A thematic review of a wide range of internal and external communications including Future Pathways' Communications and Creative strategy, Complaints Policy, Delivery Partner communications, Impact and Evaluation Strategy and Quality Framework guidance
- A selection of existing literature about the experiences of people with lived experience of childhood abuse and/or of in-care abuse or neglect. (14)

9 These are reports summarising our work over each quarter.

10 You can read more about our Quality Framework in the Outcome Pathway Two section of this report.

11 This project aimed to explore the potential advantages of using I.ROC more consistently at Future Pathways this year. We wished to explore how I.ROC could create opportunities for people we support to reflect on their strengths as well as what changes they want to make, and to consider the difference that support makes to their wellbeing.

12 This report analyses our use of the Discretionary Fund and Delivery Partner support every six months

13 It must be noted that, although all Future Pathways staff members were encouraged to share their views, some staff members who use Carista less frequently may have felt the survey was not intended for them.

14 These are included in the bibliography of this report.

## Limitations to data analysis

There are some limitations to our data analysis which affect our confidence in the evaluation we present in this report.

We are aware that some of our data sources only represent some of people accessing Future Pathways. For example, while feedback rates are high for people accessing support, and Delivery Partners, we do not receive as much feedback from people waiting for support or from existing services. Similarly, there were limitations to the data we gathered through the I.ROC project, which we have referred to in this report. However, the data we were able to gather appeared to corroborate some of our existing findings and indicate where we could learn more. We have therefore included this data – which is drawn from 12 support planning conversations and one review conversation using I.ROC – in this report's analysis. Therefore, while the feedback we analysed may be representative of the experiences of people who access our support and Delivery Partners, it is unlikely to accurately reflect the experiences of existing services and people waiting for support.

We also acknowledge that there may be many reasons a person would choose not to engage with opportunities to provide feedback or information about themselves. For example, in our About You form, some of the experiences we ask about, such as homelessness and addiction, may be associated with stigma. We acknowledge this in the About You form and clarify that people will not be identifiable or treated differently because of their answers. However, it is possible that some respondents chose not to answer some questions, because of the stigma associated. It is therefore likely that our analysis under-represents the prevalence of some experiences.

We are also aware that some people prefer to give feedback confidentially, and it is therefore likely that the feedback rates we have reported here are an under-representation of the total feedback we receive. Anecdotally, we are aware that sometimes people share feedback in conversations with Future Pathways team members which is not always recorded or captured by our systematic feedback systems. This may be because people share feedback in confidence, or because informal feedback is given as part of a wider conversation which is not recorded as feedback. You can read more about our approach to feedback and the different ways that different people can give us feedback in Appendix One of this report.

To mitigate the risk that these limitations could affect our conclusions, we have taken a mixed methods approach, and we have drawn on a wide range of data sources from across the service.

Part 1: Outcome Pathway One  
Supporting people registered with us

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# Part 1: Outcome Pathway One: Supporting people registered with us

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
<p>We raise awareness about Future Pathways and support people who could benefit to register. <b>Progress: Great</b> <b>Confidence: High</b></p>	<p>People who experienced abuse or neglect while in care in Scotland</p>	<p>Understood, heard, and valued <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>A consistent and safe relationship with a service which understands their experience. <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>Understand their rights.</p>	<p>Life is better for people we support. <b>Progress: Great</b> <b>Confidence: Some</b></p>
<p>We take a relational approach in all we do. <b>Progress: Great</b> <b>Confidence: Some</b></p>	<p>People registered with Future Pathways <b>Progress: Great</b> <b>Confidence: Some</b></p>	<p>Safe and that Future Pathways is trustworthy. <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>Supported access to wide-ranging resources fitted to where they are now and where they want to go. <b>Progress: Great</b> <b>Confidence: Some</b></p>	<p>Exercise greater choice and ownership in their lives and support. <b>Progress: Great</b> <b>Confidence: High</b></p>	<p>People we support have a sense of freedom and purpose. <b>Progress: Some</b> <b>Confidence: Some</b></p>
<p>Over time and in collaboration with people registered, we surface and plan for their personal outcomes. <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>Delivery Partners <b>Progress: Great</b> <b>Confidence: High</b></p>	<p>Hopeful that change is possible.</p>	<p>Supported space to reflect and heal.</p>	<p>An awareness of their own strengths, abilities and the changes they want to make. <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>People we support feel confident and able to move beyond the service independently. <b>Progress: Some</b> <b>Confidence: Some</b></p>
<p>We facilitate access to a range of resources tailored to the person. <b>Progress: Some</b> <b>Confidence: Some</b></p>	<p>Existing services that can benefit people registered <b>Progress: Some</b> <b>Confidence: Low</b></p>	<p>An opportunity to collaborate through difficulty. <b>Progress: Some</b> <b>Confidence: Low</b></p>	<p>Take steps towards their evolving personal outcomes. <b>Progress: Great</b> <b>Confidence: High</b></p>	<p>Take steps towards their evolving personal outcomes. <b>Progress: Great</b> <b>Confidence: High</b></p>	<p>Take steps towards their evolving personal outcomes. <b>Progress: Great</b> <b>Confidence: High</b></p>

This outcome pathway is colour-coded according to our evidence standards. You can find the key for how colours correspond with our assessment of our progress and our confidence to the right.

	Great Progress	Some Progress	Low Progress
High Confidence			
Some Confidence			
Low Confidence			

We colour-coded these steppingstones in two stages: an initial assessment of our confidence and progress completed by the Impact and Evaluation Lead and Quality and Improvement Manager; and a subsequent assessment following analysis completed by the Impact and Evaluation Lead in discussion with relevant team members. Some steppingstones have not been colour-coded. This is because, we identified that some steppingstones should be incorporated into how we evaluate other existing steppingstones, to prevent duplication. And in other cases, this was because we found that we did not have enough data to analyse the steppingstone. You can read our recommendations for refining our outcome pathways to apply these changes in the Next Steps section of this report. Where relevant, we also made some adjustments to the wording and order of steppingstones in this report to support the cohesion of the report.

# Supporting people registered with us

## What we do

- We take a relational approach in all we do
- We raise awareness about Future Pathways and support people who could benefit to register
- Over time and in collaboration with people we support, we surface and plan for their personal outcomes
- We facilitate access to a range of resources tailored to the person

## How they feel

- Safe and that Future Pathways is trustworthy
- Understood, heard and valued

## What they do differently

- Exercise greater choice and ownership in their lives and support
- Take steps towards their evolving personal outcomes

## Who with

- People registered with Future Pathways
- People accessing support
- Delivery Partners
- Existing services

## What they learn and gain

- A consistent relationship with the service for as long as the person feels support is needed
- Opportunities to collaborate through difficulty
- Supported access to wide-ranging resources fitted to where they are now and where they want to go
- Awareness of their own strengths, abilities and the changes they want to make

## What difference does this make

- Life is better for people we support
- People we support feel a sense of freedom and purpose
- People move on from Future Pathways confidently and independently

## What we do: We take a relational approach in all we do

(Progress: Great; Confidence: Some)

We aim to take a relational approach in our work because our previous evaluations have shown that focusing on our relationships helps us make a difference to people we support. In a recent journal article that we wrote in collaboration with Matter of Focus (Cook, A, Morton, S. and Henderson, F. 2023), we argue that



“Effective public services [...] are inherently co-created. Whilst there has been a tendency to focus on delivery of interventions and services, it is the interaction between services and people where the work and scope for improvement happens.”

Because everyone's experience at Future Pathways is unique, it is not possible to determine the extent to which our approach is experienced as relational by everyone who interacts with the service. But, overall, evidence indicates that our approach prioritises the relationships we have with people.

### Our culture

Within the Future Pathways team, we understand our approach to be relational and we feel that this enables us to take a relational approach with people registered with the service. During two culture mapping sessions this year, Future Pathways team members reflected that relationships with colleagues, partners, and people we support were prioritised and that discussion, reflection and collaboration played a key role in decision making about our support. Our most recent Quality Framework report also found that we had strong evidence that we consistently create opportunities to learn, reflect, and contribute to practice and service development.

Our relational culture is also reflected in our approaches to overarching functions within the service such as Communications and Creative, Quality and Improvement, and Impact and Evaluation. We can see from policies, guidance, and reports, that these functions incorporate and enact the service's relational approach. For example, we focus our impact reporting on evaluating questions such as how people accessing support feel and what support means to them. Building and sustaining relationships with people registered with us is also embedded in our Quality Framework which interacts with and informs the support people access at Future Pathways. And our Communications and Creative strategy focuses on three key strands which also reflect our relational approach to support: inclusion, connection and representation.

Moreover, the relational approach is embedded within the structure of Future Pathways. The service is delivered by an alliance of four partner organisations working together to achieve our service outcomes. When the service launched, Alliance Partners co-created an Alliance charter, which defines our approach to working together. In the charter, Alliance Partners commit to respecting and supporting each other; actively participating in the delivery of the service and pooling ideas and resources, which are inherently relational values. However, a more recent evaluation of our alliancing approach has not been undertaken which limits our understanding of how our approach to alliancing has evolved since the charter was created and how alliancing influences our relational approach.

## Our relationships with people registered with us

We identified several assumptions about our impact which included that:

- staff would have appropriate training and skills to work with people who have experienced abuse or neglect in care.
- Future Pathways would use a flexible and person-centred model.
- We would have the time and space to build relationships with people we support.

The evidence indicates that these supportive factors are in place and that we take a relational approach with people registered with us throughout the person's experience at Future Pathways. For example, at the point of registration, we explain our relational approach in the Information Pack



**“We want everyone registered with us to feel safe and welcome. Your wellbeing is very important to us. We believe everyone has the right to be heard, understood, and respected.”**

We also have evidence that Support Coordinators take a relational approach when supporting people accessing the service. During the I.ROC project, Support Coordinators identified that these aspects of their approach helped them facilitate meaningful conversations and relationships with people accessing support:

- proactively involving people in conversations about what matters to them.
- Taking the time to have meaningful conversations and get to know the person.
- Taking a flexible, adaptive approach
- Facilitating choices about support and honouring the person's choices.
- Explaining how we work in a person-centred way.

We have strong evidence that Support Coordinators prioritise building trust and mutual understanding with people we support. You can read more about the importance of this relational approach in the “How they feel” section of this report.



**“We know that a positive relationship can be both an outcome in its own right, and a powerful enabler to accessing other supports [...] Trust is a hugely important part of this; it is fundamental to making a connection and to building bridges to other supports and resources.”**

**Flora Henderson, Alliance Manager**

We can also see that our relational approach persists through difficulty. In the complaints records we analysed this year, we can see that when a breakdown in the relationship between the person and their Support Coordinator occurs, in most instances, we were able to overcome this difficulty together and that the person feels comfortable to continue engaging with support. Indeed, creating opportunities for people we support to give feedback and contribute to improving the service is one of the ways in which we enact our relational approach.



"Our relational approach invites the participation and contribution of everyone who is involved in and benefits from the service."

**Flora Henderson, Alliance Manager**

### Our relationships with partners

We also take a relational approach to our interactions with our Delivery Partners. In internal and external communications, we explain how we cultivate positive relationships with Delivery Partners, by building trust, being transparent and taking the time to get to know and value our partners. In our most recent Quality Framework report, we found that we have strong evidence that we consistently demonstrate a relational approach to working with existing and purchased services.



"We focus on developing positive working relationships with our Delivery Partners. We work with everyone, including Delivery Partners in a trauma informed way."

We also create opportunities for Delivery Partners to contribute to Future Pathways by giving us feedback and working alongside us to develop the service. This year, we invited Delivery Partners to share their views and experiences of working with the service through a questionnaire. We also invited five Delivery Partners to participate in our Contracts Pilot Project. The project aimed to refresh our approach to commissioning support. During this project, participants tried out our new resources and training; gave us feedback; and supported us to enhance our new approach. With their support we refreshed and rolled out our refreshed approach to collaborating with Delivery Partners.



"This project was an opportunity for us to reflect on our approach to working together and consider how we can develop together. Collaborating closely with our diverse network of Delivery Partners has always been crucial to ensuring people access the right support. Thanks to the valuable input of all the participants in this project, we are confident that our refreshed approach will enhance our work together and the support we provide."

**Nell Glen, Partner Relationship Lead**



We can also see evidence of this in the feedback we receive from Delivery Partners. In responses to our Delivery Partner questionnaire, nine out of ten Delivery Partners told us they feel valued by Future Pathways. The word Delivery Partners used the most to describe Future Pathways was “collaborative”. In other feedback, Delivery Partners often emphasise communicative approach, and highlight the positive relationships they have with Support Coordinators and other Future Pathways team members.



“It has been first class. The Support Coordinators have been personable and positive. I have had no communication issues at all. Any questions I had were quickly answered.”

**Delivery Partner**

Feedback from Delivery Partners also indicates that Future Pathways demonstrates an understanding of the context that services work within, and Partners report that this benefits partnership working. In feedback from Delivery Partners who contributed to our Contracts Pilot Project, we saw that participants felt that our approach to commissioning support was different from other services. Responses indicated that Delivery Partners feel supported, understood, and aligned with Future Pathways’ trauma informed approach to support.



“Future Pathways has a good understanding that the journey can be difficult and it’s not linear. This is quite unique. I haven’t seen this level of input from anywhere.”

**Delivery Partner**

Furthermore, many Delivery Partners report that they feel they have a consistent and communicative relationship with the service. While, in some feedback we can see that communication can break down at some points in the Delivery Partner’s experience with Future Pathways, such as when a contract for support is being extended, we took steps to address this through our Contracts Pilot Project this year and received feedback from Delivery Partner participants that our new approach was “straightforward” and “clear”. In responses to our questionnaire, nine out of ten Delivery Partners told us they felt supported to understand and engage with their contracts with Future Pathways.

However, we have little evidence that we take a relational approach with existing services, such as statutory and third sector services, or non-contracted services and professionals. We often commission short term or ad hoc services such as trade work as part of the support we facilitate. This year, we developed a guide to trauma informed support to provide existing and short-term providers with more information about our approach. However, currently, we do not proactively seek feedback from these stakeholders, nor is our approach to working with these services reflected in our guidance to the same extent as Delivery Partners. This limits our understanding of our approach to working alongside these partners.

# What we do: We raise awareness about Future Pathways and support people who could benefit to register.

(Progress: Great; Confidence: High)

## Communicating about our support

Through our communications, we aim to raise awareness of the support available at Future Pathways through clear and accessible information. We identified that people understanding the remit of Future Pathways and having realistic expectations about the scope of our support would be an important factor in our impact. Our communications are an important way of us ensuring this is the case. Here is an overview of how we have progressed towards these aims through our communications this year.

With input from people supported by the service, we refreshed our key leaflet. This was distributed across GP surgeries, custody suites and homelessness networks. This was accompanied by cover letters to key staff members, along with small cards for distribution and posters available in surgery waiting rooms. We also created a downloadable version, BSL version, and Easy Read interpretation available on our website.

We refreshed our Information Pack which gives an overview of how support works and covers key areas such as Support Coordination, giving feedback and connecting with the service. This too was made available as BSL and EasyRead.

We created an additional guide targeted at organisations and professionals working in the sector. This gives information to prospective Delivery Partners, providers or referral services about who we are and what we do. As part of a broader website refresh, we enhanced our Delivery Partner page with updated information about our approach and a blog section highlighting our Meet the Partner interviews. These interviews shine a light on the range of partners we work with, for example Professor Euan Gillon, Clinical Director at First Psychology, life coach Dan Ross, and June Jeffrey, Head of Health and Social Care Community Services at Centred.

In restructuring our website, we reviewed how information is grouped together, where it appears and how it can be accessed on the website to make it easier to navigate; and we considered how we could make the most out of the content on our website. Since refreshing our website, the number of views of our website has increased overall by 41% since Q1 of this year.

New sections of our site enabled us to raise awareness around our support. For example, our dedicated 'Experiences' section features accounts from people supported by Future Pathways. These help to show the ways that support is tailored to the individual and show the myriad ways in which a person can achieve their goals. 'Experiences' are also shared across our newsletters and social media channels.

To create consistency, we refreshed our branding across all key documents and external channels, such as our website, social media and newsletters. We also ensured that articles in our main newsletters, as well as core information, was written and presented in a way that supports the literacy levels of people accessing Future Pathways.

Much of our communications work covers multiple strands by promoting the service, sharing our learning and positioning Future Pathways as an advocate for positive change.<sup>15</sup> For example, our main newsletter, whose primary audience is people registered with us, includes a range of content. Over 1300 people are subscribed to receive the newsletter which is shared every quarter.

Over the past year, our main newsletters featured creative projects from people we support, such as [Trevor's memoir](#) and [Angus' digital images](#). We also shared people's experiences of accessing Future Pathways' support. For example, you can read about [Roberto's experience of being supported to have time out from his busy life and improve his wellbeing](#). And Sandy shared the [impact of Future Pathways in a letter](#). We also share information about our latest Delivery Partners, such as [financial coach Graham Wells](#), and advice about creative work, like [Top Tips from the Book Whisperers](#). In our main newsletter, we also share quarterly findings and impact findings, such as [our 2023 round-up](#).

## Hearing about Future Pathways

We identified a risk that people may be referred to Future Pathways without understanding and control of the decision. However, we can see that this risk is not present for many people we support, because we continue to see that more people refer themselves to the service after hearing about us from someone that they know than people who hear about us elsewhere. Nor do we see widespread evidence that this risk is present for people referred by other services, which indicates that our communications effectively mitigate the risk of misunderstandings about our support and our approach.

This year, we made some changes to how we record where people hear about the service so we could learn more about specifically where people hear about Future Pathways and increase our confidence in this data. Previously, some of the categories we used were open to misinterpretation. This may have affected the accuracy of our reporting about how people hear about our service.

<sup>15</sup> You can read more about how our communications support us to share learning and advocate for positive change in the Outcome Two section of this report.

## How people heard about us



\*Scottish Child Abuse Inquiry \*\*National Confidential Forum

In our last impact report, Stepping Stones, we shared that the most common ways people heard about Future Pathways were by talking to someone they knew, through contact with a statutory service and through the SCAI. This year, we can see similar themes in how people hear about Future Pathways. More people who registered with us this year heard about Future Pathways from someone they know than anywhere else.

This suggests that people who have accessed our support regard Future Pathways positively and feel comfortable recommending us to people they know. The significance of this is notable, given that many people with lived experience can find it difficult to trust services due to previous experiences of abuse or neglect, or of being let down by services. However, this may also mean that it is harder for people who are less connected with others with lived experience or who do not know someone who has accessed Future Pathways, to access our support.

Some people who registered with us this year heard about us through statutory services (such as healthcare, police, and social work services) and third sector services (such as advocacy, housing, and support work services). People may be accessing these services to address existing challenges in their lives. As a service, we identified that one of the risks that might hinder our impact was that people would find it difficult to access Future Pathways because of challenges such as homelessness, addiction issues and living with disabilities.

To mitigate this risk, we raise awareness of our support with statutory services in various ways. For example, in March 2024, we attended an information forum for social workers in Aberdeen. During this session, we described our work, what we had learned about our impact so far, and answered any questions that partners had about the service. That some people hear about us from other services may indicate that other services feel confident to recommend our support to people. However, it may also mean that it is harder for people facing challenging life circumstances who are not accessing other services to access our support.

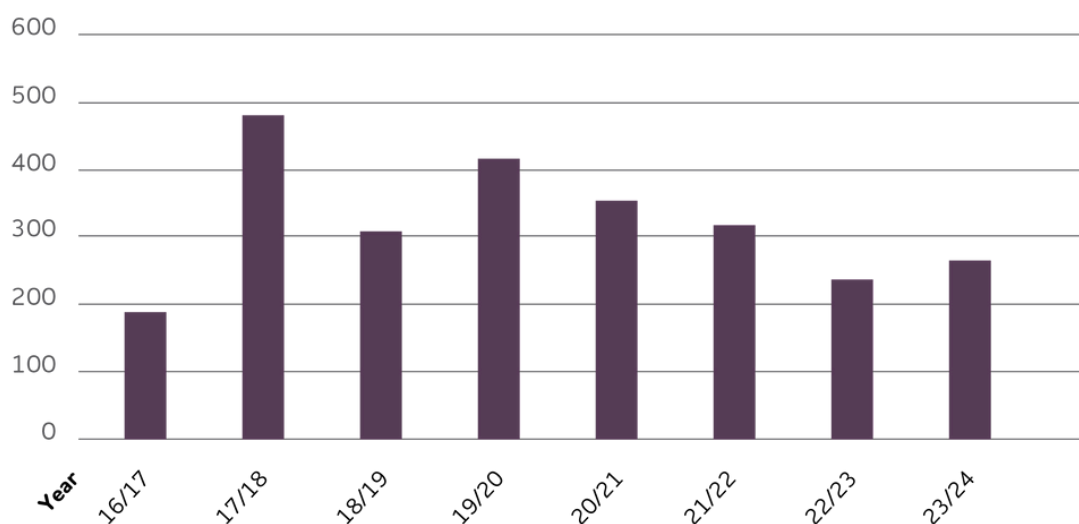
We also identified that more people might be hearing about us by being involved in the Redress Scheme than we previously thought. In Q4, we could see that 9% of people who registered with us in that quarter heard about us from the Redress Support Service. 4% of those registered with us in Q4 heard about Future Pathways from Redress Scotland. And a further 2% of people who registered with us heard about us from their case worker at Scottish Government. In total 15% of those registered with us in Q4 heard about us through their involvement with Redress, which was significantly higher than we reported previously.

### Registering for support

People register for Future Pathways' support through a phone call with a Support Coordinator. During this conversation, we explain more about Future Pathways, and we make sure the person is eligible for our support. We then follow up with an Information Pack which explains how Future Pathways can help and what people can expect from support.

Over the last three years, the number of people registered with the service has increased overall. But the rates people registering with the service have fluctuated. In 2021/22, on average, 27 people per month registered for Future Pathways support. In 2022/23, the average dropped to 19 people per month. This graph shows how registrations have fluctuated since Future Pathways launched.

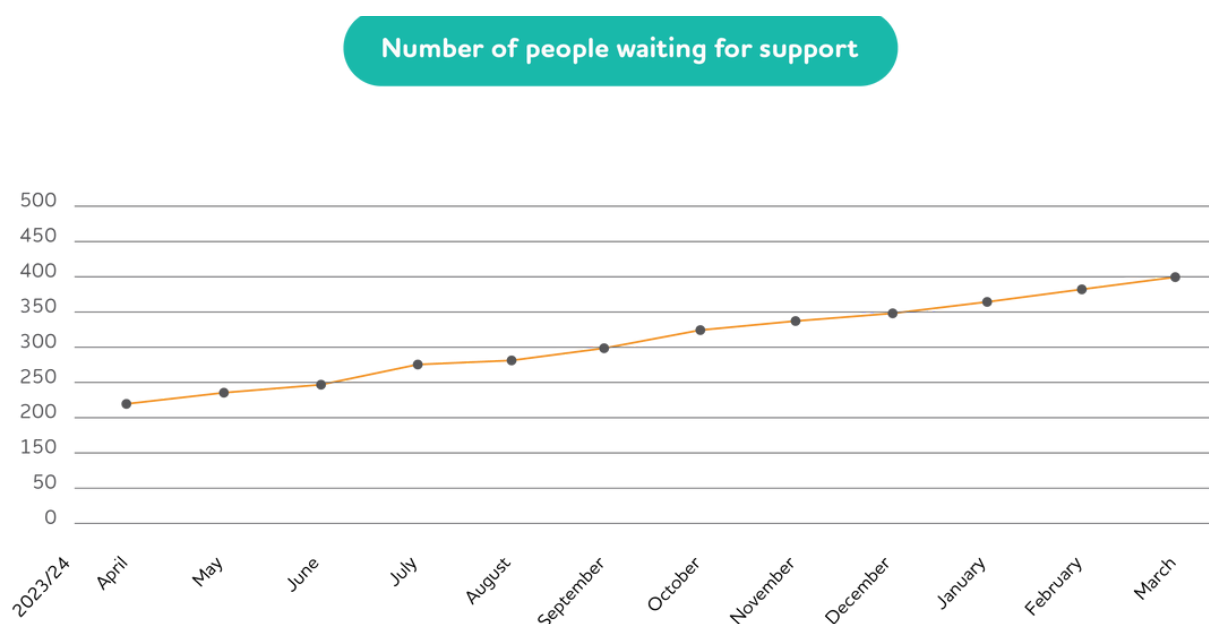
Number of people registered with Future Pathways annually



This year, the number of people registering with Future Pathways has risen by 11% overall. 249 people registered for our support this year. This is an average of 21 people registering with us each month.

It is not possible to determine why we are experiencing this uptick in people registering with Future Pathways. One of the risks we identified was people would face difficulties accessing the support they need from other services which would increase registrations with Future Pathways. In the context of many services experiencing extensive waitlists across the UK, it is possible that this has contributed to the increase in registrations at Future Pathways over the past year. For example, Public Health Scotland recorded that waits for outpatient treatment in the NHS had risen by 10% from the same point last year. (Public Health Scotland, 2024). However, it is not possible to determine the extent to which this has contributed to this increase.<sup>(16)</sup> This is because levels of our registrations have fluctuated since Future Pathways launched, and it is not possible to predict the longer-term trends in registrations.

### Waiting for support



Because high numbers of people register for our support and people often access support for extended periods, a waitlist for our support has developed over time. We identified that developing a waitlist for our support, and having the resources needed to provide support were risks that could affect our impact, and we can see that these factors are present. Despite periodically expanding our team to respond to the numbers of people registering with the service, over the last year, the number of people waiting for support has more than doubled to 394 people, a total of 15% of people who are registered with the service.

<sup>16</sup> You can read more about the context of the service, and the various factors which have interacted with our work in the “Our journey so far” section of this report.

It is not possible for us to say how long people will have to wait before accessing support. This is because timeframes can change based on staff capacity to work with newly registered people, and because people wait for support for different lengths of time. For example, if people are aged over 65 years old or have a terminal illness, we put them in contact with a Support Coordinator as a matter of priority.<sup>17</sup> Over the last year, 38 people in our priority groups have registered with the service and all have been connected with a Support Coordinator. In all other instances, we offer support in the order that people register with us. Currently, people are waiting up to 21 months before starting to access support coordination.

While people are waiting to access Future Pathways, we signpost them to other services that may be able to offer support in the meantime, such as statutory services. People waiting for our support can also stay connected with us through our communications, such as our newsletter, where we share updates about the service, features, articles, and information about any events we are involved in. Most (87%, n=343) people who are waiting for our support are subscribed to our newsletter, which indicates that staying connected to the service while waiting for support is important to people during this time.

17 In this way, Future Pathways aligns its practice with the Redress Scheme in which people aged over 65 and people with terminal illnesses can apply for advance Redress payments.

# What we do: Over time and in collaboration with people we support, we surface and plan for their personal outcomes.

(Progress: Some; Confidence: Some)

Future Pathways aims to take an outcomes-focused approach to support. To ensure that support is tailored to each individual, we aim to have holistic conversations with people we support about their personal outcomes, when they start support. During these conversations, we aim to help people identify their outcomes and break these into manageable goals and steps. At least every six months, we aim to review how support is going with people accessing support. Review conversations are opportunities for people to reflect on their achievements, and on how we can evolve their support as their outcomes change.

Evidence shows that most people access support planning and review conversations during support, but that some people do not. Most people (80%, n=652) currently accessing Future Pathways support have had a support planning conversation with their Support Coordinators at least once in the last year. And most (69%, n=574) have reviewed their support at least once in the last year. However, support planning and review conversations do not take place as regularly as we aim for. And a significant minority of people (31%) accessing our support have not had an outcomes conversation with their Support Coordinator in the last year.

When support planning and review conversations take place, we have mixed evidence that we conversations are holistic, and outcome focused. In our Quality Framework we found that often support planning and review conversations focused on outputs rather than outcomes. By outputs we mean the tangible steps involved in support rather than bigger picture of what matters to the person. We do not know the reasons for this. However, during our I.ROC project, Support Coordinators reflected that taking a flexible approach to outcomes conversations is important. They reflected that facilitating 'review' conversations can be challenging in some instances, particularly when people express fears that support may be reduced or discontinued.





We can also see that our approach to outcomes conversations is variable. Most of the time Support Coordinators do not use a structured approach to having outcomes conversations, while others use an approach called I.ROC.<sup>(18)</sup> This is an approach which helps people to look at and reflect holistically about different aspects of their wellbeing: their home, access to opportunities, the people in their life, and their experience of empowerment. In response to what we have learned about gaps in our approach to outcomes conversations, we are currently reviewing our support planning and review processes.

On the other hand, we can see that many people we support access support planning conversations that are tailored to their outcomes. To measure this, we analysed a sample of 100 support plans created over the last year. We used the I.ROC model to evaluate the support plans we sampled.<sup>(19)</sup> And we included the data we gathered through the I.ROC project in this analysis. By looking at these sources, we can see that people accessing support identify a wide range of outcomes in support planning conversations. Below, we draw out the key themes in the outcomes people identified.

18 It is not possible to determine exactly how many Support Coordinators regularly use I.ROC to have outcomes conversations. This is because Support Coordinators may use I.ROC in some conversations and not in others. We also know that some Support Coordinators use the I.ROC approach to guide their conversations, but that they record conversations using our standard support plan and review template, My Outcomes. Our most recent scoping study found that most Support Coordinators do not use I.ROC regularly in their practice, though they may refer to the I.ROC model in conversations.

19 We applied this model whether people used HOPE to identify their outcomes or did so through unstructured conversation. I.ROC is intended for self-evaluation, so using it to categorise outcomes which have not been identified using I.ROC introduces a margin of error. Indeed, in our sample of support plans, less than one in ten (n=9) of the support plans we sampled referred specifically to the HOPE model. This analysis should therefore only be considered indicative of the themes in the outcomes of the people we support.

## Mental health

In the support plans we analysed; many (n=19) people told us they wanted to improve their mental health.<sup>(20)</sup> Many others told us what this meant for them specifically, such as increasing their confidence (n=15), and reducing feelings of worry, anxiety and/or frustration (n=10). Some (n=6) people shared that they wanted to experience more rest, relaxation, and peace in their lives. And some people (n=5) reflected that understanding their past and its impact was important for their mental wellbeing.

The word cloud below visualises the outcomes people identified related to their mental health in support plans last year.<sup>(21)</sup>



Improving mental health was also a theme in the I.ROC data we analysed. I.ROC prompts people to reflect on how often they have felt mentally and emotionally healthy, happy, and well in the last three months. On average people responded, "almost never". When they preferred to use numerical values, people rated this area of their life two out of six on average.<sup>(22)</sup> Four records included a narrative which helped us understand more about what mental health meant to the person, what contributed to the challenges they experienced, and the protective factors present in their lives. For example, two people shared that bereavement was affecting their mental health. And two people spoke about what supported their mental health, such as the support from services or personal practices like journaling.

Support plans reflected the tailored approach that Support Coordinators take to supporting people to find their own pathways to improving their mental health. Some people agreed goals such as accessing counselling. For others, their support plan focused on discovering creative outlets to benefit their mental health.

20 This finding relates strongly with what we learned about people we support, and you can read more about this in the Who With section of this chapter.

21 The phrases included in the word cloud in this report have been paraphrased for anonymity.

22 Presenting averages helps us identify themes in the areas of life where people we support experience challenges. However, numerical values can mean different things to different people, and a 'low' value it does not necessarily mean that the person wishes to address this area. For example, someone may feel content with an area of their life being 'low' or they may feel it is not their priority at this time.

## Safety and comfort

Feeling better in and about their home was the most frequently identified outcome (n=23) in the support plans we sampled. Contrastingly, in I.ROC conversations, on average people reported that they “often” felt positively about their safety and comfort. However, in support plans and I.ROC conversations, we found strong evidence that Support Coordinators facilitate nuanced conversations about what safety and comfort mean for the person. From people’s narratives, we could see that ‘safety and comfort’ meant different things for different people. For example, for some it meant feeling safe in their neighbourhood, and for others this was about being able to get around their home safely.

We can also see that Support Coordinators have conversations about what the best approach to this outcome is for the person. In support plans people agreed a wide range of steps towards feeling safer and more comfortable. Most often goals centred on improving the look and feel of their home, for example by making the space more accessible or by refurnishing or decorating their home.

## Purpose and direction

Many people identified that feeling a greater sense of purpose and direction was important to them. In the support plans we looked at, many people (n=14) shared that they wanted to help others or make a difference. Similarly, In I.ROC conversations, on average people reflected that this was an area they “almost never” felt positively about on average.

Often purpose and direction was about making a difference to the people in their lives. And in some cases, people wished to use their voices to make a difference more widely for example to their community, or to others with lived experience. Eight people identified outcomes focused on accessing opportunities like employment, volunteering, starting their own business, or studying. You can see the outcomes people identified related to purpose and direction in the word cloud below.

The difference I want to see is...

I feel a sense of achievement

**I am making a difference  
to other people’s lives**

**I can access opportunities like work,  
volunteering, and studying**

I feel a sense of purpose

Again, we saw evidence that Support Coordinators supported people to identify the right pathway to these outcomes, according to their personal circumstances. For example, for some this was about setting goals such as exploring education and voluntary opportunities, and for others it was about linking up with the supports available to start a business.

## Physical Health

Physical health is another area of focus for people we support. I.ROC prompts a conversation about how often they have felt physically healthy in the last three months. In the I.ROC data we gathered, on average, people responded with “almost never” (or two out of six, where they preferred to use numerical values). Similarly, in sampled support plans, fifteen people identified an outcome about improving their physical health and wellbeing.<sup>(23)</sup>

In narratives and support plans, people were supported to explore what this meant for them and what factors influence this area of their life. Several themes emerged including struggles with managing pain, sleep difficulty, challenges with healthy eating, and difficult relationships with healthcare professionals. In support plans, we saw evidence that Support Coordinators tailor their approach, and help people identify various goals from linking with a GP, to attending their local gym, to exploring complimentary therapies.

## Relationships

Many people identified that developing relationships with people in their lives was important to them. In support plans, many people (n=14) told us they wanted to improve their relationships with family members and friends. A further six people shared they wanted to focus on developing their wider social network and make new social connections.

Relationships were also a key theme in the I.ROC data we gathered. In I.ROC conversations, people generally reflected that their personal relationships felt positive, but that their social network – their connections with community and groups was an area of their life they “almost never” felt positively about.

Again, we can see that Support Coordinators support people to explore the best steps for them. Many people agreed goals focused on creating more opportunities to spend quality time with loved ones and linking with community groups relevant to their own geographical area or interests.

23 This finding relates strongly with what we learned about people we support, and you can read more about this in the Who With section of this chapter.

## Independence and self-efficacy

We also learned that being independent and making choices about their life is very important to people we support. Developing a sense of self-efficacy can carry particular significance for people with lived experience, who, during formative childhood years, were not supported to develop decision-making skills, and whose needs were disregarded and de-prioritised. When we asked people about the impact they wished to experience from support, twenty people shared that independence, freedom and feeling in control were central to the difference they hoped to feel. A further seven people identified an outcome around accessing the support that is right for them, and their specific needs.

People were supported to set goals which focused on engaging meaningfully with other services in a supported way and gaining a sense of autonomy in their daily lives in the ways that mattered to them. For some this was about navigating their home with more ease, and for others it was about completing tasks independently.

## Hope for the future

Finally, in the support plans we sampled many people expressed outcomes about their hopes for the future. For many people (n=10), this was about achieving a goal or ambition that was personal to them. For others (n=9), this was about moving on positively from their past experiences. You can see the outcomes people identified related to their hope for the future in the word cloud below.

The difference I want to see is...

I will be remembered positively

I can achieve my goals

I can move on from my past

My life will be better I feel more hopeful and motivated

As such, we can clearly see that many people we support access opportunities to have conversations which focus on what matters most to them, and which support them to identify the right pathway to change for them. Learning about what matters most to the people we support has been a process of many years. In previous impact reports, we demonstrated that mental health is a priority for many of the people we support. This evaluation builds on this finding by demonstrating that people identify outcomes across many areas of their life, including their relationships, purpose and direction, and hope for the future.

## What we do: We facilitate access to a range of resources tailored to the person.

(Progress: Some; Confidence: Some)

After discussing their outcomes and making a support plan with their Support Coordinator, people accessing Future Pathways are supported to access support that is tailored to them.<sup>(24)</sup> Future Pathways facilitates access to three different types of tailored support:

- services provided by our network of Delivery Partners.
- material support through the Discretionary Fund.
- support to link up with and access existing services.

Since Future Pathways launched, 70% of people who have registered with the service (n=1810) have accessed our support. Currently, 833 people are accessing support at Future Pathways, and we see that many people access a mixture of different types of tailored support. Over a quarter (26%) of the reviews that we sampled this year referred to the person accessing a mix of different types of support. Our current outcome planning and reviewing process does not facilitate us to look more closely at people's overall journeys with Future Pathways at scale, which limits our understanding of the overall picture of people's access to various types of tailored support. However, the range of different types of support people access through Future Pathways indicate that people access person-centred support with the service and that Support Coordinators facilitate the support that is fitted to the person's outcomes. Below we summarise what we have learned about how we facilitate access to different types of support according to their personal outcomes.

### Accessing material support

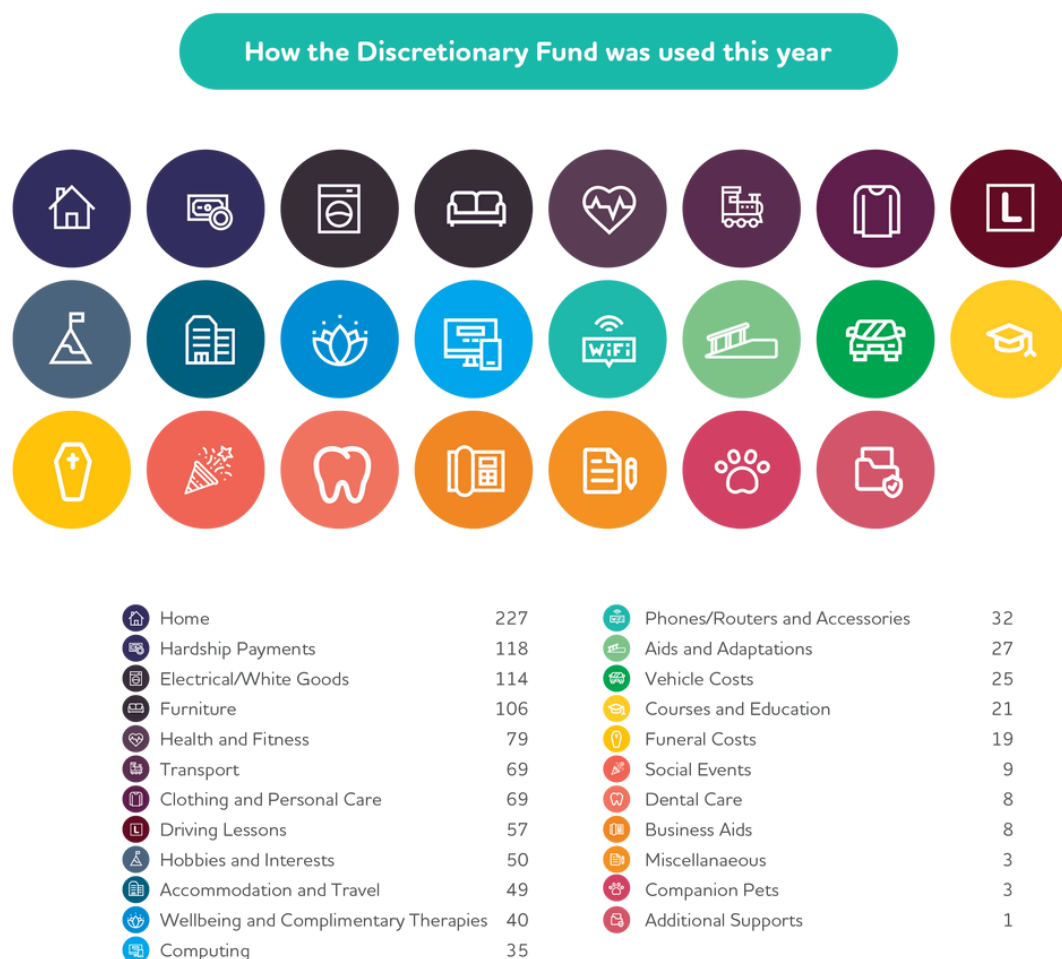
Most people accessing Future Pathways are supported to access the Discretionary Fund to progress their outcomes. Over the last six months, at least 52% (n=435) of those accessing our support accessed the Discretionary Fund. This mirrors what we saw in review conversations. In 52% of the reviews that we sampled over the last year people discussed accessing material support. <sup>(25)</sup>

24 Some purchased services can be accessed by people who are registered with Future Pathways but not yet working with a Support Coordinator. For example, when the need for psychological assessment and record search support is clear at the point of registration, we make referrals to specific Delivery Partners to enable people to access some support while on our waitlist and to alleviate immediate support needs where we can.

25 We know that the number of people who accessed the Discretionary Fund is higher than this because sometimes individual payments relate to multiple people. In the last 6 months of the financial year, for example, several (n=9) Discretionary Fund payments were made to multiple people.

People we support access the Discretionary Fund to make purchases which align with what we know about people’s priorities and outcomes when they start support. A recent evaluation looked at 18 records of people who accessed the Discretionary Fund between October 2023 and March 2024. Most of the purchases made using the Discretionary Fund were related to outcomes about improving mental wellbeing and improving self-worth and confidence.(26) Other outcomes related to accessing the Discretionary Fund were gaining independence or freedom (n=4), accessing new opportunities (n=3), and gaining a sense of safety, comfort, and agency in the home environment (n=2). That these themes are also prominent in the support plans and I.ROC conversations we analysed indicates that people are supported to access the Discretionary Fund in a way that aligns with their personal outcomes.

That said, there was no significant correlation between people’s outcomes and the item or service purchased. For example, for one person, a purchase related to home improvement may be about feeling safe to navigate their home independently. For another person, it may be about feeling a sense of control or belonging. This analysis suggests that material support has different meanings for different people.



26 The most common theme in the outcomes related to Discretionary Fund use was improving mental wellbeing (n=6). This included outcomes which focused on improving the person’s mood or sense of motivation, and/or being able to relax and manage difficult feelings. Other outcomes related to accessing the Discretionary Fund were improving the person’s sense of self-worth and/or confidence (n=5).

Because everyone's personal outcomes are different, people access the Discretionary Fund for a wide range of purchases and people access material support a variable number of times. However, we can see some trends in how people use the Discretionary Fund, despite some fluctuations from quarter to quarter. More people accessed the Fund for home related purchases than for anything else. We also see high numbers of purchases of furniture and electrical and white goods. 38% (n=447) of the purchases made over this six-month period were for purchases in these categories. Another category where we see a high number of transactions, is hardship payments (27) which constitute 10% (n=118) of transactions made. This mirrors the findings we presented in our previous impact report, which indicates that this is a steady trend.

### **Delivery Partner support**

Many people accessing Future Pathways are supported to access Delivery Partner services to progress their outcomes. Over the last year, 91 people started a contract with a Delivery Partner and 262 people in total have accessed a Delivery Partner's support at some point in this period. This represents 31% of the people accessing Future Pathways support. Some people access more than one Delivery Partner. For example, this year, 44 people accessed more than one Delivery Partner as part of their support. This is mirrored by what we saw in our sample of review conversations in which 37% people reflected on accessing support provided by Delivery Partners.

Fewer people we support are accessing support from Delivery Partners this year compared with previous years. We do not know why this is. It may be that because we are not beginning work with high numbers of people, many people accessing our support have previously accessed Delivery Partners support which is now no longer needed. It may also be because fewer people are accessing Delivery Partner support to seek records than in previous years. You can read more about this below.

Over the last year, we made 195 referrals to 31 Delivery Partners. This is a similar volume of referrals compared with the previous year when we made 193 referrals to 36 Delivery Partners.

The support provided by the Delivery Partners we work alongside align with the outcomes that people we support identify. Below, you can see a graphic depicting our referrals to Delivery Partners in 2023/24.

44% (n=86) of the referrals we made were for counselling and psychological support. Of these 77% (n=66) were referrals to the Glasgow Psychological Trauma Service (the Anchor), which is also an Alliance Partner. The Anchor works with people to formulate how they may be currently impacted by their past experiences of in-care abuse or neglect. The service also recommends evidence-based treatments and directs people to appropriate services that may deliver the right support. Over the last year, we have referred an average of six people per month to the Anchor.

27 Examples include payments towards bills, food, gifts for special occasions and school uniforms.



20% (n=40) of the referrals we made this year were for support with record searches from our record search Delivery Partners. The most notable change this year was a significant decrease in the number of referrals made for record search support. This may be because the Redress Scheme launched in 2021. Since records of time in care are often required as part of the Scheme, support is provided through the Redress Support Service to access records.

It may therefore be the case that people we support who are also accessing support related to Redress, are seeking their records through other channels. Since Future Pathways started, we have supported 778 people to seek their records alongside these Delivery Partners.

We have also noticed an increase in the number of referrals to Delivery Partners providing creative therapies. This year 8% (n=16) of the referrals we made were for creative therapies such as support with creative writing, compared with only 3% (n=6) the previous year.

Another type of support that we commonly refer to is support work. 7% (n=14) of our referrals were for support work, and 7% (n=13) were for trauma support work. We work with a wide range of providers who provide this type of diverse support, which can include support with daily tasks and support to connect more with the local community.

### Referrals to our Delivery Partners 2023/24



## Linking with existing services

Support Coordinators help people access support from existing services in four main ways:

- Signposting people to support. We do this from the point of registration and throughout people's support. We do this through support coordination, administrative support, and through our communications.
- Referring people to support.
- Supporting people to engage with services. This might involve supporting the person to prepare for meetings with services. Or it might be supporting the person to communicate directly with the service; attending meetings with services alongside the person; or helping the person learn more about what kinds of support they can access.
- Supporting existing services to work effectively with the person seeking support. This might involve advocating for the person's right to access the service by writing letters for example. It might involve modelling trauma informed practice or discussing how to take a trauma informed approach in our joint work with existing services. In some cases, we might make a complaint about a service the person is or isn't receiving. Sometimes, this aspect of our work involves clearly expressing the boundaries of Future Pathways' support to existing services.

We know that working with existing services is a significant part of the support Future Pathways provides and that people can access more than one type of support in relation to accessing existing services. However, we do not know the true extent of this aspect of our support. In the review conversations we sampled this year, 17% of people reflected on how Future Pathways had supported them to access existing services. However, a recent Support Coordinator focus group indicated that this aspect of support is significantly more prevalent, and that support plans and reviews do not always capture the extent of this support, because this support is facilitated on an ad hoc basis as needs arise. During the focus group, participants estimated that support to access an existing service was part of support for up to 80% of people we support.

The results of a recent survey about our interactions with existing services indicate that this varies greatly across the Support Coordinators' caseloads. Half of respondents told us that less than half of the people they supported accessed support to access or engage with statutory services. The other half of respondents reported that this support was relevant to 'over half' or 'almost all' the people they supported. We also received mixed responses when we asked respondents about the numbers of people they support to engage with third sector services, indicating that this varies greatly depending on the outcomes of the people that each Support Coordinator supports. On the other hand, we saw more agreement in responses about the numbers of people accessing support to access educational services, with most people responding that this support was relevant to almost none of the people they support.

We can also see that people we support can face barriers when accessing existing services. One of the assumptions we identified was that people registered with us who need crisis support would be able to access this support from the appropriate services. However, we have noticed that there is a consistent difference between the number of people who plan to link up with existing services at the start of their support at Future Pathways, and the number of people who reflect on accessing this support in review conversations. When support from existing services is reflected on, many people describe difficulties accessing support, most often from statutory services, such as delays, gaps in support, or dissatisfaction with the support offered. In the *Who With* section of this chapter, you can read more about the inequalities that people registered with us experience, which can impact their access to services. This indicates that, even with Future Pathways' support, many people face barriers when engaging with existing services. This finding highlights the importance of both aspects of our work: direct support to enable people to access to services; and influencing wider change so that people can access the right support more easily.

## Who with: People registered with Future Pathways

(Progress: Great; Confidence: Some)

We ask people for information about themselves at different points in their journey with the service because it is important to people to build trust with the service before they share sensitive information with us. The information people share helps us make sure they are eligible for support and register them with the service. It also helps us learn more about people who register with us, and if there are groups we are not reaching.

We aim to offer support to people who experienced childhood abuse and neglect while in care in Scotland. However, we cannot determine if we are reaching as many people as we could, or if the people registered with us are representative of the population of people with lived experience. This is because it is not possible to determine how many people have experienced abuse or neglect while in care in Scotland. This is a known challenge. A 2018 Scoping Study created in collaboration with Matter of Focus highlighted that gaps in knowledge about people who experienced abuse or neglect as children in care in Scotland, including how many people there are, where they are and what issues they are experiencing contributed to the unforeseen volumes of people registering with Future Pathways.

Despite recent research about this, the lack of available, reliable information, means that the scope and scale of in-care abuse is not known. A 2012 scoping project report by CELCIS, University of Strathclyde and SIRCC (Kendrick, A., Hawthorn, M. 2012) found that



**“When looking back [...] at over 80 years of history of children cared for away from home in Scotland, we must acknowledge that we are only able to provide a fragmented picture due to gaps in the records and available information.”**

There are various reasons for the dearth of evidence about abuse and neglect in care in Scotland.

Firstly, legislation about care institutions and data protection has changed in Scotland over time. Societal and legal understandings about abuse and neglect have developed. The culture, guidance, and support around professional recording practice in care settings have also evolved. What is recorded in care records reflects the cultural and legal context in which they were written, and therefore the historic care records available often do not include information about what we now understand to be abuse and neglect.

In addition, historically, care records were written by professionals involved in the provision of children's care with little or no input from children in care. As such, the information available in records reflects the inherent power dynamic between the person writing the record, and the person about whom the record is written.

Records available often reflect the perspective of the care professional, and many have been destroyed or lost. While many records were handled in compliance with the data legislation and practice guidance in place at the time, it is possible that some institutions chose not to record instances of abuse, or to destroy care records with the intention to evade repercussions. (28)

It is also not possible to estimate the prevalence of in-care abuse from the number of people who have disclosed abuse or sought support for their experiences. The numbers of people registering with Future Pathways has exceeded anticipated demand which indicates that the prevalence of lived experience of in-care abuse and neglect may be higher than estimated. However, rates of registrations with Future Pathways are continuing to fluctuate over time, meaning it is difficult to determine the extent of our reach, and how many people with lived experience are not accessing our support. For many people, it can take a long time to feel ready to disclose their experiences and/or to access related support. We know from existing research that abuse experienced during childhood is more likely to be reported by older people than younger people (ONS, 2016). Others may not identify themselves as having experienced abuse, because societal understandings about abuse and neglect have changed over time. Others may choose not to access support for other reasons. It is therefore likely that many people have died without disclosing the abuse they experienced. It is therefore not possible to determine the true scope and scale of in-care abuse in Scotland. Indeed, a research review commissioned by the Scottish National Abuse Inquiry (Radford, L. et al, 2017) concludes that:



**“No robust estimates of the historic prevalence of abuse in care can be made.”**

However, we have an opportunity to learn more the scope and scale of in-care abuse in Scotland, and how this has impacted people through the work of the In Care Survivors Alliance. While people with lived experience may access support from a wide range of services, the In Care Survivors Alliance delivers the only two services in Scotland which specifically support people who experienced in-care abuse and neglect in Scotland. Since launching Future Pathways, 2575 people have registered for support and more people register with the service every month. Many people have also accessed support from the Redress Support Service. Over 1790 people have applied for Redress since the Scheme launched in 2021, and more applications are being received each month. (29) Our understanding of the prevalence of in-care abuse and neglect in Scotland is therefore continuing to unfold. Over the last year, we have made several improvements to how we gather and record information about people registered with the service. This has enabled us to develop a much more detailed understanding of who accesses our support, their demographics and their life experiences.

28 You can read more about the historical context of some of these challenges accessing records of time spent in care in a recent report which we wrote in collaboration with Aberdeen City Council, the Champions Board of West Dunbartonshire Council, The City of Edinburgh Council, Future Pathways, Social Work Scotland and Who Cares? Scotland. [Accessing Records in Scotland: What care experienced people tell us about the Right of Access - Social Work Scotland](#)

29 Redress Scotland's most recent Application Facts and Figures report (December 2023)

In this section of the report, we share what we have learned about people registered with Future Pathways to shed light on this previously opaque topic.

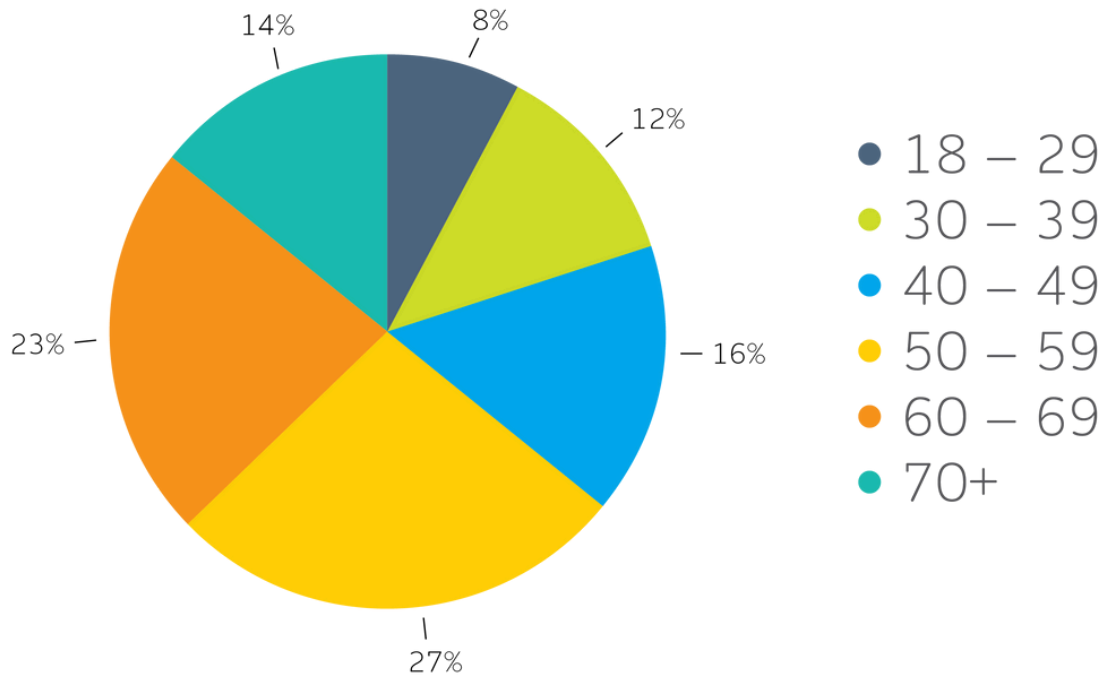
## Age

When someone registers with Future Pathways, we ask them for some basic information about themselves, like their age and address. We can see from this data that people of a wide range of ages registered with the service this year, from 19 years old to 79 years old.

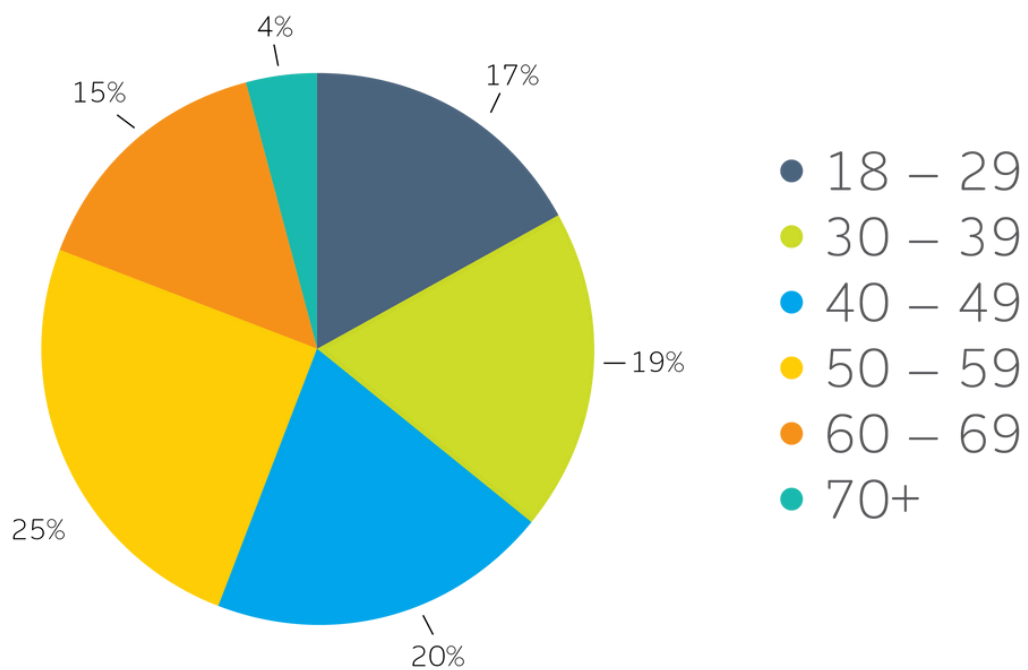
The average age of people registered with us is decreasing over time. Overall, the average age of people registered with Future Pathways is 54 years old. But the average age of people who registered with us this year is significantly lower, at only 46 years old. Despite some fluctuations over the year, we saw an overall decrease in the average age of people who registered with us over the course of this year, with the average age of people registering with us dropping to 43 in Q3. This is the lowest average age since the service started.

This is because more younger people and fewer older people are registering for support. As you can see below, this year a smaller proportion of people registering with us this year were aged 60 years old or older. Contrastingly, if we look at the total population of people accessing support, significantly more people aged 70 years old or over previously registered with the service. At the same time, more people aged between 18 and 29 years old registered with us this year. As can be seen below, if we compare this with the total population of people registered with Future Pathways, this proportion is much bigger compared to the total population of people registered with the service, in which only 8% are aged under 30 years old. As the graph below shows, more people aged between 50 and 59 years old registered with us than any other age group. This may indicate that Future Pathways has successfully reached a higher proportion of older adults with lived experience who require support.

The age groups of total population of people registered with us



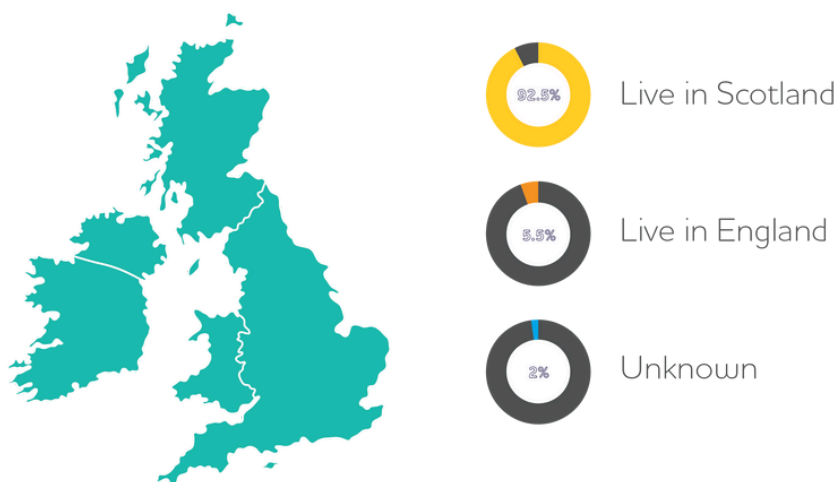
The age groups of people who registered with us this year



## Where people live

Most people who register with Future Pathways live in Scotland. This year, 92.5% (n=234) of those who registered with us lived in Scotland and 5.5% (n=14) lived in England. This pattern was consistent over the course of the year, and it mirrors what we have seen in previous years.

### Where people who registered with us this year live



Most people who registered with us this year who live in Scotland, live in the most populated areas of Scotland. 78% (n=181) people who registered with us live in one of the 15 most populated council areas in Scotland. More people who registered with us this year lived in Glasgow and the surrounding areas than any other area of Scotland. This reflects our previous evaluation findings that most people who register with us live in urban areas of Scotland, such as Edinburgh, Glasgow, and Aberdeen.

We 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 they seek to access support from services. We analysed 230 postcodes of people who registered with us this year who lived in Scotland.

We found that people registered with Future Pathways were significantly more likely than the general population of Scotland to live in areas where they would be more likely to face barriers accessing services. Around half of the people who registered with us this year living in Scotland (49%, n=112) live in an area which was among the 20% most deprived areas of Scotland. Almost a third of those registered with us who live in Scotland (32%, n=73) live in an area which is among the 10% most deprived areas of Scotland. In comparison, across the general population of Scotland, this figure is around one in ten (figure published in 2021) (30). This means that people registering for Future Pathways support this year are three times more likely to live in the 10% most deprived areas of Scotland. Moreover, 17% (n=41) of those who registered with us who live in Scotland are living an area among the 5% most deprived areas.

30 [Population Estimates by Scottish Index of Multiple Deprivation \(SIMD\)](#), | [National Records of Scotland](#) ([nrsotland.gov.uk](https://nrsotland.gov.uk)).



That many people registered with us live in areas of multiple deprivation aligns with what we know from existing research about the impacts of adverse childhood experiences such as childhood abuse. This gives us confidence we are reaching people who are likely to be affected by multiple inequalities, and who therefore may benefit from Future Pathways' support.

## Who with: People accessing support

Once someone has accessed support coordination for around six months, we ask them to fill in an optional, anonymous form called 'About You'. People's responses may point towards some patterns in the identities of people we support; and the inequalities that they can face.

### Identities

We continue to see some patterns in how respondents identify. For example, we can see that respondents are consistently slightly more likely to be men than women. 53% (n=27) of respondents were men, compared with 47% (n=24) who were women. Most respondents (90%, n=46) identified themselves as heterosexual or 'straight'. Very few people who responded to the form identified as any other sexualities. Most (96%, n=49) respondents identified as White. Of these 88% identified as White Scottish. And almost half (45%, n=23) of respondents shared that they do not have a religion. 18% (n=9) of respondents identified as Roman Catholic, and 14% (n=7) identified their religion as Church of Scotland.

While we cannot extrapolate these findings to the wider population of people we support, these trends may indicate that there are some groups of people who are likely to have experienced in-care abuse and neglect who we are not currently reaching.

### Disability

Most respondents (88%, n=45) shared that they have a disability or health condition. (31) Of those who had a disability, two thirds (n=30) reported that they had a mental disability or health condition. 31% (n=14) of respondents had a physical disability or condition, and 20% (n=9) people had a learning disability or condition. Eight people told us they had another type of disability, and an analysis of notes indicates that people who selected this option were experiencing a range of physical and mental health conditions. Almost a third of respondents with a disability (n=14) reported living with more than one type of disability. These findings chime with our data about the number of people who register with us with a terminal illness. This year, 8% (n=19) of people who registered with us shared that they have a terminal illness.

For 71% (n=33) of respondents, their disability 'often' affected their daily life. A further 17% reported that it affected their daily life 'sometimes.' Many people shared more about the impact of their disability on their life, and we noticed several themes in the challenges that people highlighted. Almost half (n=12) people noted the impact of challenges with their mental health. Many (n=10) people shared that they were facing difficulties completing day to day tasks such as self-care, or that they were finding it difficult to leave their home. Others (n=8) people referred to mobility challenges (including problems with balance) which limited their independence, and seven people noted that they manage chronic pain.

31 This figure accounts for where the respondent answered no or left this question blank but subsequent answers indicated that they did have a disability.

Six respondents shared that their disability or health condition contributed to challenges with developing and maintaining relationships, and/or interacting with others. Given that respondents to the About You form were also more likely to live alone (43%, n=22) than with others (32), this finding could indicate that people we support could be more likely to experience isolation.

Most respondents who had a disability faced barriers when accessing support from services. 47% (n=21) told us they 'often' face barriers, and a further 33% (n=15) told us they 'sometimes' face barriers. Most often, people reported facing barriers related to communication.

### The barriers people experience when accessing services



When people shared that they faced other kinds of barriers, some of the additional information they shared was about specifically how their disability impacts their ability to access services. In other responses, people shared how services can contribute to the barriers they experience when seeking support. Almost half (49%, n=22) of respondents told us they experienced more than one kind of barrier.

## Life experiences

We learned that respondents were more likely than the general population to experience multiple challenges such as homelessness, addiction issues, and criminal convictions. Over three quarters of respondents (76%, n=39) had experienced homelessness at some point in their lives. 9% (n=5) were experiencing homelessness at the time they filled in the questionnaire. Over half (51%, n=26) of respondents had experienced challenges with addictions. 23% (n=12) were experiencing challenges with addiction at the time of filling in the questionnaire. Over a third (37%, n=19) of respondents shared that they had been convicted of a crime in their lives.

Notably, a significant minority of respondents (29%, n=55) had experienced all these challenges at points in their lives. This indicates a relationship between these experiences. This finding is supported by existing research about ACEs, and by our own previous research, which indicates that the inequalities people experience can compound over time. You can read [Identify, Equality and Access, our report about our previous research on this topic, on our website.](#)

As a service, we identified the risk that it would be hard for some people to access Future Pathways, for example, because of their experience of homelessness. The high prevalence among people accessing our support of challenges – such as disabilities, living in areas of multiple deprivation, and homelessness – which can affect people's access to services may indicate that we are effectively reaching people in these groups. On the other hand, high numbers of respondents to our About You form report that they face challenges accessing support which may indicate that people also face barriers when seeking to access Future Pathways support.

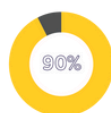
## Who with: Delivery Partners

Progress: Great; Confidence: High)

We work alongside a diverse network of 69 Delivery Partners who provide services across Scotland, the UK and internationally. We also work with many non-commissioned services and professionals who provide one-off or short-term support, for example, tradespeople, driving instructors, and some retailers.

Most of our Delivery Partners are based in Scotland. Of these, 76% (n=44) are based in Central Scotland, in and around Scotland's two largest cities, Glasgow and Edinburgh. Many Delivery Partners provide support in person or remotely across wider geographical areas.

### Where our Delivery Partners are based



Scotland  
(of these 76% are based in Central Scotland)



Rest of the UK



International

Most (n=43) of the Delivery Partners we work with provide counselling or psychological support services. We also work with Delivery Partners which provide creative therapies, support work, record search support and life coaching.

The types of support provided by our network of Delivery Partners reflects what we understand about where people registered with Future Pathways live, and their outcomes. This indicates that we align the Delivery Partners we commission with the outcomes of the people we support.

**Types of support offered by our Delivery Partners**



● counselling and psychological support	43	● cleaning services	1
● support work	8	● educational support	1
● creative therapies	5	● trauma support work	1
● life coaching	4	● financial coaching	1
● advocacy	2	● homelessness support	1
● record search support	2	● social inclusion support	1

## Who with: Existing services

(Progress: Some; Confidence: Low)

We work alongside a wide network of existing services, but we do not currently map these in the same way as our Delivery Partners.

We recently surveyed the support coordination team about their interactions with existing services. From responses, we learned that the statutory services that Support Coordinators interact with the most on behalf of people supported by Future Pathways are housing services (n=8), community mental health professionals (n=6), GPs (n=6) and social work services (n=5). Other responses included Police, local crisis team, drug and alcohol services, and local advocacy services indicating that we facilitate relationships with a wide range of different statutory services with various remits.

The third sector services that respondents reported they interact with the most included mental health supports (n=8), community groups (n=7) and advice services, such as Citizen's Advice (n=7). Other responses indicate that we also work alongside homelessness charities, domestic abuse supports and money/debt management charities.

Finally, while this type of support is not accessed by many people supported by respondents, we can also see that we work alongside universities, colleges, and community learning services which provide free educational opportunities to people we support. In most responses (n=7), Support Coordinators described working alongside colleges to facilitate this support.

## How they feel: Safe and that Future Pathways is trustworthy

(Progress: Some; Confidence: Some)

We know that building and maintaining trust can be particularly challenging for people registered with us, because of their previous experiences of in-care abuse and neglect, and the inequalities that they can face in their lives. We also know that feelings of safety and trust are not necessarily static. Rather, this experience can fluctuate, and is influenced by many factors both within and beyond the person's relationship with the service. For these reasons we identified the risk that low levels of trust in the service could detrimentally affect the impact we have.

However, many people we support reflect that they have built a relationship with the service that feels safe and trusting. This is a theme in the feedback we received over the course of the year. In our first and second feedback forms, we ask people if they feel able to trust Future Pathways. Fourteen out of 15 people told us that they felt able to trust Future Pathways, and most people (n=9) strongly agreed that this was the case.

### Able to trust

14 out of 15 people feel able to trust Future Pathways.



The most common words that respondents used to describe Future Pathways were “helpful”, “listens”, “understanding” and “caring”. This way of describing Future Pathways indicates that for them, engaging with the service feels positive and personal, and may indicate that people felt safe and able to trust the service. In the least, that people describe Future Pathways in these positive terms indicates that their experience of the service is not significantly hindered by an absence of safety and trust.



Moreover, some of the words that respondents used to describe the service spoke more directly to feelings of trust and safety. Some respondents fed back that they would not be judged by Future Pathways; that they experienced compassion when they engaged with us; and that they received reliable and trustworthy support. In other feedback, people emphasised that their Support Coordinator's approach – their compassion, patience, kindness, and reliability – helped them create a relationship where they felt safe and able to build trust.



**My trust in [my] intuition was nil, but when I met with Future Pathways I was put at ease – you are so non-judgemental. I trusted you and that, for me, was the main thing I needed.”**

**Person supported by Future Pathways**

Similarly in review conversations, some people expressed appreciation that Future Pathways had done what we had said we would do. Others expressed that they felt comfortable and able to open up to their Support Coordinator, and how important this was to them



**“[You] spend time to talk to us [and] make us feel at ease when talking to us.”**

**Person supported by Future Pathways**

We also notice that many people who access our support recommend Future Pathways to other people. More people who register with us hear about Future Pathways from someone they know than anywhere else. This suggests that people who have accessed the service feel confident in the service, to the point where they feel comfortable recommending it to others.

We do not currently purposefully gather feedback from people about their experiences of giving us feedback, participating in review conversations, or contributing to our communications. But we can see that the level of engagement in these opportunities is high and has grown over time. Over the last year eight people contributed an 'Experience' to the Future Pathways website. Fifteen people contributed to our newsletter and/or to website features, with two people contributing more than once. The Voices for a Better Future group also contributed twice to our newsletter or website features. (33)

We can also see that many people give us feedback in a range of different ways. Strikingly, more people chose to discuss their feedback with a member of staff than any other method of giving feedback. For people registered with us feedback was most often discussed with the person's Support Coordinator or a Support Coordinator on the registration line, which may indicate a trusting relationship.

33 It is not possible to determine the exact number of people who have contributed to our communications over the last year because some people choose to share content anonymously.

Indeed, in responses to our first and second feedback forms, most (n=10) people shared that they feel they have opportunities to influence how Future Pathways develops. Moreover, some people used words and phrases like “learning” or “striving to improve” to describe Future Pathways. That many people give us feedback is notable because giving feedback to services can be uniquely challenging for people with lived experience, who may have had previous experiences of expressing concerns and this leading to experiences of abuse, intensification of abuse, or fear of potential abuse. People’s engagement with opportunities to share their experiences may therefore indicate that people feel confident that they will be heard and respected, and that their feedback will shape the service.



“Providing this feedback is helpful to me in allowing me to see the progress and I hope it helps Future Pathways to further continue the amazing work it does. thanks for taking the time you have and dealing with my story in confidence and with empathy.”

Person supported by Future Pathways

On the other hand, many people choose not to give feedback and some people choose to disengage with support. We do not know if this choice may be related to the person experiencing difficulties in their relationship with Future Pathways, such as a lack of trust, or for other reasons. When someone does not respond to attempts to keep in contact, Support Coordinators reach out to offer support before we record that contact has ended. Over the last year, we have recorded that contact has ended with 81 people for this reason. There may be many reasons why someone would end contact, and recording this is an area of improvement for the service. It is not possible to determine the true extent of people ending contact, or the reasons for this, and this is an area of further learning for the service.

As was demonstrated in the section above, we have evidence that waiting for support can detrimentally impact people’s relationship with the service. Indeed, the evidence available indicates that waiting for support can feel like a deeply unsafe experience. In most instances, after making a complaint, the person returns to our waitlist, but in some instances, people on our waitlist choose to take themselves off the waitlist because of how difficult it can be to wait for support, without knowing when it will start. However, it is not possible to accurately reflect the experience of people waiting for support in our impact evaluation because of a lack of evidence. A minority of people on our waitlist makes a complaint. And, while opportunities to give feedback are open to everyone, people on our waitlist rarely engage with other ways of giving us feedback. That people remain on our waitlist for an extended period may be an indicator people trust that they will receive meaningful support in due course, but it may also indicate that people do not feel able to access the support they need elsewhere.

We also know from people's feedback that facing difficulties when accessing material support can generate feelings of mistrust. We receive some feedback about how people experience the process of accessing material support through complaint records. However, most of the other feedback and reflection we analyse is about the impact of accessing material support and we do not systematically evaluate the experience of accessing material support. It is therefore not possible to accurately reflect the experience of accessing the Discretionary Fund in a balanced way. In most instances people choose to continue to engage with our support after a complaint is made, which may indicate that our approach to managing complaints about the Discretionary Fund helps people repair their relationship with the service. However, it may also indicate that people feel unable to access the support they need elsewhere.

## How they feel: Understood, heard and valued

(Progress: Some; Confidence: Some)

Many people accessing our support feel understood, cared about and valued in their relationship with Future Pathways. Overall, we received more feedback that included complimentary comments than feedback that included critical comments and/or suggestions from improvement, although this fluctuated over the year. In responses to our online form, seven out of eight people told us that their experience with Future Pathways had been mostly or entirely positive.

Many people we support specifically share that they feel understood and cared about by the service. In our first and second feedback forms, most respondents shared that they feel that Future Pathways understands them and their needs, and that Future Pathways cares about them.

### Understood

14 out of 15 people feel that Future Pathways understands them and their needs.



### Cared about

13 out of 15 people feel that Future Pathways cares about them.



Many people accessing our support express feelings of appreciation for the support they have accessed, or for our approach to building a relationship with them. Often, people express general appreciation. In some instances, people identify a particular aspect of support that meant a lot to them, such as their relationship with their Support Coordinator, Delivery Partner support, our newsletter, and material support.

In feedback forms, we ask people how they would describe Future Pathways. The words that respondents used the most to describe Future Pathways were “helpful”, “listens”, “understanding”, and “caring”. Here you can see more of the words that people used to describe Future Pathways.

How people describe Future Pathways



“It's the small, huge things that make a difference - Just to speak with someone who understands, and I always feel better after speaking with her. I think these communication skills cannot be 'learned' - It's about 'the flow of compassion' which for me is blocked for me by me - It's just nice to touch base with someone who can realise this accept that sometimes it's good to talk.”

Person supported by Future Pathways

In some review conversations, people shared how they felt in relation to Future Pathways. We noticed several themes in people's reflections. Some (n=3) shared that they were enjoying engaging with the service, or they were happy with the support they were accessing. Others (n=2) felt listened to or heard by their Support Coordinator, and others (n=2) reflected that they felt they were valued by their Support Coordinator. Two people described feeling comfortable or enjoying talking to their Support Coordinator. Individuals also expressed feelings of being included in decision making, seen as "on the same level" as their Support Coordinator and supported in their relationship with the service.

On the other hand, we also receive feedback that negative experiences with Future Pathways can make people feel ignored, unheard, and unimportant. This is particularly notable in critical feedback we receive from people seeking to access material support or engaging with the Discretionary Fund process. Feedback demonstrates that this can detrimentally impact the person's relationship with their Support Coordinator, and it can generate feelings of being misunderstood, mistrusted or deemed unimportant.

We also hear this feedback from people waiting for their support at Future Pathways to begin. People share that waiting to access support can be very difficult. We know that this can be uniquely challenging for people with lived experience who have previous experiences of being treated differently from others; being dismissed and ignored; and facing difficulties accessing support. In feedback about waiting for support, people describe feelings anger, frustration, despair, and powerlessness.

## What they learn and gain: A consistent relationship with the service for as long as the person feels support is needed

(Progress: Some; Confidence: Some)

People we support often sustain their relationship with Future Pathways over the longer term. In our sample of review conversations, at least 80% of people chose to continue working with Future Pathways. It is likely that this is an under-representation as 15% of the reviews we sampled did not record this information. In our sample, only 5% of people chose to end support. (34) In a random sample of ten records of people who chose to close or pause their support this year, on average people had been registered with the service for five years. In some instances, people experienced periods within this timeframe when they were not actively accessing support, but it is notable that people sustained their relationship with Future Pathways over the long term. That most people choose to continue accessing support over the longer term may indicate that people work towards longer term outcomes with our support, or that support evolves as their outcomes evolve.

On the other hand, we have some evidence that we are not always able to maintain consistent contact with people we support at specific points in their experience with the service. We aim to agree the regularity of contact with each person according to their outcomes and the support that is needed. This is different for everyone, and it can change over time. We identified a risk that breakdowns in communication could risk harm to people and we can see that this is sometimes the case. Difficulty maintaining consistent contact with Support Coordinators is a recurring theme in the critical feedback we receive from people we support. Often this feedback is related waiting for information about the outcome of decisions about material support. We know this can be very difficult for people we support, particularly when the material support relates to an immediate unmet need. We also received some feedback that there can be breakdowns in communication when a Support Coordinator is absent, when the person's Support Coordinator changes, or when there is a miscommunication about when the next contact will be.

Consistent contact with people we support can also be difficult when people are experiencing multiple unmet needs. In Q3, support coordination teams reflected on how they support people to engage meaningfully with Future Pathways and move on from Future Pathways. Support Coordinators identified 94 people they supported who were facing challenges with this, and recorded a short note about the barriers which were contributing to this. (35)

34 You can read more about people's experiences of moving on from Future Pathways support in the 'What difference does this make' section of this report.

35 Specific prompts were not provided to guide the content of notes, and these challenges were expressed from the point of view of the Support Coordinator. It is therefore likely that the breadth and detail of the barriers faced is under-represented in this analysis and the themes presented should be understood as indicative only.

In a quarter of records (n=23), the Support Coordinator noted that it was difficult to maintain consistent contact with the person. Often Support Coordinators felt that this was related to the unmet needs in the person's life. 28% (n=26) of records referred to the person managing unpredictable life circumstances, such as changes in housing and difficulties in relationships. In 37% (n=35) of records, Support Coordinators referred to the person experiencing mental or physical health problems which affected their engagement with Future Pathways and/or with other services, and some records (n=9) noted that the person was experiencing addiction challenges. This finding may indicate that we face difficulties when maintaining consistent contact with some people we support. However, it also indicates that, while people may face challenges in their lives, the support they access through Future Pathways flexes around their life circumstances, enabling them to sustain a relationship with the service over time, and to access support when it is needed.



## What they learn and gain: Opportunities to collaborate through difficulty

(Progress: Some; Confidence: Low)

When we experience challenges in our relationships with people, we aim to work together with people to resolve issues compassionately and learn from the challenges that come up. When we receive feedback about negative experiences of Future Pathways, we look at what has happened from all perspectives. In most instances, it is possible to re-establish mutually agreed consistent contact.

This year we updated our procedure for resolving complaints from people. This project was led by an independent consultant, with input from a group of stakeholders including Alliance Partners, Future Pathways team members, and people accessing our support. While we did not undertake a bespoke evaluation of this process, several participants reflected that the project was meaningful and productive. As part of this project, we identified several guiding principles of our approach to resolving complaints including:

- Handling concerns objectively and thoroughly.
- seeking to understand, learn and take responsibility, rather than blaming.
- Ensuring people's voices are heard and seeing situations from different perspectives.
- Supporting people to overcome any barriers to expressing a complaint.
- Responding to people as individuals and seeking to restore and maintain relationships.
- Listening to and respecting anyone who makes or is the subject of a complaint.
- Working together to find a way forward.

We also create opportunities to communicate about difficulties through our feedback forms, which we launched this year.

However, there is a gap in our understanding of what it is like for people registered with us to give us critical feedback or share a complaint, and what the impact of this is. On one hand, we have evidence that people registered with us engage in opportunities to collaborate through difficulties in their relationship with Future Pathways. As this report has demonstrated, some people registered with us give us feedback in a wide range of ways. We can also see that we are able to maintain a relationship with most people following a complaint or critical feedback. However, we do not currently ask people what it is like for them to give us feedback or make a complaint, limiting our understanding of what opportunities to collaborate through challenges means to people registered.

## What they learn and gain: Supported access to wide-ranging resources fitted to where they are now and where they want to go

(Progress: Great; Confidence: Some)

We have strong evidence that people access wide-ranging support through Future Pathways, and this support is tailored to their outcomes. In reviews, people consistently reflect on the impact of a wide range of different types of support. Support to make improvements to people's home environments, counselling and psychological support are the types of support most identified as impactful in reviews. And in responses to our first and second feedback forms, thirteen out of fifteen people shared that, since accessing Future Pathways, they had been able to access the right support for them. Respondents referred to a wide range of different kinds of support, from support to engage with housing services to support to connect with family members.



"[My Support Coordinator] has made a colossal difference in my life with CPTSD. She is not only empathetic but knows the arena well. She is also a great listener and has helped fund a number of programs which have helped ease by depressions and physical ailments." (36)

**Person supported by Future Pathways**

We also have evidence that people we support are able to access support that is right for them in the present, and as their outcomes progress. In our sample of review conversations, 60% (n=47) of people who continued support with Future Pathways chose to continue working on existing outcomes that they had previously identified with their Support Coordinator. And 65% (n=52) of people wished to identify new outcomes. Among these, twenty people chose both to continue working towards existing outcomes and to identify new ones. That many people identify new outcomes during review conversations with Support Coordinators indicates that people's support plans and therefore the tailored support they access flexes as their lives evolve.

On the other hand, being unable to access the right support for them may be a reason or contributory factor why some people end contact with the service. Currently we do not ask people who end contact for their feedback, and so it is not possible to accurately reflect the extent to which this is a motivation to end support.

## What they learn and gain: Awareness of their own strengths, abilities and the changes they want to make

(Progress: Some; Confidence: Some)

We believe that taking a strength-based approach to support can help people experience positive impacts in their lives. We can see that some people who access Future Pathways learn more about themselves through the support they access. In the review conversations we sampled this year, we consistently saw reflections from people we support that they had learned more about their trauma symptoms, how their past traumas impact them in the present, and how they cope and express themselves. We also heard these reflections in evaluation conversations, during which people discuss their experiences with Future Pathways with the Impact and Evaluation Lead.



“Before I accessed this support, I didn’t know why I couldn’t function. [Future Pathways] 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

Some people also reflect that they have become more aware of their strengths and that this has contributed to increased feelings of confidence. In our first and second feedback forms, nine out of 15 people told us they know more about their strengths and what they can do since accessing our support.

### Self-awareness

9 out of 15 people know more about their strengths and what they can do since accessing Future Pathways support.



Similarly, in reviews, some people shared feelings of increased confidence, pride in themselves, or a sense of achievement. This also emerges in evaluation conversations. Here, someone supported by the service shares how their experience at Future Pathways has changed how they feel about themselves.



“Before, I had to hold it in. I never spoke about my past to my kids. I was embarrassed. The stigma of being in care meant people thought you were trouble.”

Person supported by Future Pathways

This impact was particularly notable for people who had been supported to access counselling or psychological support through Future Pathways. We analysed a sample of nine review conversations with people who had accessed counselling through a Delivery Partner between October 2023 and March 2024. (37) In this sample, everyone reflected that they experienced a positive impact from this support and most (n=7) shared that accessing this support made a “big” impact in their lives. Four people reflected that counselling had supported them to learn more about themselves and their strengths. And a further three people shared that accessing counselling had enabled them to make sense of their past.

We also found that people who had accessed counselling or psychological support were likely to report increased feelings of self-esteem and self-worth. In the reviews we analysed where people were accessing or had accessed counselling, some people reported improved confidence and/or self-worth (n=3). In addition, some people (n=2) described experiencing a sense of achievement. Here, someone supported by Future Pathways describes 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

Other types of support also seem to be associated with experiencing a greater sense of self-esteem, or a sense of accomplishment. For example, we receive feedback from people we support that exploring creative projects can also have this impact.



“I am in the process of writing my book [...] which my Support Coordinator Yvonne has supported me to do, with the help, support and guidance from Mary from Book Whisperers who has shown empathy beyond measure. Hopefully, it will be published later in the year. It's probably the best therapy I have had. Although triggering at times it's something I know I will be very proud of.”

Person supported by Future Pathways

Increased awareness about themselves and their strengths appears also to help people feel clearer about the changes they want to make in their lives. Eleven out of 15 people who responded to our first and second feedback forms, told us that, since accessing support at Future Pathways, they know what changes they want to make. This indicates that, by enhancing people's awareness of themselves and their own abilities, Future Pathways enacts its strategic objective: to support people to identify their personal outcomes now and in the future.

## Change

11 out of 15 people know what changes they want to make since accessing Future Pathways support.



In other feedback we receive, we also see some reflections that support has created awareness of the opportunities available to the person to explore.



“It has helped me get out of my comfort zone and seek out other opportunities. I met different people from different places on the First Aid course.”

**Person supported by Future Pathways**

On the other hand, some respondents (n=5) gave a neutral response to this statement. Similarly, most people who did not agree that working with Future Pathways had helped them know what changes they want to make, did not agree or disagree with the statement. As noted previously, it may be challenging for people with lived experience to identify their outcomes due to their previous experiences which meant that they were not supported to consider what mattered to them by the adults involved in their care.

However, most of the qualitative feedback we received from these respondents was complimentary. This suggests that for these respondents the statement did not resonate with them and their experience, rather than that they felt it was untrue or that the opposite was the case. Two respondents gave feedback about how we could improve, but it was not possible to relate their feedback directly to their response to these questions. There may be many reasons why these statements did not resonate with these respondents. For example, this may not have reflected the impact they sought from Future Pathways' support, or people may have come to support with a clear sense of the changes they sought.

## What they do differently: Exercise greater choice and ownership in their lives and support

(Progress: Great; Confidence: High)

For many people, accessing our support can contribute to them experiencing an increased sense of self-efficacy. In our feedback forms, we asked people about their feelings of independence. Ten out of 15 people who responded to our first and second feedback forms told us that they feel more independent since accessing Future Pathways. This indicates that by supporting people to make choices about their lives and support, Future Pathways enacts the vision of the Alliance that people with lived experience lead full, healthy and independent lives.

For some people this was about feeling more ownership in specific parts of their life, such as their relationships or their finances. For example, some people shared that accessing material support through Future Pathways had helped them feel more able to manage their finances. (38) We continued to hear feedback that accessing the Discretionary Fund particularly during difficult periods, helps people manage hardship and become more able to focus on their outcomes. We also see some examples of people we support accessing financial coaching from a Delivery Partner, or advice through third sector services which helped them feel more agency over their financial situation. For others independence was about being able to complete daily tasks, such as food shopping, or leaving the house to see friends and family, with appropriate support where this was needed.

In review conversations and feedback, people reflected about how Future Pathways support helped them make changes to how they think, feel and the choices they make. Four key themes emerged from this analysis.

Firstly, some people reflected that they now sought and accessed the support they needed when they recognised that it was needed. In only one quarter's sample of review conversations, four people told us that now, they seek emotional or practical support when they need it. And some people reported that they were now engaging with other services, like GPs, housing services and community services, proactively and independently. Others told us that they were interacting with the services in a different way than they were before. For example, they may be advocating for their needs more clearly. Given that people we support can find it difficult to trust services due to their past experiences, exercising greater control by seeking and accessing support can be deeply significant. You can read more about how our work contributes to people being able to access the right support for them at other services in the second chapter of this report.

38 In our last impact report, we presented what we had learned about how the increased cost of living was impacting people registered with Future Pathways. We found that people registered with us may be disproportionately affected by the impacts of the increased cost-of-living. Thus, financial agency can be a salient issue for the people we support.



“It’s changed my whole life focus and how I feel about myself. I always used to blame myself. Working with Future Pathways helped me speak about things and feel confident enough to make changes.”

**Person supported by Future Pathways**

Another theme was people accessing new opportunities. Some people described doing things they had never done before such as trying out a new skill or expanding their comfort zone in a way that felt safe.



“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. Then, I started going to other places in the city like the Gallery of Modern Art.”

**Person supported by Future Pathways**

Some people reflected that they had made changes to their lifestyle to support their mental health. For example, some people expressed that accessing Future Pathways support to purchase a gym membership or exercise equipment facilitated them to support their mental health by creating a routine and providing opportunities to socialise with others and exercise. People shared that these changes helped them to manage mental health challenges.



“When I woke up it was lovely to have a nice day, clean house. It really helps with my mind. I feel good about my house and myself for cleaning.”

**Person supported by Future Pathways**

## What they do differently: Take steps towards their evolving personal outcomes

(Progress: Great; Confidence: High)

For most people we support, Future Pathways support helps them take steps towards making the changes that are important to them. In our first and second feedback forms, we ask people accessing our support if they feel they have taken steps towards their goals. Eleven out of 15 respondents agreed or strongly agreed that they had.



In review conversations, many people reflected on the progress they had made towards their outcomes. Many people reflected that they had taken steps towards developing their relationships with others, be that people in their personal networks or in their wider communities. Some described taking steps like spending more quality time with loved ones. For others this was about expressing healthy boundaries and managing relationships that were less positive for them. And for others this was about developing a network of support from services, including Future Pathways. People accessing support consistently reflected an increased feeling of connectedness.



“I had nothing and nobody before[...] now that has changed.”

Person supported by Future Pathways

We also saw that many people progressed outcomes related to their health and wellbeing. In reviews, people described putting coping strategies they had learned into practice to progress outcomes around managing their anxiety and improving sleep. Examples include people developing a routine of physical exercise or a practice of working on creative projects to work towards their goals.



We can also see that progressing outcomes can have wider, unanticipated ripple effects beyond the individual's goals. In this example from the I.ROC project, we can see the impacts of progressing outcomes can influence multiple areas of people's lives. (39) In this review, the person reflected that identifying their goals helped them feel motivated, focused and in control of the changes they wanted to make. The person shared that, with support from their Support Coordinator, they were now taking steps to prioritise their own needs, such as exercising regularly and asking for support when needed. In turn, the person reflected that their mental health had improved, and they felt a renewed focus on themselves and their health. They shared that the support they had accessed at Future Pathways had also helped them start to trust other services more and feel more open to new opportunities. They expressed hope for achieving their outcomes in the future, and a feeling of pride in themselves.

On the other hand, in some reviews and feedback, some people feel that they have not been able to progress towards their outcomes. In a quarter of the review conversations we analysed, people identified no impact in relation to one or more of their outcomes. You can read more about the reasons people do not experience a positive impact of support, and the how Support Coordinators support people to move towards their outcomes over time in the "What difference does this make" section of the report.

39 This example has been anonymised and all identifiable information has been removed.

## What difference does this make: Life is better for people we support

(Progress: Great; Confidence: Some)

For most people who access Future Pathways, our support contributes to positive impact in their lives. Over the course of the year, we analysed 100 sampled My Outcomes review conversations. In 85% of the reviews that we looked at, people consistently reported experiencing a positive impact in relation to at least one outcome they identified with their Support Coordinator. Of these, 74% (n=63) identified at least one outcome which made a “big” impact on their lives. In responses to our feedback forms eight out of fifteen respondents told us they felt their life was better overall since accessing support at Future Pathways. Of these five people had only accessed Future Pathways support for around six months. That some respondents could already identify such a significant positive impact at this early stage of support is notable.



“[Future Pathways] made my life totally on a better path that I never thought possible.”

Person supported by Future Pathways

Many people accessing our support reflect that they have experienced an improvement in their mental wellbeing. Over a quarter of people whose reviews we sampled reported an improved sense of wellbeing. We can see that this means different things to different people. Some people reflected that they were experiencing less anxiety, stress and/or anger. Others told us that they were feeling more settled, comfortable, confident, proud of themselves, and/or at peace. Three people explicitly referred to feeling “happier”. And many people shared that being supported to make changes in their relationships had helped them feel more connected and less isolated.



“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

We also consistently receive feedback from some people which expresses that Future Pathways support was deeply needed and that they consider it to have significantly altered the trajectory of their lives. Small but consistent numbers of people give us feedback expressing uncertainty about what would have happened to them without Future Pathways, and appreciation for Future Pathways “lifesaving” support.

We receive consistent feedback from some people who perceive Future Pathways as instrumental in supporting them to survive difficult times in their lives. This feedback is particularly important given the wider context of the many inequalities that people with lived experience of in-care abuse and neglect can face, and how this can impact their life outcomes.

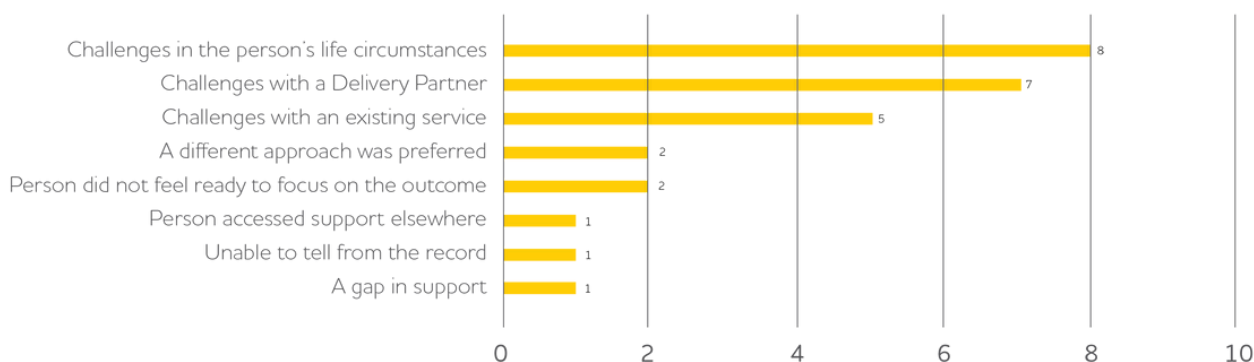


**“I really don't know what we would do without Future Pathways.”**

**Person supported by Future Pathways**

On the other hand, we continue to see that some people do not experience a positive impact in relation to one or more of the outcomes they identify. In 25% of the records we analysed, people reported that they had experienced some positive impact for some of their outcomes, but no impact for other outcomes over the last six months. And a very small minority of people experience no positive impact in relation to their outcomes over the last six months.

#### Reasons people identified for not experiencing a positive impact



Most commonly, people explained that this was related to their life circumstances. Many people shared that they were navigating caring responsibilities or health challenges which impacted their ability to progress the outcomes they had identified. In other instances, people challenges accessing external services. For example, six people referred to waiting for support to progress their outcomes, and three people had faced challenges with communicating with other services.

Review conversations provide us with snapshots in a person's overall journey with Future Pathways. But we know that, over time, the impact that people experience can change. So, we looked at a random sample of five records to see how their experience changed over time for people. For the sample, we chose to look at records where people had identified in one review conversation that they had not experienced a positive impact in relation to at least one of their outcomes.

We saw that this changed over time. In three of the records we sampled, people reviewed their support at a later date. In later reviews, we could see that support had progressed, and people had been supported to overcome or find new approaches to progressing outcomes. For example, in some records, people felt ready at a later point in support to focus on a particular outcome. In others, different supports had been put in place to enable the person to overcome barriers they had identified previously, or the person had tried out a different approach to moving forward with their outcome.

We can clearly see that people's experience of impact can evolve over the course of their journey with Future Pathways. This analysis demonstrates that progress towards outcomes is not linear, and that over time, Support Coordinators support people to overcome barriers, and find the right approach for them so that they can experience a positive impact of support

## What difference does this make: People we support feel a sense of freedom and purpose

(Progress: Some; Confidence: Some)

Small numbers of people consistently report that they experience a sense of freedom and purpose having accessed Future Pathways' support. In reviews with Support Coordinators and in other feedback, people relate freedom and purpose to a wide range of experiences facilitated by Future Pathways, such as learning new skills, accessing their records, and accessing accessibility aids. For some people, the support they had accessed through Future Pathways helped create the conditions for change by helping to alleviate the stress they experienced in their lives. This in turn created a sense of mental freedom which enabled them to explore what mattered most to them.



“Thank you so much the hardship payment. I'm so grateful to be able to get a food shop and petrol for the car to go shopping. This is such a massive help. I'd have went hungry or had to try to borrow money. Then that would have stressed me out because I'd have to ask someone and get into debt then worry about repaying it. Just thank you and Future Pathways for being there.”

**Person supported by Future Pathways**

Others did not report that they had experienced a sense of purpose up to this point, but of these, some identified the changes they wanted to make in their lives to experience more purpose in their own ways. In these instances, Future Pathways' support was perceived as creating the possibility of a more purposeful life once other more basic needs could be met.

We saw a particular theme around making a difference to others. This meant different things to different people. For some people this was about supporting a cause they believed in, by volunteering or taking on a role in their community. For others, this was about making a difference to the people in their lives, such as being more able to support and be supported by people in their lives. Others described the purpose and emotional freedom they experienced when sharing their story through a creative project such as writing. Here [Yvonne describes the sense of purpose](#) she gained from exploring volunteering opportunities.

This was a particularly powerful theme in the feedback we received from members of our lived experience voice group, Voices for a Better Future group. Nine members of the Voices for a Better Future group participated in a recent collaborative project which explored how we could develop peer support at Future Pathways. You can read more [about this project on our website](#). In the evaluation of this project, members fed back that they were highly motivated to take part in this project. Their motivation centred around making a difference to others who experienced abuse or neglect in care – both those who access Future Pathways, and those not accessing the service including young people who are still in care or leaving care.

Members of the group expressed how important it was to them to “get it right for people,” “not let people down”, and ultimately “prevent what happened to us continuing.” Here, Rikki describes the sense of purpose he experiences from being part of this community with shared goals.



“Just being at the meetings, I know I am there for the right reason, to make people realise that they have a voice [...] we are doing it to better people’s lives.”

**Person supported by Future Pathways**

You can read more about [Rikki's experience with Future Pathways on our website.](#)

While most people do not reflect on their sense of purpose in their feedback about their support, that we consistently receive some feedback about this, particularly from members of Voices for a Better Future, indicates that this is an important outcome for some people accessing support.

## What difference does this make: People move on from Future Pathways confidently and independently

(Progress: Some; Confidence: Some)

For many people, Future Pathways' support helps them to feel more positively about their future. In reviews, we receive consistent feedback that people are looking forward to future experiences or feeling more hopeful about their future. Around 15% of the reviews that we analysed in our sample referred to their hopes and plans for the future. In other feedback, people describe how Future Pathways support has encouraged them to access new opportunities or move forward in their lives.

In responses to our feedback forms, ten out of fifteen people told they feel more hopeful about their future since accessing Future Pathways support.

### Hopeful

10 out of 15 people feel more hopeful about their future since accessing Future Pathways support.



In addition, ten out of fifteen people felt more independent since accessing our support. This was most notable in feedback from people who had chosen to close or end their support, all of whom had accessed support for over a year. In this feedback four out of five people felt more independent. This indicates that Future Pathways support can help people feel more ready to move on from support, feeling confident and hopeful about their future. This can be a journey of many years. Over the last 6 years, we have learned that many people who register for Future Pathways' support experience complex, unmet needs, and are often disconnected from existing services and personal support networks. The change process that this evaluation describes, of building a trusting relationship, being supported to identify outcomes and strengths, and exercising greater self-efficacy, requires time.

# Independent

10 out of 15 people feel more independent since accessing Future Pathways.

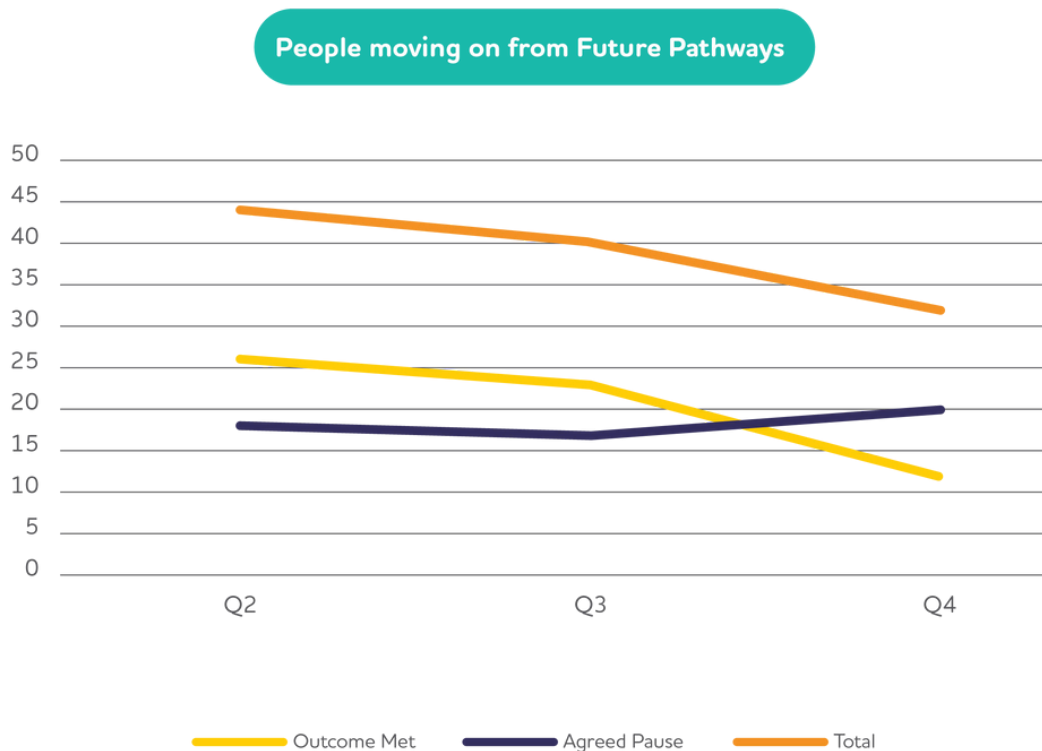


We identified that it was a risk that moving on from support would be difficult for people accessing Future Pathways. However, we can see that some people choose to close or pause their support with Future Pathways when they feel they have achieved their outcomes as much as possible, or when they feel support is no longer needed. This year, we started looking at how many people chose to close their support for these reasons, and we reviewed how measure this. This has helped us see that over the last nine months of the year, 116 decided to close their support with Future Pathways. (40) This has fluctuated over the period we looked at, and, overall, we can see that the number of people choosing to end their support has reduced (-27%) over this period. However, we can see that on average 13 people chose to move on from support at Future Pathways each month during this period.

40 This figure does not include the number of people whose support at Future Pathways ended due to the person ending contact. When someone does not respond to attempts to keep in contact, Support Coordinators reach out to offer support before we record that contact has ended. Over the last year, we have recorded that contact has ended with 81 people for this reason.



Most people close their support because they feel they have achieved their outcomes as much as possible. Over half of people who closed their support (53%, n=61) did so for this reason, on average around seven people each month. For 47% (n=55) of people who closed their support in this period, they did so because they felt that they did not need support currently. On average over this period, six people chose to end their support for this reason every month.



Sometimes, after ending their support at Future Pathways, people choose to re-engage with the service. This might be because their circumstances have changed since support ended, and they feel that Future Pathways support would be beneficial to them again. Over the last nine months, a minority (29%, n=34) of people who closed support re-engaged with support. Almost everyone (n=33) who re-engaged with support did so within six months of closing support. (41) From a sample of records, we can see that when people re-engage with Future Pathways support, most often people identify only one type of support that they wish to access, such as material or Delivery Partner support to meet an emergent need in their life. However, that most people do not reengage with support in the immediate period, indicates that some people feel able to move on from Future Pathways when the time is right for them.

41 We analysed a random sample of five records, and we noticed that a recording issue may mean we are slightly over-reporting the number of people who seek to return to access support, and under-reporting the amount of time between someone choosing to end their support and resuming support.

## Part 2: Outcome Pathway Two Enabling Wider Impact

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## Part 2: Outcome Pathway Two: Enabling Wider Impact

As well as supporting people registered with us to progress their personal outcomes, we aim to make a wider impact, so that people registered with us can access the right support for them at Future Pathways and beyond.

In our last impact report, Stepping Stones, we learned that, to some extent, this outcome is beyond Future Pathways' sphere of influence. We may never be able to fully understand our contribution to change in other services accessed by people with lived experience. We refined our theory of change to describe more clearly how we go about advocating for wider positive change. We identified that we work towards this outcome in three ways. We do this internally by learning about what works and doesn't work about our own approach. We also do this by championing the voices of people with lived experience and amplifying these voices to advocate for change. We also do this by sharing what we have learned with other professionals and services.

This chapter of our impact report tells the story of how, over the past year, Future Pathways has built on the foundation of our previous work to progress towards this outcome through these broad ranging activities.

What we do	Who with	How they feel	What they learn and gain	What they do differently	What difference does this make?
We learn about what works and what doesn't work about our approach. Progress: Great Confidence: High	People registered with Future Pathways Progress: Great Confidence: Some	Motivated to change from what we learn together. Progress: Some Confidence: Some	Knowledge and understanding of a trauma-informed approach. Progress: Some Confidence: Some	Access and use Future Pathways' learning. Progress: Some Confidence: Some	People we support are more able to access the support they need at Future Pathways and other services. Progress: Some Confidence: Low
We champion and support the voices of people with lived experience to advocate for positive change. Progress: Great Confidence: High	Delivery Partners Progress: Great Confidence: Some	Able to use their voice to influence and shape services. Progress: Some Confidence: Some	Understanding about how we can meaningfully innovate our approach to support. Progress: Some Confidence: Some	Respond positively and flexibly to people's needs. Progress: Some Confidence: Some	
We share our learning with Delivery Partners, existing services and our wider network. Progress: Great Confidence: High	Existing services that can benefit people registered Progress: Some Confidence: Low			See challenges as opportunities to learn together.	
	Alliance staff team Progress: Low Confidence: Low				


This outcome pathway is colour-coded according to our evidence standards. Here is a key for how colours correspond with our assessment of our progress and our confidence.

	Great Progress	Some Progress	Low Progress
High Confidence			
Some Confidence			
Low Confidence			

We colour-coded these steppingstones in two stages. An initial assessment of our confidence and progress was completed by the Impact and Evaluation Lead and Quality and Improvement Manager in Q4 of this year. A subsequent assessment was completed following analysis by the Impact and Evaluation Lead in discussion with relevant team members.

One steppingstone has not been colour-coded. This is because, we found that we did not have enough data to analyse the steppingstone. You can read our recommendations for refining our outcome pathways to apply these changes in the Next Steps section of this report. Please also note that we have not included a 'Who with' section in this chapter of the report. You can read more about who we work with to influence wider change, in the 'Who with' section of the first chapter of this report.

# Enabling Wider Impact




## What we do

- Learn about what works and what doesn't work about our approach
- Champion and support the voices of lived experience to advocate for wider positive change
- Share our learning




## How they feel

- Motivated to contribute to meaningful change
- An open, collaborative, trusting relationship
- Able to use their voice to influence and shape services




## What they learn and gain

- Knowledge and understanding of the trauma-informed approach
- : Understanding of how we can innovate and improve



## What they do differently

- Access and use Future Pathways' learning
- Respond to people's needs flexibly and positively



## What difference does this make

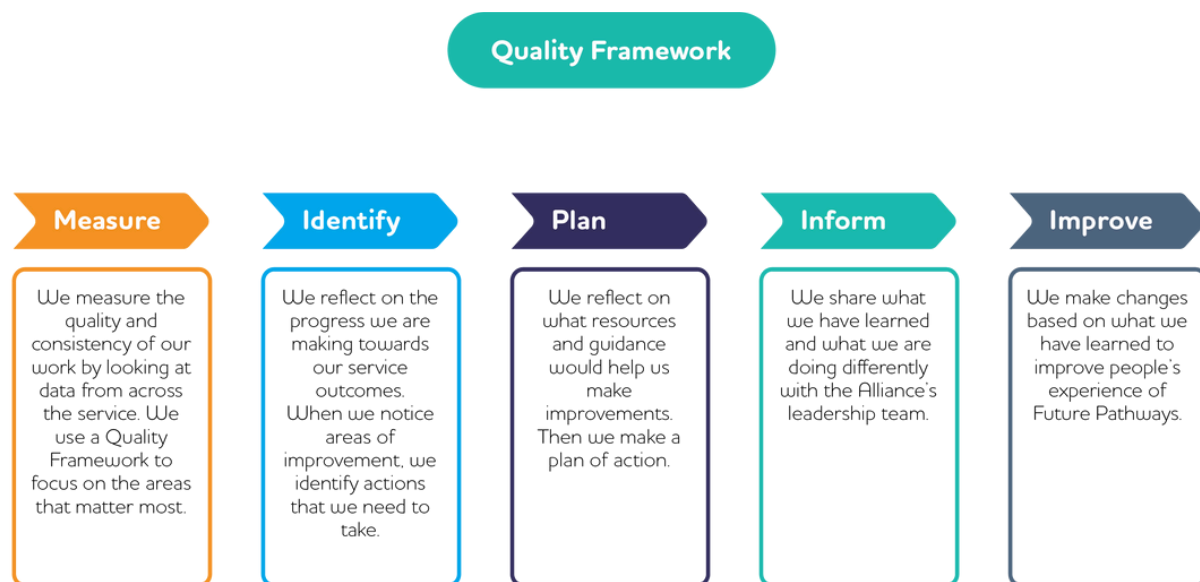
- People we support are more able to access the right support for them at Future Pathways and other services

# What we do: Learn about what works and what doesn't work about our approach

(Progress: Great; Confidence: High)

At Future Pathways, we continuously learn about what works and doesn't work about our approach to support. We use a Quality Framework to measure the quality and consistency of our work every three months. The framework helps us take a holistic look at the service. We look at evidence from across all areas of the service to identify:

- what works well
- the progress we are making
- any gaps in our practice and processes
- how this impacts people's experience at Future Pathways
- the steps we can take to improve
- the resources and/or guidance we might need to make changes



We take a collaborative approach to learning about our approach. The Quality Framework is overseen by our Quality and Improvement Manager, and team members across all teams at Future Pathways contribute to this process by analysing our data, reflecting on their own experiences, and participating in making changes.

As an example, our Quality Framework helped us identify the need to improve our recording practice by making changes to our data system, Carista, and how this could improve people's experience at Future Pathways. For several years, a working group of team members has worked closely with Rockpool, which runs Carista, to help us develop and improve the system and how we use it. Our aim was to make changes that would support us to stop relying on spreadsheets to store information; simplify how our data system looks and feels; and use the system in different ways so that people registered with us experience more streamlined support. (42)

We have now completed two phases of improvements to our data system and feedback from Rockpool and Future Pathways team members indicates that our approach has been collaborative, creative, and mutually beneficial.



“The relational approach to working together makes the world of difference. Our communication, responsiveness, flexibility and trust in the others’ knowledge and expertise all contribute to the positive outcomes we have achieved.”

**Carole-Anne Rodger, Quality and Improvement Manager**

This year we evaluated the impact of our work with Rockpool, and we will share what we have learned from this evaluation throughout this report.

42 While these were the original aims of our work with Rockpool, the aims of the project have evolved to respond to service priorities as they have arisen.

## What we do: Champion and support the voices of lived experience to advocate for wider positive change.

(Progress: Great; Confidence: High)

Another way we advocate for wider positive change to services is by supporting people with lived experience to use their voices to influence change. We do this by facilitating collaborative projects, which bring together people registered with us, Future Pathways team members and partner organisations, with the shared aim of helping Future Pathways and/or other services to improve, so that we can better support people with lived experience.

For example, in 2023, we worked collaboratively with people registered with Future Pathways, Alliance Partners and team members to refresh our approach to responding to and resolving complaints. The group was led by an external consultant, who helped us to identify themes in people's experiences of making a complaint at Future Pathways and across different services. The group then worked together to apply what we learned to develop a refreshed complaints policy at Future Pathways, and our Alliance Partner, Health in Mind.

We also undertook a collaborative project with Voices for a Better Future, Iriss (43), and Scottish Recovery Network (44) to co-design peer support at Future Pathways. As a group, we aimed to explore the peer support and engagement opportunities sought by people accessing Future Pathways; identify what these opportunities could look like; and develop ideas for Future Pathways to explore and test. During the project, participants reflected on the importance of working together to advocate for positive change at Future Pathways.



“This collaboration meant that we could share our lived and learned experiences and bring a range of perspectives together to look at things in new ways. It may have been the start of a longer process, but it has been one full of learning and potential.”

**Scottish Recovery Network**

We evaluated the experience of co-designing peer support, and we will share more about what we learned throughout this report.

Another way we amplify the voices of people with lived experience is through our communications. Throughout the year, we shared updates about [Voices for a Better Future](#). We developed a communications plan with the group, and we agreed how the group will raise awareness of their work, communicate effectively as a group, highlight their projects, inspire others, and share their experiences.

43 Iriss is a charity that works with people, workers and organisations in social work and social care in Scotland to help them use knowledge and innovation to make positive change happen. Iriss led the planning and delivery of co-design group meetings, involving two members of staff. They brought experience of leading co-design projects within this sector and a commitment to sharing learning with the wider sector.

44 Scottish Recovery Network brings people, services, and organisations across sectors together to create a mental health system powered by lived experience. The Scottish Recovery Network provided guidance and support to understand more about peer support, including how to share lived experience intentionally and helpfully.



We also created a new Features section of our website, a dedicated space for content created by and with people registered with us. Here, we spotlight projects, creative pieces and updates, showing the range of ways that support has created a positive impact. For example, [Marie-Anne wrote about her recovery journey and pathway to education](#). Ashley shared how she went back to painting and [created new pieces especially for the newsletter and website](#). And Grant shared how [developing skills in photography supported his mental health](#).

Through our communications, we also take part in campaigns and share information about wider services. For example, highlighting opportunities for care experienced people to take part in surveys, projects, volunteering or advocacy work. We also share information promoting positive mental health, with initiatives from key organisations and charities working in the sector, because we know that this is an important priority for many people we support.

In addition, in our communication with Delivery Partners, providers and services, we regularly highlight the demonstrable impact of our trauma-informed approach. In 2023, we re-introduced Connect, our newsletter for Delivery Partners, Alliance Partners, and providers we work with. Over 70 partners are subscribed to Connect. Over the last year, we have shared nine editions of Connect with our partners, ranging from roundups of our latest news to themed editions. For example, in a spotlight edition featured [resources on trauma-informed practice](#), [reflections from Support Coordinators](#) and [experiences of people supported by the service](#).

## What we do: Share our learning

(Progress: Great; Confidence: High)

Finally, we share what we have learned about supporting people with lived experience with services, professionals and our wider audiences. We do this in various ways.

Firstly, we share what we have learned about trauma-informed practice through our working relationships with other services and professionals who work alongside people with lived experience. For example, we are periodically contacted by researchers undertaking projects about topics relevant to people registered with us. (45) In these instances, we always offer support to the researcher to help ensure that the research materials, such as communications about the project and interview schedules are trauma informed. We also signpost to our own and other organisations' learning materials to help them consider how to describe their research and support people to engage. This year, we received some feedback from some Researchers that this support is helpful and enables them to see their project from a different perspective.

We also share our learning through our working relationships with our Delivery Partners and existing services. In our survey about how Support Coordinators work with existing services, respondents gave many examples of supporting existing services to work effectively with the person accessing support. In many responses, Support Coordinators described helping existing services to understand more about the signs and symptoms of trauma and how trauma can impact people. Many responses also described how the Support Coordinator helped facilitate effective, direct communication between the service and the person for example by bringing partners together in a meeting. In many responses, Support Coordinators highlighted that the person seeking support could find it difficult to communicate effectively with the service without initial support from their Support Coordinator. This was particularly notable in examples where statutory services – such as housing services, social work, and GPs – were involved in support. Many respondents noted that lack of trust for statutory services acted as a significant barrier to meaningful support. With the person's permission, Support Coordinators shared more information about the person's past or present circumstances, needs and outcomes, and shared their knowledge about trauma informed support.

We also share our learning more widely through our communications. As part of our website development, we enhanced our Learning section, creating two new areas of case studies: [Working Together](#), which highlighted our collaborative approach with Delivery Partners, and [Reflections](#), which gathered together pieces from Support Coordinators who reflected on different areas of their practice.

45 For some people we support, it is important to be able to contribute to wider positive change to policy and services beyond Future Pathways by taking part in research. However, being 'recruited' for research can feel impersonal, and the process and/or content of some projects could be triggering for some people registered with us. We therefore assess every research request we receive on a case-by-case basis, including the purpose of the project, what it involves, any ethical implications, and the safeguarding supports available. We arrange a discussion, where necessary, between the Impact & Evaluation Lead and the Researcher to ask further questions.

In August 2023, we [published our last impact report, Stepping Stones](#). We promoted the report through targeted newsletter content, additional [website features from the Alliance Manager](#), [Your Words highlighting key themes](#), and a [short version of our report which gives key information in just 8 pages](#).

As well as sharing more about the work of our Delivery Partners, we also shared resources created by other organisations we work closely with which may also be of interest to our audiences. For example, 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](#).

And in October 2023, we re-introduced Connect, our newsletter for Delivery Partners, Alliance Partners and providers we work with. This monthly e-newsletter gives us the opportunity to share our learning, highlight key projects, introduce new partners through spotlight features, and encourage feedback.

Finally, we share our learning through engagement opportunities. We shared our impact report findings at The Gathering in November 2023. Organised by SCVO (Scottish Council for Voluntary Organisations), The Gathering is the largest free voluntary sector event in the UK. Here, we shared our work through printed [summary impact reports](#) and key word postcards, and made 16 new connections with other services. We facilitated a presentation and workshop with Matter of Focus, who we work with to evaluate our service. Through our presentation, we shared how we worked collaboratively to create our last impact report, and our approach to evaluating the service. Our 50-person event was fully booked, and we were delighted to share our learning and lead discussions with a range of people from across the sector.

In February 2024, we also hosted a live webinar in collaboration with Matter of Focus. This focused on how we have worked in partnership to learn more about Future Pathways' impact and tell a story about the difference we make. Over 58 people attended this webinar, and many more (n=26) viewed a recording of the webinar if they were unable to attend. People who attended the webinar came from a wide range of professional contexts, such as policy, public sector, academia, and third sector indicating that learning about our approach is of interest to services and professionals across various sectors.

## How they feel: Motivated to contribute to meaningful change

(Progress: Some; Confidence: Some)

Evidence suggests that people accessing our support are highly motivated to contribute to meaningful change. When evaluating our recent co-design project, we asked participants with lived experience to give feedback about the experience of participating. Participants fed back that they were highly motivated to take part in this project. Their motivation centred around making a difference to others who experienced abuse or neglect in care - both those who access Future Pathways, and those not accessing the service including young people who are still in care or leaving care.

Participants expressed that it was important to them to “get it right for people,” “not let people down”, and ultimately “prevent what happened to us continuing.” During the project, participants shared experiences of knowing people who had died, having been unable to access or engage with support from services. Participants were highly motivated to mitigate the risk of people in need of support “falling through the gaps” between services by making support more accessible to people who may be unable or may struggle to engage with existing support at Future Pathways. Peer support was considered a potential way to do this.



“Peer support really has a huge amount of potential. It could really be a gamechanger and become a new chapter for Future Pathways.”

Person supported by Future Pathways

We also receive some feedback from our partners which indicates that they also feel motivated to contribute to change from what we learn together. Partner organisations who participated in our co-design project shared a mutual commitment to contributing to meaningful change. Partner organisations expressed their motivation to work together to address the need for peer supports at Future Pathways and that collaboration would support us to achieve this outcome.



“A common desire was to enable this to happen in Future Pathways, and not just happen, but to be brought to life in the best possible way, in tune with our ethos and values.”

Partner organisation



“This project shows the importance of people having an active role in their own recovery and working alongside others connected by similar experiences. It was an inspirational experience to work with the Voices group who expressed a strong desire to make a difference to future generations.”

Partner organisation

This feedback was echoed in our recent evaluation of our work with Rockpool. Some staff members reflected on the sense of motivation and “excitement” that Future Pathways team members and Rockpool experienced when contributing to changes to improve our support.



“It is really nice to see Rockpool and members of our team get excited about our progress with Carista.”

**Carole-Anne Rodger, Quality and Improvement Manager**

## How they feel: An open, collaborative, trusting relationship

This steppingstone is not currently represented in our outcome pathway. (46)

We also receive feedback from our Delivery Partners that overall, they experience a positive working relationship with Future Pathways, which, in many ways, mirrors the relationships we cultivate with people accessing support. One of the assumptions we identified is that other services see Future Pathways as trustworthy. We can see that for many Delivery Partners, this is the case. In responses to our Delivery Partner questionnaire, the words most commonly used to describe Future Pathways were “collaborative”, “open” and “person-centred” and “inclusive”, indicating a high level of trust in the service’s approach.



“The way we work together is perhaps different to many commercial relationships – genuinely built on trust, openness, flexibility and teamwork.”

**Stuart Whiteside, Director of Rockpool**

Eight out of ten respondents felt that working with Future Pathways was different to working with other services, and respondents told us that our transparent feedback, openness to dialogue, and focus on learning and improvement were examples of what makes Future Pathways different. For Delivery Partners, the most common way of giving feedback was in discussion with our Partner Relationship Lead indicating a strong, communicative relationship with the service.

### Different

8 out of 10 Delivery Partners feel that working with Future Pathways is different to working with other services.



46 The need to include this section emerged as the analysis developed. For this reason, this section does not have a progress and confidence rating. This steppingstone will be integrated into the next iteration of our second outcome pathway.

We also receive some feedback from partners that our wider communications and engagement activities are positively received. For example, we received several comments about our webinar describing it as “useful” “thought provoking” and “inspirational” and expressing appreciation for the information we shared. And we continue to receive feedback from Delivery Partners that developing a community of practice among partners working with Future Pathways would be of benefit, indicating that opportunities to work closely are highly valued by partners. However, on the other hand, we receive small volumes of feedback from Delivery Partners which indicates that some experiences with Future Pathways, such as our extensive due diligence process can cause feelings of being mistrusted. In most instances, when we receive this feedback, Delivery Partners report that discussing this with a Future Pathways staff member helps to clarify and reassure.

## How they feel: Able to use their voice to influence and shape services

(Progress: Some; Confidence: Some)



We receive feedback from some people we support that they feel able to use their voice to influence and shape services, including Future Pathways. In responses to our first and second feedback forms, ten out of fifteen people told us they feel they have opportunities to influence how Future Pathways develops.

“[Challenges are address] always with understanding and positive discussion.”  
Delivery Partner

This is echoed by feedback received from our partners. In our questionnaire, we asked Delivery Partners for their feedback about how we address challenges with them when they arise. Respondents who had faced challenges fed back positively about how we collaborate with Delivery Partners through difficulty. In responses, Delivery Partners described Future Pathways as approachable, responsive, collaborative, and professional in these circumstances. This feedback, and wider feedback from other Delivery Partners, indicates that partners experience Future Pathways as open to feedback and contributions.

Indeed, that many partners choose to participate in collaborative projects with us may also be an indicator that they feel able to contribute to positive change. In 2022, we undertook an [Action Learning Programme](#) involving nine Delivery Partners. In 2024, we built on the learning from this experience and worked alongside a group of five Delivery Partners as part of our Contracts Pilot Project. (47)

47 You can read more about this project in the What we do section of Outcome Pathway One.



Furthermore, there is also evidence that internally, we create a culture of encouraging team members to use their voice to influence and shape our service. We asked team members to respond to a survey about the developments we have made to Carista over the past two years. Some respondents (n=3) explicitly expressed appreciation for the developments that have been made, with two people specifically noting their thanks for the opportunities to provide feedback throughout the process, indicating that they felt able to influence the change process.

However, it must be noted that there are gaps in our understanding of how people feel when they engage learning more about our support, supporting the voices of lived experiences, and sharing our learning. While we evaluate our work with Delivery Partners, we do not currently evaluate if other partners we work alongside, such as existing services, experience Future Pathways in the same way. While we receive positive feedback from people registered with us about the experience of contributing to our communications, we lack purposefully gathered feedback about the impact of our wider communications and engagement activities, and this limits our ability to accurately reflect how people feel when engaging with this.

## What they learn and gain: Knowledge and understanding of the trauma-informed approach

(Progress: Some; Confidence: Some)

We have some evidence that our Delivery Partners gain knowledge and understanding of a trauma informed approach through our work. Nine out of ten Delivery Partners who responded to our questionnaire agreed that they had learned more about the challenges and needs of people supported by Future Pathways through our work together.

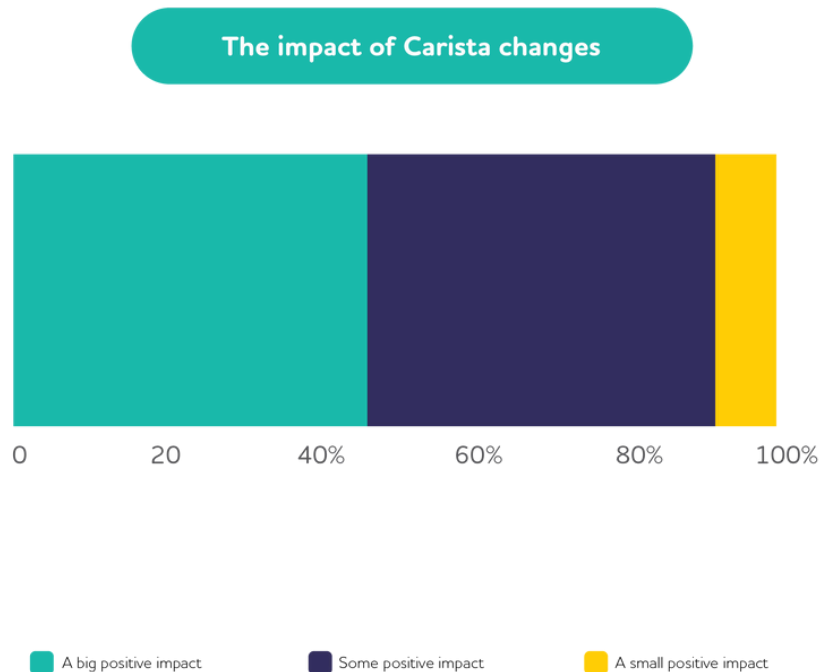
### Learning

9 out of 10 Delivery Partners feel they have learned more about the challenges and needs of people supported by Future Pathways.



## What they learn and gain: Understanding of how we can innovate and improve

(Progress: Some; Confidence: Some)



We have good evidence that within Future Pathways we learn more about how we can meaningfully innovate to improve our approach to support. In our recent evaluation of our work with Rockpool, participants highlighted that we had gained several meaningful improvements to our data system which had made a difference to our work. All respondents to our survey agreed that the changes made to our data system had made a positive impact on their work. Team members shared that making changes to our data system helped them save time, complete important tasks, keep people's records up to date, find the information they needed and feel more confident in the quality of our data. People used words and phrases such as "smoother" and "streamlined" to describe their experience of our improved data system.

Our collaborative work to highlight the voices of people with lived experience also helps us to innovate and improve. Our recent codesign project helped us learn more about what is missing for people accessing support at Future Pathways and develop a better understanding of how we can respond to the need for peer support at Future Pathways. The co-design project involved fifteen participants who had a range of views about what peer support could involve at Future Pathways. However, several key themes emerged from our work together. We learned that people with lived experience seek opportunities to share and hear stories of recovery; connect with others; and use their voices to influence positive change within and beyond Future Pathways. We also learned that peer support at Future Pathways must be well supported and must focus on empowering people supported by Future Pathways to continue tapping their potential to evolve peer supports over time.

## What they do differently: Access and use Future Pathways' learning

(Progress: Some; Confidence: Some)

Within Future Pathways, we have strong evidence that we apply what we learn about our approach to make positive changes to our support. We take a collaborative approach to making evidence-based improvements. When areas of improvement are identified through our Quality Framework, often groups comprising team members from across the service pool their expertise to explore options and find the right way forward. For example, our Quality Framework previously helped us identify that our approach to outcomes conversations was an area of improvement for the service. As a result, we undertook the I.ROC project this year.<sup>45</sup> The project drew together expertise from team members across the service including Support Coordinators from each of our five support coordination teams.

We also have evidence that many of our partners access our learning. We identified the top performing content included in our Connect e-newsletter since it launched. We found that partners subscribed to Connect were most likely to engage with content around our last impact report; practice guides (such as our guide to trauma informed practice, and resources created by other organisations); experiences of people we support; interviews with our Delivery Partners; and information about how we support people.



“The great results achieved at Future Pathways gives us a confidence in our approach and we try to apply this across all of our projects whenever possible.”

**Stuart Whiteside, Director of Rockpool**

It is difficult to determine the extent to which partners apply our learning to make changes to their approach. Indeed, one of the assumptions we identified was that other services would need to have the capacity to partner with Future Pathways and embed trauma informed practices. We recognise that measuring this is outside our sphere of influence. That said, we welcome feedback from our partners and existing services about the positive ripple effects of our collective input, and how collaboration with Future Pathways adds value to their work with people with lived experience.

## What they do differently: Respond to people's needs flexibly and positively

(Progress: Some; Confidence: Some)

We have some evidence that partners make changes to respond positively and flexibly to people's needs, having worked alongside Future Pathways. In our evaluation of our work with Rockpool, the partner reflected that they had applied what they had learned at Future Pathways to their work with other clients. And in responses to our Delivery Partner questionnaire, 6 out of 10 respondents shared that they made changes to how they work because of what they have learned.

We receive some feedback from Delivery Partners which indicates that some providers make changes to the training they provide staff to equip them with the knowledge needed to provide effective support to people registered with us. We would benefit from learning more about the changes that our partners make based on what they learn through our collective work.

Existing services may also make changes to their approach to support, following input from Future Pathways. When we surveyed Support Coordinators about their experiences of working with existing services, most respondents described changes that the partner made to enable the person to engage meaningfully with the support available. Some partners engaged with meetings with the person and the Support Coordinator to discuss the person's needs and outcomes. In other responses, Support Coordinators described helping partners to take the person's trauma into account when making decisions and communicating about the person's support. In other instances, the Support Coordinator described the partner engaging in conversations about how to approach support, or to identify helpful adjustments that would facilitate the person's engagement in support. These examples indicate that existing services may put learning into practice to improve how they support people accessing Future Pathways. However, these responses represent the perspective of Support Coordinators, not our partners in existing services. It is therefore difficult to determine whether these changes would have taken place without Future Pathways' input.

It is also clear that, at Future Pathways, we take action to improve so that we can ensure that people with lived experience are able to access the right support for them at Future Pathways. In our evaluation of our work with Rockpool, we asked team members about the changes that had made the biggest difference to their work. Respondents reported that a wide range of developments had improved their experience of using our data system. Most responses (n=7) referred to changes which enable us to register people with the service more easily. Other themes in this evaluation were that the changes we have made help people keep track of different types of support or keep up to date with important tasks.



“We have been on a journey with Rockpool. Carista, as it used to be, did not meet our needs as a service. Now, it has become our “source of truth”. We have very much shifted towards constantly exploring what it can do and how it can help us improve.”

**Carole-Anne Rodger, Quality and Improvement Manager**

## What difference does this make: People we support are more able to access the right support for them at Future Pathways and other services.

(Progress: Some; Confidence: Low)

We can see that our commitment to learning about what works and what doesn't work about our approach drives data-driven service improvements at Future Pathways. In our evaluation of our work with Rockpool, we asked staff members about the difference that changes had made for them. In some responses, some people reflected on how these changes benefitted their approach to providing support to people registered with us. One person shared that it had made them "much more outcome focused" and another shared that it had improved how they have discussions about accessing material support with people we support.



"We have seen that small changes can have a big impact on people's experience and nudged them towards working in a more efficient way. This makes a huge difference."

**Stuart Whiteside, Director of Rockpool**

We also have some evidence that our work makes a difference in individuals' experiences of support at other services, such as at existing services. In responses to our Support Coordinator survey about our work with existing services, many people shared that our support had contributed to people being able to access the right support for them at other services. In some (n=3), Support Coordinators shared examples of people feeling listened to, heard, and supported by the existing service. In others, Support Coordinators described people feeling more able to participate actively in their support planning with the service or being more able to access the support (such as housing and mental health support) that was right for them. In one response, a Support Coordinator reflected that without advocating for their needs, the person may never have been able to access the right support for them. And in one poignant example, a Support Coordinator shared the long-term impact of this support for the person, namely that they felt able to repair some of the longstanding mistrust they previously felt for statutory services.

It is not possible to determine the extent of Future Pathways' contribution to making effective support more widely available to people registered with us. Embedding positive changes within other services is beyond Future Pathways' sphere of influence and is impacted by many different factors such as the availability resources and service culture. It is our hope that by supporting people in this way, people can gradually lessen the impact of their trauma, and to access the right support for them from other services. We also hope that by committing to continuous improvement, championing the voices of lived experience, and sharing what we have learned, we will spur conversation and reflection. We aim for our findings to create the potential for lasting and tangible change across the wider landscape of services that may be accessed by people registered with Future Pathways so that people can fully exercise their right to access support.

Conclusion

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## Conclusion

This evaluation tells a clear story about the support that people access at Future Pathways and the difference it can make. We see that many people who access our support build deeply meaningful relationships with their Support Coordinators, and that through this relationship, people are supported to find their own pathways to change. We see that these pathways align with what support means to them, and that this is unique to each person. And we see that, by facilitating people to access resources that are tailored to their outcomes, we support people to make significant changes in their lives.

Just as support means different things to different people, this evaluation shows that the impact experienced is unique to each person who accesses Future Pathways. That said, we can see that the changes people make can help them to address, or begin to address, some of the inequalities they have experienced in their lives so that life feels freer, more purposeful, and better than before. It is a testament to the personal strengths and resilience of people we support, many of whom face barriers to accessing the right support for them, that we can see this impact.

As such, this evaluation responds to many of the questions posed in our last impact report, Stepping Stones, and it reflects a fuller understanding of our approach and our impact. The report identifies some continued themes. In our first outcome pathway, we continue to see that high numbers of people register for our support, and that improving mental wellbeing is a priority for many people. We continue to hear that for most people accessing Future Pathways, our support contributes to positive impacts in their lives, especially in relation to mental wellbeing. For many people, understanding themselves and their trauma better, and improving their sense of self-worth are integral to this change process. Notably, we also continue to receive feedback that our support is deeply needed and that, in some instances, it can save a person's life.

Our second pathway is about our progress towards enabling people to access the right support for them at Future Pathways and at other services. Here, we continued to see strong evidence that our focus on continuous improvement drives us to provide a high quality of support to people registered with us. We also continue to see that we work with a wide range of partners who often share that they have a positive working relationship with the service. And we continue to observe that, in some instances, partners make changes to their practice to improve the support they offer to individuals.

As well as strengthening what we have learned in previous impact reports, this evaluation also helped us identify new learnings for the service. We developed our understanding of who is registered with us and who is accessing our support, and particularly of the inequalities that many people registered with us can face. We learned that people we support seek change in many different aspects of their lives, extending beyond their mental health, such as their relationships, physical health and their purpose and direction. And we learned more about our relational approach to support and how this approach helps people to choose the right pathway to change for them.



We explored how people's experience at Future Pathways can evolve, and how, over time, our support can help people take steps towards their outcomes by engaging with new opportunities; and developing connections with peers, loved ones and/or with other services. We learned that these changes could contribute to people feeling more purposeful, free, and able, in some instances, to move on from support. On the other hand, we learned more about what could hinder this impact, such as challenges accessing the right services for them, and navigating difficult life circumstances. Evaluating our first outcome pathway also helped us identify that there are some voices we are not currently hearing. While this report tells the story of the impact experienced by many of the people accessing our support, it does not accurately reflect the experiences of people waiting for our support. This is a known gap in our knowledge, which we should prioritise in future evaluations.

Our second strategic outcome is broad in scope, and this limits our ability to determine the progress we are making towards our intended impact. However, we also built on our previous learning about our second outcome pathway through this evaluation. We learned more about the existing services we work alongside, and about how our approach amplifies the voices of people with lived experience. We explored how we share our learning more widely, and how our approach supports people registered with us and our partners to harness our collective motivation to make meaningful changes at Future Pathways and beyond. We also learned where we have gaps in our knowledge. Our evaluation thus far does not fully reflect the experiences of the partners that we work alongside, such as our Alliance Partners, existing services, and non-contracted services. We will prioritise learning more about these perspectives in future evaluations.

Throughout this report, we interrogated our risks and assumptions about the difference we make, and this helped us consider how our context affects our impact. On one hand, this evaluation demonstrated that we effectively mitigate some of the risks we initially identified. For example, despite it being understandably difficult for many people registered with us to feel able to trust services, many people we support develop a relationship with Future Pathways in which they feel safe, understood, and cared about.

On the other hand, some of the risks we identified persist. High numbers of people need support, which has led to many people experiencing a long wait time before accessing support. We can also see that it may be hard for some groups of people to access Future Pathways in the first instance. That these risks persist indicates that Future Pathways continues to operate within a challenging context, and that these risks must be managed in a considered way on an ongoing basis. With this wider context in mind, it is particularly notable that Future Pathways contributes to meaningful impact for many services, and people accessing our support.

Our next steps

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## Our next steps

Evaluating our support and impact in this report helped us identify gaps in our knowledge.

### What we are doing

We knew about some of these gaps already, so we have already begun to address some of these. Here is a summary of what we are doing to enhance our support and impact evaluation.

We are:

**1) Updating our approach to discussing personal outcomes with people accessing Future Pathways, and planning and reviewing support in a flexible, trauma informed way.**

This will help us to learn more about the relative contributions of different types of support, and about how and when people choose to close their support at Future Pathways. It will also help us reflect our impact more fully.

**2) Learning more about the experiences of people waiting for our support, and people who end contact with the service.**

We are widening engagement with our feedback systems to include people who end contact with the service and people waiting for our support so that we can reflect these experiences more fully in our future evaluations.

**3) Evaluating our approach to feedback and complaints and its impact for people registered.**

This year, we worked together with people supported by the service and partners to develop a refreshed approach to resolving complaints. We are continuing to develop a new complaints and resolutions policy based on this work, and we plan to evaluate the impact of our approach once implemented.

## What we will do

This evaluation also helped us discover some gaps in our understanding that we did not know about. Here is a summary of actions we will take in response to what we learned.

### We will:

#### **1) Learn more about the impacts of the Voices for a Better Future group.**

We learned that being part of the Voices for a Better Future group can contribute to positive outcomes for participants and the group contributes to our collective outcomes around advocating for wider change. We will carry out an evaluation so we can learn more about the impacts of the group. We will share what we learn from this project.

#### **2) Learn more about our relationships with Alliance Partners, existing services, and providers and the impact of our collective work.**

We learned that there are gaps in our understanding of our relationships with these important stakeholders. We will draw on what we learned through our Contracts Pilot Project to evaluate our relationships with these partners, and our collective impact, including the impact of sharing our learning, and amplifying the voices of lived experience.

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## Bibliography

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Further resources

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## Further resources

Future Pathways Impact and Learning  
[Impact | Future Pathways \(future-pathways.co.uk\)](https://future-pathways.co.uk)

Stepping Stones: Future Pathways Impact report 2016 – 2022  
[Stepping Stones - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk)

The Promise  
[The Promise](#)

Redress Support Service  
[Redress Support Service | Support for people in their journey towards redress \(redress-support.scot\)](https://redress-support.scot)

Scottish Child Abuse Inquiry  
[Scottish Child Abuse Inquiry | Investigating the abuse of children in care in Scotland](#)

National Confidential Forum  
[What is a National Confidential Forum? - National Confidential Forum - A consultation on the creation of a Forum for Adult Survivors of Childhood Abuse in Residential Care - gov.scot \(www.gov.scot\)](https://www.gov.scot)

CAPs project  
[CAPS Future Pathways consultation report published - CAPS \(capsadvocacy.org\)](https://capsadvocacy.org)

Making Pathways Together project  
[Making Pathways Together - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk)

Voices for a Better Future  
[Voices for a Better Future - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://future-pathways.co.uk)



Further help

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## Further help

### The Samaritans

The Samaritans offer a safe place for you to talk any time you like. You can talk in your own way about whatever is going on. They have a helpline, email service, letter service and a self-help app.

Helpline open 24 hours a day, 365 days a year.

Phone for free on 116123

[www.samaritans.org](http://www.samaritans.org)

### Breathing Space

Breathing Space is a free and confidential phone service for anyone in Scotland over the age of 16 who is feeling low, depressed or anxious.

Open 6pm to 2am Monday to Thursday, and 6pm to 6am Friday to Sunday.

Phone for free on 0800 83 85 87

[www.breathingspace.scot](http://www.breathingspace.scot)

### Shout

Shout is a free, confidential, text messaging support service for anyone who is finding it difficult to cope.

Text SHOUT to 8525

[giveusashout.org](http://giveusashout.org)

