



FUTURE  
PATHWAYS

Pathways to Change  
MINI REPORT



We have a new impact report.

The report is about how we make a difference to people we work with and to other services. The report is based on information from across the service. For example, from feedback people have shared with us, and information about what kind of supports people access.

We called the report Pathways to Change because everyone has their own pathway as they work towards their goals.



We build good relationships with the people we support.

Often, we talk to people about what matters most to them. For example, better mental health. We also take time to get to know people. Getting to know people helps them feel safe and able to trust the service. It makes people feel seen, cared about and valued. However, we have been told that some things about Future Pathways can be very difficult, such as waiting for support.



At Future Pathways, support is different for everyone.

We make sure that support is right for each person and what they want to work towards. When someone's goals change, support can change too. This year, most people accessed our fund. Many people accessed support from other services we work with too, such as counselling. We also helped people get support from other services, such as GP practices.



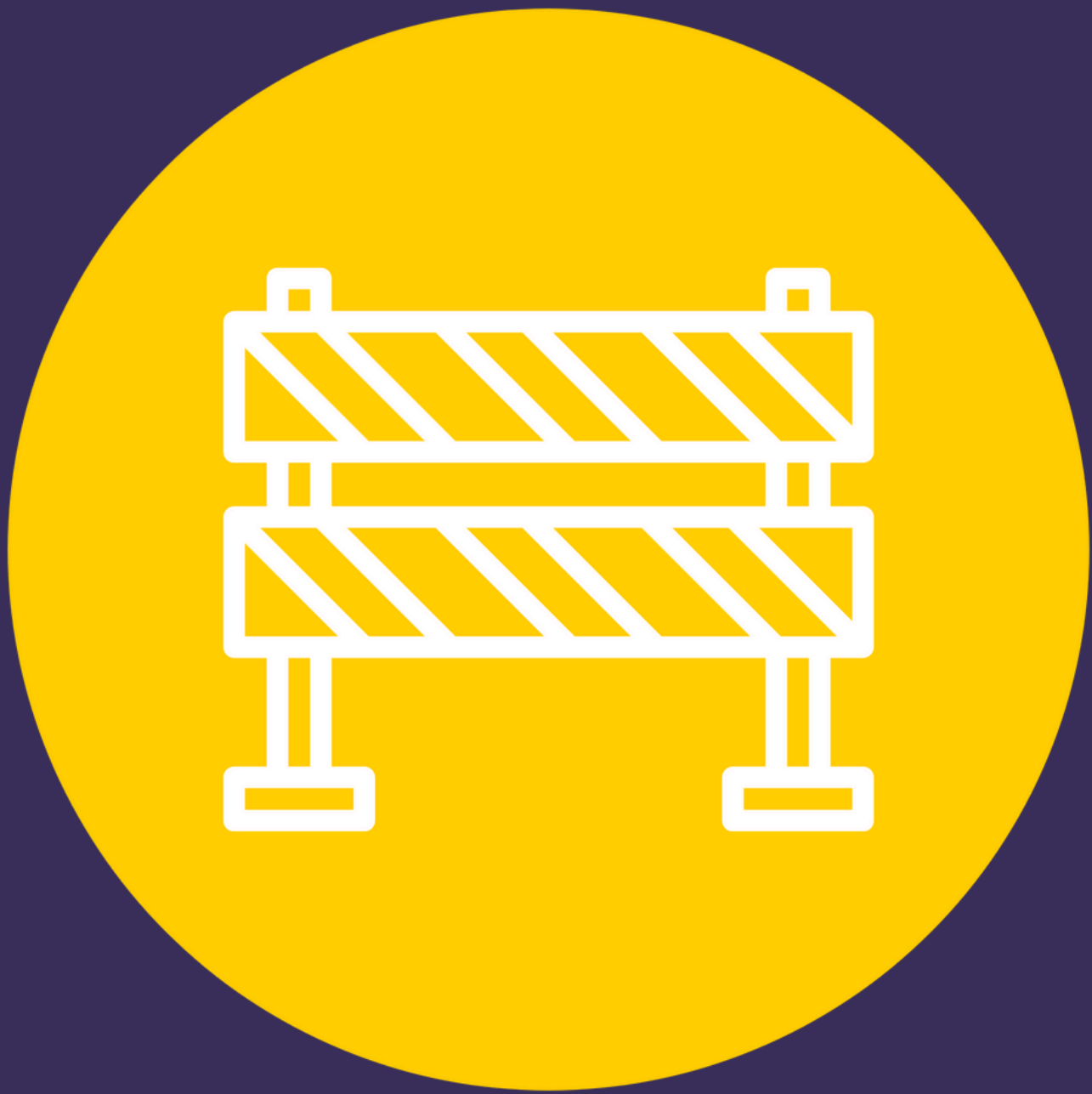
We also support people to help us and other services improve.

Helping us and other services to get better at what we do is important to many people we support. We work together with people to learn about what works and does not work about our support. We also help people give feedback to other services. This helps us and other services to improve our support.



Our support can make a big impact.

The impact we make is different for everyone depending on their needs. Finding the right pathway for people can help them feel more independent. It can help them make choices about their life and about support.



Support can also help people with challenges they have faced in their life.

People we work with are more likely to live in places where it is hard to access services. They are also more likely to be disabled, have a health condition, or to face challenges like being homeless.

Accessing our support can help with these challenges and lead to positive change.



After accessing support, some people feel more free.

For many people, our support helps them feel better about the future. Some people feel they have more purpose. Some people feel they can make a difference to others.





We want to keep learning about people we support and the impact we make.

There is a lot we do not know about the people Future Pathways is here for. For example, how many people have experienced abuse or neglect while in care in Scotland. It is important that we keep learning so that we can get better at what we do and get support right for the people who need it.



## What we are doing

Now, we are:

- updating how we talk about support planning with people we work with
- learning more about what it is like for people on our waitlist and people who end their support with us
- looking at how we respond to feedback and complaints and the impact this has.



## Next steps

We will:

- learn more about how Voices for a Better Future makes a difference
- learn more about how we work with our partners and the impact this makes.



## Find out more

To read the Pathways to Change report,  
or our summary report, go to

[www.future-pathways.co.uk/  
pathways-to-change](http://www.future-pathways.co.uk/pathways-to-change)