



FUTURE  
PATHWAYS

# Pathways to Change Summary Report





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## Key Terms

### Delivery Partners

**Delivery Partners** are professionals or services from whom we commission support in behalf of someone receiving Future Pathways.

### Discretionary Fund

The **Discretionary Fund** is what the rest can be accessed by people supporting Future Pathways. It is used to purchase material and/or other digital products (including purchases to support people's storage, banking and non-structured professional support or services) that is not otherwise delivered by, or developed/affected via, someone's personal resources.

### Existing partners

**Existing partners** are partner organisations with whom we collaborate with in other areas and already receive that direct commission support from existing services. Here we 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 receiving support, contributors, people who have previously received our support, and people who either no longer receiving support, contributed but are not receiving our other elements of support (just as the focus 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 on support

**People on support** refers to people who are registered with us who are receiving support contributions.

## People with least experience

People with least experience in the context of reports refers to people who have experienced abuse or neglect effects but do not consider the experience as the worst 'outcome' in the reporting domain. A person with least experience has understood that his/her negative effect has experience of abuse or neglect experiences that tend to describe themselves and/or other people, but have not used the term in the report. Individuals with least without intention use all steps over the week they feel prepared.

## Personal outcomes

Personal outcomes (or outcomes) refers to other matters, beyond the person and the changes they experience in their life/years. Outcomes are unique to them. For example, someone who states they have experience from independence in their life.

## Relational approach

Relational approach is a way of supporting people that focuses on the connection we have with people rather than using support in a conventional way. A relational approach involves a recognition that relationships are complex and they fluctuate and they are influenced by many factors.

## Theory of change

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

## Introduction to Future Pathways

Future Pathways provides support to people who experienced abuse as teenagers when they were a part of the Commonwealth system.

The service is following the 10 Care Reviewer Advice, which consists of four pillars: Clinical Psychological Services, Family Health, Critical Incidents, Therapeutic and Supportive Communities. Future Pathways is led by the Health Services.

The Advice was created in 2016 after many years of advocacy by people with lived experience. It was created and reviewed through the National Child Abuse Inquiry and the Health Services inquiry about the need for support for people with lived experience.

The vision of the Advice is that people with lived experience feel safe, healthy and empowered in their lives. Future Pathways aims to do this by:

- 1. Helping people experience with care, access support that is right for them.
- 2. Helping other services to learn and improve so they can provide more effective support to people with lived experience.

In this report we present what we have learned about our approach, and our progress towards these aims since our last report in 2019. We also share what we have done in response to what we have learned and our next steps.

## Our model of support

The main way we provide support is through support coordinators. When support begins, the person works with a dedicated Support Coordinator. Together they have conversations about the person's interests, activities and goals for the person's support. The Support Coordinator then facilitates access to a wide range of resources and services which are aligned with their personal interests.

Everyone's support is tailored to their personal interests, which is a unique to them. Support coordinators manage support with the person at two main components. The main, ongoing or the impact of the support that has been assessed and exploring any changes that are needed.

People registered with us can also connect with Future Pathways and our peers through our community events. These include our newsletters, online and social media. We also periodically facilitate engagement opportunities. These focus on connecting and developing relationships with our audience including people registered with us.

Our best experience was group focus for a future focus is an example of a Future Pathways' engagement opportunity. The group comprises 10 people who have received Future Pathways' support, two representatives from the Local Government and one person from Future Pathways. It provides a safe space where members can offer guidance and advice to the new starting team. The group also influences and raises the best on aspects of the development of Future Pathways.

### Experiences

We can witness, you can read the experiences of people who have accessed our support. [John, Anna, Alex](#) and many others share the different support they have accessed and their unique experience of Future Pathways. [www.future-pathways.com.au/our-help-experiences](#)

You can subscribe to the main Future Pathways' newsletter at [www.future-pathways.com.au/newsletter](#)

### Values for a better future

The group brings together people who experienced shared an impact while they were children in the foster care system. Members of the group want to make a difference. They want to help improve services and support for other people that can move about their life coping with it. [www.future-pathways.com.au/our-values-for-a-better-future](#)

## Our evaluation approach

We use the **Master of Flow** approach to evaluate our services. The master plan assesses a series of questions to assess whether, of change, that someone pathway, if theory of change is a framework for understanding how and why a change happens within a particular context.

We use six simple questions to assess our outcome pathways:

- 1. **What does Flow change do?**
- 2. **Who do we work with?**
- 3. **How do people feel when they engage with us?**
- 4. **What do they learn and gain when they engage with us?**
- 5. **What do they do differently?**
- 6. **What difference does the model?**

We use these questions to:

- 1. **Map out the differences we believe we make and how we do so.**
- 2. **Consider how our services can support or hinder our impact.**
- 3. **Test our theory of change by seeing whether there are any in the context.**
- 4. **Reflect on what we have learned and the progress we have made.**
- 5. **Reflect our theory of change and better reflect our approach and impact.**

The approach has helped us to gradually deepen our understanding of the difference we make and where we can do it better. It has also supported our impact.

### **Master of Flow**

We work with Master of Flow to help us evaluate the difference we make and how we do it. It is a tool to help us think about and measure the difference we make, what we do with together. We can use it to help us

work better pathways with Master of Flow



## Our data sources

The content of each page of data from across the service is captured our reports.

The included information about:

- The *how* of people who register with *Focus Pathways* (for example, the number of people who register online and others they meet about the service)
- People registered with the service (such as their age, address and information about their life experiences)
- Support conversations people have (for example, the support planning and review conversations people have with their Support Coaches)
- Requests for health services (such as referrals to primary doctors)
- People's experiences with *Focus Pathways* (including feedback on reviews)
- How well we are meeting services (such as referring people to secondary and specialist services)
- Our internal and external communications (including our public websites)
- Having the views about the experiences of people with lived experience

There are some limitations to the data we take into the report. For example, we know that some of our data sources only represent the views of some of the people using *Focus Pathways*. This also means that there might be things people contact about that are not in our feedback or information about themselves. Therefore, it is likely that this report under-represents the total feedback we receive. However, we believe it is a safe range of information to share with us and to be written in our findings.

The figures and analysis presented in the report are accurate as of the 31st March 2024 when the report refers to 'this year' or refers to the 2023/24 financial year (from 2023 to March 2024).

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

This part of the report shows our first outcome pathway which focuses on the difference we make through our most supported people registered with Future Housing.

What we do

Who with

How they feel

What they learn and gain

What they do differently

What difference does this make

## What we do:

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

At Future Pathways, we aim to take a relational approach to support. Evidence indicates that this is an important part of our work, so that Future Pathways' team members, what their relationships with colleagues, partners and people we support are important. Team members also highlight that this means reflection and collaboration, pay along with a focus on ensuring structural support. Our Quality Framework also demonstrates that we consistently create opportunities for team members to learn, reflect and contribute to personal and service development.

We also have good evidence that we take a relational approach to supporting people throughout their experience at Future Pathways, including during periods of difficulty. We have strong evidence that we provide funding, trust and mutual understanding. Support Centres have identified that using the strategy to know people and using a holistic approach helps them to deliver meaningful conversations and relationships with people accessing support.



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

[More thoughts, Allison Manager](#)

We also take a relational approach to working with Gateway Partners by building trust, being transparent and using the strategy to know them. We receive positive feedback from Gateway Partners about our approach and our Quality Framework reports that this is consistently demonstrated in our relational approach when working with other services.

We also create opportunities for Gateway Partners to contribute to Future Pathways by going in feedback and working alongside us to develop the service. For example, this year we asked Gateway Partners to share their experiences of working with the service through a questionnaire.

In the future, we want to learn more about our relationships with other types of services, such as existing services and trust, connected services, how we can be a learning partner, our understanding,

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

### Communicating about our support

Through our communications this year we have been able to raise awareness of Future Pathways support. For example we refreshed our leaflets with input from people supported by the service, we refreshed our leaflet across 127 surgeries, primary care and community centres, this also created a downloadable version, British Sign Language version and Easy Read interpretation of our leaflet. We also refreshed our website, which has led to a 20% increase in views over the last year.

#### **Accessible formats**

We can download our leaflet, view the British Sign Language version and download the Easy Read interpretation of our website here: <https://future-pathways.nhs.uk/how-we-help/other-formats>

### Reaching about our support

People hear about Future Pathways in different ways, some people hear about Future Pathways from someone they know that they know also.

The suggestion that people who have accessed our support had contacted someone they know to get help was that we might use their stories or testimonials for people who are less comfortable with others with lived experience or who do not know someone who has accessed Future Pathways to access our support.

Some people hear about us from other services. For example we learned that some people might be hearing about Future Pathways through their GP practices with them then we probably thought this might be the other services that we could use to promote our support to people if however, it may also mean that it is harder for people being challenging the structures that will not involving other services to register for our support.

## How people heard about us



*Source: 2016 Surveying "The Good Childhood Team"*

### Beginning for support

People request for Family Gateway support by leaving a phone consultation with Support Coordinator. Over the last three years, the number of people requesting with the service has increased nearly five times the number of people requesting with the service in Queensland over time. This year the number of people requesting with Family Gateway was comparable with the previous year.

This year 148 people requested with Family Gateway, an average of 24 people requested with us each month.

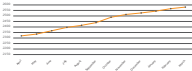
### Waiting for support

Because high numbers of people request for our support, and people often access support for extended periods, waiting for our support has developed over time. Over the last year the number of people waiting for support has more than doubled to 184 people.

It is not always possible for us to help too long people with their need to access support. People are aged over 80 years old and have a serious illness, we put them in contact with a Support Coordinator as a matter of priority. In all other instances we offer support in the order that people request with us. Currently, people are waiting over 26 months before accessing support coordination.

While people are waiting to access Family Gateway, we support them in other ways so they do not to often request in the meantime with a secondary service. While in our waiting list, they people often do not communicate their needs through our channels, indicating that the most common requirement is people waiting for support.

## Total people registered with Future Pathways 2023/4



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

To ensure that support is aligned to each person's needs we have talked conversations with people who participate that sometimes this can be help people identify their outcomes and track those over time against goals and ways to best using resources we can to make how support is going with people receiving support.

When people receiving our support feel or have not support planning and track conversation with their support coordinators over the course of the year.<sup>17</sup> In many people these conversations focus on what outcomes mean to them and they help people identify the right pathway or change for them.

In these conversations people use support identify a knowledge of outcomes. As in our last impact report we see that improving their mental health was often a priority for people we support. This means different things to different people. The point about in the next page shows some of the outcomes related to mental health that people described to us.

We also noticed that having more purpose with direction was important for many people. Often this was about making a difference to the people in their lives. It is might be about making a difference more widely to their community or others with lived experience.

People describe they wanted to feel safer and more comfortable in their homes. Others wanted improve their physical health, relationships with others, their sense of independence and self-efficacy and their hope for the future.

We draw from these conversations that everyone's outcomes are unique and that Support Coordinator help people identify the goals and supports that are right for them. For example, many people identify mental health as an outcome. However, people supported to explore the different options available to progress this outcome. Some people do this by accessing counselling. Others set goals about exploring creative interests or changing their daily routine.

On the other hand some people have not had an outcome conversation the year, and often these conversations do not happen as frequently as we aim for. This also means that our support planning conversations are not always someone focused this time. But there are many reasons why these conversations can be difficult for people with lived experience, and we are currently working on updating our approach to this.



The difference I want to see is...

I have an understanding of my  
past and its impact on my life

I am supported

I feel more able to relax,  
rest and be at peace

**My mental health is better**

I feel uplifted

I feel listened

My mindset about life is more positive

I feel listening

I feel less frustrated,  
worried and anxious

**I feel more confident**

I feel more self-empowered

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

After discussing their situation and taking appropriate people into account, Support Connections can discuss resources and services that are right for them. Local Future Pathways is critical. We provide people who register with the service that connect our support. Many people access a mixture of different types of financial support.

Future Pathways facilitates access to:

- financial support through the Community Fund
- services provided by our network of Delivery Partners
- support from existing services

### Financial support

At least 20% of people accessing Future Pathways accessed financial support to progress their situation the year prior to the purchase made using the Community Fund and related mechanisms about improving mental wellbeing and improving self-worth and confidence about life circumstances for many people we support.

We do not see some patterns over time where people accessed support that people accessed the Community Fund for some initial purchases that for anything else the year. Community people access the Community Fund for support to manage existing processes, support for different reasons for different people or people can make other purchases for different reasons.



## Delivery Partner support

Almost all of the people accessing *Police Pathways* the year have been supported by one or more Delivery Partners. There is a wide focus that for you – what might be best for more people are working with us to support through the *Police Pathways* rather than through *Police Pathways*.

The support provided by our Delivery Partners aligns with the interests of the people we support. Many of the referral we make are for counselling or psychological support – mental health issues through our support work.

## Support from existing services

Supporting people access existing services is a significant part of the support *Police Pathways* provides. This is not always the most aspect of the scope of our support, but we know a variety of people access *Support Centres*. We make this decision that our staff *Police Pathways* support. Many people have challenges when accessing existing services. The contract team about this in the next section of the report.

We support people to access existing services by:

- Supporting people to support
- Referring people to support
- Supporting people to engage with services
- Helping existing services to work effectively with people we support

## Referrals to our Delivery Partners 2023/24



Financial wellbeing support	100
Mental health support	100
Physical therapy	80
Support walk	50
Financial support walk	50
Life coaching	20
Mental health support	10
Self-helping	10
Working women	10
Alcohol	10
Healthcare	10

## Who with: People registered with Future Pathways

We can't know how many people have experience of abuse or neglect while in care or fostered and so we can't provide a definitive 'how' or 'why' as many people do so as a result of other people registered with us who represent most of the population of people with past experience.



**'We cannot estimate of the historic prevalence of abuse if we can't be sure'**  
**Researcher, Health Protection Agency**

There are many reasons for this gap in our collective knowledge: abuse people with past experience registered, previous and current records, and social understanding about abuse and neglect from organisations and the wider community is often poor or incomplete, systems in fostered care are not, for example, always well used, records written by care professionals with little or no significant training. They therefore reflect the perspective of the care professional that understandably many people do not disclose in care abuse and neglect to their records during their experience at all.

The In-Care Review offers a therefore an important opportunity to learn more about the scale of a care abuse and neglect in fostered, and the impact people like us people for information about themselves in different points in their journey with Future Pathways.

The information helps us make sure they are eligible for support and register them with the service to develop a health care plan about people registered with us, and others not grouped as we are not knowing.

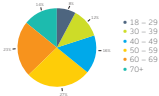
### Age

People of a wide range of ages registered with the service this year from 19 years old to 74 years old (that is the average age of people registered with Future Pathways is 44 years old (that is the average age of people who registered with us the year a registration made) 46 years old). This is because more younger people without other people are now registering with the service this do not necessarily mean this this is might mean that we have previously reached more people with past experience in fostered who are older.

### Where people live

Most people who registered with Future Pathways this year live in the most populated parts of Scotland (that people who registered with us live in Glasgow, either surrounding area that any other area of Scotland (that registered with Future Pathways are significantly more likely than the general population of Scotland to live in areas of multiple deprivation where they are more likely to face health inequality issues).

## The age groups of total population of people registered with us



## Who with: People accessing our support

Our research has assessed support experiences for around six months, so we then set three separate, anonymous focus group discussions which are questions about how they identify and their life experiences.

### Identity

Our data showed interesting patterns in how respondents identify. Looking at these patterns helps us to see the groups of people that we are reaching. It also helps us identify structures may be some groups who are likely to have experienced a particular and suggest who we are not reaching, such as people who are gay, lesbian, or bisexual.

### Health

Our data showed that people we supporting are more likely than the general population to be disabled or have a health condition. Our people who responded to our survey this time were often saying they by the impact of being disabled or having a health condition in themselves, people stated that they had a mental health condition and many others stated that they have physical learning conditions. A significant minority of people had more than one type of health condition. Despite our support and we disabled may not be more likely to be isolated when accessing other services, particularly around communicating with people and services.

### Life experiences

Our data showed that people we supporting are more likely than the general population to experience challenging life circumstances, such as homelessness, different issues and mental conditions. Over three quarters of respondents had experienced homelessness at some point in their lives. Over half of respondents had experienced additional challenges. For many people, these challenges were ongoing. Over a third of respondents stated that they had been convicted of a crime in their lives. Finally, a significant minority of respondents had experienced at least one challenge, a point in their lives, indicating that the majority people experience our support and services.



## The barriers people experience when accessing services



## Who with: Delivery Partners and existing services

We work alongside a diverse network of 22 Delivery Partners who provide services across Scotland, the UK and internationally.

Most of our Delivery Partners are based in Great Scotland and most of the Delivery Partners we work with provide counselling or psychotherapy support services.

We also work with Delivery Partners which provide a range of other services such as creative therapies, support work, social work, support and advocacy.

We work with a network of existing services, but we do not currently incorporate in the network most Delivery Partners.

The majority services that Support Connections interact with the network having services community mental health professionals, CILs and social work services.

The most common services that Support Connections interact with the network are mental health supports, community groups and other services, such as CILs and others.

We also work alongside universities, colleges and community learning services which provide free educational opportunities, although the type of support is accessed by a minority of people as support.

## Types of support offered by our Delivery Partners



## How they feel: Safe and able to trust the service

We know that building and maintaining trust can be particularly challenging for people registered with us, because of their previous experiences of it, and also because, and the recognition that they can have control over the situation, their feelings of being and trust can fluctuate and are influenced by many factors. Despite this many people are happy to build a relationship with the service that feels safe and trusting.

This is evident in people's feedback, which people's responses to recommend the services, others give feedback and contribute to our communications. Despite our support particularly highlight that their Support Coordinator's approach helps them feel more trust. Feedback says:



"My trust in [my] [provider] was very low when I met with [Feedback] from get started - you are so nice [judgement] trust you and that, for me, was the main thing I needed!"

Review supported by [Feedback]

On the other hand many people have some good feedback and some people choose to engage with support, they do not know if this is related to the person experiencing difficulties in their relationship with [Feedback] such as a lack of trust, or for other reasons. We do know that asking for our support and being invited to access mental health support can feel scary, and for people registered with us, this can be even more about their own future outcomes.

### Able to trust

100% of people feel able to trust their [Feedback]



## How they feel: Understood, heard and valued

Many people accessing our support feel understood, consulted and valued within relationships with Future Pathways.

### Understood

What it means for the  
Future Pathways understand  
them and how needs.



The year the feedback we received included many complimentary feedback that stated comments or suggestions for improvement in response to our consultations were not of equal proportion that their experiences with Future Pathways had been mostly or wholly positive.

In particular, people feel that their relationship with their Support Coordinator contributes to them feeling seen and understood.



"It's the small things that make a difference, but to speak with someone who understands, and always the better after speaking with me. I think these communication skills were far beyond... it's about the ease of engagement which for me is critical for me to be... it's just nice to reach out with someone who can make things that sometimes it's quite rare."

**Person supported by Future Pathways**

People affected when engaging with the Secondary Care process and using for support, recognising that people's reasoning with the system and with their people has great value and importance. This involves the system being challenging for people with less experience who have previous experience of being treated differently from others, being dismissed and ignored and being affected receiving support.



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

Most people in support receive a relationship with Future Pathways over the longer term. Although some people choose to leave support after a period this is due to already low people that require an input, on average people who receive their support that been required with the service for 166 years, although they may have had periods of not receiving support within this period. This indicates that people generally who receive longer term assistance with Future Pathways support, being also indicate their support matches a person's ongoing needs.

As the information increasing consistent contact between Future Pathways and people in support can be difficult due to limitations in our resources, at specific points in people's experience with the service. Consistent contact can also be difficult when people are experiencing multiple complex needs and challenging life circumstances. This may indicate that it can be difficult for Future Pathways to maintain consistent contact with some people in support. It may also mean that our support team cannot people's life experiences so they can sustain a relationship with the service over time and receive support when it is needed.

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

When we experience challenges in our relationships with people we get to work together with people to resolve issues, compromise and learn from the challenges that come up. The goal is to test our procedures for resolving conflicts and we can see new opportunities to contribute as we grow together. We sometimes receive feedback that using experiences of future pathways is a valuable experience.



"Thinking the feedback is helpful to me in developing to see the progress and steps to help future pathways to further continue the existing work in state. Thanks for using the time you have and dealing with my way in confidence and with empathy."

**It was suggested by Future Pathways**

However, there is a gap in our understanding of what can be for people supported with us to get us through feedback on these is complex and take the input of those. We want to learn more about our future outcomes.



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

We have strong evidence that people access wide-ranging support through FuturePathways and this support helps with the academic, people, identity and their Support Coordinator. People themselves perceive these components of support. The areas most frequently identified as important were opportunities to have conversations, receiving and psychological support in facilities. 63% out of 68 people stated that using resources/FuturePathways they had been able to access through support for them.



[My Support Coordinator] has made a colossal difference to my life with NPIHR [Complex Care Teams from University] - like what any organisation that does the same with NPI is and expect better and has helped fund a number of programs which have helped me by depression and physical issues"<sup>1</sup>

**Person supported by FuturePathways**

We also hear that people's opportunities as their academic change can mean they people identity how sometimes during these conversations with their Support Coordinator, which allows that people's support from as people have access



"I am in the process of writing my book [...] which my Support Coordinator Thomas has supported me to do, with the help, support and guidance from many other team members who have shown complete support towards this project. It will be published over in this year. Its probably the best thingy I have had although I suppose it is nice to see something I have been so proud of!"

**Person supported by FuturePathways**

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

Some people who access FuturePathways reflect that they learn more about themselves and their strengths through accessing our support.

However, conversely, people who support consistently reflect that they have more confidence about their strengths/abilities than they previously reported than in the present, and how they reported before themselves.



"Before I accessed the support, I didn't know why I wasn't successful. (FuturePathways) helped me figure out for myself and how my strengths can become less of a barrier going."

**Person supported by FuturePathways**



"They helped me see that as the time got better, I could actually start accepting for the first time."

**Person supported by FuturePathways**

For many people, the help that they receive about what changes they want to make and what opportunities are available to them.

### Self-awareness

13 out of 13 people who accessed our support reported that they are more aware of their strengths/abilities since accessing FuturePathways support.



### Change

11 out of 13 people who accessed our support reported that they are more aware of the changes they want to make since accessing FuturePathways support.



## What they do differently:

Exercise greater choice and ownership in their lives and support.

For many people, exercising support and ownership means experiencing an increased sense of self-efficacy and independence.



"I was frustrated by what the house and how I feel about myself always used to be like myself. Working with Future Pathways supported me to do things and feel confident enough to make changes!"

**Person supported by Future Pathways**

People described changes they made in their lives as experiences more empowering, and their lives as support. For example, some people referred to the support they sought and received as more when more needed. Some people accessed new opportunities or put into place measures that supported their mental health.



"The choice membership encouraged them to leave the bus entrance the best. When the choice was gone, that was, that didn't need to be in the place. Now, it was going to other places in the city like the Gallery of Modern Art!"

**Person supported by Future Pathways**

## Independent

100 out of 100 people feel more

<https://www.futurepathways.org/>



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

For most people an expert FuturePathways expert helps them take steps towards making the change that empowers them.

Other people refer to an ongoing goal related to developing their relationships with others. People described taking steps like spending more quality time with loved ones. For others this was about developing a network of support from services, including FuturePathways/Depth Learning, support consistently referred to as a central hub of connections.



**“I had nothing out nobody before” - [now that has changed]**

**Person supported by Future Pathways**

We also see that many people progressed outcomes about their health and wellbeing (for example, people described getting ongoing strategies – such as meditation practices – that practice to progress outcomes around managing their anxiety, and improving sleep).

These outcomes, progressing outcomes can have wider development type effects in different areas of a person's life beyond the goals they initially described. For instance, people were not able to progress their outcomes over the process period if support they received more about the reasons for this in the next section of the report.

### Taking steps

100 out of 20 people described steps

towards their goals over the survey

FuturePathways



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

For most people who access Future Pathways, our support helps them experience differences to their lives. Many people accessing our support reflect that they have experienced an improvement in their mental wellbeing, the reasons for which may be that people access Future Pathways experience deeply rooted and they consider it not being significantly about the quality of their lives.



**“Future Pathways” made my life really as a better person, easier through positive.”**

**Person supported by Future Pathways.**

However, some people do not experience a positive impact in relation to one or more of the outcomes they identify in a quarter of the records we support. People reported that they had experienced some positive impact for some of their outcomes, whilst impact for other outcomes was the low or none. Often this is related to people experiencing challenging life circumstances or being difficultly accessing support from other services, such as waiting for support.

While people engage through periods when they do not experience a positive impact, people's experiences can change over the course of their journey with Future Pathways Program. Our practitioners do not limit what our time cannot use that Support Coordinators help people to overcome barriers, and find the right approach for them so that they can experience a positive impact.

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

Small numbers of people consistently report that they experience a sense of freedom and purpose being increased Future Pathways support. This means different things to different people. To some, this was about learning new skills, meeting their needs or working accessibility with their others. More about allowing the autonomy experienced in their lives to create a sense of freedom. Freedom about what they do, when, where, what, how and how often.



"There's given me with the funding program. It's so good for me to see to get a first step out from the car to go shopping. This with a basket help fill that with things or help try to borrow things. But that would have stressed me out because it had to get someone and get into that then worry about repaying. And that's you and Future Pathways for being there."

**Person supported by Future Pathways**

It's also seen that many people felt they had been able to make a difference, whether that be to people in their immediate circle or more widely. This was particularly valued theme for members of the teams for a former Future group.



"Just being at the meetings. It was fun there for the right reason, to make people realize that they have a voice. - [you are doing it to better yourselves]"

**Person supported by Future Pathways**

What difference does this make:

People move on from Future Pathways confidently and independently

For many people, Future Pathways support helps them to feel more positive about their future.

Some people choose to slow or pause their support with Future Pathways when they feel they have achieved their objectives as much as possible or when they feel support is no longer needed. Sometimes this means that people sometimes slow their support with Future Pathways. For most people this is because they feel they have achieved their objectives.

In some instances, after ending their support with Future Pathways, people choose to re-engage with the service. Often people choose to re-engage within six months of ending support or within a specific agreed support which would mean an emergency need. However, many people who slow support do not re-engage with support within six months, which indicates that some people do experience more support with Future Pathways when the time is right for them.

## Hopeful

100 out of 100 people felt more hopeful about their future as a result of using Future Pathways support.



## Part 2: Outcome Pathway Two Enabling Wider Impact

This part of the report is about our second outcome pathway. The pathway focuses on our progress towards meeting wider impacts so that people register with us can access the right support in Future Pathways, and beyond. Some aspects of the outcome pathway are beyond Future Pathways' control, so we do not report about the progress we have made.

What we do

How they feel

What they learn and gain

What they do differently

What difference does this make



## What we do:

### Learn about what works and what doesn't work about our approach

We continuously learn about what works and what doesn't work about our approach to support through our Quality Framework. The framework helps us take what we know in the domain into action in a context that allows us to learn about our own work.

- What we do well
- Progress we are making
- Gaps in our practice and processes
- How the impact people's experience in future designs
- Support we need to improve
- Resources and/or guidance we might need to make change

We also continuously approach to learning about our support. For example, our Quality Framework has helped us identify the need to improve our learning practice by making changes to our data system which is what Carve, the established a working group of team members who has been working with Design to the company structure Carve to help us identify and improve the system and the way we do it.



"The relational approach to working together makes the world of difference. Our continuous experiences, flexibility and trust in the others' knowledge and expertise all contribute to the positive outcomes without effort!"

[Carole Anne Rodgers, Quality and Improvement Manager](#)

The year we evaluated the impact of our work with Design and we share what we have learned from this evidence throughout the report.

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

We champion the voices of people with lived experience by facilitating collaborative projects which bring together people represented with us. Focus Pathways meet members and partners, with the intention of exploring Focus Pathways across other sectors. For example, this year we co-created a collaborative project with friends for a *Scottish Recovery Network* and *Scottish Recovery Network* to co-design peer support at Focus Pathways. This aimed to explore the peer support and engagement opportunities available through people working at Focus Pathways, identify what these opportunities could look like and develop ideas for Focus Pathways to explore further.



"The collaborative experience 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](#)

### Focus

Focus is a dedicated space for content created by and with people represented with us. This can be projects, creative plans, and updates from people that we feature prominently on our website.

We also amplify the voices of lived experience through our communications. For example, this year we created a new Focus section of our website. This is a dedicated space for content created by and with people represented with us which we promote, promote, create, plan and update, showing the range of support that we offer to people represented with us. For example, this section was created for recovery journey and pathway to education. It may show how the work has supported and created new paths, especially for our members and visitors and how our character is shaping progress with a support to ourselves.

### Site

Site is a charity that works with people and organisations in social work and education in Scotland to help them make positive change happen.

[www.site.org.uk](#)

### Scottish Recovery Network

Scottish Recovery Network brings people, services and organisations across Scotland together to create a national health system powered by lived experience.

[www.scotliverecoverynetwork.org.uk](#)

## What we do: Share our learning

We do this when we have learned about supporting people with lived experience with various professionals and our wider audience. We do this through our working relationships with other services and professionals who work alongside people with lived experience. For example, Support Coordinators give examples of helping writing services to understand more about the signs, symptoms and impacts of trauma.

We also share our learning more widely throughout our communities. For example, this year we introduced the Learning section on our website by creating two new areas of content: *Working Together* (about ongoing and collaborative approaches with Delivery Partners and partners) and *What gets us together* (pages from Support Coordinators are released in different areas of their practice).

### Learning

We continually share our stories as lived experience to us and throughout the work that we do. Our Learning and Impact section brings together reports, reflections from Support Coordinators and collaborative working. Find out more at [workforce-partnerships-and-learning-and-impact](#).

Additionally, we share our learning through engagement opportunities. For example, we introduced expert reports findings at The Gathering in November 2021 (organized by NCA's Patient Council for Traumatic Experiences). The Gathering also began their voluntary sector events in the UK at our address, so we shared our work through printed written reports, impact reports and key event documents and we made our comments with other services. We also facilitated a workshop with Mental Health UK about how we collect collaboratively to create our learning reports and our approaches including the views of the workshop, social discussions with around 40 people from across the third sector.

We have not included a video with content in this part of the report. However, we have shared what we learn with an influence over changes to the 'What we do' section of the Impact of this report.

## How they feel

People receiving our support are often highly motivated to contribute to meaningful change and some people feel able to use their voices to influence and shape services, including our own. This movement service avoids making a difference to others who experienced abuse through stories – but those who receive *Future Pathways* and those run alongside the service, including young people who are still in care or leaving care.

We also receive some feedback from partners that they feel motivated to contribute to change that others are doing together. We realise that many partners choose to participate in collaborative projects with us, which may also be an indicator of their motivation to contribute to positive change. Their support, engagement reflects on their motivation to participate in research or design projects.



"An essential desire was to enable things happen in *Future Pathways*, without just happen, that is the message brought to life in the best possible way, in line with our other objectives."

*Partner organisation*

In response to our *Future Pathways* questionnaire, the words most commonly used to describe *Future Pathways* were 'collaborative', 'open', 'person-centred' and 'inclusive', indicating a respect of their individual experiences.

We also receive some feedback from other services that our water contribution events with engagement activities are positively received. We continue to learn from the expertise of the experts of our user centre focus.

## Different

It's not all different between service  
working with *Future Pathways* &  
different to working with other services.



## What they learn and gain

Our members come to realize that our Delivery Partners feel that they gain knowledge and understanding of a more informed approach through our work.

Our water & sewerage use benchmarking tool has not only successfully increased its informed approach to support its own implementation of our work with Regional Support Customers, but also that the changes we make will make a difference to our work. For example, some members stated that these improvements helped them see how complex important tasks were, people's interests up to date, find the information they needed and feel more confident in the quality of our data.

Our collaborative work to highlight the voices of people with least experience through us to increase and improve our work as a group, progressed as both more about others, raising for people working together. Our Delivery and sharing a more understanding of how we can respond to the need for your support.

## Learning

Each of our Delivery Partners feel they have benefited from shared the challenges we work with people supported by our Delivery Partners.



## What they do differently

Our aim when we improve a trial service around the people with best experience, we aim to ensure the right support for them at FuturePathways, which was a collaborative approach to making evidence-based improvements. Other areas of improvement are identified through our Quality Frameworks, where groups comprising team members from across the service post their expertise to explore options and find the right way forward. For example, previously, our Quality Frameworks helped us identify that our approach to managing conversations across areas of improvement for the service led to a result: a working group comprising members from across the service are now developing an updated approach to managing pairing and managing of FuturePathways.

Our focus that many of our partners across our learning for example through Canvas, but it is essential for partner organisations. However, it is difficult to measure the value to staff, partners, apps, our learning to make changes to their approach.

Despite this, we have some evidence that partners make changes to support personal and family to people needs. Having worked through FuturePathways in our evaluation of our work with Liverpool, the partner believed that they had supported what they had learned at FuturePathways in their work with other clients. But in response to our January/February questionnaire, most of the respondents stated that they made changes across their work because of other things that we had done.



**The great results achieved at FuturePathways give us confidence in our approach, and we're now using the success of our projects elsewhere possible."**  
**David Williams, Director at Liverpool**

Our evidence shows that many partners may also make changes to their approach to support learning experience from FuturePathways, with a learning that service managers using across multiple different approaches to support people more effectively.

## What difference does this make

It's not just that our customers are learning about themselves and the choices they make about our approach, their customer-based service experiences, a Future Pathway. For example, some Support Centres feel that the improvement suggestions they receive improve their approach with people seeking support.



"We have seen that small changes can have a big impact on people's experience and help them resolve issues in a more efficient way. This makes a huge difference!"

**Steve Whitlock, Director of Support**

It's not just some evidence that our work makes a difference in individual experiences of support or service, service with us, many of them are service. Support Centres share examples of supporting people across the right support for their future examples. Support Centres share that the help people feel more connected and seen by other services. Supporting people's experiences with service, they help them to access the right support for their now and into the future.

It's not possible to determine how much our customers are making effective support from other services, more widely available to people supported with us. Measuring this is outside our sphere of influence. But we continue feedback from our partners and colleagues about the positive ripple effects of our work together.

We will keep sharing, continuing to continue our improvement, strengthening the voices of local experience, with sharing others. Our shared people will be supported to gradually lessen the impact of their needs, and will be able to access the right support for them.

## Conclusion

The *Pathways to Change* impact report builds on what we learned in our previous impact reports. This conversation we have with the various members within our various programs and evaluators. For example, high number of people request for our support and requesting financial wellbeing is a priority for many people. For many people, crossing financial pathways, our support helps people to understand themselves and their needs better, and improve their financial well-being. The various program reports on their life. This means feedback that our support is being needed. Sometimes we hear that it could support the life.

We also see that our approach does continue to deliver a better experience at *Pathways to Change* and the help in providing high quality support. The continuous improvement working relationships with many partners and continuous program improvements to improve the support they offer to individuals.

We also learn some new lessons through the evaluation. For example, we learned more about the demographic and life experiences people who are supported within. We also discovered that people we support seek change in many different aspects of their lives, such as their relationships and their sense of purpose and meaning.

The current focus about how our relational approach supports people to focus their opportunities to change for them. Our focus on their about how people's support activities *Pathways to Change* makes and enables them, their ability to explore their opportunities and develop connections with peers, meet new friends, and other services.

In our second pathway, we learned more about the existing services and what supports and about how we simplify the needs of people with less experience in various ways. We developed how our approach supports people with less experienced experience to better their situation to make meaningful change at *Pathways to Change* and beyond.

The evaluation therefore tells a clear story about the support that people access at *Pathways to Change* and the differences continue in the report. We see that many people who access our support build strong meaningful relationships with their Support Coordinators, and the strength of the relationship, people are supported to find their own pathways to change. We see that these pathways of support are tailored to each person's own support needs. Different things are different people, and by building strong relationships that are tailored to people's outcomes, people can make significant changes in their lives.



The report demonstrates that the impact experiment is unique in comparing out-of-classroom Future Pathways. But we increasingly see evidence that the changes people make out-of-classroom address some of the requirements they face experimentally in their lives. As a result, for many people attending Future Pathways supports the kind of lives - more purposeful and more intentional.

There are many opportunities for further learning. For example, we recognize the importance of reflecting on more diverse range of voices, including the perspectives of people working for supports and equity services, or those who work in research, or those who are of the study population that people working for supports and equity services that Future Pathways supports continues to create meaningful differences in people's lives.

## Next steps

Evaluate our support and improve the report based on already given or our knowledge

We know about some of these gaps already, so we have already begun to address them. To address support and impact evaluation, see 202.

It requires our approach to discussing personal experiences with people seeking<sup>22</sup> our help, and joining and receiving support in a flexible, non-robotic way.

This will help us to learn more about the various contributions of different types of support, and about how and when people choose to seek their support<sup>23</sup> from us. It will also help us reflect on our important role.

It requires more about the experiences of people seeking for our support, and people who are not in contact with the service.

This involves engagement with our feedback systems to include people who are not in contact with the service and people seeking for our support so that we can reflect these experiences more fully in our future evaluations.

It requires our approach to feedback, evaluations, and its impact for people impacted.

This year, we worked together with people supported by the service and partners in creating a refreshed approach to receiving comments. We are continuing to develop a new comments and feedback policy based on this work, and we plan to evaluate the impact of our approach over implementation.

The evaluation also helps to identify some gaps in our understanding that we address over the course of what we learned on site.

It is important about the impact of the issues for a former Peace group.

The narrative that being part of the issues for a former Peace group contributes to positive outcomes for participants and the group contributes to our understanding of how it is working for water change. This will carry out an evaluation to see whether more about the impact of the group. This will show what we learn from the project.

It is important about our relationships with other partners, among women and providers and the impact of our various work.

The narrative that there are gaps in our understanding of our relationships with these important stakeholders. This will show us what we learned through our Community Film Program, explore our relationships with these partners, and our various steps, including the impact of sharing our learning, and applying the lessons of best experiences.

## Further resources

### Future Pathways Impact and Learning

It is important to learn what we have learned with the experience since this is the through our Quarterly Reports, our impact reports and by working with partners to develop and grow. You can find out more at [www.future-pathways.co.uk/learning-and-impact/learn](http://www.future-pathways.co.uk/learning-and-impact/learn)

### Mapping Success Future Pathways Impact report 2018 – 2020

From previous impact reports we share what we have learned about our approach, what we have done and what we have achieved. [Visit right up to 2020](http://www.future-pathways.co.uk/learning-and-impact/learn)

[www.future-pathways.co.uk/learning-and-impact/learn](http://www.future-pathways.co.uk/learning-and-impact/learn)

### The Process

Following the Independent Care Review Scotland's First Minister made a promise to use experience, children and young people that they will grow up ready, safe and supported. You can read more about The Process at:

[www.theprocess.scot.nhs.uk](http://www.theprocess.scot.nhs.uk)

### Business Support Services

Business Support Services offers personalised support to people throughout their business journey. The services can support people who are applying to the Scottish Government's Business Scheme or who are thinking about applying [www.bss.scot.nhs.uk](http://www.bss.scot.nhs.uk)

### Scotland Child Abuse Inquiry

The inquiry investigates the abuse of children in care in Scotland. It will report the causes and make recommendations to Scottish Ministers

[www.childabuseinquiry.gov.scot](http://www.childabuseinquiry.gov.scot)

### Scotland's Child Welfare Forum

The Forum gives adults who experience or considered serious children the opportunity to describe their experience in considered care. It aims to learn lessons from the past to prevent abuse in the future, offers experiences for the health and wellbeing of children in care today and protect their rights more effectively in the future. [www.gov.scot](http://www.gov.scot)

## CoPE project

CoPE conducted a consultation for Future Pathways to better understand what aspects of Future Pathways have worked well, what could be improved and what is important to people accessing our support.

[www.copecentre.org](https://www.copecentre.org)

## Making Pathways Together project

The project ran from 2016 to 2020 to assist a key area of our service including Communities, Future Pathways, Students and Engagement Teams and made recommendations for how Future Pathways could improve.

[www.future-pathways.co.uk/making-pathways-together/](https://www.future-pathways.co.uk/making-pathways-together/)

## Work for a Better Future

Future Pathways' best experienced team group are self-operating members of the business and also work to deliver Leadership, Team and culture aspects of the design and delivery of Future Pathways.

[www.future-pathways.co.uk/better-work-conditions-for-a-better-future/](https://www.future-pathways.co.uk/better-work-conditions-for-a-better-future/)

## Further help

### The Centres

The Centres offer a safe place for you to talk any time you like. They can talk to you in your own way about whatever is going on. They have a telephone and several other services and a self-help app. <https://www.copecentre.org> helpline open 24 hours a day, 365 days a year. Please call free on 1 800 422.

[www.copecentre.org](https://www.copecentre.org)

### Beating Spies

Beating Spies are free and confidential phone services for anyone in Scotland over the age of 16 who is being sexually abused or abused. Open Spies is chat therapy on Thursday and Spies in chat Friday & Sunday.

Please call free on 0800 010 80 80

[www.beating-spies.com](https://www.beating-spies.com)

### Goat

Goat are free, confidential, non-judgemental support services for anyone who is feeling a difficult time.

Text Goat on 0124

[www.goat.org.uk](https://www.goat.org.uk)





