



FUTURE
PATHWAYS

Quarterly Report
April - June 2024

Contents

Welcome to the Q1 Quarterly Report _____	4
What we did in Q1 _____	5
Who we work with _____	15
Our impact _____	17
How people feel when they work with us _____	19
What people gain through Future Pathways _____	21
What changes for people _____	24
The difference this makes _____	25
Expenditure _____	28
Next steps for Future Pathways _____	29
Thank you _____	30

Report on Quarter 1 (April to June 2024)

What happened in Q1

- 58 people registered with Future Pathways.
- 8 people started working with a Support Coordinator.
- 102 people accessed support from 39 Delivery Partners

How people felt

- We received positive feedback from people we support, and we also received suggestions for how we could improve.
- People shared that they felt Future Pathways understood and cared about them. Many people also shared that they felt able to trust Future Pathways.



"They listened – they cared – they supported me"
(Person supported by Future Pathways)

What changed for people

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



"They helped make my day to day living easier."
(Person supported by Future Pathways)

Who we worked with

- The average age of people who registered with us was 48.
- 72% of people who registered with us live in Scotland's most populated areas.

What people gained

- People accessed a mix of different types of support in Q1. Many people told us they feel able to access the support that is right for them.
- Many people accessed support from our Delivery Partners, such as record search and psychological support.
- Many people accessed support through our Discretionary Fund such as support to make their home feel safe and comfortable, and to explore their interests.
- People also accessed support to link up with existing services such as social work and healthcare.

What difference we made

People shared the impact of their work with Future Pathways. Some people gave us feedback that, now, they feel more hopeful about their future.



"You have a way of showing that there is a way forward. [The support] is giving me my life back."
(Person supported by Future Pathways)

Welcome to the Q1 Quarterly Report

This report is about what we have done and the impact we have made between April and June 2024. At Future Pathways, we work alongside people to identify the changes they want to experience in their life. And we help people choose the support that is right for them, so that they can experience positive impacts from the support they access.

In this report, you can read about our work to raise awareness about Future Pathways. This quarter, we continued to highlight the experiences and creative projects of people who are registered with us through our newsletter and on our website. We also have updated information on our website about how we work with Delivery Partners, and we improved the information we share on our FAQs page. Finally, we are pleased to share our most recent report, which is called *Identity, Equality and Access*. This report shares what we have learned about people registered with us, and it encourages services to consider how support could be made more accessible.

In this report, you can also read about how we support people to make positive changes across different areas of their life, such as their relationships and the opportunities they access. Everyone's experience at Future Pathways is different because everyone's outcomes are different. This quarter, we noticed that building positive connections with people and services was an important outcome for many people.

We are pleased to see that people access a range of different types of support to help them progress towards their outcomes. In Q1, many people accessed support from our Delivery Partners, in particular organisations that help people seek their records, and organisations that provide mental health support. Many people accessed material support through the Discretionary Fund, and we continue to see that most frequently, the fund is accessed to make changes to people's home environments or to manage hardship. We can also see that, in some instances, we help people connect with existing services such as healthcare services. We share examples of different kinds of support in our newsletter which you can sign up to receive [here](#).

Most importantly, you can read what we learned from the feedback we received this quarter, including feedback people gave when they reviewed their support with their Support Coordinator. While the impact of support is different for everyone, we continue to see some themes in how people describe the difference we make. Many people tell us that they feel safe, understood, cared about and valued by Future Pathways. In almost all the reviews we analysed, people told us they experienced a positive change. And many people experienced a big impact in relation to at least one of their outcomes. As you will read in this report, for many people, life is better since accessing Future Pathways support. This is particularly notable in the context of the inequalities we know many people registered with us experience.

People's feedback also helps us learn how we could improve. For example, we can see from people's feedback this quarter that gaps in contact can be very difficult when building a relationship with Future Pathways. Feedback shows that the relationship someone has with their Support Coordinator is very important and can greatly impact their experience at Future Pathways. When we receive this feedback, we work hard to address and resolve the issues raised.

Thank you to everyone who shared their experiences with us this quarter. Your feedback helps us to understand our impact, and to learn and improve. We welcome feedback from anyone registered with us and our partners about any aspect of our service. You can read about the ways you can give us feedback in the 'Our impact' section of this report, including our [online feedback form which you can access here](#).

What we did in Q1

Raising awareness

Our communications

We continue to raise awareness of Future Pathways and communicate with our audiences in a range of ways. Here is a selection of our communications and creative projects from Q1.

We continue to share content from people registered with the service who often approach us to contribute to our communications such as our newsletter and website. You can see examples of creative projects and support people have accessed on our [dedicated Features section](#) and in our newsletter, which you can [sign up to receive here](#), and on [our Facebook page](#). Content created by and with people we support continues to be the most popular content we share here.

We also continued to share content in our monthly newsletters. Our June 2024 newsletter was our biggest edition to date with a wide range of content from people we support. We receive positive feedback about our newsletters, both from people on the waitlist and those in support. But we want to learn more about how people experience and engage with the newsletter. In particular, we want to hear about people's preferences for the content we include and how accessible and engaging the newsletter is. We are planning on asking people who receive the newsletter for their views in the future.

Our website received 28,066 page views in Q1. The pages on our website that were most often viewed (after our home page) were:

- Our Team – Here we provide information about who is involved in running the service.
- News and Events – Here we share updates that might be of interest to our audiences.
- How We Help - Here we share information about our approach to support at Future Pathways.

We continued to make improvements to our site. For example, we made some improvements to the Frequently Asked Questions (FAQs) part of the website. We added new information, made sure our answers were clear and accessible, and we grouped the information so that it is easier to navigate. You can [view the new FAQs here](#).

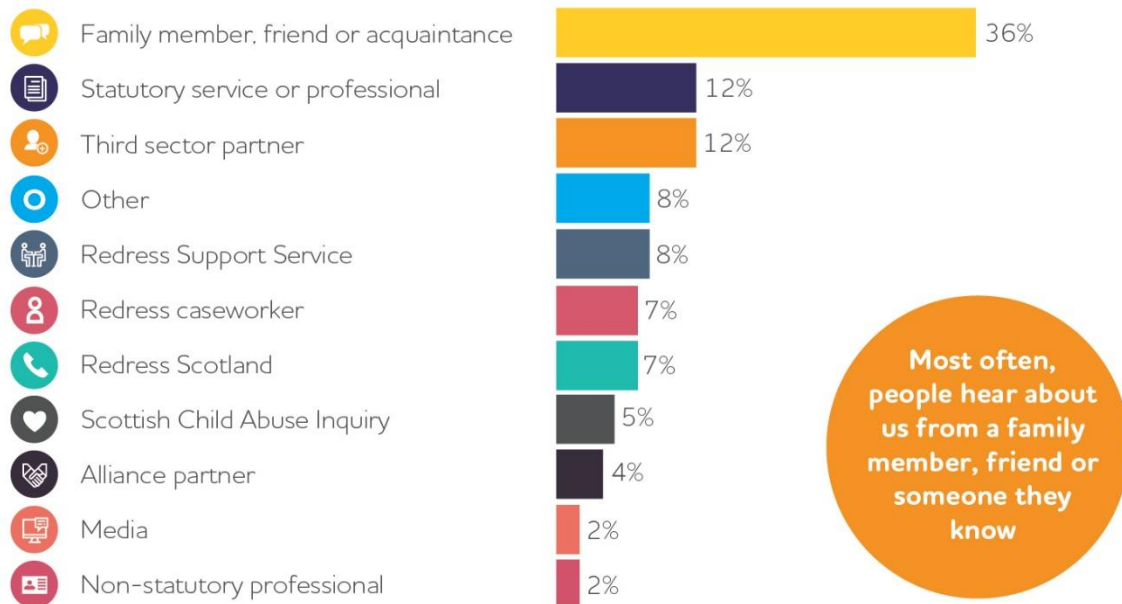
This quarter we strengthened our relationships with the existing services we work with by starting to distribute posters and leaflets across all GP surgeries in Scotland. We will continue doing this in Q2 and we will provide information about the impact of this in our Q3 report. We also strengthened relationships with other services by meeting new people at the Trauma Summit in Belfast organised by Action Trauma Network. We shared more information about our involvement with the conference on the organiser's website. We also promoted this event through Connect, our newsletter for Delivery Partners and providers, and in features on our website.

This quarter, we continued to create content for our various audiences. For example, we highlighted the key findings of our most recent report which is called *Identity, Equality and Access*. In this report, we encourage other services to fully consider the needs of people accessing services so that their needs can be met more effectively. You can [read our feature and the report here](#). We also worked in partnership with First Psychology, one of our Delivery Partners, to create a summary version of their guide to Eco Therapy. This feature highlighted how spending time in nature can help support wellbeing. You can [view the guide which is called *Going Green* here](#). We also continued to share Meet the Partner interviews on our website. These shine a light on the work of our extensive range of Delivery Partners.

You can [read our interview with Fiona Sharp, founder of F Sharp Music, here](#). We shared these updates in various ways including on X. Here, our audiences often engage with reports, wider campaigns and people's experiences of Future Pathways.

Hearing about Future Pathways

We continue to see that people who register with us are most likely to hear about Future Pathways from someone they know personally.¹ The graphic below shows how people who registered with us this quarter heard about Future Pathways.



The proportion of people who registered with us who heard about us from someone they know was lower in Q1 than last quarter. But it remains consistently the most common way people hear about us. In Q1, 36% of people who registered heard about us from someone they knew, and, in most of these instances (88%, n=14), people heard about us from a family member.

On the other hand, the proportion of people who heard from us through a statutory service increased this quarter. In most instances, when people heard about us in this way, they were told about us by a healthcare provider, such as a GP. We also saw a significant increase in the proportion of people who heard about Future Pathways from a third sector organisation, including from some of our Delivery Partners.

We are also continuing to see an increase in the proportion of people hearing about Future Pathways through their involvement in the Redress Scheme since we made changes to how we record this information. In Q4, 4% of people who registered with us heard about Future Pathways from [Redress Scotland](#), the independent body which makes decisions on applications for Redress. In Q1, this increased to 7%. Similarly, in Q4, 2% of people who registered with us had heard about us from their [Redress Caseworker](#). This is someone who works for the Scottish Government who can help people with questions about completing the redress application form, what documents to provide and where to get

¹ The figures in this graphic do not sum to 100% because some people hear about the service from multiple sources.

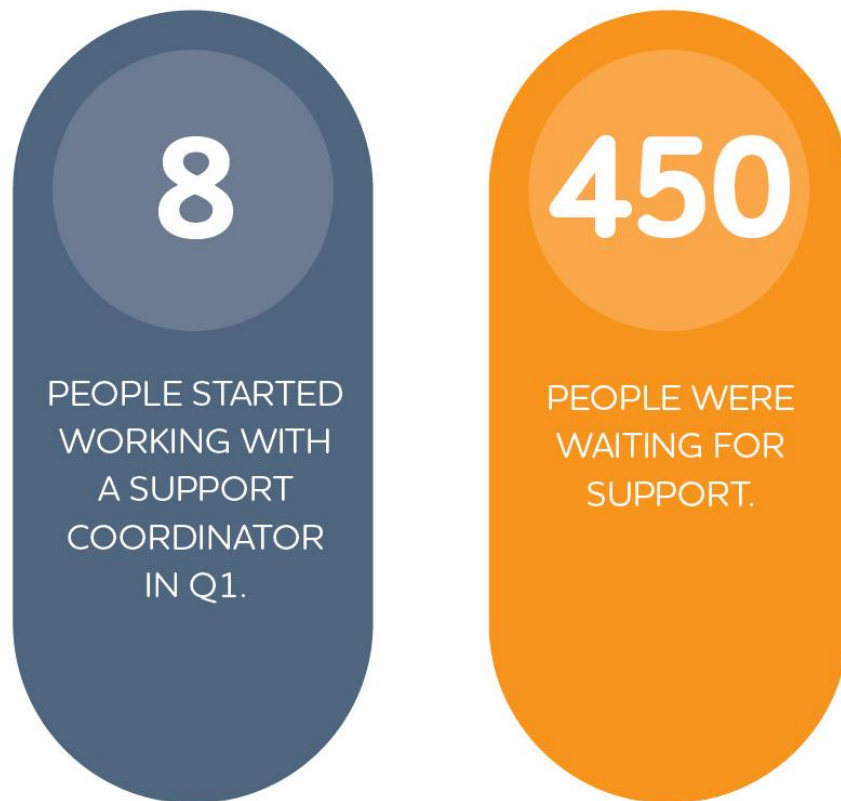
support. In Q1, this increased to 7%. And the proportion of people who heard about us from the [Redress Support Service](#) – which offers support to people who are applying for the Redress Scheme or who are thinking about applying – remained relatively consistent in Q1 compared with last quarter. This overall increase may indicate that we previously under-represented the number of people who heard about us through this service. In Q1, if people did not hear about us from someone they knew, they were most likely to hear about us through being involved in the Redress Scheme.

Registering with Future Pathways



This quarter, 58 people registered with Future Pathways, a 9% (-5) increase compared with last quarter. In Q1, on average 19 people registered with us per month, which is relatively consistent with Q4. The number of people registering with Future Pathways fluctuates each quarter. But overall, we see an ongoing increase in the number of people registered with the service overall over time. You can read more about the yearly trends in registrations since the service launched in our latest impact report, Pathways to Change. You can read the Pathways to Change report [here](#).

Waiting for support



Because of the high number of people registering with Future Pathways, we are not able to start working with people soon after they register. This means we have a waitlist for our support. Since last quarter, the number of people waiting for our support has increased by **14% (n=56)**. It is not always possible for us to say how long people will have to wait because timeframes can change. However, at the moment, people are waiting up to 23 months. We are working hard to address our waitlist for support, and we regularly update the information available about waiting for support. You can access this [here](#).

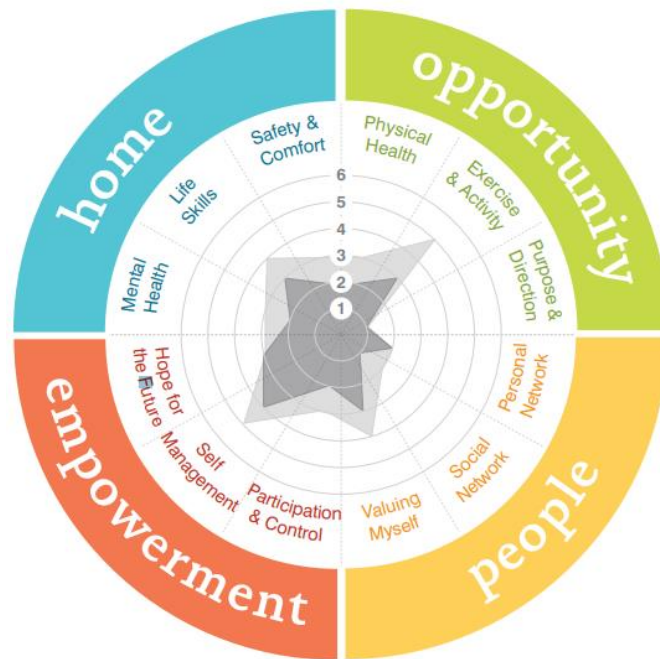
In Q1, **8** people started working with a Support Coordinator. We prioritise starting work with people in priority groups – people aged over 65 and people with a terminal illness. Everyone who registered with the service in Q1 who was in a priority group began support with a Support Coordinator.

There was a reduction (-6) in the number of people who started support with us this quarter compared with Q4. This is because we have focused on making sure that people who are currently accessing support can continue to do so as our staff team goes through some changes. We also noticed that numbers of people (n=15) returned to access support from a Support Coordinator in Q1, after a period of not accessing support. This might be because a new support need has emerged, or because the person's circumstances have changed.

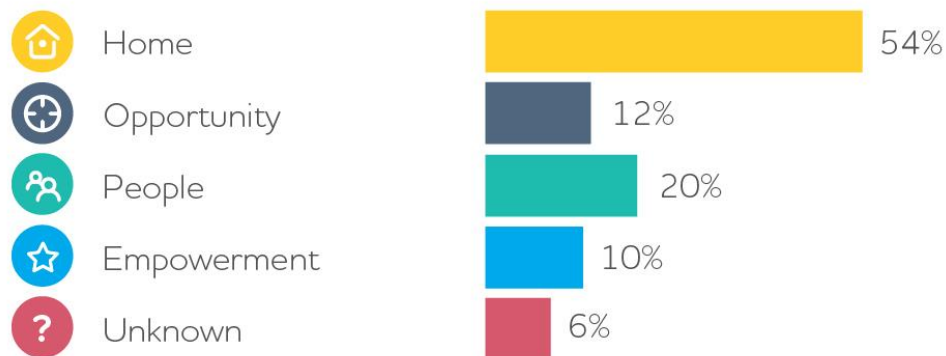
Identifying outcomes

When support begins, we have conversations with people about their personal outcomes. Personal outcomes are the areas of their life that matter the most to the person, and the changes they would like to make. Support Coordinators adapt their approach to having conversations about outcomes according to the person. Some Support Coordinators use the HOPE framework to look at the different areas of people's life like their home, access to opportunities, the people in their life, and how empowered they feel. We also use the HOPE framework to evaluate people's outcomes, as this helps us identify the areas

of life that people feel are important.²



After having a conversation about the person's outcomes, we develop a support plan that is tailored to the person. In support plans, we help people break their outcomes down into manageable steps. This quarter, 209 people took part in support planning conversations. We looked at a sample of 25 support plans to learn more about the changes that people hope to make in their lives. We looked at 50 outcomes in this sample, since, on average, people identify around 2 outcomes they wanted to focus on in their support plans.³ The graphic below shows the focus of the outcomes that people identified with their Support Coordinators this quarter.



More people identify outcomes related to the 'Home' area of their life compared with any other area of the HOPE framework. The proportion of outcomes in this area increased from 43% (n=25) in Q4 to 54% (n=27) in Q1. In Q1, most (52%, n=14) of people's 'Home' outcomes were about the person's

² The HOPE framework is intended for use as a self-assessment tool. Here we use the HOPE framework as a way of evaluating people's outcomes. This use introduces a margin of error as it is based, in most instances, on our interpretation of the areas of life people relate their outcomes and goals to.

³ The figures in this graphic do not sum to 100% because some people's outcomes may be related to more than one HOPE area.

mental health. People agreed goals such as accessing psychological support and exploring practices such as writing and mindfulness. Many (37%, n=10) people's 'Home' outcomes were about improving feelings of safety and comfort at home. People agreed goals different goals when this was an outcome, for example accessing support to move home, or make their home feel more like their own.

Some people's (10%, n= 5) outcomes were about experiencing more opportunities. Three out of five of these outcomes were about improving physical health or incorporating more exercise and activity into their lives. People's goals included exploring opportunities to move more or to improve their sleep, which we recognise can be a significant challenge for many people with lived experience.

We also see that many (20%, n=10) people's outcomes were about the 'People' area of their life. In most instances, this was about developing relationships with their immediate personal network or services in their area. People identified various goals, such as spending more quality time with people in their lives and attending community groups related to their interests.

Some people's outcomes (12%, n=6) were focused on empowerment. Most of these (n=4) were about people gaining an increased sense of participation and control in their lives and their support. For some people this was about accessing educational opportunities, or opportunities to explore their interests. For others this was about advocating for themselves with other services.

During support planning conversations, we ask people about the changes they hope to see in their lives. The word cloud below shows the themes that emerged from people's answers.⁴ This quarter, one of the main themes in people's responses was building connections with the people in their lives. We also continue to see that feeling comfortable at home and improving mental health are also very important to people we support.



Tailored support

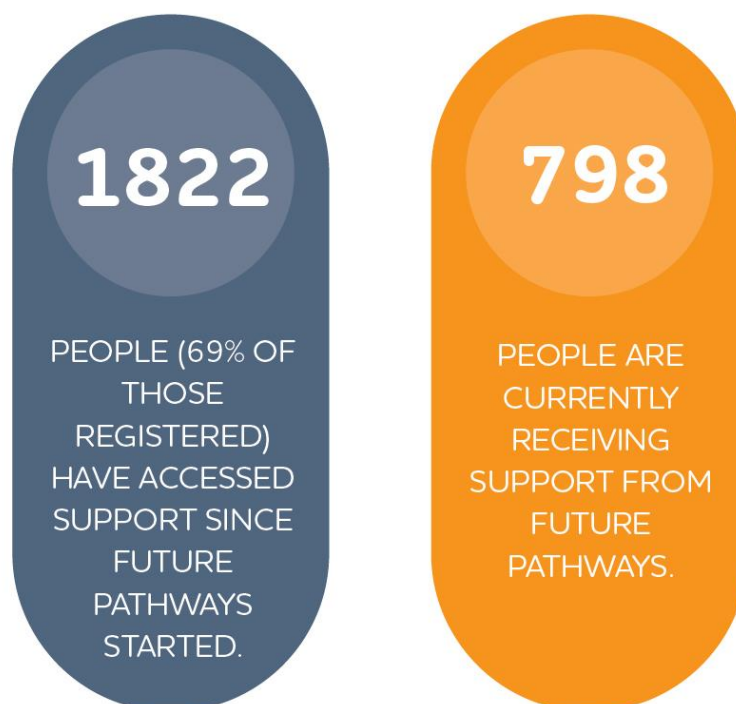
During support, we tailor the support we provide according to people's personal outcomes. Future Pathways facilitates access to three different types of support:

- Services provided by our network of Delivery Partners.

⁴ Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

- Material support through the Discretionary Fund.
- Support to connect with existing services including statutory and third sector services.⁵

This quarter, **798** people were accessing our support. Since the service launched, **1822** people have accessed our support. This is **69%** of people who have registered with Future Pathways.



We aim to have regular conversations to review the support people have accessed through Future Pathways. In Q1, 202 people took part in review conversations with their Support Coordinator, and we looked at a sample of 25 review conversations to understand more about the support we facilitated and the difference it made.

These conversations show that people accessed a range of different types of support at Future Pathways in Q1. **44% (n=11)** of the review conversations we analysed referred to accessing material support through the Discretionary Fund. **28% (n=7)** of review conversations referred to accessing support from one or more Delivery Partners. **16% (n=4)** of review conversations referred to accessing support to engage with existing services, housing services.⁶ Some people who reviewed their support (**24%, n=6**) had accessed a mix of these different types of support since their last support plan. The broad range of types of support that people talk about in review conversations indicates that Future Pathways responds to people's needs in a tailored, holistic way.

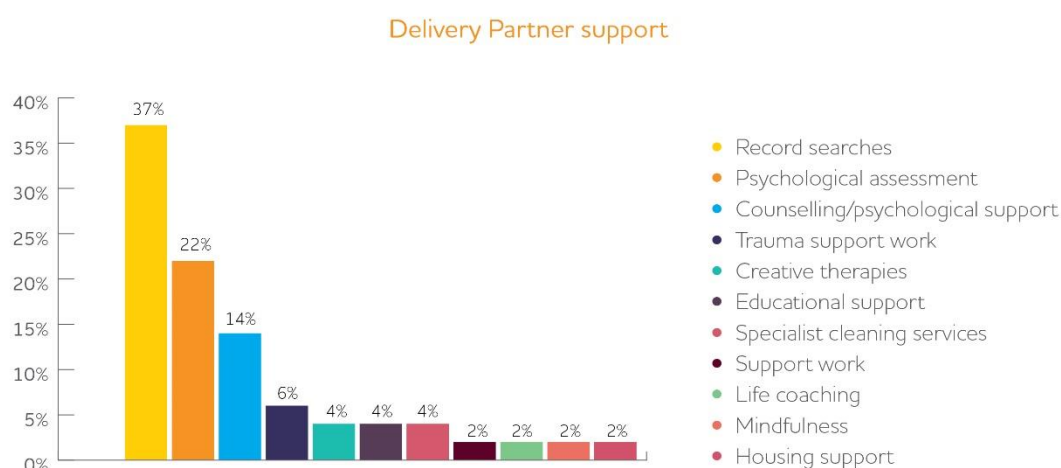
⁵ Many people consider support coordination as a form of support in and of itself. While it is not listed here as a type of support, we facilitate access to, we recognise that this can be very important to people accessing Future Pathways.

⁶ In reviews, two people discussed the difference that their relationship and interactions with Future Pathways had made for them, indicating that, for them, support coordination itself was an important part of the support they access through Future Pathways.

Delivery Partner support

Future Pathways commissions different types of support from a wide-ranging network of 51 Delivery Partners.⁷ In Q1, 102 people were accessing support from 39 Delivery Partners. And some people accessed Delivery Partner support from more than one Delivery Partner.⁸

Most of the Delivery Partners we work with provide counselling or psychological support services. We also work with Delivery Partners across sectors such as creative therapies, support work, record search support and coaching. In Q1, we referred 49 people to 16 Delivery Partners. This graph shows the number of referrals we made this quarter to Delivery Partners providing different types of support.



Generally, the most common referral we make is to the Anchor, the Glasgow Psychological Trauma Service. However, this quarter, we saw a slight decrease in referrals to the Anchor, and most of the referrals we made were for support with seeking records. In Q1, we supported 18 people to start seeking their records, a significant increase (+11) compared with Q4. In total we have supported 796⁹ people to seek their records through a Delivery Partner. We also saw a significant increase in the proportion of referrals we make to counselling Delivery Partners. We often see fluctuations in the types of support we refer to from quarter to quarter. This is expected, given that support is tailored to people's individual outcomes. However, despite fluctuations, we consistently find that counselling, psychological assessment and support to seek records are most often accessed by people we support.

This quarter, we rolled out our refreshed approach to commissioning support with our network of Delivery Partners, after over a year of collaborative work with staff and partners to streamline our processes, improve our understanding of the impact of Delivery Partner support, and develop useful

⁷ This is a significant decrease (25%, -17) from last quarter. This is because we have updated how we define an active Delivery Partner as part of our refreshed approach to commissioning support. Now, active Delivery Partners are organisations which have our refreshed agreements in place. Since we are currently embedding our refreshed approach, we anticipate a gradual increase in the number of active Delivery partners as more partners are commissioned to complete work using the updated agreements.

⁸ We cannot give an exact figure for this because we record referrals to the Anchor in a different way than the way we record other Delivery partner referrals. It is likely that some people were accessing the Anchor and other Delivery Partner support. However, we know that at least eleven people were accessing support from more than one Delivery Partner in Q1.

⁹ This figure is cumulative over the full time of the service. This figure is subject to a margin of error due to changes in how this information has been recorded over time and it may include some people who have been referred for this type of support more than once. It should therefore be interpreted as an estimate.

resources for Delivery Partners about our approach. As part of this approach, we enhanced our communications materials to and for our Delivery Partners. We refreshed the Delivery Partners section of the website, and we rolled out two new publications: an Introduction to Partnering with Future Pathways and our new Delivery Partner Welcome Pack. You can [view the refreshed Delivery Partner page here](#).

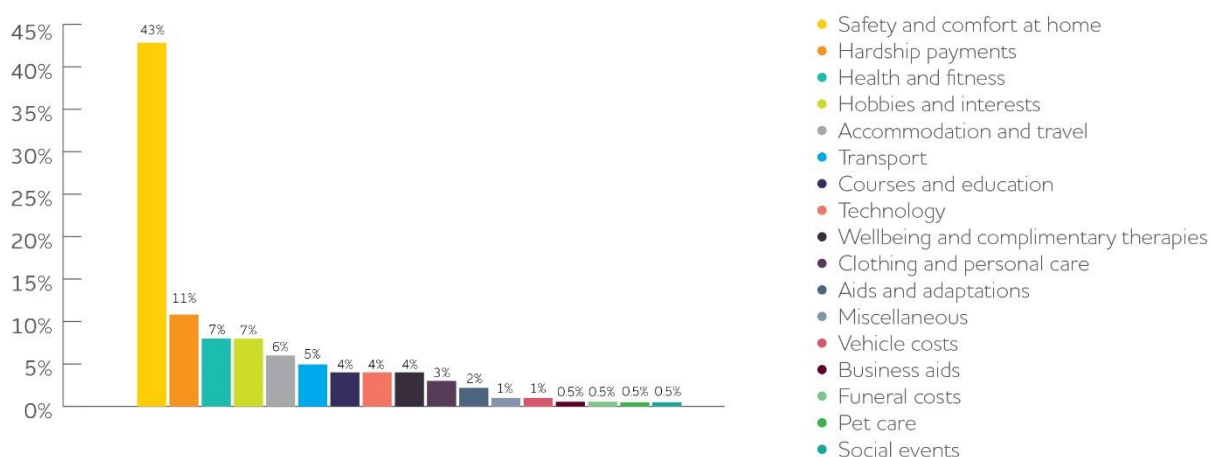
All the positive feedback we received from Delivery Partners this quarter was about our refreshed approach to commissioning, and the support we provided to implement these changes. We look forward to hearing more feedback from our Delivery Partners in Q2, when we will ask Delivery Partners more about their experience with us in our annual Delivery Partner questionnaire.

Discretionary Fund support

Future Pathways also supports people to progress their outcomes by providing material support through the Discretionary Fund. People access the Discretionary Fund to progress a wide range of different outcomes. It is therefore clear that material support can mean different things to different people.

This graph shows how people used Discretionary Fund support in Q1.

Discretionary Fund support



We continue to see that people access the Discretionary Fund most commonly to progress outcomes related to their home environment, such as purchasing furniture, or accessing support to move home. The proportion of payments related to improving the home environment increased slightly this quarter. How the Discretionary Fund is used by people we support fluctuates from quarter to quarter, but we often see that more people access this support to make changes to their home environment than for any other type of support.

Linking with existing services

We also help people to access support from existing services that are best placed to meet their needs. Existing services are partner organisations we work alongside, but who we do not commission support from because they provide free support. Examples include third sector and statutory services. We support people to access these services by:

- Signposting people to services they can access.
- Making referrals or supporting people to refer themselves to services.

- Supporting people to navigate and engage with services.
- Supporting services to adapt their support to people registered with us.

Previously we have seen a 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 discuss this type of support in review conversations. We know that many people we support can face barriers when accessing existing services because of the inequalities they experience or have experienced. Other contextual factors, such as waitlists for some services, can also make it difficult for people to access the right support at the right time. When support from existing services is mentioned in reviews, many cite difficulties accessing support, most notably statutory services, such as delays, gaps in support, or dissatisfaction with the quality of support offered. This indicates that, even with Future Pathways' support, people can face barriers when engaging with existing services. In Pathways to Change, our latest impact report, we took a closer look at how we work with existing services and the barriers that can affect people's access to these kinds of supports. You can read the Pathways to Change report [here](#).

However, over the last six months we have seen that comparable numbers of people are discussing this support in review conversations with their Support Coordinator. For example, in Q1, five people referred to accessing support to connect with existing services such as social work services and charities, in their support plans. And in the reviews that we sampled, four people reviewed the support they had received to link with existing services. We continue to observe that people report challenges when accessing support from existing services, but this shift may indicate that we are supporting people, in some instances, to overcome these challenges.

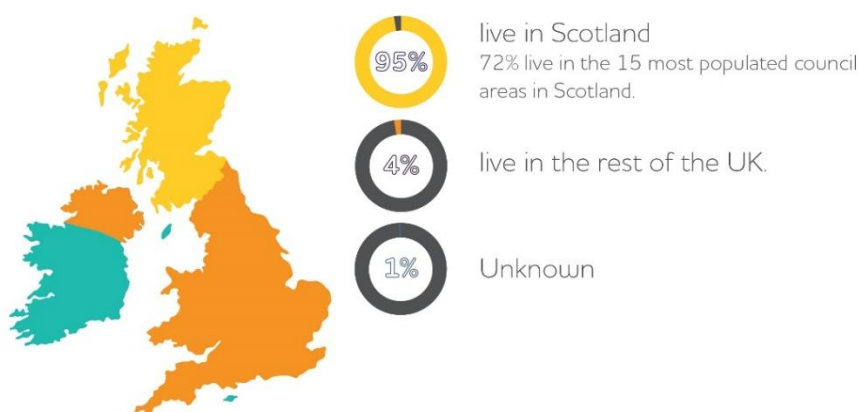
Who we work with

People we support

When people register with Future Pathways, we ask them for some basic information about themselves, like their age and where they live. This information helps us understand more about who accesses our support, and it helps us identify how we can become a more accessible service.

Where people we support live

We continue to see that most of the people who register with us live in Scotland, and most live in the most populated council areas in Scotland.¹⁰



We

use the Scottish Index of Multiple Deprivation (SIMD) to evaluate how likely it is that people who are registered with Future Pathways face barriers when accessing support. The SIMD looks at the extent to which an area is 'deprived' across seven domains: income, employment, education, health, access to services, crime, and housing. If an area is identified as 'deprived' in the SIMD, this is an indicator that people living in this area may be more likely to have a low income and less access to resources, services, and opportunities such as healthcare services, and education or employment opportunities.¹¹

We analysed the postcodes of people who registered with us in Q1 who live in Scotland. Almost half (**47%**, n=27) live in a postcode area which is among the **20%** most deprived areas of Scotland. Almost a quarter (**24%**, n=14) live in an area which is among the **10%** most deprived areas of Scotland. And **12%** (n=7) live in the **5%** most deprived areas of Scotland. The proportion of people registering with us who live in some of the most deprived areas of Scotland is slightly lower than in Q4, although we see that this remains consistently high.

In comparison, in 2021, only **10%** of the population of Scotland were estimated to live in areas which were among the **10%** most deprived areas of Scotland.¹² As can be seen in the figures above, people registering for Future Pathways support were more than twice as likely to live in the **10%** most deprived areas of Scotland. This analysis demonstrates that people registered with Future Pathways are significantly more likely to experience barriers when accessing supports than the general population.

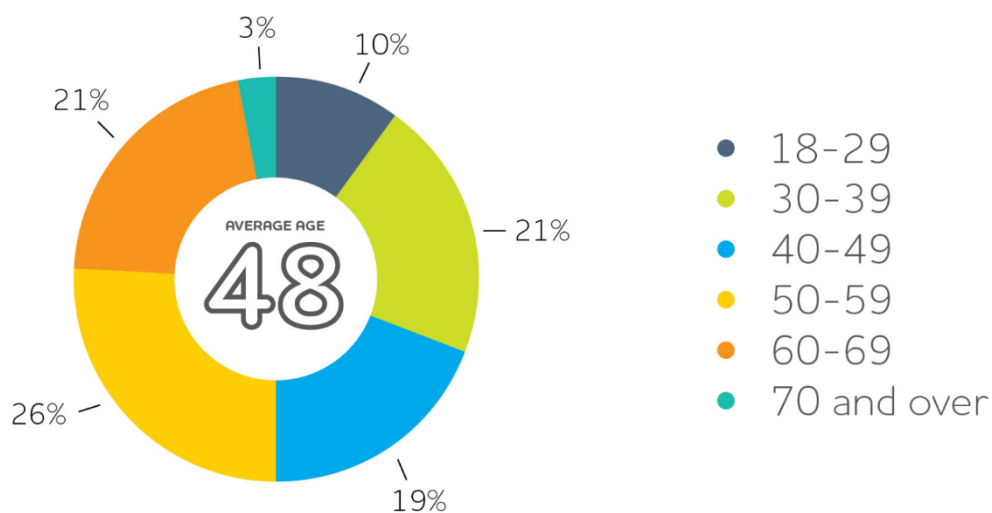
¹⁰ This figure includes the 15 council areas with the highest population in Scotland.

¹¹ That a postcode is identified as 'deprived' in the SIMD does not mean that every individual living in the area experiences deprivation. Rather it is an indicator of where in Scotland, it may be more difficult to access the support that is needed.

¹² [Population Estimates by Scottish Index of Multiple Deprivation \(SIMD\) | National Records of Scotland \(nrs.scotland.gov.uk\)](https://nrs.scotland.gov.uk/population-estimates-by-scottish-index-of-multiple-deprivation-simd/)

Ages of people we support

This quarter, the average age of people who registered with us was 48.



This quarter, we saw a significant decrease in the proportion of people in all age groups under 59. And we saw an increase in the proportion of people registering with us aged 60 and over. However, overall, we are noticing a general trend that more younger people are registering with the service than previously.

Life experiences of people we support

We ask people to fill in a form called 'About You' after they have been engaging with Future Pathways for around 6 months. The form is optional, and people's answers are anonymous. People's answers to the form helps us understand more about who we support and their life experiences. We use what we learn to make improvements to Future Pathways to better meet the needs of people we support.

We share what we learn from people's responses to this form twice per year. This is to make sure that we base our findings on as much data as possible. Last year 51 people completed the form, and we shared what we learned from what people shared in our latest impact report. We will share more about what we have learned from this data in our next quarterly report.

Our impact

How we measure our impact

We continuously seek to understand people's experiences with Future Pathways. Every quarter we look at the feedback we have received. This helps us understand what we are doing well and how we could improve. Different people prefer to give feedback in different ways so we have a range of ways people can give us feedback.

People we support can give us feedback anonymously by:

- completing our online feedback form
- completing a feedback form after their first review of their support. We call this the first feedback form.
- completing a feedback form after they pause their support, or if they feel their outcomes have been met. We call this the second feedback form.

Anyone can give us feedback at any time by:

- discussing their feedback with a staff member
- providing feedback via social media
- making a complaint
- writing to Future Pathways (by emailing us or sending us a letter)
- requesting a conversation with the Impact & Evaluation Lead.

Delivery Partners can provide us with feedback at any time by

- completing our online feedback form
- providing feedback in progress reports.¹³
- responding to our annual Delivery Partner feedback questionnaire
- discussing their feedback with a staff member

When people give us permission to do so, we include quotes in our reports, to give examples of the impact different people experience.¹⁴

Who gave us feedback

In Q1, we received a lower volume of feedback from people registered with us compared with last quarter. Approximately 20 people registered with Future Pathways gave us feedback this quarter.¹⁵ Most people who gave us feedback (n=16) were actively accessing support or had previously accessed our support.¹⁶ Some (n=4) were waiting for their support to start. In addition, 202 people reviewed their support with their Support Coordinator, and we looked at a sample of 25 reviews to learn more about people's experience at the service.

We received slightly less feedback from Delivery Partners in Q1 compared with last quarter.¹⁷ Four of our Delivery Partners gave us feedback in Q1. In addition, 11 Delivery Partners reviewed their work with

¹³ These are completed by the Delivery Partner when the support commissioned is ending. They provide an opportunity to reflect on the impact of the work that has taken place.

¹⁴ We make sure that all quotes that we include in our reports are anonymous unless people prefer to be identifiable.

¹⁵ This figure is approximate because some forms of feedback are anonymous, and so it is possible that one person could give us feedback in multiple ways.

¹⁶ This includes two people who gave us feedback on behalf of someone they knew who was accessing support.

¹⁷ We saw a 76% decrease in quarterly returns compared with last quarter.

us in progress reports and we looked at a sample of nine progress reports completed by seven Delivery Partners. The reduction in feedback from our partners this quarter is likely because we have been implementing our refreshed approach to working with Delivery Partners. Our process for progress reports has been updated as part of our approach, and so we anticipate we will receive fewer progress reports for a period as we embed our new approach.

This part of the report analyses feedback from approximately 42 people we support¹⁸. The analysis presented below informed by:

- A sample of 25 reviews completed with 22 people we support.
- All feedback received through other sources from 26 people registered with us.

How people gave us feedback

People we support gave us feedback in many ways in Q1. The most common ways of giving feedback were completing a feedback form and making a complaint. We saw a slight decrease (-2) in the number of complaints we received this quarter with 35% (n=7) of feedback communicated through complaints.

People often use our feedback forms to share their experience of the service. These forms ask specific questions about people's experience of the service and create opportunities for people to share their experience of any aspect of the service. In Q1, almost half (45%, n=11) of the feedback we received was communicated through a feedback form. The most used feedback form (n=4) was the second feedback form which is offered to people after they agree a pause in their support, or after they feel their outcomes have been met at Future Pathways.

People also continue to communicate their feedback directly to a staff member or by writing to a staff member. This quarter, people shared their feedback with their Support Coordinator, a Support Coordinator managing the registration line, and, in some instances other staff members such as the Communications and Creative Lead. Similarly, almost all the feedback we received from Delivery Partners in Q1 was communicated to the Partner Relationship Lead. We consistently see that this is a crucial contact point for Delivery Partners to share their experience of the service.

¹⁸ This figure is estimated. This is because it is possible that some people who provided us feedback this quarter also completed reviews which may have been included in the sample of reviews analysed in this report.

How people feel when they work with us

We received both complimentary feedback and critical feedback or suggestions for improvement from people we support and Delivery Partners in Q1. However, most of the feedback we received from people registered with us was complimentary in Q1. Everyone who responded to our first and second feedback forms used positive language to describe the service. And almost all Delivery Partners who gave us feedback in Q1 (67%, n=3) gave us complimentary feedback.

We also received critical feedback or suggestions for improvement this quarter. Twelve people registered with us gave us critical feedback. Of these, two people gave us feedback that included both critical and complimentary feedback. You can read more about this feedback in the 'Collaborating through difficulty' section of this report.

Understood, cared about, and valued

The feedback we received this quarter indicates that many people feel understood and valued by Future Pathways. Many people accessing our support expressed appreciation for Future Pathways' support in their feedback this quarter. Sometimes, people expressed a general sentiment of appreciation, such as describing the service as "brilliant" or "good". In other instances, people named a particular aspect of the support they had accessed such as the approach of their Support Coordinator, Delivery Partner support, our newsletter, and accessing the Discretionary Fund.

In our first and second feedback forms, we ask people how they would describe Future Pathways. We continue to see that people used words such as "understanding" (n=2) and "supportive" (n=2) to describe Future Pathways. These themes were echoed in other forms of feedback. Two people stressed their appreciation for how understood, cared about, and supported they felt by the service. They used words such as "compassion", "patience", "kindness" and "empathy" to describe Future Pathways' approach. Similarly, in reviews, people expressed mostly positive experiences of Future Pathways. Four people described feeling supported by Future Pathways, and three people expressed that they felt understood by the service. Four people told us that they felt that Future Pathways was there for them.



"They listened – they cared – they supported me. They have been so supportive. I would have been lost without them."

Person supported by Future Pathways

Furthermore, in Q1, 7 people responded to our first and second feedback forms. In these, we ask people to tell us what they think about the statement "Future Pathways understands me and my needs". In Q1, everyone who responded to the form agreed that they felt understood by the service. Indeed, most respondents (n=6) strongly agreed with the statement. In addition, most people (n=5) agreed with the statement "Future Pathways cares about me". And most respondents (n=4) strongly agreed with the statement.

Safe and able to trust Future Pathways

We also received feedback that some people feel safe with and able to trust the service. We continue to see that many people engage with review conversations and other ways of giving feedback. Given that people with lived experience of in-care abuse and neglect can understandably face difficulties trusting services, people's engagement in our feedback opportunities may be an indicator in itself that people we support feel safe to share their views with us.

Most people (**n=5**) who responded to our first and second feedback forms agreed with the statement "I can trust Future Pathways". And most people (**n=4**) strongly agreed with this. Individuals also expressed what contributed to this feeling of trust and safety, namely that their Support Coordinator did not judge them, included them in decision making, and made them feel comfortable talking to them. In reviews, a few people (**n=2**) also expressed that they felt trusted by Future Pathways in return. This was in reference to being supported to make choices about accessing material support.

On the other hand, a strong indicator that people feel safe with a service is engagement with opportunities to shape and improve the service. We continue to see that fewer people feel they have opportunities to influence Future Pathways and how the service develops. We ask people about this in our first and second feedback forms. In Q1, only four out of seven people fed back that they felt they had access to these opportunities. We know from previous feedback that some people do not feel as aware of opportunities to contribute to the service, or the work of our Lived Experience Voice group, Voices for a Better Future.

Some people might choose not to give feedback and to become uncontactable if they have not had a good experience at Future Pathways. In Q1, 23 people became uncontactable. This means we were no longer able to make contact with them. There are many reasons why a person may become uncontactable. We want to learn more about this experience in future evaluations.



What people gain through Future Pathways

A consistent relationship with Future Pathways

We continue to see that people we support develop sustained relationships with Future Pathways. In at least **95% (n=20)** of the reviews we analysed where this information was included, people chose to continue working with Future Pathways. Two thirds (**67%, n=14**) wished to continue working on existing outcomes. This indicates that many people work on longer term outcomes with the service. Many wished to identify new outcomes (**62%, n=13**). This indicates that for many people, the support they access at Future Pathways evolves along with their outcomes.¹⁹

In reviews some people also referred to gaining a consistent relationship with other services through Future Pathways, for example welfare support services or healthcare professionals. This quarter, individuals shared that they felt they gained knowledge about interacting effectively with other services, managing difficulty, and asserting boundaries, skills which can help people build sustainable relationships with services, including Future Pathways.

Self-awareness

People we support continue to share that they gain awareness of their own strengths, abilities and changes they want to make. A few (**n=3**) respondents to our first and second feedback forms agreed with the statement, “**I know what changes I want to make in my life**”. In addition, a few people who responded to these forms (**n=3**) also agreed with the statement “**I know more about my strengths and what I can do**”.

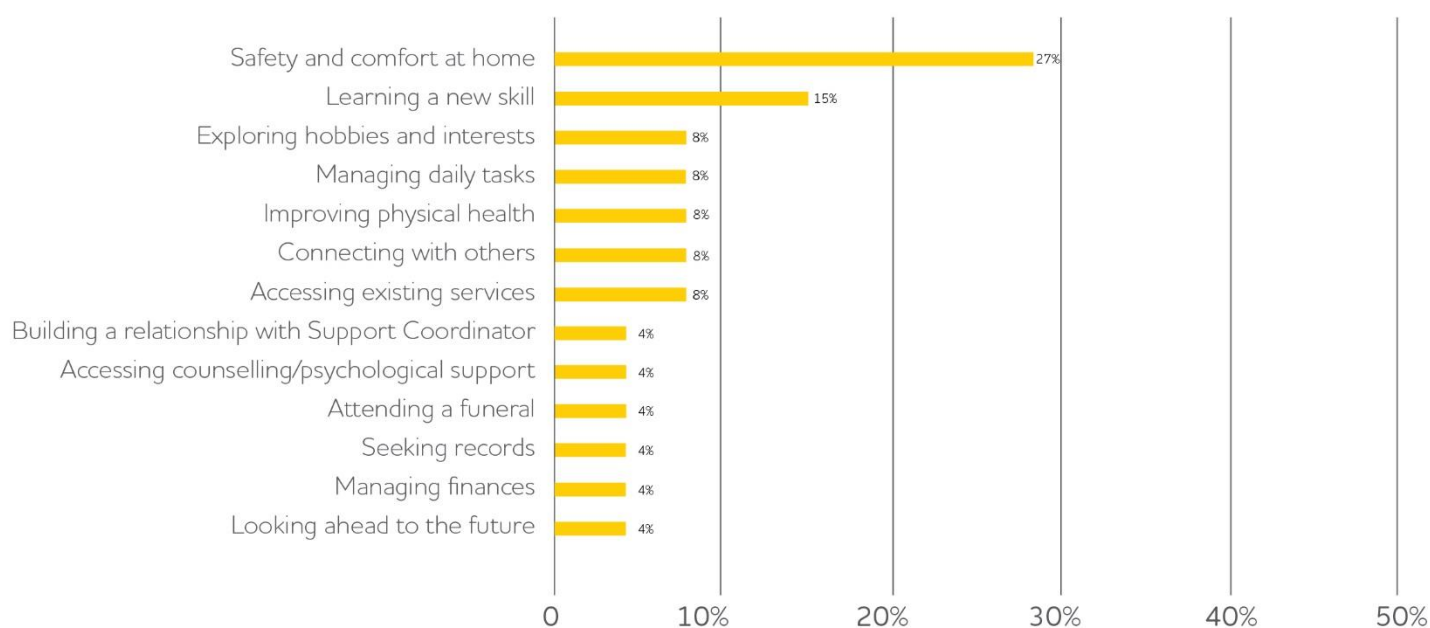
Similarly in reviews, we see that people reflect on what they learn about themselves through accessing Future Pathways’ support. For example, some shared that they had learned more about why they react in the way they do, their strengths, triggers and boundaries. This feedback indicates that many people we support gain an awareness of their personal outcomes, and the skills and resources they can bring to bear in their lives.

Access to tailored resources

People access wide-ranging support through Future Pathways, and this support is tailored to their needs. We continue to see that people find a wide range of different types of support valuable. We looked at a selection of reviews where people identified a positive impact in their lives. We looked at 26 outcomes identified by 14 people in this sample. This graph shows the different types of tailored support that were referenced in review conversations in relation to people’s outcomes.

¹⁹ Seven people (a third of the sampled reviews which included this information) opted to both continue some current outcomes and identify some new outcomes in their review conversations.

Impactful support



As the graph demonstrates, people most commonly identify that support with making their home feel safe and comfortable helps them progress their outcomes. Support to learn a new skill such as driving, explore a hobby or interest, and connect with others were also discussed in reviews.

The wide-ranging supports people identify in reviews indicates that Future Pathways tailors the support it provides to the person. Correspondingly, most people who responded to our feedback forms (**n=6**) agreed with the statement "I can access support that is right for me". Most people (**n=5**) strongly agreed with this statement.

Similarly, in the reviews we analysed, people shared examples of what they learned and gained through accessing Future Pathways. Four people fed back that they had learned more about what they were interested in and what they wanted to explore going forward. Others shared that they gained access to opportunities to learn practical skills such as driving. Another theme in reviews was that some people (**n=3**) felt that they had gained increased comfort in their home environment.

Collaborating through difficulty

Sometimes, we experience challenges in our relationships with people we support and partners. We aim to work together with people to resolve issues compassionately and learn from the challenges that come up. We actively seek feedback about how we could improve the service through our feedback forms. We received critical feedback and suggestions for improvement about a range of topics in Q1.

We saw changes in the feedback we received through complaints this quarter. Previously, one of the main themes of complaints was the wait people experience before accessing our support. In Q4 for example, most (**n=7**) of the critical feedback we received from people registered with us was about waiting for our support. However, this quarter, critical feedback was about a broader range of issues. We received only three comments about waiting for support, only two of which were communicated

through complaints. This may indicate that people feel more able to access information about our waitlist without making a complaint. In addition, previously, a key theme in the critical feedback we receive is experiencing difficulty when accessing material support at Future Pathways. We received less feedback about this in Q1.

More often (**n=4**) this quarter, we received critical feedback about an interaction or relationship with a staff member, most often the Support Coordinator. We also received some feedback (**n=2**) that gaps in contact with Future Pathways could have a negative impact on people. We know people's relationship with their Support Coordinator is very important to people accessing support and can be a determining factor in how people experience the service.

People shared that having negative experiences at Future Pathways could make them feel ignored, not listened to, not believed, not cared about, and/or that they were being perceived negatively. People shared that it could also impact their trust in the service and make them hesitant to participate at Future Pathways.

In most instances, we are able to work with someone to address and resolve the situation that led to critical feedback. We did this in various ways where possible this quarter. For example, passing on feedback to the relevant stakeholder, and having conversations about what happened and how the person's experience can be improved.

What changes for people

Taking steps towards outcomes

For some people, accessing support from Future Pathways enables them to take steps towards their personal outcomes. A few people (**n=3**) of the people who responded to our feedback forms agreed with the statement, “**I have taken steps towards my goals.**”

In the reviews we analysed, people described how Future Pathways has supported them to progress or achieve a wide range of goals. For example, we know from our sample of support plans that building connections with others is often an outcome that people we support want to prioritise. A consistent theme in reviews is that people experience positive changes in their relationships with the people in their lives. This quarter, six people described taking steps to connect more with others in their lives. A further six people fed back that support enabled them to access support or opportunities at Future Pathways and other services, enhancing their wider connections in supportive spaces.

Some people shared that they had made changes to put their physical and mental health first, for example exercising regularly, stopping smoking, getting out and about more, and spending more time doing their hobbies. This was echoed in the other feedback we received from people accessing support at Future Pathways in Q1 with people sharing how they had done this in a wide variety of ways.

Increased choice and control

Our analysis of review conversations that took place in Q1 indicates that many people experience an increased sense of agency in their lives and support and that this can look different for different people. For example, for some (**n=2**) this was about communicating their needs more clearly and confidently. For others (**n=2**), this was about actively exploring the opportunities available to them. For others this was about spending their time differently, for example doing hobbies such as research projects and writing (**n=2**).

As is demonstrated above, the most common feedback in reviews about what people did differently (**n=6**) was people feeling more able to access support from Future Pathways and from other services. This indicates an increased sense of self-efficacy in their lives and support.

The difference this makes

A better life

For most people, Future Pathways' support contributes to positive changes in their life. In almost all the reviews we analysed where this information was included (95%, n=20), people identified at least one outcome which had made a positive difference in their life. For most (62%, n=13) the difference they experienced was big.

When we asked people about the difference that Future Pathways had made to them in feedback forms and review conversations, people gave a range of different response. In reviews, consistent themes were that people (n=4) felt more confident, and that people's mental health improved (n=3). Others emphasised that they felt more connected with others (n=2), more relaxed (n=2) and safer and more comfortable at home (n=3). This variation in people's responses indicates that the impacts people experience vary according to what matters most to them and the tailored support they have accessed.

These themes were mirrored in the other feedback we received. In Q1, everyone who completed the second feedback form felt that their life was better now than it was before accessing Future Pathways.



“They helped make my day to day living easier.”

Person supported by Future Pathways

In addition, two people who responded to our feedback forms described Future Pathways as deeply needed, with one person saying the service was life changing. Two people shared that the support they accessed had helped them to deal with the trauma in their past. Two people expressed that they felt better about themselves, able to take steps towards their goals, and less stressed or trapped in their life.

On the other hand, a minority of people do not experience a positive impact for various reasons. 29% (n=6) of the reviews we looked at in Q1 included at least one outcome which people felt had not impacted their life. This is an increase (+2) compared with Q4. In all cases, this was because the planned progress towards the outcome had not been made. In some instances, it was not possible to determine why progress had not been made. In others (n=2), this was due to delays at other services whose support was important for addressing the outcome. In other instances, it was felt that the time was not right to focus on the outcome or that other outcomes should be prioritised in the meantime. This indicates that by reflecting on where progress is not experienced, Support Coordinators can help people focus on those areas where progress can be made, to increase opportunities for positive impact.

Freedom and purpose

We also have some evidence that people experience increased freedom and a sense of purpose when working with Future Pathways. Three out of five people who completed our second feedback form agreed or strongly agreed with the statement “I am more independent”. We also saw that in reviews, some people (n=3) shared that they were looking forward to their future, and others (n=2) fed back that they now felt they had more purpose and focus. This was reflected in the other feedback we received in

which individuals shared that they felt more hopeful, less trapped or stressed, and more able to help others.



“You have a way of showing that there is a way forward. [The support] is giving me my life back.”

Person supported by Future Pathways

Moving on from support



Many people access the right support for them at Future Pathways. For some people, this means they feel that accessing Future Pathways support is no longer right for them at this time. In Q1, 21 people paused their support because they do not have support needs at this time. And some people (n=11) are no longer accessing support at this time because they feel they have met their outcomes.

We also have evidence that our support can help people think more positively about their future. Six out of seven respondents to our first and second feedback forms told us they were feeling more hopeful about the future. This was particularly the case for people who completed our second feedback form, who have paused support or who feel they have met their outcomes. We continue to receive feedback that some people feel more confident about themselves and their futures, having accessed Future Pathways' support. In the reviews we looked at two people reflected that they felt more resilient having accessed support, and a further two reflected that they felt more able to cope.



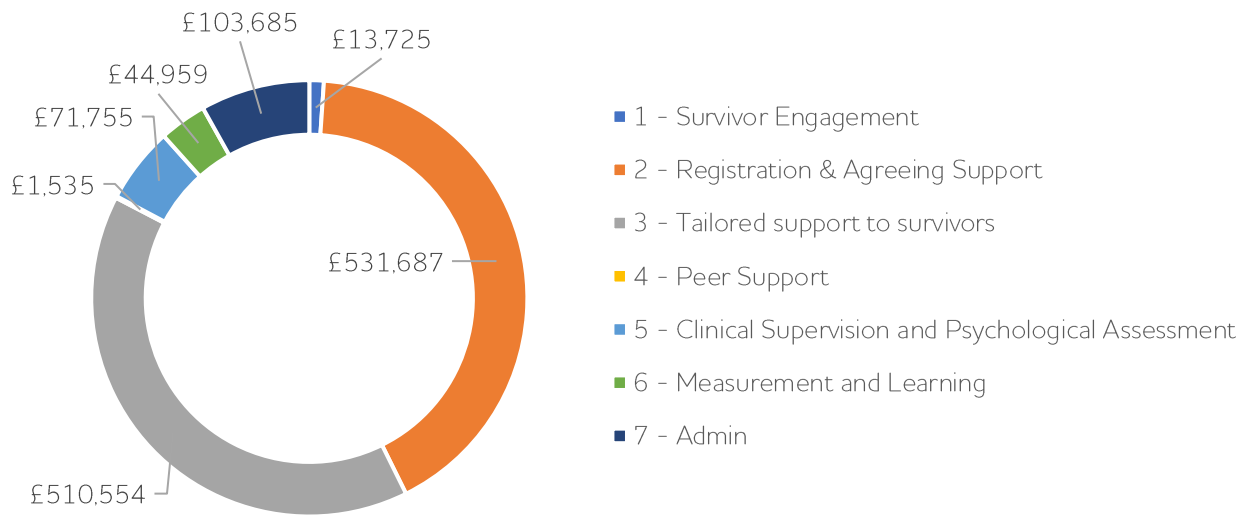
“It helped me to deal with my past.”

Person supported by Future Pathways

Sometimes people return to access support because a new need has emerged, and support is felt to be valuable. In Q1, **15** people returned to access support within a six-month period. A further **9** people returned to our waitlist after more than six months. We will continue to share information about how we approach support and the impact of our support in future quarterly reports.

Expenditure

In Q1, our estimated expenditure was £1,277,900. You can see a breakdown of our expenditure below.



In Q1, the highest area of expenditure was on registration and agreeing support (£532k). This reflects the support coordination team that builds relationships with people we support.

The second highest area of spend was in providing tailored support to survivors (£511k). As in previous quarters, more was spent on material support (£357k) compared to purchased services (£154k).

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

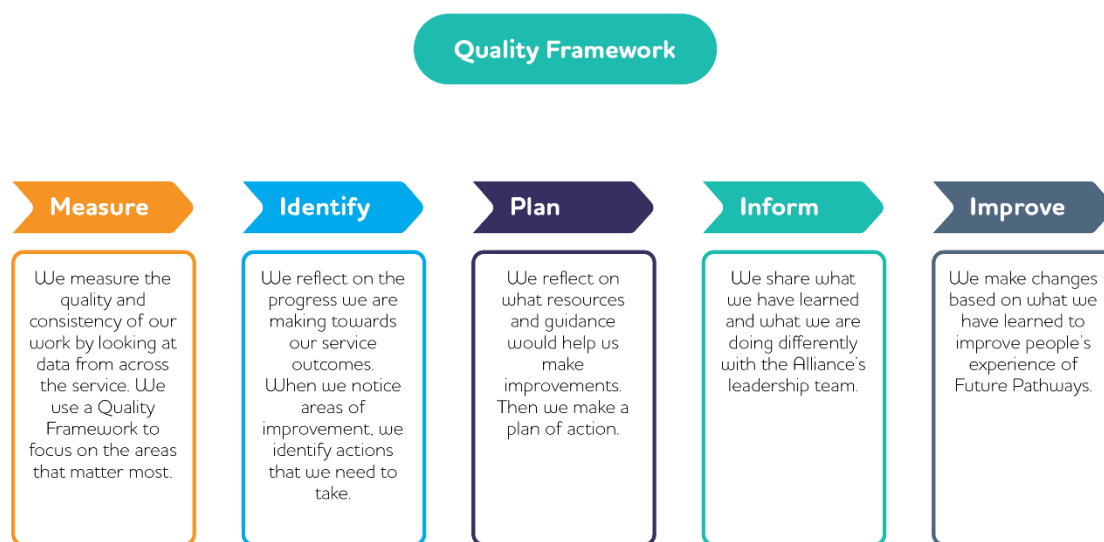
We expect expenditure on Tailored Support to continue to fluctuate as individual needs cannot be predicted with confidence. Cost pressures have not changed from previous quarters. We review our staffing, and service forecasts every three months.

Next steps for Future Pathways

Improving Future Pathways

Every quarter, we reflect on the feedback we receive, and we evaluate the quality of our work so we can make positive changes at Future Pathways. For example, in response to the feedback we have received about how we communicate about our waitlist, we now update the information about waiting for support on our website.

We use a Quality Framework to measure the quality of our work. This flowchart illustrates how we use the Quality Framework to improve.



Our Quality Framework has helped us identify several areas of improvement. Our most recent Quality Framework report helped us identify that we have good evidence, that we are consistent in how we make decisions about accessing material support and in our relational approach to support.

It also helped us identify areas of improvement for the service. For example, in Q1 we started work to improve how we plan and review support with people. We also rolled out our new approach to working with Delivery Partners in Q1, a project which was informed by our Quality Framework findings. Our next priority is making improvements to how we support people to manage their safety and wellbeing.

This quarter, we wrote a report which summarised what we have learned from our Quality Framework over the last year. We will continue to use our Quality Framework to learn and to inform service improvements.

Developing new ways of working

One of the aims of Future Pathways, is to work alongside people we support to develop new ways of working that meet their evolving needs. In Q1, we shared an evaluation of our recent co-design project which we undertook with Voices for a Better Future, Iriss and Scottish Recovery Network. We also progressed towards developing a new procedure for resolving complaints at Future Pathways, following a collaborative project with people accessing the service, staff members, partner organisations and Alliance partners. We look forward to continuing to work closely with our diverse network to develop new and improved ways of working.

Thank you

Thank you for reading our Quarterly Report for Q1 (April to June 2024).

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