

# Quality Framework Annual Report SUMMARY



# Introduction

Our first Quality Framework Annual Report was created in collaboration with staff from all areas of Future Pathways.

This overview of the year draws upon quarterly quality framework reports to give a holistic picture of how we are working within our quality framework. The report highlights the significant work of staff in driving improvement and maintaining quality. Their active involvement in the framework contributes to our overall evaluation, helping to show the difference we make and how we make that difference.

As a service which values learning and growth, this report offers us points of reflection and is a catalyst for potential development.

Staff engagement with the Quality Framework makes a crucial contribution to enabling us to maintain and improve service quality at Future Pathways. Taking part in the framework, such as through discussions and reflections, gives us a lens through which we can identify our strengths and improvement areas.

Participation in the process helps us track how we work towards our strategic ambitions and outcome pathways and supports us to describe, with confidence, the impact we make. Our Quality Framework enables us to maintain and improve service quality, ensuring that we can continue to make a positive difference in the lives of people we support.

# Our Approach to Quality

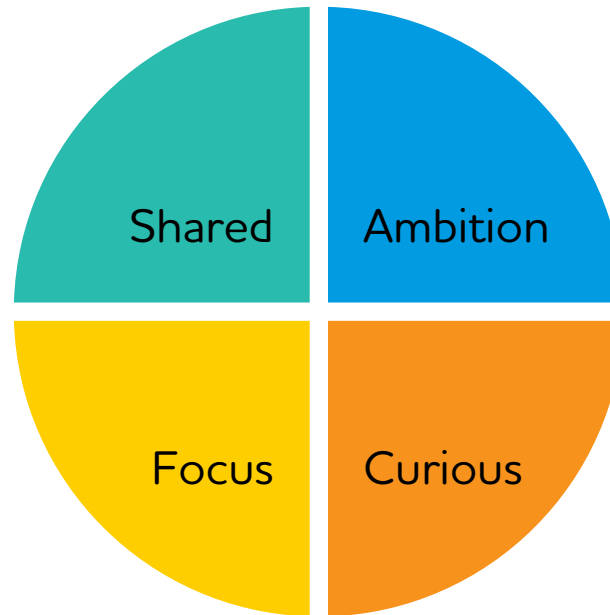
## The Foundation of our Quality Framework



We have a collective responsibility to deliver a high quality service. Each of our roles contributes to this in different ways.



Quality checks are informed by evidence, analysis and reflection. This helps us to focus on the areas we know we need to work on.



We provide a relational service which aims to make life better for the people we support. We work to enable people to gain a sense of freedom, purpose, confidence, and independence.



We want to understand what works well and where we need to improve. We are committed to continually developing as we learn more.

# The evolution of our Quality Framework

In Q1 of 2023/24, we reintroduced our updated Quality Framework which reflected the growth of the service and our confidence in our approach. We continued focusing on Support Coordination, using six indicators to track quality:

- **Indicator 1:** A clear and consistent process is in place for managing and recording safety / safeguarding and incidents to ensure people and staff feel safe.
- **Indicator 2:** We are consistent in how we make decisions about discretionary funding. This ensures that everyone we work with has equitable access to financial support which helps them progress their outcomes.
- **Indicator 3:** We use a holistic plan and review process with everyone we work with. We help people identify their outcomes, strengths, and barriers. We facilitate reflection about the impact of our support which enables us to make collaborative, evidence-based decisions about support.
- **Indicator 4:** We have clear contracting and quality processes to ensure that people registered with us have a choice of consistently high-quality services which meet identified support needs.
- **Indicator 5:** We take a relational approach to working with existing and purchased services, highlighting the needs of people we support and seeking collaborative responses to gaps.
- **Indicator 6:** We enable ongoing opportunities to learn, reflect and contribute to practice and service development. It is clear how learning contributes to change and improvements.

We set out in detail how we would gather information and how we would analyse and report. Alongside this, we produced clearer guidance about how we would monitor quality and act on what we learned. We made responsibilities more explicit and we updated how we would assess recommendations and actions. This helped us be clear about priorities. And, through drop-in Q&A sessions and ongoing support, we were able to ensure staff were confident in the approach.

Most importantly, however, the Quality Framework demonstrated our deep commitment to finding out what really works for people, and our desire to put this learning into action.



# What we learned

## We demonstrate consistency

Over the past year, we have demonstrated strong consistency. By setting up working groups based around key areas, we have created clearer processes and a more cohesive practice. Such changes help consolidate and support consistency.

## We learn and develop

We are a learning service, keen to reflect on how far we have come and see how we can adapt and grow to best suit the needs of people we support. Our evidence shows that teams are prioritising improvement recommendations.

## We value practice development and training

Development and training have taken place in individual team sessions and whole team practice and development days. Topics are chosen in advance, in consultation with teams, and facilitation is shared. A range of themes have been covered this year, including access to resources from Action Trauma Network.

## We are creative thinkers

Throughout the year, staff members create collaborative relationships, find new solutions and implement innovative changes. Staff are open to trying out new ways of working that can benefit teams, the service and the people we support.

## We support each other

Staff regularly refer to having safe spaces for support, learning and reflection which enhances development and contributes to staff feeling valued and heard. They also note that they freely share their thoughts about quality and performance in a safe and supportive environment.

# Principles of Trauma Informed Practice

Trauma informed practice means conducting our work in a way that is directed by an understanding of how trauma affects someone, their world view and relationships. Evidence from the past year demonstrates the principles of trauma-informed practice to be in action across the service.

We also see the ways that principles are often interlinked. For example, thoughtful, transparent conversations can lead to people feeling empowered and strengthen trust.

We also see the ways in which a trauma informed approach leads to better outcomes. Knowledge and understanding around rights can lead to feelings of empowerment and enable a person to advocate for themselves with wider services or engage with organisations such as higher education.





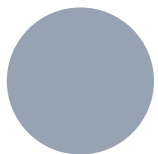
## Safety

Safety comprises both physical and emotional safety. We aim for the person to feel free from threats of harm, comfortable and welcomed at Future Pathways, and with any Delivery Partner or provider they work with.



## Trustworthiness

Trust is gained over time, and we recognise the importance of taking time for trust to grow. We support this by being consistent and reliable, and by encouraging someone to go at their own pace. We also ensure that Future Pathway's policies and procedures are clear, with the objective of building trust among staff, people we work with and the wider community.



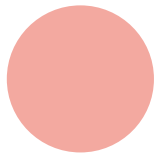
## Choice

We offer meaningful choice and a voice in decision making. People tell us that having choice is vital. It can help a person feel in control of the support they are accessing. Many people have had negative experiences of having to 'fit into' the support that is offered by services. As such, our approach is to build support that best suits a person.



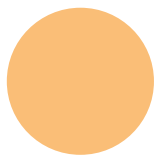
## **Collaboration**

Future Pathways values the experiences of people and staff alike, seeking to overcome challenges and improve the wider system. Our commitment to collaboration is evident in our work with people we support, but also with Delivery Partners, existing services, learning partners and our colleagues. This collaborative approach makes a real difference and can have a significant impact on people we support.



## **Empowerment**

Future Pathways is committed to sharing power and giving people and staff a strong voice in decision-making, at individual and organisational levels. It is important that people feel they have a voice and are heard. We focus on empowering personal agency so that the person can reach the best possible outcome.



## **Cultural consideration**

When we work with people, we must take into consideration the potential specific needs of people who have experienced Scottish care settings. We ensure that our colleagues have knowledge about the impact of abuse in care and can identify and work to reduce the specific barriers people face.



## Next steps on our journey

This year's Quality Improvement report highlighted particular strengths in the following areas:

- We are consistent in how we make decisions about discretionary funding.
- We take a relational approach to working with existing and purchased services.
- We enable ongoing opportunities to learn, reflect and contribute to practice and service development.

Informed by this foundation, 2024/25 work will focus on:

- Completing improvement related to how we purchase, communicate and record information about non-contracted suppliers.
- Enabling effective work by sharing more information about Future Pathways and trauma informed practice with suppliers and tradespeople.
- Reviewing how we support and record the identification and progression of personal outcomes.
- Sharing what we learn in areas relevant to the ongoing development of Future Pathways, including the development of a process to gather examples of impact and barriers that add value to impact measurement.



