



FUTURE
PATHWAYS

Quarterly Report

July - September 2024

Contents

Welcome to the Q2 Quarterly Report _____	4
What we did in Q2 _____	5
Who we work with _____	15
Our impact _____	18
How people feel when they work with us _____	20
What people gain through Future Pathways _____	23
What changes for people _____	26
The difference this makes _____	28
Expenditure _____	30
Next steps for Future Pathways _____	31
Thank you _____	33

Report on Quarter 2 (July to September 2024)

What happened in Q2

- 48 people registered with Future Pathways.
- 25 people started working with a Support Coordinator.
- At least 97 people were accessing support from at least 35 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.
- 7 out of 7 people who answered our feedback forms feel that Future Pathways understands them and their needs.
- People also told us that some experiences, like gaps in contact, could negatively affect their trust in the service.

What changed for people

- People shared what changed in their life after accessing support from Future Pathways. Many people fed back that they know more about their strengths and what they can do. They also told us they feel clearer about the changes they want to make with our support.
- 5 out of 7 people who answered our feedback forms now know what changes they want to make in their life.

Who we supported

- The average age of people who registered with us was 49.
- 80% 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 Q2. 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 support, creative therapies and support work.
- Many people accessed support through our Discretionary Fund such as support to make their home feel safe and comfortable, and to progress outcomes around health and fitness.
- People also accessed support to link up with existing services such as housing and healthcare supports.

What difference we made

- Many people shared the impact of their work with Future Pathways.
- 5 out of 7 people who answered our feedback forms feel more hopeful about their future.
- Some people told us they feel their life is better overall since accessing Future Pathways support.

Welcome to the Q2 Quarterly Report

This Quarterly Report is about what we have done and the impact we have made between July and September 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 have also shared some of our most recent research, including *Accessing Records in Scotland*. This is a report we contributed to which is about what it is like for people with lived experience to seek access to their records. We were also pleased to share our most recent impact report which is called *Pathways to Change*. This report shares what we have learned so far about our approach and the impact it can make in people's lives.

In this Quarterly Report, you can also read about how we support people to make positive changes across different areas of their life, such as their home life and their mental health. We continue to show that everyone's experience at Future Pathways is different because everyone's outcomes are different. That said, we noticed a particular theme in Q2, that improving mental health and wellbeing was an important outcome for many people.

We are also pleased to see that people access a range of different types of support to help them progress towards their outcomes. In Q2, many people accessed support from our Delivery Partners, in particular organisations that offer support with record searches, and services providing creative therapies such as creative writing support. Also, many people accessed material support through the Discretionary Fund. We continue to see that, most frequently, the fund is used to make changes to people's home settings or to manage hardship. We can also see that we help some people connect with existing services such as healthcare services. You can see examples of different kinds of support in our newsletter. You can sign up to receive the newsletter [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. Many people tell us they experienced a positive change from accessing our support. And most people we support experience a positive 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 because many people registered with us experience multiple inequalities.

Your feedback also helps us learn how we can improve. For example, we can see from people's feedback this quarter that building and maintaining a trusting relationship with a Support Coordinator is crucial, and this 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 Q2

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 summary of our communications this quarter.

Communication with people registered with us continued through our quarterly newsletters. Our September newsletter included updates from Future Pathways. For example, we shared information about our latest impact report, a report we contributed to about accessing records in Scotland for people with lived experience, and the new website for the In Care Survivors Alliance.

The newsletter also featured creative content and people's experiences with Future Pathways. Sharing people's experiences of support can help to show others how our support can be tailored to them and how it can change over time as needed. For example, here, [Daniel shares how exercise improved his physical and mental health and helped him on his recovery journey](#). Recent features include people's experiences of accessing Future Pathways and [engaging with existing services and people's reflections about how their support has evolved over time](#). Some features also describe how people are linking up with other services that can offer support such as [Andy's Man Club](#) and [Who Cares? Scotland](#).

We work closely with people in different ways to create creative content and experiences. Some people choose to create their articles or other contributions themselves. And others choose to have phone calls or meetings with us to discuss what they would like to share. Then, we support them to tell their story in their own words through collaborative feature-writing. We want to thank everyone who has contacted us to share their experience or projects so far.

We also continued to work in partnership with Delivery Partners and Alliance Partners to create content for people registered with us. For example, we worked with F Sharp Music to create a revised version of their previous Meet the Partner interview. Previously, the article was featured in Connect (our e-newsletter for our Delivery Partners) and on our website. For this revised article, we made sure the information was more accessible and geared towards people registered with us.

Another exciting communications project this quarter is that we began working on a new video about Future Pathways and our support. This project will continue over the coming months and will involve input from team members across Future Pathways and members of Voices for a Better Future, our lived experience voice group.

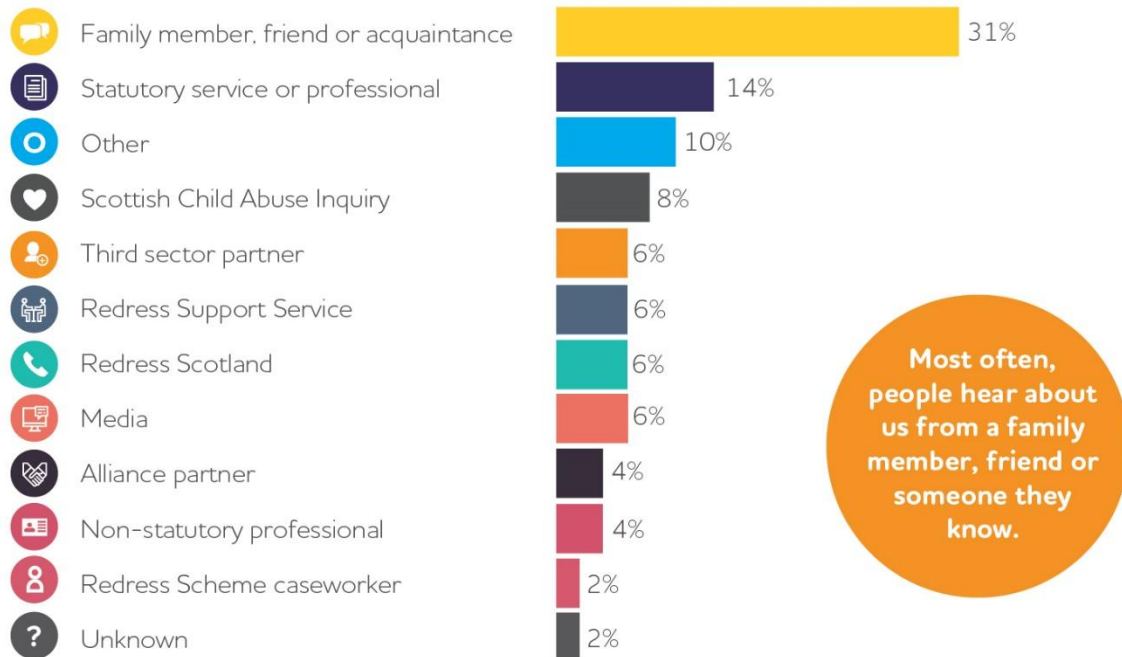
In addition, we [supported the publication of Accessing Records in Scotland](#). This report was researched and written by Aberdeen City Council, the Champions Board of West Dunbartonshire Council, The City of Edinburgh Council, Future Pathways, Social Work Scotland and Who Cares? Scotland. The report presents findings about what it is like for people to seek access to their records, and the challenges they can face. It also makes some recommendations for how this experience could be improved. We shared the report internally, with our Delivery Partners through a stand-alone edition of Connect, and with our wider audiences through our newsletter and [on our website](#).

Finally, this quarter, we also shared more about what we have learned about trauma-informed practice. We ran a campaign to amplify the key messages and findings from our impact report, *Pathways to Change*. We [promoted our impact report across all our channels](#), with tailored content for a range of

different audiences. We also created a toolkit to support team members to use our key impact findings and data in their own work.

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 this quarter who heard about us from someone they know was slightly lower than last quarter, but it remains the most common way people hear about us. In Q2, 31% (n=15) of people who registered heard about us from someone they knew, and in most of these instances (53%, n=8) people heard about us from a friend or acquaintance.

The proportion of people who heard about us from a statutory service continued to increase slightly this quarter. In most instances when people heard about us in this way, they were told about us through a healthcare or social work service.

On the other hand, there was a slight reduction in the proportion of people hearing about Future Pathways through their involvement in the Redress Scheme compared with last quarter. In Q2, 6% of people who registered with us heard about us from Redress Scotland.² A further 6% heard about us through the Redress Support Service.³ And 2% of people who registered with us had heard about us from their Redress Caseworker.⁴ Although the proportion of people who hear about us through the

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

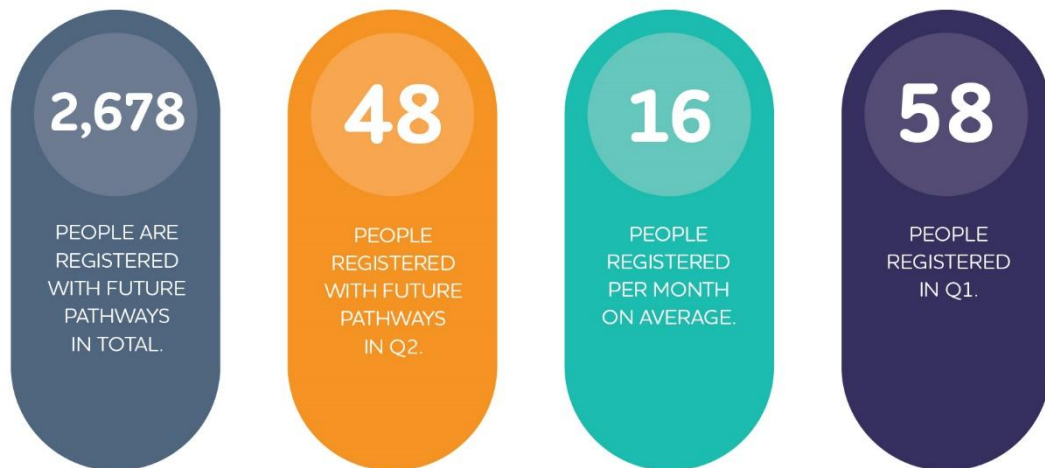
² Redress Scotland is the independent body which makes decisions on applications for Redress.

³ The Redress Support Service offers support to people who are applying for the Redress Scheme or who are thinking about applying. It is also delivered by the In Care Survivors Alliance.

⁴ The Redress Caseworker works for the Scottish Government and can help people with questions about completing the redress application form, what documents to provide and where to get support.

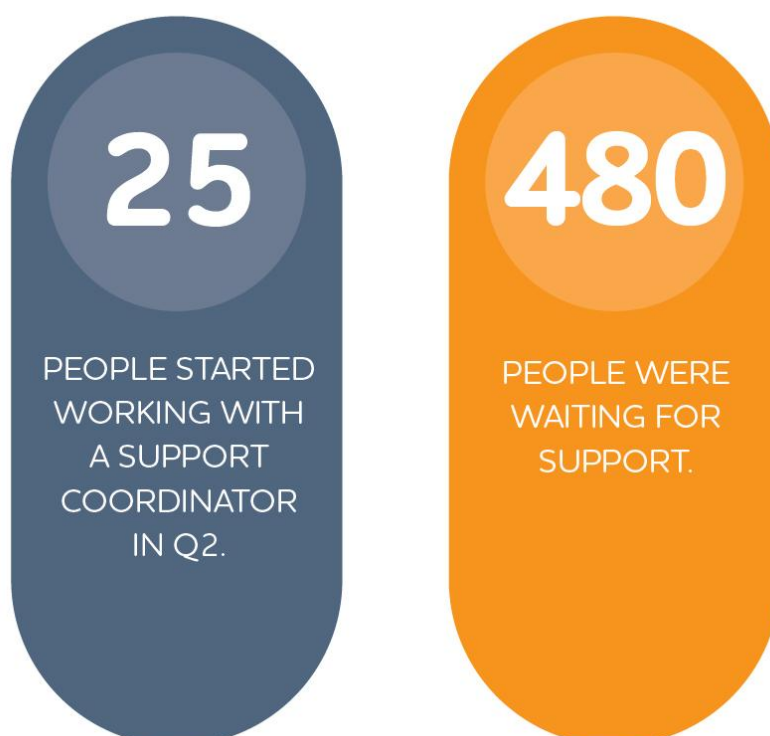
Redress Scheme has fluctuated over time, if people do not hear about us from someone they know, we find that they are most likely to hear about us through being involved in the Redress Scheme or from a statutory service.

Registering with Future Pathways



This quarter, 48 people registered with Future Pathways. This is a 17% (+10) increase in registrations compared with last quarter. In Q2, on average 16 people registered with us per month, which is slightly lower than last quarter when an average of 19 people registered per month. The number of people registering with Future Pathways fluctuates each quarter, but, overall, the number of people registered with the service is continuing to increase over time. You can read more about the yearly trends in registrations since the service launched in our latest impact report which you can read [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 7% (n=30).

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 24 months. We are working hard to address our waitlist for support, and we regularly update our information about waiting for support. You can read this [here](#).

We prioritise starting work with people on our waitlist who are in priority groups. This includes people who are aged over 65 and people with a terminal illness. Everyone in a priority group who registered with the service in Q2 has begun support with a Support Coordinator.

In total, in Q2, 25 people started working with a Support Coordinator. This was significantly more people (+17) than the number of people who started support last quarter. This is partly because we welcomed some new Support Coordinators to the team over the last several months, who are now beginning work with people registered with us.

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. Then, Support Coordinators work alongside the person to 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, around 185 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 45 outcomes in this sample, since, on average, people identify around 2 outcomes they wanted to focus on in their support plans.⁵

Support Coordinators adapt their approach to having conversations about outcomes according to the person. For example, in most instances, during support planning conversations, Support Coordinators have conversations about the changes people hope to see in their lives. This word cloud shows the themes that emerged from people's answers.⁶ This quarter, one of the main themes in people's responses was feeling better in their mental health. We also continue to see that feeling comfortable, safe and able to enjoy their home is very important to people we support.

⁵ The figures in this graphic do not sum to 100% because some people's outcomes may be related to more than one HOPE area.

⁶ Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

I will...

Be more independent or maintain my independence

Experience closure from my past

Access the information and support I need

Look forward to something in my future

Be able to sleep better

Explore my hobbies

Feel safer, more comfortable and settled in my home

Feel more confident in myself and my abilities

Reconnect with something positive from my past

Be proud of achieving my goal

Prioritise myself

Feel a sense of purpose and direction

Feel connected to my support network

Feel better in my physical health

Make a positive difference to others

Be more able to cope with challenges

Feel I have more agency

Feel better in my mental health

Be able to do important tasks

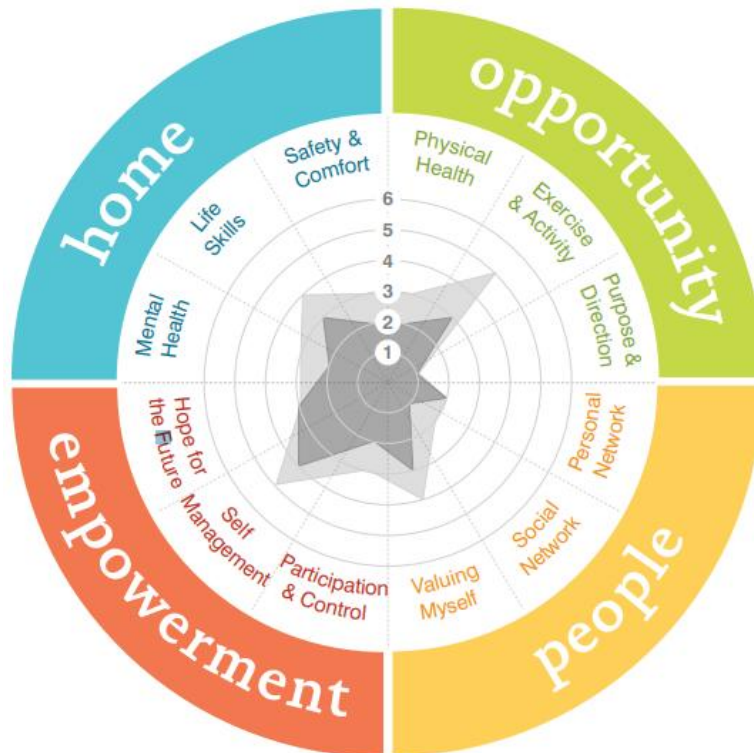
Feel better in my financial situation

Leave a legacy for my loved ones

Take steps towards my future

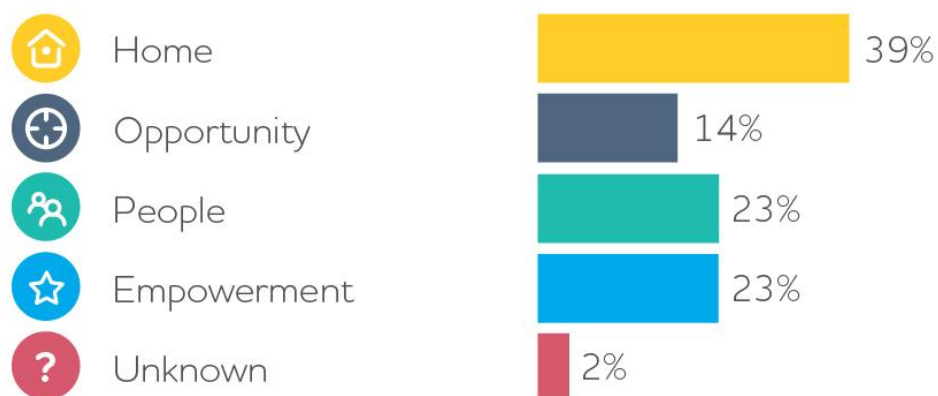
Have a positive experience myself or with a loved one

Some Support Coordinators use the HOPE framework to look at the different areas of people's life. In these conversations, Support Coordinators facilitate conversations about the person's home life, including their mental health, their access to opportunities, the people in their life, and how empowered they feel. We also use the HOPE framework to evaluate people's outcomes.⁷ You can see an image of the HOPE framework below.



⁷ The HOPE framework designed 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.

This graphic shows the focus of the outcomes that people identified with their Support Coordinators this quarter.



In most of the support plans we analysed this quarter, people (52%, n=13) identified at least one outcome related to the 'Home' area of their life. In Q2, 39% (n=17) of the outcomes people identified were focused on the 'Home' aspect of the person's life. Some (35%, n=6) of these outcomes were about the person's mental health and people agreed a wide range of goals for progressing these outcomes, such as accessing psychological support. However, most of the outcomes (65%, n=11) people identified about the 'Home' area of their life were focused on feeling safer and more comfortable. Often, people set goals around making changes to their home environment to make it feel more like their own.

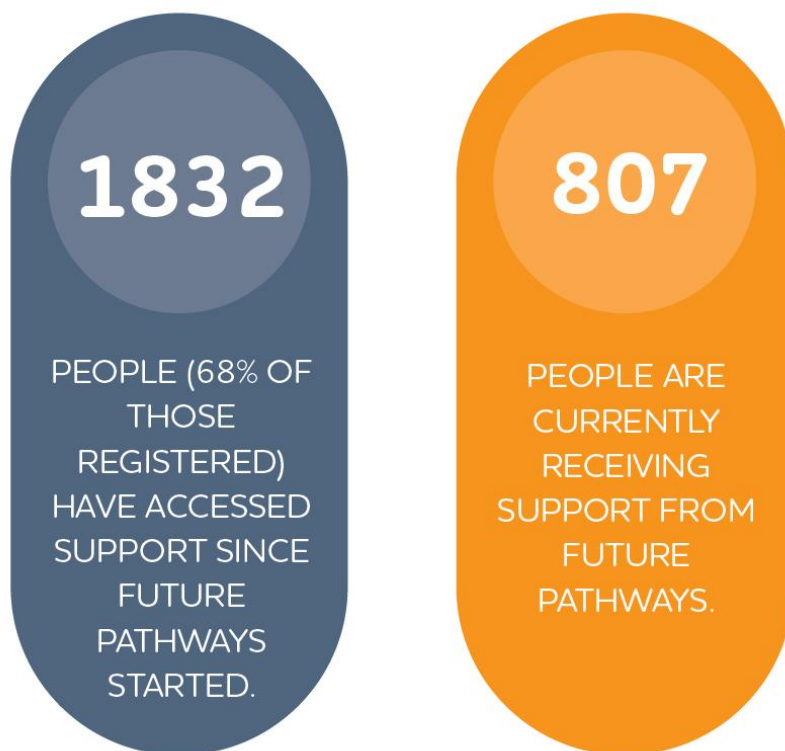
Another key theme in the outcomes we looked at in Q2 was the 'People' area of the person's life. For some people (20%, n=5), at least one of their outcomes focused on the relationships in their life. 23% (n=10) of all the outcomes we looked at were about the 'People' area of life. Of these, most (60%, n=6) focused on developing or maintaining a social support network. People identified various goals in relation to these outcomes including maintaining a positive connection with Future Pathways.

'Empowerment' was another key theme in some people's (20%, n=5) outcomes this quarter. Indeed 23% (n=10) of the outcomes people identified were focused on 'empowerment'. Most of these (60%, n=6) were about people gaining an increased sense of hope for the future and people identified goals to help them progress their outcomes such as accessing educational opportunities.

Finally, some people (n=2) identified at least one outcome related to 'Opportunity'. Most (67%, n=4) of the 'Opportunity' outcomes we analysed in Q2 were focused on cultivating a sense of purpose and direction. This looked different for different people, but often this involved exploring interests, hobbies and creative projects.

Tailored support

In Q2, 807 people were accessing our support. Since the service launched, 1832 people have accessed our support. This is 68% of people who have registered with Future Pathways.



Our support is always tailored to the person and their outcomes. In that sense it is unique to each person we support. However, broadly speaking, Future Pathways facilitates access to three different types of support:

- Services provided by our wide network of Delivery Partners.
- Material support through the Discretionary Fund.
- Support to connect with existing services including statutory and third sector services.

We also note that many people consider their relationship with their Support Coordinator as a form of support. We do not describe this relationship as a type of support. Rather we consider this relationship to be part of our approach to support. That said, we recognise that this relationship can be very important to people accessing Future Pathways.

We aim to review the support people access through Future Pathways at least every six months. In Q2, Support Coordinators facilitated review conversations with around 145 people. We looked at a sample of 25 review conversations to understand more about the support we facilitated. Analysing these conversations showed that people accessed a wide range of different types of support through Future Pathways in Q2.

- In 76% (n=19) of the review conversations we analysed, people had accessed or planned to access material support through the Discretionary Fund.
- In 40% (n=10) of the review conversations, people had accessed or planned to access support from one or more Delivery Partners.
- In 40% (n=10) of the review conversations, people had accessed or planned to access support to access existing services, housing services.

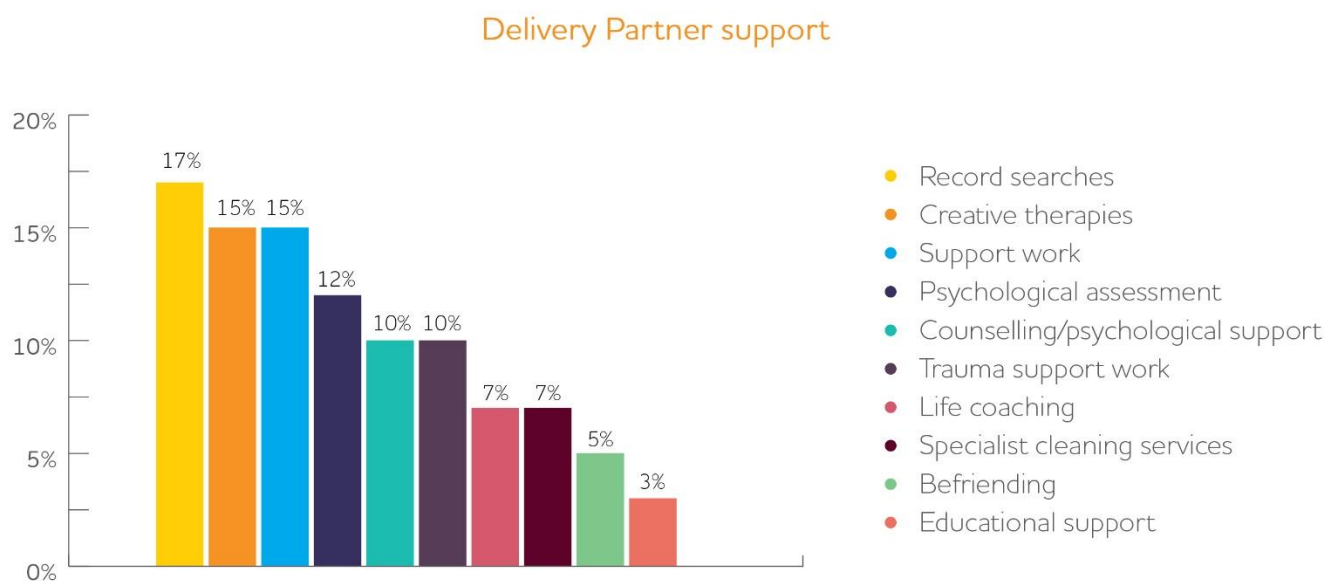
- In 44% (n=11) people who reviewed their support had accessed or planned to access a mix of different types of support since their last support plan.

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 and holistic way. In the sections below, we share what we have learned about how people make use of the different types of support we offer to progress their own personal outcomes.

Delivery Partner support

Future Pathways commissions different types of support from a wide-ranging network of 48 Delivery Partners. In Q2, at least 97 people were accessing support from 35 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. This graph shows the number of referrals we made this quarter to Delivery Partners providing different types of support.



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 which can evolve over time, and which are different for everyone.

Generally, the most common referral we make is to the Anchor, the Glasgow Psychological Trauma Service. However, this quarter, we continued to see a drop in the number of people being referred to the Anchor. It is likely that this is because we are unable to work with high numbers of people from our waitlist. Therefore, many people currently accessing our support may have previously accessed support

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 3 people were accessing support from more than one Delivery Partner this quarter.

through the Anchor. On the other hand, we saw an increase in referrals to Delivery Partners offering support work and creative therapies.

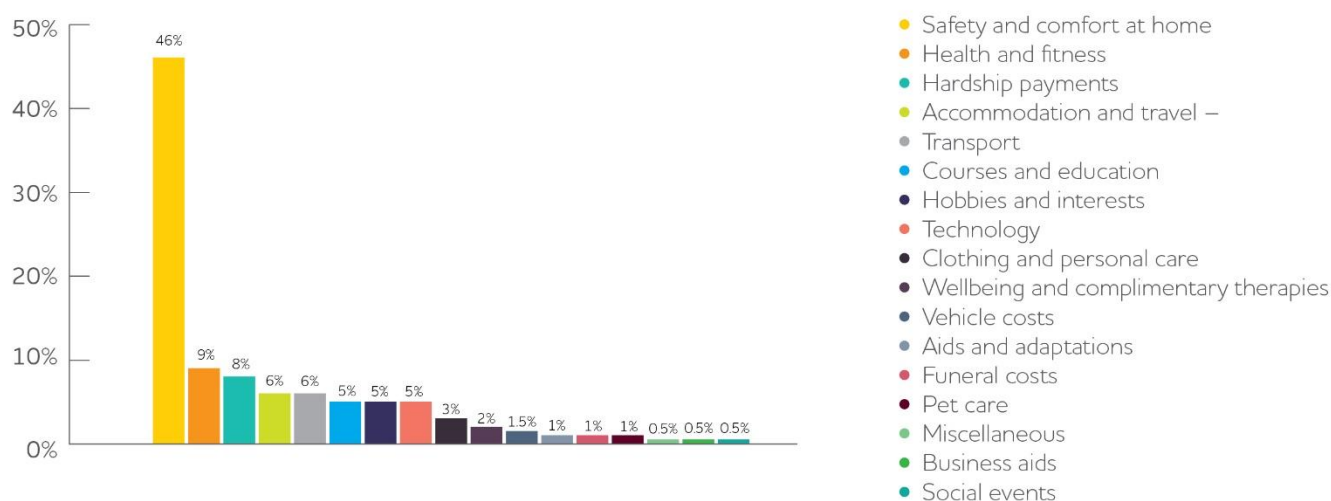
This quarter, we made more referrals to our record search Delivery Partners than to any type of Delivery Partner. In Q2, we supported 10 people to start seeking their records, which is a decrease (-7) compared with Q1. In total we have supported 806⁹ people to seek their records through a Delivery Partner.

Discretionary Fund support

Future Pathways also supports people to access material support through the Discretionary Fund to progress their outcomes. People access the Discretionary Fund to progress a wide range of different outcomes, and so this support can mean different things to different people.

This graph shows how people used Discretionary Fund support in Q2.

Discretionary Fund support



How the Discretionary Fund is used by people we support fluctuates from quarter to quarter, but most commonly people access this support to progress outcomes around making their home environment feel safe and comfortable, as well as health and fitness, hobbies and interests, and to address immediate needs.

We continue to see that people access the Discretionary Fund most commonly to progress outcomes related to feeling safe and comfortable in and being able to enjoy their home environment. For example, many people access the Fund to purchase furniture or for support to move home. The proportion of payments related to enhancing safety and comfort of the home environment increased slightly this quarter.

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.

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 support which is free at the point of access. 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 noticed there was a difference between the number of people who planned to link up with existing services at the start of their support, 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. And other contextual factors, such as waitlists for some services, can 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 waitlists for support. This indicated that, even with Future Pathways' support, people were experiencing barriers when engaging with existing services.

However, over the last nine months, we have seen that more people are discussing this support in review conversations with their Support Coordinator. For example, in Q2, five people referred to accessing support to connect with existing services such as social work services in their support plans. And in the reviews that we sampled, ten people shared that they had been supported to link up with an existing service. We continue to observe that people report challenges when accessing support from existing services, but this change may indicate that we are supporting people, in some instances, to overcome these challenges.

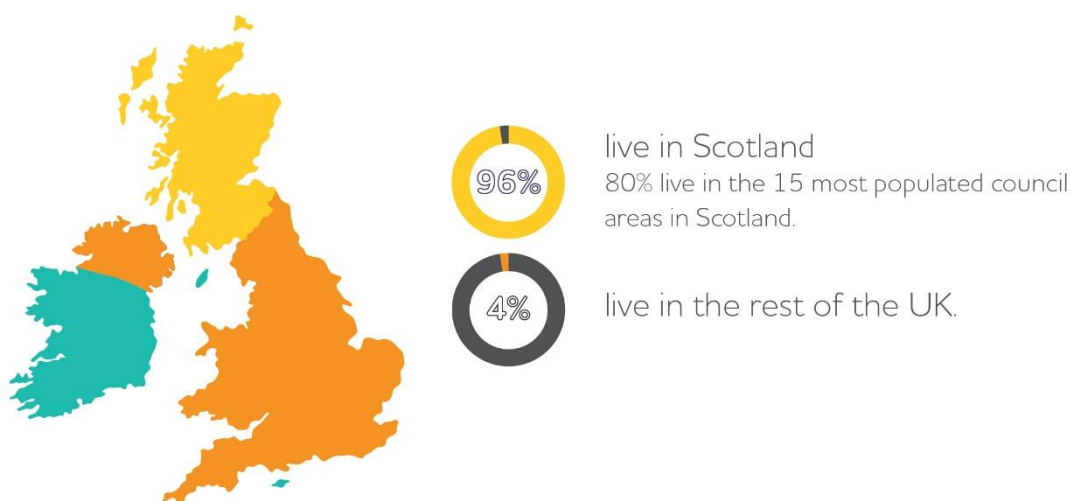
Who we work with

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 become more accessible.

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 analyse the postcodes of people who register with us who live in Scotland. The SIMD looks at the extent to which an area in Scotland 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 reduced access to resources, services, and opportunities such as healthcare services, and education or employment opportunities. A postcode being identified as 'deprived' 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.

When we analysed the postcodes of people who registered with us in Q2, we found that:

- Almost half (45%, n=21) live in a postcode area which is among the 20% most deprived areas of Scotland.
- Almost a quarter (23%, n=11) live in an area which is among the 10% most deprived areas of Scotland.
- And 15% (n=7) live in the 5% most deprived areas of Scotland.

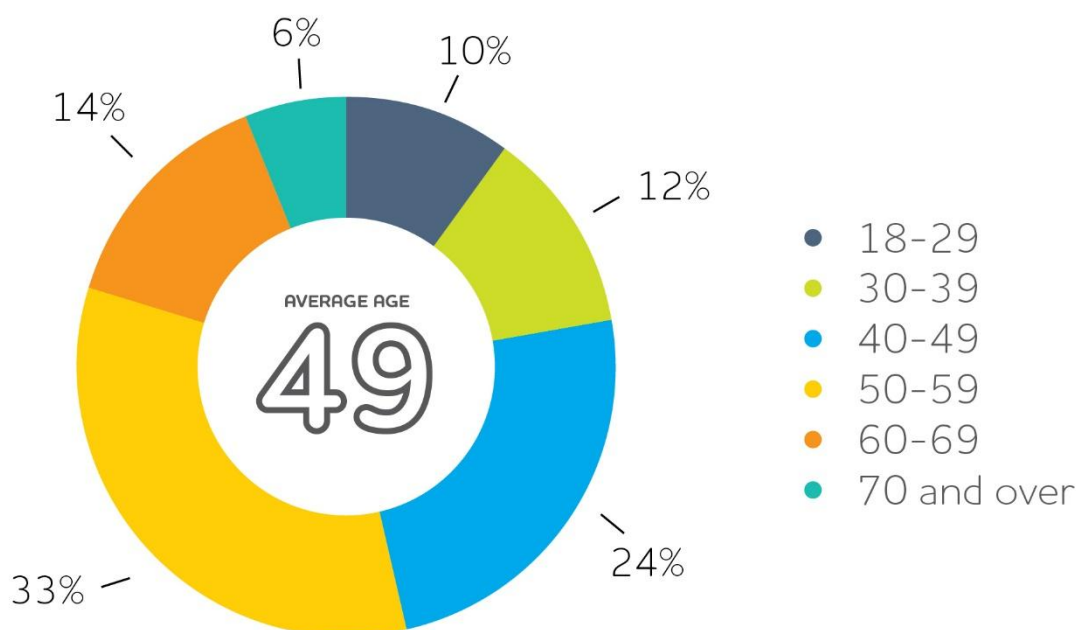
The proportion of people registering with us who live in some of the most deprived areas of Scotland is slightly higher than in Q1 and it remains consistently high. In comparison, in 2021, only 10% of the

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

population of Scotland were estimated to live in areas which were among the 10% most deprived areas of Scotland.¹¹ Our analysis therefore indicates that people registering for Future Pathways support may be more than twice as likely to live in the 10% most deprived areas of Scotland. They may therefore be significantly more likely to experience barriers when accessing supports.

Ages of people we support

This quarter, the average age of people who registered with us was 49.



This quarter, we saw a slight increase in the proportion of people registering with us aged 40 to 59. And, overall, we are noticing a general trend that more younger people and fewer older people are registering with the service than in previous years.

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 six months. The form asks people questions about themselves and their life experiences. We understand that it can be uncomfortable to share this information, and so the form is optional, and people's answers are anonymous.

We look closely at what we have learned from people's responses to the About You form twice a year. We use what we learn to make improvements to Future Pathways to better meet the needs of people we support, and we share what we learn from this data so that other services can better understand the needs and life experiences of people with lived experience of in-care abuse and neglect.

Between April and September this year, 18 people have responded to the About you form. Below is a summary of what we learned from people's responses.

¹¹ [Population Estimates by Scottish Index of Multiple Deprivation \(SIMD\) | National Records of Scotland \(nrs.scotland.gov.uk\)](https://nrs.scot.nhs.uk/nrs-scotland.gov.uk)

Identities

Most (n=12) of the people who responded to the form were women, which may indicate that more women are accessing our support than men. We also continue to see that almost everyone who responds to the form identifies as straight or heterosexual, and as 'White Scottish'. This may indicate that there are some groups who are under-represented in the population of people we support.

Disability

Most people (n=16) who responded to the form were disabled, and most respondents who were disabled (n=9) experienced multiple types of disability. The most frequently cited (n=16) type of disability reported by respondents was mental disability. Almost half (n=7) respondents identified themselves as being physically disabled. And some (n=2) people reported that they had a learning disability.

Everyone who shared that they are disabled told us that being disabled affects their lives "often". Considering this, it was notable that, overall, most respondents (n=11) lived alone which may, in some instances, compound the impact of disability on daily life.

In addition, the vast majority (n=13) shared that they experience barriers when accessing services "often" or "sometimes". For many, these barriers were around communicating with others. For others it was about accessing public transport or buildings. And a few people shared that reading and understanding information presented a challenge when accessing services. Some people (n=6) faced multiple different types of barriers to accessing services.

Life experiences

We also asked people about their experience of some challenges: homelessness, addiction and criminal conviction. Most people (n=10) who responded to the form had experienced homelessness in the past. And half (n=9) of the respondents had experienced addiction challenges at some point in their lives. For some people (n=4) this was a challenge they were facing currently. Some people (n=5) people shared that they had been convicted of a criminal offence at some point in their lives. And many people (n=7) shared they had experienced multiple of these challenging life situations.

It is notable that the proportion of respondents who have past or present experience of these challenges is high. It may also be that this is an under-representation of the true prevalence of these experiences due to the stigma associated with some of the questions we ask in the 'About you' form.

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 when they agree a pause to support or 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.¹²
- responding to our annual Delivery Partner feedback questionnaire
- discussing their feedback with a staff member

In this section of the report, we share what we have learned from people's feedback about the impact we make. When people give us permission to do so, we include quotes to give examples of the impact different people experience.¹³

Who gave us feedback

In this report, we present what we have learned from analysing feedback from around 55 people registered with us.¹⁴ In Q2, we received a higher volume of feedback (+10) from people registered with us compared with last quarter. Around 30 people registered with Future Pathways gave us feedback this quarter.¹⁵ At least (n=22) of the people who gave us feedback this quarter were actively accessing support or had previously accessed our support. For some people (n=5) it was not clear if they were waiting for support or accessing support. And some people (n=3) were waiting for support to start. Of

¹² 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.

¹³ We make sure that all quotes that we include in our reports are anonymous unless people prefer to be identifiable.

¹⁴ 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.

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.

those who gave us feedback, most (n=27) gave feedback directly, and some gave feedback through a third party such as someone they knew or an advocate in their life. In addition, we looked at a sample of 25 reviews to learn more about people's experience at the service.

In this report, we also share what we have learned from the feedback we received from our Delivery Partners this quarter. We received around the same volume of feedback from Delivery Partners in Q2 compared with last quarter. Three Delivery Partners gave us feedback this quarter, and 14 Delivery Partners reviewed their work with us in progress reports. In this report, we present what we learned from analysing a sample of 10 progress reports completed by 8 Delivery Partners and the other feedback we received from Delivery Partners.

How people gave us feedback

People we support gave us feedback in many ways in Q2. The most common ways of giving feedback were completing a feedback form and discussing support with the Impact and Evaluation Lead.

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 offer the opportunity for people to share their experience of any aspect of the service. In Q2, almost a third (30%, n=9) of the feedback we received was communicated through a feedback form. The most used feedback form (n=5) was the first feedback form which is offered to people after their first review with their Support Coordinator, after around 6 months of support.

On the other hand, we saw a continued slight decrease (-2) in the number of complaints we received this quarter. Only 17% (n=5) of feedback was communicated through complaints.

People also continue to communicate their feedback in various ways, including writing to or emailing us and having a conversation with the Impact and Evaluation Lead. In addition, we continue to receive smaller volumes of feedback through social media and through discussions with team members (most often Support Coordinators and the Alliance Director). For Delivery Partners, all the feedback we received in Q2 was communicated to the Partner Relationship Lead or through progress reports. That people registered with us and Delivery Partners make use of the diverse ways to give us feedback indicates that this flexibility creates opportunities for people to share their experiences in the way they feel most comfortable with.

How people feel when they work with us

Most of the feedback we received from people registered with us in Q2 was complimentary, but we also received some critical feedback and/or suggestions for improvement. Sometimes, the feedback we receive refers to some positive aspects of the person's experience, and some negative aspects too. All feedback, including critical feedback, is valuable to Future Pathways, and we look at all the feedback we receive each quarter to learn more about our impact and how we can improve.

Understood, cared about, and valued

The feedback we received this quarter indicates that many people feel understood and valued by Future Pathways. For example, we found that everyone who responded to our feedback forms used positive language to describe the service. In our first and second feedback forms, we ask people how they would describe Future Pathways. The themes in people's responses indicate that people feel that Future Pathways understands, hears and cares about them. The most used words to describe the service in feedback forms we received in Q2 were **"helpful"** and **"understanding"**. Other individuals used positive descriptors such as **"empathetic"** and **"caring"** to describe how they feel when accessing support at Future Pathways. And others used general positive terms such as **"excellent"** or **"good"** to describe their experience.

In Q2, 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"**. This quarter, 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=6) agreed with the statement **"Future Pathways cares about me"**. And most respondents (n=5) strongly agreed with the statement.

These themes were echoed in other forms of feedback received at various points in people's journey with Future Pathways. For example, in review conversations several people reflected that the support they had accessed at Future Pathways had **"helped"** them. When people reflected on how they felt during support, the word **"supported"** was a common theme. And in other forms of feedback people described the **"empathy"**, **"understanding"** and **"kindness"** they experienced at Future Pathways.

Many people accessing our support expressed appreciation in their feedback this quarter. Sometimes, people express a general sentiment of appreciation, such as describing the service as **"brilliant"** or **"amazing"**. In other instances, people named a particular aspect of the support they had accessed such as their Support Coordinator's approach, our newsletter, and accessing the Discretionary Fund. Most of the feedback we received was about the Support Coordinator's approach to building a relationship with the person or supporting the person. That we receive this complementary feedback about the impact of our approach to support through a range of feedback channels gives confidence that this is a widespread experience of people we support.

Safe and able to trust Future Pathways

We also received feedback this quarter that some people feel safe with and able to trust the service. In our first and second feedback forms, we ask people to respond to the statement **"I can trust Future Pathways"**. In Q2, we found that most people (n=6) who responded to the feedback forms agreed, and most people (n=5) strongly agreed. In other forms of feedback, people did not explicitly express feelings of being able to trust the service, but some people described how their Support Coordinator's approach

helped them feel comfortable. For example, one person described their Support Coordinator as easy to open up to; and another reflected that they felt Future Pathways “had their back”.

In addition, 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 itself be an indicator that people we support feel safe to share their views with us.



“It took about six months for me to start trusting that Future Pathways would do what they said they would do. I was used to feeling dismissed by services, but I started to see that things were actually happening [...] I could see that it wasn’t just words.”

Vicky, person supported by Future Pathways

Engagement with opportunities to shape and improve the service is also an indicator that people feel safe and able to trust a service. And we continue to see that feedback about this is more mixed. In Q2, four out of seven people fed back that they had opportunities to help Future Pathways develop. Other respondents did not agree, or did not answer the question. This may indicate that, while some people feel aware of and able to access these opportunities, they may not be accessible or clear to everyone registered with us.

We also note that some people might choose not to give feedback and to end contact with us if they have not had a good experience at Future Pathways. In Q2, 19 people became uncontactable which means we were not able to contact them. This is a little lower (-4) than last quarter.



There are many reasons why a person may end contact with a service. In Q3, we will offer anyone who becomes uncontactable the option to give us feedback if they wish, so that we can learn more about their experiences of the service. We will continue to share what we learn from people's feedback in our Quarterly Reports and our Impact Reports.

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 the vast majority of the reviews that we analysed where information about next steps was included 92% (n=23) people chose to continue working with Future Pathways. Over half (52%, n=12) wished to continue working on existing outcomes. This indicates that many people work on longer term outcomes with the service. And many wished to identify new outcomes (57%, n=13) in their next support plan. For some people, new outcomes were identified alongside existing ongoing outcomes.¹⁶ This indicates that for many people, the support they access at Future Pathways evolves along with their outcomes.

In some of the feedback we received this quarter, people fed back positively about the consistency of their relationship with the service. For example, two people described their Support Coordinator checking in repeatedly with them about their outcomes and support needs, and they explained that this helped them feel deserving of and able to access support over time.

Self-awareness

People we support continue to share that they gain awareness of their own strengths, abilities and changes they want to make. Most (n=5) people who responded to our first and second feedback forms agreed with the statement, "I know what changes I want to make in my life". And most people (n=5) agreed that accessing Future Pathways had supported them to learn about their strengths and what they can do. Similarly in reviews, a couple of people this quarter reflected on what they learn about themselves through accessing Future Pathways' support, for example, awareness of what support or change is needed and what works for them.



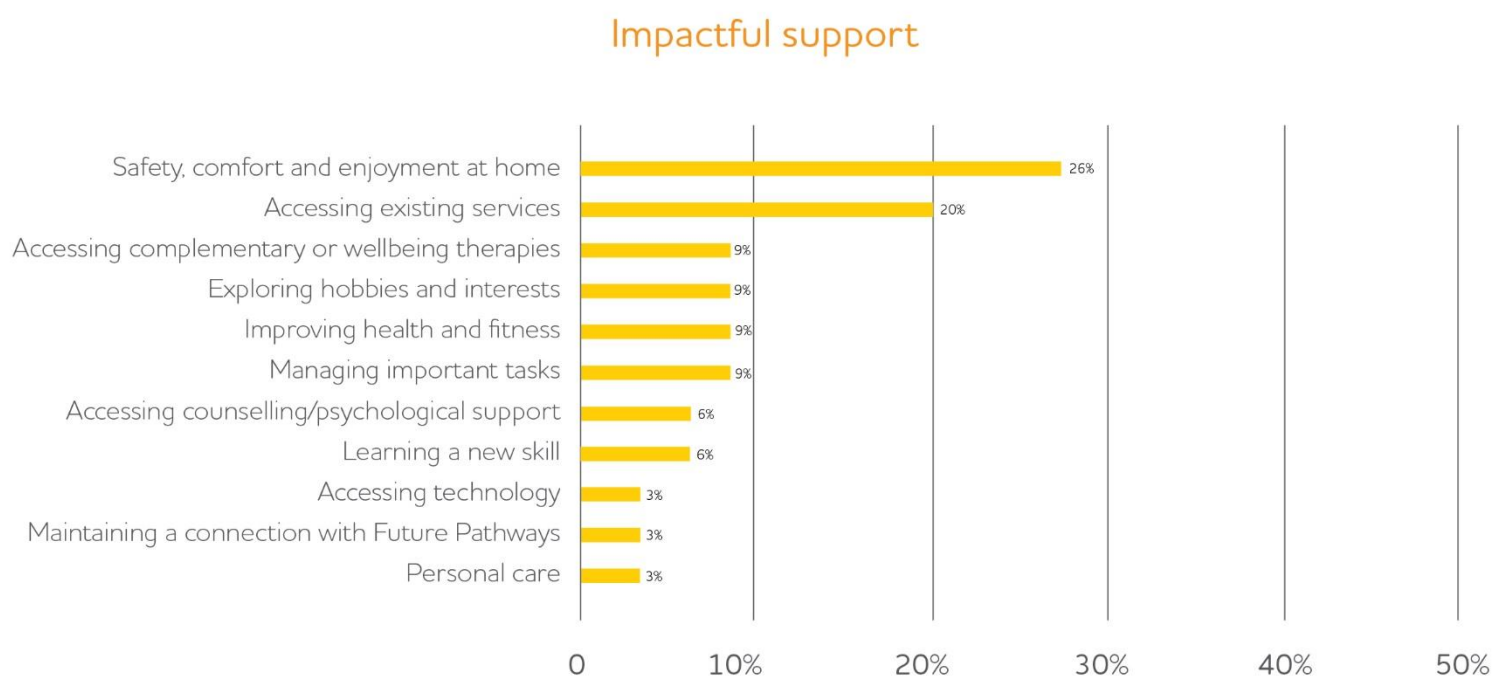
“The biggest difference is that I know more about myself now. I know more about how things affect me. The counsellor explained that I go into fight or flight mode, and this might be why I find some situations, like being in groups of people difficult. So, I have found different ways of coping, like going out on my bike with the dog.”

Person supported by Future Pathways

¹⁶ Two people in the sample we looked at opted to both continue some current outcomes and identify some new outcomes in their review conversations.

Access to tailored resources

We continue to see that people find a wide range of different types of support valuable. We looked at the reviews in our sample where people identified a positive impact in their lives. This graph shows the different types of tailored support that were referenced in review conversations in relation to people's outcomes.



As the graph demonstrates, people most commonly identify that support to increase feelings of safety and comfort at home helps them progress their outcomes. But support to access existing services and complementary or wellbeing supports, as well as support to explore hobbies, improve health and fitness, and manage important tasks are also impactful for many people. 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=5) agreed with the statement “**I can access support that is right for me**” and for most people (n=4), they strongly agreed that this was the case. Similarly, in the reviews we analysed, people shared different examples of the tailored support they gained through Future Pathways, such as driving tuition, support to make their home feel safe and comfortable, and supported access to other existing services that could help meet their needs.

Collaborating through difficulty

Sometimes, we experience challenges in our relationships with people we support and Delivery 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 some critical feedback and suggestions for improvement about a range of topics in Q2.

We continued to see changes in the themes of people's complaints this quarter. Previously, one of the main themes of complaints was the wait people experience before accessing our support. For example, in Q4, most (n=7) of the critical feedback we received from people registered with us was about waiting for our support. However, like last quarter, in Q2, critical feedback was about a broader range of issues.

We received only two comments about waiting for support and only one was communicated through complaints. This may indicate that people feel more able to access information about our waitlist now that more information about this is available on our website.

Another theme in the critical feedback we received previously was difficulty when accessing Discretionary Fund support. However, we continued to see a reduction in critical feedback about this in Q2. This quarter, two of the complaints we received were about people's experience of accessing the Discretionary Fund.

We also received some critical feedback about a person's interaction or relationship with a Support Coordinator. We know that this relationship is crucial to all the support people access at Future Pathways and so we can see that issues in this relationship can contribute to people feeling not listened to, concerned about being able to access the support they need and that it can detrimentally affect the person's trust in the service. In some instances, people can experience breakdowns in communication or the relationship with their Support Coordinator as retraumatizing.

In most instances, we are able to work alongside the person to address and resolve the situation that led to critical feedback. We did this in various ways where possible this quarter. For example, 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. Some (n=4) of the people who responded to our feedback forms agreed with the statement, “I have taken steps towards my goals.”



“Counselling didn’t make a deeper difference to how I feel inside, but now I can talk about it. I could give my statement to the Inquiry and talk about the abuse.”

Person supported by Future Pathways

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 a theme in the outcomes that people we support wish to prioritise. A consistent theme in reviews is that people experience positive changes in their relationships with the people in their lives. This quarter, five people described taking steps to connect more with others in their lives for example by attending community groups or doing activities with loved ones.

And some people shared that they had made changes to improve their physical and mental health, for example cooking meals and getting out and about more. In other feedback, one person described achieving goals that would previously have been unimaginable for them without support.

Increased choice and control

Generally, we receive some feedback that people experience an increased sense of agency in their lives and support. This quarter we noted a reduction in feedback about this theme although some individuals gave feedback that this was part of their experience of Future Pathways. For example, here, Vicky describes how she advocates for herself and seeks support having accessed Future Pathways’ support.



“Now I challenge things myself more. For example, if I have housing issues, I stand up for myself, knowing I have back up [...] I used to let things get to breaking point. Now I ask for support when I need it because I have built up a lot of trust and support around me.”

Vicky, person supported by Future Pathways

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 (83%, n=20), people identified at least one outcome which had made a positive difference in their life. For over a third (38%, n=9) of people who experienced a positive impact from support, they characterised this as a "big" impact. And some people (n=4) who responded to our first and second feedback forms felt that overall, their life was better having accessed Future Pathways' support.

When we asked people about the difference that Future Pathways had made to them, people gave a range of different responses. In the feedback we received this quarter, most comments were about the experience engaging with support rather than the impact. However, in review conversations, we noted that there were some consistent themes in the overall impact people had experienced. For example, many people reflected that their mental health had improved since accessing Future Pathways support. Others highlighted that they felt more confident in themselves. Some noted that they felt more connected or an increased sense of belonging, having built relationships with others in their communities. Another theme in reviews was that support made a significant difference to how people felt about and in their homes. 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.

We also continue to see that some people describe Future Pathways as deeply needed. This quarter, three people expressed that the service had saved their life.



“Previously I felt like I couldn't get anywhere when I was struggling with my mental health. I couldn't get the support I needed from crisis services. I was triggered by a lot of things, and I felt I deserved the hard things that were happening. But now, I am definitely in a better place.”

Vicky, person supported by Future Pathways

On the other hand, a minority of people do not experience a positive impact for various reasons. Almost a third (32%, n=8) of the reviews we looked at in Q2 included at least one outcome which people felt had not impacted their life. This is an increase (+2) compared with last quarter. In all cases, this was because the planned progress towards the outcome had not been made. In some instances (n=2), this was due to delays or negative experiences at other services whose support was important for addressing the outcome.

In other instances (n=3), it was felt that the time was not right to focus on the outcome or that other outcomes should be prioritised in the meantime. Often this was because of challenging life circumstances such as bereavement or health issues which affected the person's outcomes. We can also see from the sample of progress reports we looked at, that people's changing life circumstances can present unexpected barriers when working towards outcomes with our Delivery Partners. Our evidence indicates that we take a flexible approach when this happens, recognising that impact cannot always be achieved in the timeframe hoped for.

Freedom and purpose

We also have some evidence that people experience increased freedom and a sense of purpose when working with Future Pathways. Most (n=5) of the people who responded to our first and second feedback forms agreed that they had gained more independence through our work together. However, this was not a key theme in the other feedback we received in Q2.

Moving on from support

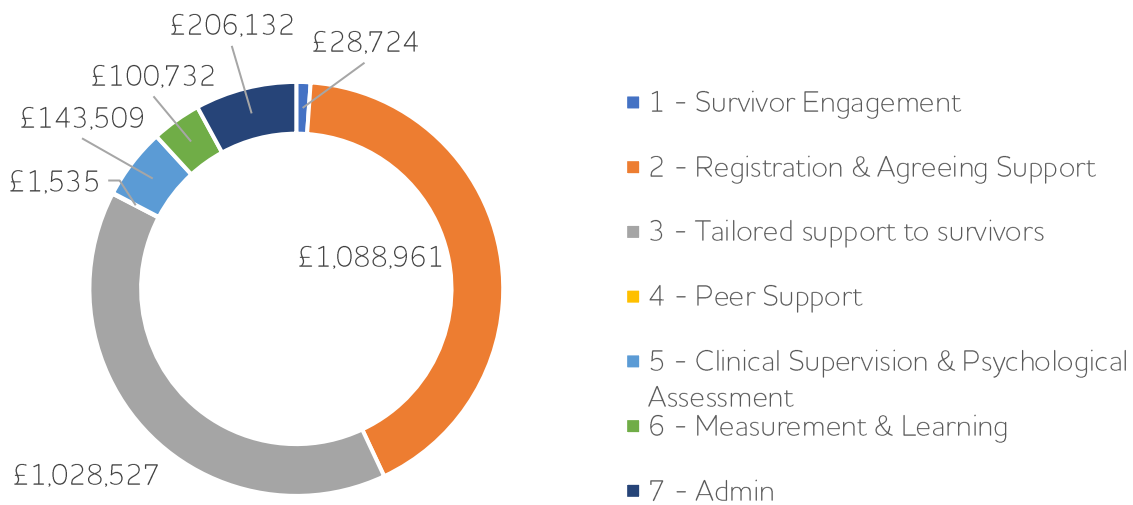


Many people access the right support for them with Future Pathways' support and this means that some people move on from Future Pathways support. In Q2, 7 people felt that their outcomes had been met and 7 people paused their support because they did not have support needs at this time. We also have some evidence that our support can help people think more positively about their future. Five out of seven respondents to our first and second feedback forms told us they were feeling more hopeful about the future.

Although we consistently see that people feel their outcomes and support needs are met at Future Pathways, sometimes people who close support with the service return to the service. There can be various reasons for this, for example, because a new need emerges. In Q2, 7 people returned to our waitlist more than six months after closing support, and we know that many people seek to resume support coordination shortly after pausing support or meeting their outcomes. This trend indicates that, while Future Pathways supports people to progress their outcomes, being able to continue to access our support over the long term is valuable to people registered with Future Pathways.

Expenditure

In Q2, our estimated cumulative expenditure was £1,277,900. You can see a breakdown of our expenditure below.



In Q2, the highest area of expenditure was on registration and agreeing support (£1.09m). 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 (£1.03m). As in previous quarters, more was spent on material support (£706k) compared to purchased services (£323k).

In general, our expenditure is similar to previous quarters.

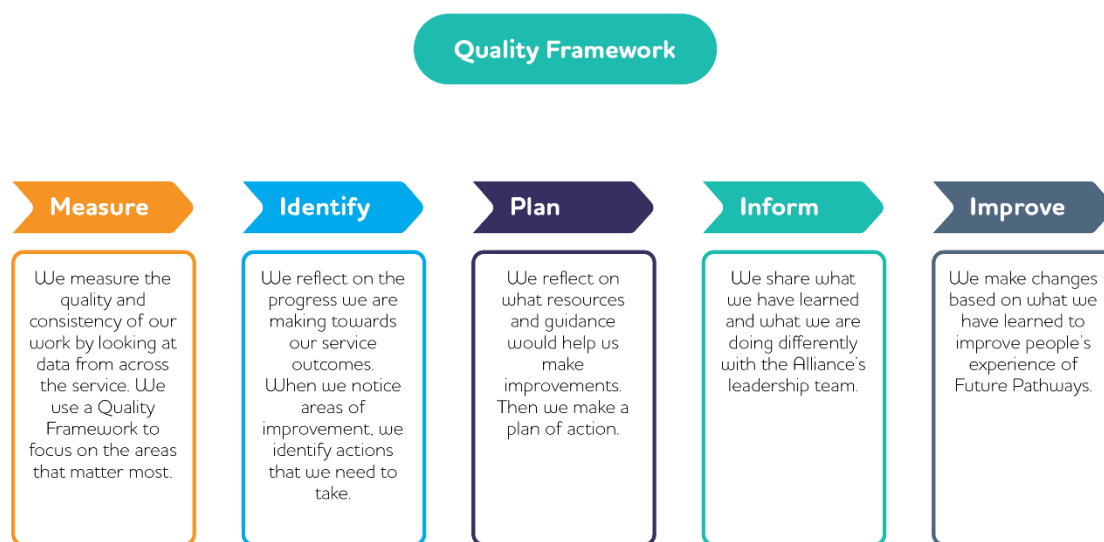
We expect expenditure on Tailored Support to continue to fluctuate as individual needs cannot be predicted with confidence. Cost pressures have not changed from previous quarters. We review our staffing, and service forecasts every three months.

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. You can read about how we approach our quality and improvement work in a trauma informed way [here](#). 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 helps us identify areas of improvement for the service. For example, we have started work to improve how we discuss outcomes, and plan and review support with people. We are also working on making improvements to how we support people to manage and support their safety and wellbeing.

Earlier this year, we wrote a report which summarised what we have learned from our Quality Framework over the last financial year (2023/2024). You can read a summary of this report [here](#). 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. One of the main ways we do this is by working closely with the Voices for a Better Future group. This is Future Pathways' lived experience voice group. The group comprises 14 people with lived experience, two representatives from the Scottish Government and one person from Future Pathways (who gives administrative and safeguarding support). Voices for a Better Future provides a safe space where members can offer guidance and advice to the Alliance Leadership Team.

The group can also influence and take the lead on aspects of the design and delivery of Future Pathways. For example, currently the group is supporting us to create a video about who we are and what we do. Members are also working closely with the Procurator Fiscal to improve the process for people attending the Scottish Child Abuse Inquiry or involved in court cases related to their experience of abuse. We look forward to continuing to work closely with people with lived experience to develop new and improved ways of working.

Thank you

Thank you for reading our Quarterly Report for Q2 (July to September 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](#).