



The Meanings of Funded Support

Contents

Key terms.....	3	Part Three: The impacts of funded support.....	29
Executive Summary.....	4	Conclusion.....	35
Introduction.....	7	Our next steps.....	37
• About Future Pathways.....	8	Appendix: Outcomes related to accessing funded support.....	39
• The purpose of funded support.....	9	Bibliography.....	46
• Types of funded support.....	9	Further Reading.....	48
• How funded support is accessed	10		
• What can affect funded support	11		
• About this report	12		
• Sources and methods.....	13		
• Limitations of our analysis.....	14		
Part One: Accessing funded support for people with lived experience.....	15		
Part Two: Supporting equitable access to funded support.....	18		
• Challenges when accessing funded support.....	19		
• Supporting equitable access to funded support.....	21		
• Access to funded support.....	24		

Key terms

Delivery Partners

Delivery Partners are professionals or services from whom we commission support on behalf of someone accessing Future Pathways. We sometimes refer to this type of support as “purchased services”.

Discretionary Fund

The Discretionary Fund is a fund that can be accessed by people registered with Future Pathways. It can be used to purchase material or digital products, such as furniture, or non-contracted professional services, such as driving tuition, to support people to progress their outcomes. In some instances, it can also be used to address immediate needs.

Existing services

Existing services are partner organisations with whom we collaborate, such as third sector and statutory services. We do not commission support from existing services because they provide free support.

Funded support

Funded support, in the context of Future Pathways, refers to both Delivery Partner and Discretionary Fund support.

People with lived experience

People with lived experience, in the context of this report, refers to people who have experienced abuse or neglect while in care in Scotland. We sometimes use the word “survivor” in this report to denote a person with lived experience. We understand that not everyone who has experience of abuse and/or neglect would use this term to describe themselves, and so, where possible, we have not used this term in this report. When we work directly with an individual, we will always use the words they find preferable.

Personal outcomes

Personal outcomes (or outcomes) relate to what matters most to the person and the changes they would like to make. Everyone’s outcomes are unique to them. For example, someone’s outcome may be to experience more independence in their lives

Quality Framework

The Quality Framework is a framework we use to measure the quality and consistency of our work. We use the framework each quarter to draw together evidence from across the service to help us identify what is working well and where we could improve.

Executive Summary

Executive summary

Future Pathways supports people who experienced abuse or neglect while in care in Scotland to progress their personal outcomes. We do this by facilitating access to a range of resources including funded support which includes access to a Discretionary Fund and to services provided by our network of Delivery Partners.

Lived experience of abuse and neglect in care is closely linked with many health and social inequalities and we know that many people registered with Future Pathways live in areas of multiple deprivation where it can be harder to access services. Our funded support is therefore an important avenue for people to progress their personal outcomes and, in some instances, respond to immediate needs.

Indeed, most people we support access funded support during their journey with Future Pathways. This indicates that funded support is an integral aspect of our support, although this looks different for each person. Because everyone's personal outcomes are different, people access funded support for different reasons, different amounts and at different frequencies. That said, in this report, we share some of the patterns we have noticed in how funded support is used, such as to make the person's home feel safe and comfortable. And we notice that the ways in which funded support is used align broadly with the outcomes people identify, such as feeling more independent, or safer at home.

This report takes a closer look at why this area of our work can present challenges, how we help people to access funded support equitably and the difference this support can make. The vision of the In Care Survivors Alliance is that people with lived experience can lead full, healthy and fulfilling lives. This report examines how our funded support contributes to this vision, and the complexities that can affect people's experience of this aspect of our service.

We found that accessing funded support, or not being able to do so, can be very conflicting and difficult for people we support. For example, difficulties accessing the Discretionary Fund can evoke feelings of frustration, mistrust, and of being treated differently to others. These experiences can generate or reinforce power dynamics and affect people's relationship with their Support Coordinator and with Future Pathways as a service. This report describes how our trauma informed approach helps to mitigate these barriers so that people can access the right support for them. We are transparent about funded support. We prioritise active listening and compassion throughout support. And we regularly evaluate this aspect of our work.

continued >

Executive summary (continued)

Our evaluations of funded support demonstrate that, when funded support is aligned with people's outcomes, it can contribute to people feeling better in their mental health and taking powerful steps to progress their outcomes, such as developing their relationships with other people and with services. For some people, accessing funded support in a way which aligns with what matters most to them has helped them feel more hopeful about the future.

We noticed that some types of support may be correlated with some types of impacts. For example, many people who accessed counselling or psychological support through funded support experienced mental health benefits. But there was no correlation between the cost of an item or service and the impact experienced. Rather, we found that funded support is most impactful when it aligns with the person's outcomes. The meaning of funded support is a key factor in the impact that people experience.

Introduction

About Future Pathways

Future Pathways provides support to people who experienced abuse or neglect when they were a child in the Scottish care system. The service is delivered by the In Care Survivors Alliance, which consists of four partners: Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health and Scottish Government. Future Pathways is fully funded by the Scottish Government. It is overseen by the Alliance Leadership Team, which is made up of representatives from each of the Alliance Partners as well as three people with lived experience.

The vision of the Alliance is that people with lived experience are supported to lead full, healthy and independent lives.

Future Pathways aims to do this by:

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

The main way Future Pathways provides support is through support coordination. When support begins, each person works with a dedicated Support Coordinator. Together, the person and their Support Coordinator have conversations about the person's outcomes and create a plan for the person's support. The Support Coordinator then facilitates access to a wide range of resources and services which are aligned with their personal outcomes. This includes:

- Support to access existing services such as statutory and third sector services
- Support provided by our network of Delivery Partners
- Support to purchase material or digital products and non-contracted services

Support is tailored to each person's own outcomes, so each person's experience at Future Pathways is unique to them.

The purpose of funded support

The primary purpose of Future Pathways' funded support is to help people registered with us progress their personal outcomes. For example, purchasing furniture for someone's home can help them progress their outcome to feel safer and more comfortable in their home. And accessing support from a counselling Delivery Partner can support someone to achieve their outcome to feel better in their mental health.

In some instances, funded support is used to address a person's immediate needs, even when these are not related to the person's outcome, such as purchasing essential items such as food when this is not affordable or accessible for the person. However, funded support is not intended to make repeated purchases or to provide regular financial assistance.

Types of funded support

People accessing Future Pathways can access two different types of funded support:

Delivery Partner support

Support Coordinators can facilitate access to a wide range of services, such as counselling and record search support, provided by our network Delivery Partners. In this instance, the Support Coordinator accesses the Discretionary Fund to commission the relevant service from a Delivery Partner on behalf of the person accessing support.

Discretionary Fund support

Support Coordinators can facilitate access to a fund which can be used to purchase material or digital products, such as furniture, or non-contracted professional services, such as driving tuition. In most instances, funds are transferred directly to the person so that they can make the agreed purchase. In some circumstances, Future Pathways may make a purchase on the person's behalf.

How funded support is accessed

People registered with Future Pathways access funded support primarily through support coordination. When support begins, Support Coordinators facilitate conversations about what matters most to the person. Together they formulate a plan for their Future Pathways support. The plan outlines the different types of support that the Support Coordinator will facilitate access to and how these will contribute to the person's outcome(s). Planning for support involves discussing and agreeing how to access funded support in the most impactful way for the person. Once these conversations have taken place Support Coordinators facilitate access to funded support according to the person's support plan.

In many instances, the Support Coordinator progresses this directly. (1) In other instances, the Support Coordinator prepares a Discretionary Fund application in collaboration with the person.(2) The application is reviewed by a subgroup of the Alliance Leadership Team which decides if the payment will be made. In some cases, for example when the support sought is beyond Future Pathways' remit, the Discretionary Fund application is not successful. However, as you will read in this report, most people we support access the Discretionary Fund as part of their journey at Future Pathways.

We aim to review support, including funded support, with every person accessing Future Pathways at least every six months, although, for a variety of reasons, review conversations do not take place as regularly as we would like. In these conversations, Support Coordinators support people to reflect on the impact of the support that has been accessed and how the support plan could be changed to help the person to progress towards their outcome or identify another outcome.

Having outcomes conversations, planning support and reviewing support are integral to effectively facilitating access to funded support. These conversations help us make sure that the funded support people access is aligned with the primary purpose of the fund, i.e., that it helps the person to progress towards their outcomes. They help us make sure that the funded support people access is tailored to them, so they can get the most impact from our support. And they help us learn about how funded support can help people progress their outcomes.

1 This is the case when Delivery Partner support is required and when the financial cost of a Discretionary Fund payment is under £1000.

2 This is the case when the cost of a Discretionary Fund payment is over £1000.

What can affect funded support

Many factors can affect people's access to and use of our funded support. As we have learned about our impact as a service, we have increasingly focused on helping people to develop support plans that aim to address the health and social inequalities related to their experiences of in-care abuse. This may in turn have impacted how people use funded support over time.

In addition, as we have learned more about how people use the Discretionary Fund, our recording practice has changed. For example, we created six new categories – such as 'hobbies and interests' and 'electrical and white goods' – to record purchases more accurately. We can now report more accurately about how the Discretionary Fund is used. Since these changes, miscellaneous payments have reduced considerably from 14% of payments in 2019/20 to under 1% in 2022/23, allowing us to see more clearly how Discretionary Fund payments are used.

It is also likely that how people use funded support is affected by wider contextual factors which may have disproportionately affected people we support. For example, people supported by Future Pathways may be disproportionately affected by the impacts of the Covid-19 pandemic. In 2020, we contacted everyone registered with Future Pathways to offer wellbeing support. Two thirds of the people we contacted re-engaged with the service to access wellbeing support, indicating a significant unmet need for support at this time.

The Covid-19 pandemic contributed to increased pressures on statutory services, such as psychological support and many non-statutory services and businesses, such as driving instructors. We know that improving mental health is a priority for most of the people we support and that accessing this support may be particularly challenging for people we support.

Additionally, we know that a significant proportion of people registered with us live in areas of multiple deprivation. Our most recent impact report, Pathways to Change, found that around half of the people who registered with us in 2023/4 who were living in Scotland (49%, n=112) live in an area which was among the 20% most deprived areas of Scotland. Almost a third of those registered with us who live in Scotland (32%, n=73) live in an area which is among the 10% most deprived areas of Scotland. This indicates that people registered with Future Pathways are already likely to experience inequalities in their access to services and resources. Findings from the UK COVID-19 Inquiry indicate that the impact of the pandemic was felt most by people living in poorer areas and people who belong to other vulnerable groups. It is therefore likely that people registered with Future Pathways were disproportionately affected by the Covid-19 pandemic the subsequent increased cost of living in the UK, which may have impacted how people access funded support.

About this report

This report draws together learning from two evaluations we have carried out in the last year about Future Pathways' funded support.

Our first evaluation was undertaken by the Impact and Evaluation Lead with input from a Support Coordinator. It looked at data from the 2022/23 financial year. The second evaluation looked at data from a six-month period between 1st October 2023 and 31st March 2024. This evaluation was a collaboration between the Partner Relationship Lead, who manages our relationships with our network of Delivery Partners, and the Impact and Evaluation Lead.

This report draws together what we learned from these evaluations about:

- The complexities of accessing funded support for people with lived experience
- How we support equitable access to our funded support
- The difference that funded support can make

The evaluations we carried out were motivated in part by reflection within the Future Pathways team about the challenges that facilitating access to funded support can present. For example, Support Coordinators have reflected that discussions about accessing the Discretionary Fund can prompt difficult feelings for people we support, such as feelings of not being deserving of support and internal conflict about accessing funded support related to their previous experiences of abuse.

Support Coordinators reflected that discussions about the Discretionary Fund could, in some instances, detrimentally impact the relationship between the person and their Support Coordinator, a relationship which is at the core of all our support. This prompted us to look more closely at our approach to supporting access to funded support and its impact.

The learning we present in this report may be relevant to other services supporting people to access funded support such as local authorities across Scotland where the model of self-directed support is now the default approach for organising social care. (3) Existing evaluations indicate that some people experience barriers to accessing self-directed support. More specifically relevant to people with lived experience, in 2021, the Redress Scheme was launched in Scotland. As well as offering non-financial redress, following a successful application process, the Scheme makes financial redress payments to people who experienced abuse or neglect as children in the Scottish care system. You can access further information about the Redress Scheme and self-directed support in the Further Reading section of this report.

By sharing what we have learned from our experiences of facilitating access to funded support, we hope to contribute to the existing body of evidence that, while this support can pose challenges, it can also be highly impactful. Through this report, we aim to encourage ongoing reflection about how funded support can be facilitated in a trauma informed and outcome-focused way.

3 In Scotland, local authorities offer people who are eligible for social care four choices about how they can access the care they need: a Direct Payment to purchase services and items directly; an Individual Service Fund (a budget held by the local authority and allocated to a provider of the person's choice); the local authority arranges support on the person's behalf; or a mix of these different types of support.

Sources and Methods

We applied a mixed methods approach to a wide range of sources in our evaluations, including:

- A focus group of Support Coordinators from each support coordination team.
- A review of the key themes of the feedback we received from people registered with us between 2022 and 2023 and October 2023 and March 2024. Examples were drawn from interviews with people we support, and ad hoc feedback received over these periods. (4)
- Qualitative data from a random sample of 20 support plans completed between 2022 and 2023.
- Quantitative data about Future Pathways' referrals to Delivery Partners between 2022 and 2023, and between October 2023 and March 2024.
- Quantitative data about Discretionary Fund payments made between 2022 and 2023. These were compared with comparable data generated in 2019/20 (5)
- Quantitative data about Discretionary Fund payments made between October 2023 and March 2024.
- Quantitative and qualitative data from a random sample of 20 review conversations completed between 2022 and 2023.
- A sample of 18 records of people who accessed the Discretionary Fund between October 2023 and March 2024.
- A random sample of 20 records of people who accessed Delivery Partner support between October 2023 and March 2024.
- A sample of 9 review conversations with people who had accessed counselling through a Delivery Partner between October 2023 and March 2024. The reviews in this sample were completed by Support Coordinators across all five support coordination teams.
- A review of the findings of our Quality Framework in relation to decision making about access to the Discretionary Fund
- A review of our internal guidance documents about the Discretionary Fund and Delivery Partner support.

4 In this analysis, we looked at 21 comments received about people's experience of the Discretionary Fund in 2022/23 and 10 critical comments about the Discretionary Fund made between October 2023 and March 2024.

5 We selected this year's data set because it was the most recent data set which was the least likely to have been impacted by the Covid-19 pandemic.

Limitations of our analysis

There are some limitations to this analysis. Firstly, we were not able to aggregate data from support plans and review conversations in our evaluations, and we took a sampling approach to analyse a cross section of these conversations. Effort was made to ensure these samples were as representative as possible. For example, the records sampled were drawn from conversations facilitated by several Support Coordinators from across all five support coordination teams and over an extended timeframe. While the volume of support plans and reviews that we analysed in our samples represents only around 4% – 7% of the total number of support plan/review conversations that took place completed in 2022/23 (6), we took efforts to ensure our samples were as representative as possible to lend confidence to our findings.

We know that people prefer to give feedback about their experience and the impact of Future Pathways support – including funded support - in a range of ways. And we know from previous evaluations and from our Quality Framework that reflections about the impact of support are not always recorded in review conversations. For this reason, we looked at a wide range of sources, including the range of feedback we received over the last year. Although future evaluations of the impact of our funded support would benefit from a larger data set of impact information, applying a mixed methods approach to a wide range of data sources lends confidence to our findings overall.

Part one:

Accessing funded support for people
with lived experience

Accessing funded support for people with lived experience

Please note that this section of the report refers to specific types of abuse which may be triggering to some readers. The rest of the report does not refer to specific types of abuse.

People with lived experience can face specific challenges in relation to accessing funded support at Future Pathways and at other services. Existing research indicates that this is because people with lived experience can come to associate money (and by extension funded support) with power and with their previous experience(s) of abuse and/or neglect. For example, research by Debra Kaplan, a clinical therapist and author, indicates that people with lived experience of sexual abuse can come to associate sex and sexual abuse with money and power, through such mechanisms as grooming behaviours. For people registered with Future Pathways, this association is understandable given that abuse of power is an inherent characteristic of in-care abuse. It is also the case that children living in poorer communities are significantly more likely to have been in care. This may mean that for some people access to or lack of access to money and funded support may be associated with their previous experiences of abuse.

This association can create and/or exacerbate feelings of shame around money and funded support. Kaplan's research indicates that people who experienced childhood sexual abuse can develop a "core shame" in relation to money, power, sex and sexual abuse. Researchers Bruce Ross and Ed Coombs build on Kaplan's research. Their research indicates that that trauma associated with previous experiences of sexual abuse can contribute to "financial distress".

This can manifest as a profound and long-lasting discomfort with talking about personal finances. It can contribute to low confidence about personal finance, avoidance of financial issues, guilt in relation to curiosity about personal finance, and the belief that money is evil.

How people feel in relation to money and funded support can detrimentally affect people's relationships with services that facilitate funded support. According to Kaplan's research, the shame people experience in relation to money, power, sex and sexual abuse can cause them take either a position of power and control, or a position of vulnerability in relation to others as a way of navigating the power dynamics at play in this interaction. This can impact relationships and interactions with services and professionals.

It can also affect people's behaviors in relation to money and funded support. Research by Coombs and Ross shows that feelings of shame and financial distress can cause people to avoid or seek power through access to money or funded support. This can look different for different people. For some, it can be difficult to express their feelings and needs in relation to finances, and it can contribute to a lack of financial awareness. This can have ripple effects on people's sense of financial agency, access to resources, and relationships with services, all of which can have a significant impact on their wellbeing and mental health. Coombs and Ross emphasise that this experience can particularly impact people with lived experience of abuse or neglect.

continued >

Accessing funded support for people with lived experience (continued)



“Various traumas can leave people trying to satisfy inner and outer voids through spending money, hoarding money, or controlling through access to or limitation of money.”

These challenges can present barriers to people with lived experience accessing the very support which could support them to address some of the inequalities they may have experienced related to their previous experiences of in-care abuse. Our own research indicates that people registered with Future Pathways are disproportionately likely to experience many inequalities. For example, most of the people registered with Future Pathways live in areas of Scotland where there are high levels of multiple markers of deprivation, such as lower income, and limited access to services.

The inequalities people experience can increase the likelihood of multiple negative life outcomes including poor mental health. Social inequalities derived from education, income, living circumstances, employment, and occupational social status, are shown to be significantly associated with mental health challenges, such as anxiety and depression. People living in poverty are, for example, more likely to experience stress, social isolation, shame, and stigma. And this may be particularly impactful for people with lived experience as chronic stress has been shown to detrimentally affect recovery from traumatic experiences. Stress related to finances can exacerbate stress in other areas of people's lives and, in the longer term, poverty can lead to a wide range of lifelong negative outcomes.

The context of funded support is therefore complex. On one hand, people with lived experience are more likely to face multiple inequalities which can impact their life outcomes including their mental health in profoundly negative ways. And yet, people with lived experience can also face specific barriers when seeking to access funded support, such as the Discretionary Fund. Thus, the very support intended to address the inequalities that people registered with us may have faced, can be difficult for them to access.

Part two:

Supporting equitable access to funded support

Challenges when accessing funded support

Many people we support give us complementary feedback about the impact of accessing funded support. However, we consistently receive critical feedback that being unable to access the Discretionary Fund or waiting for decisions about the Discretionary Fund can evoke feelings of frustration, mistrust, being uncared for and unimportant, and being treated differently to others. Indeed, critical feedback about difficulties accessing the Discretionary Fund has been a key theme in the feedback we have received over several years.

In our most recent evaluation, we found that almost all the critical feedback we received about the Discretionary Fund had been communicated through our complaints process. Where possible, we try to resolve issues through conversations with people we support, and so escalation of feedback about the Discretionary Fund through complaints indicates that this is a particular area of concern for people we support.

We can clearly see from feedback that it can be very difficult for people we support when an application for a Discretionary Fund payment is not successful, and when there is a wait for funded support. In our most recent evaluation, we found that, in most cases, critical feedback was related to being unable to access the Discretionary Fund, for example a Discretionary Fund application being unsuccessful.

One of the key themes in the feedback we received is that this experience can generate or reinforce a power dynamic between the person seeking support and Future Pathways. Some people describe feeling “cap in hand” at points during the experience, for example, when waiting for responses to a Discretionary Fund application, or when asked to provide receipts for purchases. Notably, all the critical feedback we analysed about accessing the Discretionary Fund in our most recent evaluation referred to a difficult interaction with a member of staff (usually the person’s Support Coordinator), indicating that difficulties related to the Discretionary Fund can affect the person’s relationship with Future Pathways.

This feedback was mirrored in the themes of a focus group discussion with Support Coordinators about their experiences of supporting people to access the Discretionary Fund. Participants in the focus group identified three key themes in the challenges people can face when interacting with the Discretionary Fund. They shared that different people could have different understandings of the purpose, scope, and process of the Discretionary Fund. Support Coordinators felt that part of their role was to support people to understand the process and potential outcomes of a Discretionary Fund application for example. And, like people accessing support, Support Coordinators reflected that discussing the Discretionary Fund could affect the relationship between the person and their Support Coordinator, particularly when the Support Coordinator is perceived as controlling access to funded support.

continued >

Challenges when accessing funded support (continued)

Themes of power dynamics and equity were also apparent in critical feedback we have received about Delivery Partner support. In most instances, critical feedback was related to concerns about support from a Delivery Partner coming to an end before the person felt ready for this. We also receive feedback at times that people feel a sense of unfairness when they see or hear that different people access different types of funded support through Future Pathways. It is important to note the contextual factors which may contribute to feedback about the importance of equity in relation to funded support, given that people registered with us may have had previous experiences of abuse or neglect which involved them being treated differently than others within care settings as children.

Supporting equitable access to funded support

Given the context and impact of negative experiences of interacting with the Discretionary Fund in particular, it is important that we proactively support equitable access to the Discretionary Fund and our funded support more generally. We aim to take a trauma informed approach to this aspect of our support by:

Being transparent about the purpose, scope and processes of accessing our funded support

We make information about the Discretionary Fund available from the very beginning of a person's journey with Future Pathways through our [Information Pack](#) and conversations with Support Coordinators. When there are changes that could impact access to the Discretionary Fund, we update people about this on our website and through support coordination.

Internally, we provide Support Coordinators with clear information about the principles that guide how we support people to access the Discretionary Fund and how we make decisions about it, such as the general principle that we do not do for one person what cannot be done for another person with a similar outcome or set of circumstances. Our guidance clearly outlines:

- The purpose of the Discretionary Fund and who can access it
- How we support people to make informed choices about using the Discretionary Fund in the best way for them.
- The process of applying for some Discretionary Fund payments.
- How we support people who have made frequent Discretionary Fund applications.(7)
- How we evidence how the Discretionary Fund is used. (8)
- How we manage risks related to accessing the Discretionary Fund.

We also have clear guidance and processes in place to ensure that we undertake the relevant due diligence to ensure people we support can access a high quality of support from our network of Delivery Partners. (9)

continued >

7 While it is recognised that access to the Discretionary Fund must flex according to people's circumstances and outcomes, several general limits are noted. For example, regular (more than once every three months) payments require a recorded rationale and all applications above £1,000 must include information about how many times the person has accessed the Discretionary Fund in the last 12 months and the total amount of money received for Discretionary Fund purchases.

8 Our guidance includes information about how we evidence spend through receipting, how we respond to funds not being spent according to the Discretionary Fund application, and how we account for when receipts are not available.

9 During the Delivery Partner sign-up process the Partner Relationship Lead conducts due diligence checks that are proportional to the service type and structure. For example, we look at insurance cover, and completion of Disclosure Scotland checks. Once our due diligence requirements are met, we agree a framework agreement for our work together, a contract for the support we are commissioning, and we agree how we will share data. We refresh these regularly.

Supporting equitable access to funded support (continued)

Evaluating our approach to funded support and its impact so we can learn and improve.

We regularly evaluate our approach to funded support and its impact. We also measure the consistency of decision making across the teams through our Quality Framework each quarter. In our Quality Framework, we draw on evidence from across the service to measure the extent to which:

- our use of the Discretionary Fund aligns with the person's needs and outcomes
- rationales for approved spend and exceptions are clearly recorded.

Our most recent annual Quality Framework report demonstrated that all teams have a good understanding of our internal guidance, and we have high confidence in the consistency of our decision making in relation to the Discretionary Fund. We also found that our contracting and quality processes in relation to Delivery Partner support is an area of strength for the Future Pathways team.

Our Quality Framework findings support us to review our guidance, processes, and communications about funded support when required. We do this collaboratively. For example, last year a working group comprised of team members from across Future Pathways and a group of Delivery Partners reviewed our approach to commissioning support from Delivery Partners following Quality Framework findings that we could improve this aspect of our work.

This included refreshing our due diligence, contracting and reporting processes. Our refreshed approach was implemented in April 2024 along with direct updated communications to all our current and future Delivery Partners. We are already noticing the benefits of our updated approach to commissioning, and we are confident that improvements will continue as we embed the changes we have made.

Taking a relational approach to funded support

Our focus group discussion highlighted the importance of taking an intentional and considered approach to discussions about accessing the Discretionary Fund. Support Coordinators explained the importance of being conscious about how these discussions can affect people and their relationship with their Support Coordinator and with Future Pathways as a service. Participants reflected that it was part of their role to facilitate conversations about people's outcomes and needs, take support at the person's pace, and ensure that support was led by the person accessing Future Pathways. Support Coordinators also reflected on the importance of being transparent about their role in helping people to access the Discretionary Fund and the potential challenges related to accessing the Discretionary Fund.

continued >

Supporting equitable access to funded support (continued)

Part of this, focus group participants identified, is being aware of the feelings that the process brings up for Support Coordinators, such as feelings of urgency or stagnancy. Being aware of these feelings is, participants felt, vital to maintaining clear boundaries and making consistent decisions about the Discretionary Fund. Some reflected that transparency helped them build trust with people, enabling them to continue working together even through difficulty, for example when a Discretionary Fund application was unsuccessful. In some cases, experiencing challenges and approaching this with transparency strengthened the relationship between the person and their Support Coordinator.

Actively listening and taking a compassionate and non-judgemental approach were also felt to be important. Support Coordinators reflected on the importance of noticing people's use of language about funded support, particularly the Discretionary Fund. For example, people may end discussions about how to use the fund with questions such as "would that be alright?" And Support Coordinators found that reflecting this back to the person could help them identify and address power dynamics in their relationship. Listening carefully to the emotions that the experience brings up for people accessing support can also help Support Coordinators facilitate emotional support planning if this is relevant.

Importantly, Support Coordinators noted that when access to funded support is facilitated in a trauma informed way, the experience can be an important part of the person building a relationship with the service. For example, Support Coordinators shared examples of when people have felt listened to, heard and understood by interacting with the Discretionary Fund and when the experience supported the person to develop trust with their Support Coordinator. Feeling listened to and building trust are also key themes we receive from people accessing our support. You can read more about the impact of accessing Discretionary Fund support in part four of this report.

continued >

Access to funded support

Our evaluations indicate that our approach is effective in supporting equitable access to funded support to progress their outcomes. Most people accessing Future Pathways are supported to access the Discretionary Fund to progress their outcomes. In our most recent evaluation, we found that at least 52% of people accessing our support have accessed Discretionary Fund payments in the last year. Slightly more people are accessing Discretionary Fund payments now compared with 2019/20. But given changes in the number of people who are accessing Future Pathways, a similar proportion of people we support are accessing Discretionary Fund payments now compared with 2019/20. (10)

Furthermore, many people accessing Future Pathways are supported to access Delivery Partner services to progress their outcomes. Between April 2023 and March 2024, 91 people started a contract with a Delivery Partner and 262 people in total accessed a Delivery Partner's support at some point in this period. This represents 31% of the people accessing Future Pathways support. Some people access more than one Delivery Partner. For example, last year, 44 people accessed more than one Delivery Partner as part of their support.

Referrals to Delivery Partners over the last two years have been similar, (11) but fewer people we support are accessing support from Delivery Partners this year compared with previous years. We do not know why this is. It may be that because we are not beginning work with high numbers of people, many people accessing our support have previously accessed Delivery Partners support which is now no longer needed. It may also be because fewer people are accessing Delivery Partner support to seek records than in previous years. You can read more about this on page 28.

Another indicator that our approach effectively supports people to access funded support in alignment with their outcomes is that the number of times people access Discretionary Fund payments is highly variable as is the monetary value of the payments accessed. On average, people accessed the Discretionary Fund three times over the course of the six-month period of our most recent evaluation. Most people (63%, n=276) accessed the Discretionary Fund once or twice. And of these, the majority (60%, n=167) accessed the fund only once.

Some people continue to access the Discretionary Fund over a longer period, but this is a small proportion of people who access the Discretionary Fund indicating that most people access the Discretionary Fund within a discrete period of their support to progress their outcomes.

10 In 2019/20, up to 617 people accessed the Discretionary Fund, 60 to 66% of the total number of people who accessed Future Pathways in that year. In 2022/23, 644 people accessed the Discretionary Fund, around 63% of the total number of people accessing our support.

11 In 2023/24, we made 195 referrals to 31 Delivery Partners. This is a similar volume of referrals compared with the previous year when we made 193 referrals to 36 Delivery Partners

Access to funded support (continued)

Our evaluation also clearly shows that people use funded support in ways which align broadly with the themes in people's outcomes identified in support planning conversations. Often, people's outcomes at this point focus on improving their mental wellbeing (12), improving self-worth or confidence, gaining independence and accessing new opportunities, and gaining a sense of safety, comfort, and agency in the home environment. Correspondingly, we can see from our most recent evaluation, that most Discretionary Fund support accessed was related to outcomes focused on the same themes. Similarly, the support people access through Delivery Partners aligns with the themes in the outcomes people identify in their support plans, such as gaining independence, learning more about their past, and improving their mental health. You can read more detail about how we analysed people's outcomes in relation to funded support in the appendix of this report.

Because everyone's personal outcomes are different, people access the Discretionary Fund for a wide range of purchases. It was also clear that purchases had different meanings for different people, so the same items or services may relate to different outcomes. For example, for one person, a purchase related to home improvement may be about feeling safe to navigate their home independently. For another person, it may be about feeling a sense of control or belonging.

This graphic on the next page demonstrates the breadth of how people have used Discretionary Fund payments and the numbers of payments that were made in each category over the past year.

We can see some trends in the purchases people make using the Discretionary Fund. For example, we find that more people access the Discretionary Fund for home related purchases than for anything else. Given people's childhood experiences of abuse and neglect in care settings – where they may have reasonably hoped or expected to experience safety and comfort – it is understandable that creating a home environment that feels safe is a priority for many people we support.
























We also see higher numbers of hardship payments than in previous years. These payments are for essential items such as household bills and food. This increase may indicate that the need for support with immediate needs has grown.

We can also see some trends in the Delivery Partner support people access. On Page 27, you can see a graphic depicting our referrals to Delivery Partners in 2023/24.

12 This included improving mood, increasing motivation, having a feeling of being in control, feeling a sense of achievement, being able to relax and distract from difficult feelings

How the Discretionary Fund was used this year



 Home	227	 Phones/Routers and Accessories	32
 Hardship Payments	118	 Aids and Adaptations	27
 Electrical/White Goods	114	 Vehicle Costs	25
 Furniture	106	 Courses and Education	21
 Health and Fitness	79	 Funeral Costs	19
 Transport	69	 Social Events	9
 Clothing and Personal Care	69	 Dental Care	8
 Driving Lessons	57	 Business Aids	8
 Hobbies and Interests	50	 Miscellaneous	3
 Accommodation and Travel	49	 Companion Pets	3
 Wellbeing and Complimentary Therapies	40	 Additional Supports	1
 Computing	35		

Referrals to our Delivery Partners 2023/24



● Counselling and psychological support	86	● Educational support	7
● Record search support	40	● Befriending	5
● Creative therapies	16	● Cleaning services	4
● Support work	14	● Advocacy	1
● Trauma support work	13	● Mindfulness	1
● Life coaching	8		

Access to funded support (continued)

As the graph on the previous page shows, many people use Delivery Partner support to access counselling or psychological support. 44% (n=86) of the referrals we made last year were for counselling and psychological support. Of these 77% (n=66) were referrals to the Glasgow Psychological Trauma Service, one of our Alliance Partners. This service works with people to formulate how they may be currently impacted by their past experiences of in-care abuse or neglect. The service also recommends evidence-based psychological and psychosocial interventions and directs people to appropriate services that may deliver the right support.

Many (20%, n=40) of the referrals we made were for record search support. Since Future Pathways started, we have supported 778 people to seek their records alongside our Delivery Partners. However, this year we noticed a decrease in the number of referrals made for record search support. (13)

We have also noticed an increase in the number of referrals to Delivery Partners providing creative therapies. This year, 8% (n=16) of the referrals we made were for creative therapies such as support with creative writing, compared with only 3% (n=6) the previous year.

Another type of support that we commonly refer to is support work. 7% (n=14) of our referrals were for support work, and 7% (n=13) were for trauma support work. This support is typically part of a recovery-based approach (14) and can include help with daily tasks and with developing connections with the person's community.

13 This may be because the Redress Scheme launched in 2021. Since records of time in care are often required as part of the Scheme, support is provided through the Redress Support Service to access records. It may therefore be the case that people we support who are also accessing support related to Redress, are seeking their records in other ways.

14 By 'recovery-based approach', we mean that the support is focused on helping people to lead full, satisfying lives, and that the support people access is directed by their own choices and what they feel is right for them.

Part three:

The impacts of funded support

The impacts of funded support

In this section of the report, we share quotes and experiences from people who have accessed Future Pathways' funded support. We always ask for people's consent to share their experiences, and we attribute them using the name the person prefers for us to use.

We aim to review support with every person accessing our support at least every six months. These conversations involve reflecting on the impact of the support that has been accessed, including our funded support. They provide an opportunity for people to consider how their support plan may need to be changed to support them to progress towards their outcome. And, in some instances, review conversations help people identify new outcomes, and areas of their life they want to focus on next.

We looked at two samples of review conversations for this report. The first was a random sample of 20 reviews completed in 2022/23. In this sample, people reflected on the progress they had made towards two outcomes on average, although in some review conversations people reflected on up to four outcomes they had previously identified. In this sample, we analysed a total of 36 outcomes which had been reviewed.

In our second sample, we looked at 20 records of people who had accessed the Discretionary Fund. However, we found that most people in the sample (n=12) had not had a review conversation with their Support Coordinator since accessing a Discretionary Fund payment, which meant it was not possible to determine the impact that this specific support had made in most instances.

Because of this, we were limited to a smaller number of records (n=6) in which people had reviewed a fund payment support they had accessed. Slightly more, (n=8) of the records we sampled included a review of Delivery Partner support the person had accessed.

All the reviews in the first sample referred to accessing funded support. This indicates that funded support is an important and integral part of most people's experience at Future Pathways. Out of a total of 20 reviews we looked at, half (n=10) referenced Discretionary Fund payments for household items, travel, driving tuition, technology and transport costs. Half (n=10) referenced Delivery Partner support, such as counselling, trauma support work services, record search support, and psychological assessments. And two reviews we sampled referred to the person accessing both.

We saw that most people experienced a positive impact from accessing Future Pathways support. In the first sample, 85% (n=17) people reflected that working with Future Pathways had made a positive difference in their lives, and, of these, almost two thirds (65%, n=11) had experienced a 'big' impact. Similarly, in the second smaller sample, everyone reflected that Future Pathways support had made a positive impact in their lives. However, a significant minority of people in the first sample (35%, n=7) had not experienced any impact in relation to one or more of their outcomes. In most cases this was not a reflection of the support they were accessing at Future Pathways. Rather it was related to changes to the person's priorities, the person not feeling ready to focus on the outcome at that time, or delayed access to supports due to waiting lists.

The impacts of funded support (continued)

Some but not all reviews included information about the impact of funded support specifically. In the first sample, Discretionary Fund payments related to the home environment (n=3) such as furniture and outdoor exercise (n=3) such as bicycles were most often cited as impactful. The types of Delivery Partner support most frequently cited as impactful were counselling (n=3), trauma support work/support work (n=3) and psychological assessments (n=2).

Because of the size of the second sample, we were not able to draw out themes, but we did note that half of the reviews we looked at referred to accessing the Discretionary Fund for payments related to vehicle costs and home related purchases, and to accessing Delivery Partner support, most often from counselling partners. We cannot extrapolate the overall impact of funded support from these records because of the size of the sample. However, this evidence suggests that where people find funded support most impactful, the support aligns with the themes we see in the outcomes people have identified, such as improving mental health.

This is supported by the wider feedback we receive. Each quarter we analyse the feedback we receive from people we support from a wide range of sources, including our feedback forms, social media, complaints records, and interviews with people we support. By looking at these reviews and the feedback we receive in other ways, we can understand more about the difference funded support makes.

One of the main themes in the feedback we have received has been the positive impact of funded support on people's mental health. In review conversations we sampled, people described that being able to access different types of funded support ultimately contributed to a reduction in feelings like anger, anxiety, frustration and overwhelm and an increase in feelings like enjoyment, freedom, confidence and improved self-esteem. Here someone we support describes the impact of achieving a long-held ambition to write and publish a book after accessing support from one of our Delivery Partners, the Book Whisperers.



“I surprised myself [...] I could get rid of all my anxiety and stress. I would just focus on writing. [...] That old life is gone now. I love my life now. I am in a happier place. I'm more 'me'”

(Josie, Person supported by Future Pathways)

You can read more about
our work with The Book Whisperers here.

continued >

The impacts of funded support (continued)

People make significant changes to their lives to progress their outcomes having accessed funded support. One of the most prominent themes in the reviews we sampled was increased participation in relationships with other people and services. This ranged from spending time cycling with family and friends, to feeling able to have people over to their home, in some cases because they had been able to make it a more safe, comfortable space by accessing the Discretionary Fund. Others told us they felt more confident about engaging with professionals involved in their lives. Here, Anne describes how accessing the Discretionary Fund led to her taking steps towards her outcomes.

“The cinema membership encouraged me to leave the flat and venture into town. When the cinema was quiet, I felt safe, like I didn't need to scan the place. Then, I started going to other places in the city like the Gallery of Modern Art.”
(Anne, Person supported by Future Pathways)

We also saw that for some people, accessing funded support prompted them to feel more hopeful about the future. For some people, this was about feeling able to make a fresh start or start making plans for the future.

On the next page, John describes the impact of accessing funded support in various ways has supported his mental health and how this has made a long-term difference to his life.

John's Experience

John heard about Future Pathways through a community service that his GP referred him to. John had experienced ebbs and flows in his circumstances, career, and health throughout his life. He had previously accessed other services, but he did not feel they were able to make a real difference in his life.

It took time for John to feel ready to seek support, and he had to wait many months for support to start. Although John understood why the waiting list was necessary, it was difficult to be "on hold."

Since starting to access support from his Support Coordinator, Future Pathways has felt different to the other services John has accessed in the past.

"They were able to do what they said they would do. Future Pathways has the resources, time, and relationships with other services to actually make a tangible difference."

For example, when John spoke with his Support Coordinator about his difficulty with sleeping, his Support Coordinator helped him explore why this was and supported him to purchase a new bed.

"It might seem small, but Future Pathways let me choose and order it. At first, I selected the cheapest option possible. But my Support Coordinator explained that we could get something better, something that would meet my needs. I feel the difference every time I go to bed."

When John was struggling to pay energy bills, Future Pathways linked him up with a charity which helped him apply for a grant to alleviate this pressure.

"It was huge. Future Pathways have been able to help with things I never thought they could help with. A lot of other services I have worked with could only listen. Nobody was able to do something. Future Pathways really did make a tangible difference in my life."

Future Pathways also enabled John to access ongoing support with his mental health. Now, John can speak to someone regularly about how he is coping and explore how he can take care of his mental health. Accessing mental health support has made a long-term difference to John's life

"Before I accessed this support, I didn't know why I couldn't function. They helped me figure it out for myself. And I am still figuring it out. But now, I am on that journey."

Now, John feels he understands himself and his mental health better, and he has access to the support he needs to move forward in his life. John is more linked up with his GP and is starting to engage with the Scottish Child Abuse Inquiry. Accessing support through Future Pathways has helped John to learn more about himself, prioritise his mental health and make positive changes to his life.

"It really was lifechanging. It is night and day compared with what my life was like. Now, I have someone on my side. Future Pathways helped me turn my life around. I started caring about myself, because someone else was caring about me."

The impacts of funded support (continued)

Importantly, the impact people experienced from accessing funded support was related to the meaning associated with the support, in most instances, rather than the support itself. For example, in our samples of reviews we found that for some people purchases related to home improvements were about feeling safe to navigate their home independently. For others, it was about feeling like a real person and having control over their home environment for the first time in their life.

However, there is evidence to suggest that there is a relationship between some types of funded support and some impacts. For example, our most recent evaluation found that there was, understandably, a correlation between accessing counselling or psychological support through a Delivery Partner and the person experiencing mental health benefits. When we analysed a sample of nine review conversations in which people reflected on the impact of accessing counselling, we found that most people (n=7) had experienced a big positive impact. Notably, four people particularly highlighted the relationship they had with the counsellor they had been working with, and used phrases such as “genuine”, “lifeline”, “someone who has my back” to describe their counsellor, indicating that the relational approach taken was crucial to the impact experienced.

The most common reflections were that accessing counselling through a Delivery Partner had supported them to learn more about themselves and their strengths (n=4), and that it had enabled them to gain tools to cope (n=4). Furthermore, three people shared that accessing counselling had enabled them to make sense of their past, and two people described the emotional support they gained from their counsellor. (15) People reflected that accessing counselling meant that they now prioritise self-care practices and healthy lifestyle choices (n=4), manage their anxiety or experience anxiety less intensely than before (n=3), and that they seek and accept help when they need it (n=3). Notably, two people also reported that they were now thinking positively about their future. While the overall impact that people experienced from accessing counselling differed according to the person and their outcomes, we saw a theme in this sample of people reporting improved mental wellbeing (n=3), and improved confidence and/or self-worth (n=3). In addition, some people (n=2) described experiencing a sense of achievement. (16)

That said, there was no correlation found between the cost of an item or service and the impact experienced. In the reviews we sampled in both evaluations, people had accessed support different amounts through Discretionary Fund payments. Many people reflected that they had experienced a ‘big’ impact from support regardless of the monetary value of the payment. This suggests that it is the relationship between the purchase or support and the person’s outcome which is a determining factor in the impact of funded support.

15 Other responses included that accessing counselling enabled individuals to learn how to express their needs and develop a more positive mindset.

16 Other themes included increased independence and improved relationships with others in their life.

Conclusion

Conclusion

Seeking funded support can be a complex, challenging experience for people with lived experience for many reasons. This report shares what we have learned about navigating these complexities so that people can access the right support for them.

We have learned that taking a trauma informed and relational approach to supporting access to funded support is crucial and can, in itself, contribute to important outcomes for people, such as feeling heard and understood. We know that being unable to access funded support can be particularly difficult for people with lived experience, and we have learned that transparency about the purpose and process of this aspect of our support can help mitigate some of the challenges associated with this. As you will read in the 'Our Next Steps' section of this report, this is something we are continuing to improve over time.

While we are aware that barriers persist, we can also see from our evaluations that many people we support are able to access funded support within the context of a supportive relationship with Future Pathways. And we see that it is accessed in ways which align with what we know about the outcomes that are important to many people we support: gaining independence, feeling better in their mental health, and experiencing more safety and comfort at home. It is also clear that the experience of accessing our funded support, like our support more broadly, is unique to each person, because it is integrated into our outcomes focused approach to support.

By drawing together multiple data sources, we can see that our approach appears to contribute to significant positive impacts for many people we support. It is clear from this analysis that, like the support people access, the impact experienced is different for each person because support has different meanings for each person. This finding is further corroborated by our most recent impact report, Pathways to Change, which found that people are supported to find their own pathways through support and that this approach held different meanings and impacts for different people.

Importantly, this report shows that, when funded support is aligned with people's personal outcomes, this can contribute to a change process that supports people to feel better in their mental health, safer and more comfortable in their homes and more independent among many other outcomes. As such, funded support is an important part of how Future Pathways progresses the vision of the In Care Survivors Alliance, that people with lived experience of in-care abuse and neglect can lead full, healthy and independent lives.

Our next steps

Our next steps

Evaluating our approach to supporting access to funded support has helped us identify some areas of improvement for the service. These are known challenges for the service and so we have already begun to address these.

Here is a summary of what we have done to support people to access funded support.

1. We refreshed our communications about our outcomes-focused approach to support and the Discretionary Fund. We have also refreshed our internal and external guidance about Delivery Partner support.
2. We reviewed our approach to commissioning Delivery Partner support in 2023/24 and we are now embedding our refreshed relational approach to Delivery Partner support.

Here is a summary of what we are doing now to enhance the impact of funded support.

1. We are updating our approach to discussing personal outcomes with people accessing Future Pathways, and planning and reviewing support – including funded support – in a flexible and trauma informed way. This involves promoting an understanding of our outcomes-focused approach to support internally and externally. This will help us to learn more about how funded support contributes to the impact people experience.
1. We are supporting Delivery Partners to share the impact of the support they provide more fully and regularly following the implementation of our refreshed approach to commissioning support. This will help us learn more about and fully represent the impact of our collective support and how this approach contributes to a person's outcomes.

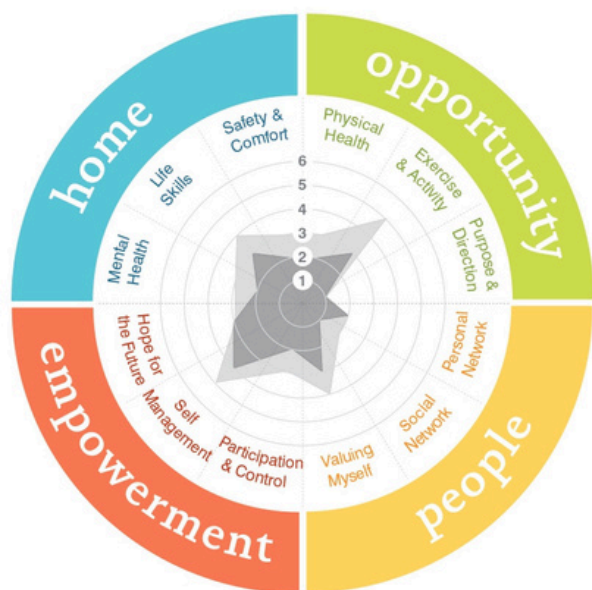
Appendix:
Outcomes related to accessing
funded support

Outcomes related to accessing funded support

We support people to access funded support in ways that align with their personal goals by facilitating discussions about people's outcomes throughout support. These discussions help us make a plan for each person's support, including Discretionary Fund and Delivery Partner support, and to reflect on the difference that support has made.

At the start of support, in most instances, Support Coordinators have unstructured conversations with people about where they are now, what is important to them, and the changes they want to experience in their lives. Sometimes, Support Coordinators use an approach called I.ROC to facilitate these conversations. I.ROC is based on the HOPE framework which is illustrated here.

This framework guides holistic conversations about four key areas of wellbeing: Home, Opportunity, People and Empowerment. It breaks these areas down into 'indicators' of wellbeing. For example, in an I.ROC conversation, people are prompted to reflect on the 'Home' area of their life by considering how they are in their mental health, how they feel about their life skills and how safe and comfortable they feel in their home. And when the conversation focuses on 'Empowerment', the person is prompted to consider how they feel in relation to the participation and control they have in their life, the supports they have around them to manage life, and their hope for the future. We also use the HOPE framework to analyse the outcomes that people identify in their support plans. Although I.ROC is intended to facilitate individual reflection about outcomes, we find that this is a useful way of understanding the themes in the outcomes people identify at Future Pathways. (17)



17 Please note that, since I.ROC is not intended for use in this way, there is a margin of error in our analysis.

Outcomes related to accessing funded support (continued)

We looked at two samples of support plans in our evaluations of funded support. In the first sample we analysed, people identified an average of two outcomes in each support plan, although the number of outcomes people identified could be as high as five. In this sample, which included a total of 45 outcomes, we noticed that people identified a wide range of personal outcomes, but just over half (51%, n=23) of the outcomes people identified were related to the 'Home' area of their life, suggesting that this is a priority for many people we support.

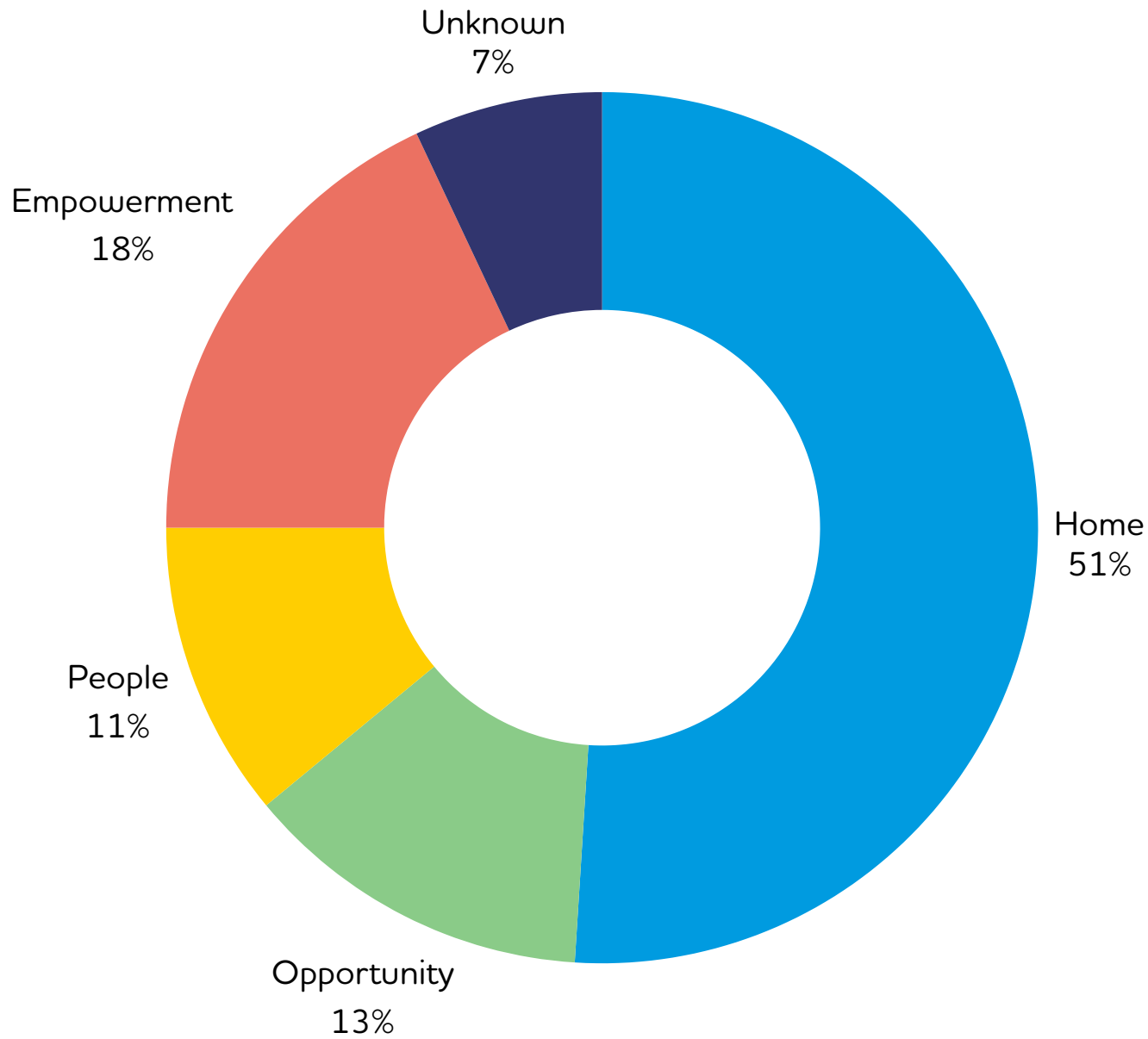
Another area of priority was 'Empowerment'. For example, some people identified outcomes around experiencing more independence in their life. 18% (n=8) of the outcomes we looked at were related to this. (18) You can see the themes of the outcomes people identified in their support plans in the graph on page 42.

When we looked at the wellbeing indicators that people identified as important to them in their outcomes, some themes emerged. As the graph on page 43 demonstrates, the outcomes in this sample were most commonly associated with mental health, safety and comfort, and self-management, indicating that these may be of particular importance to people we support.

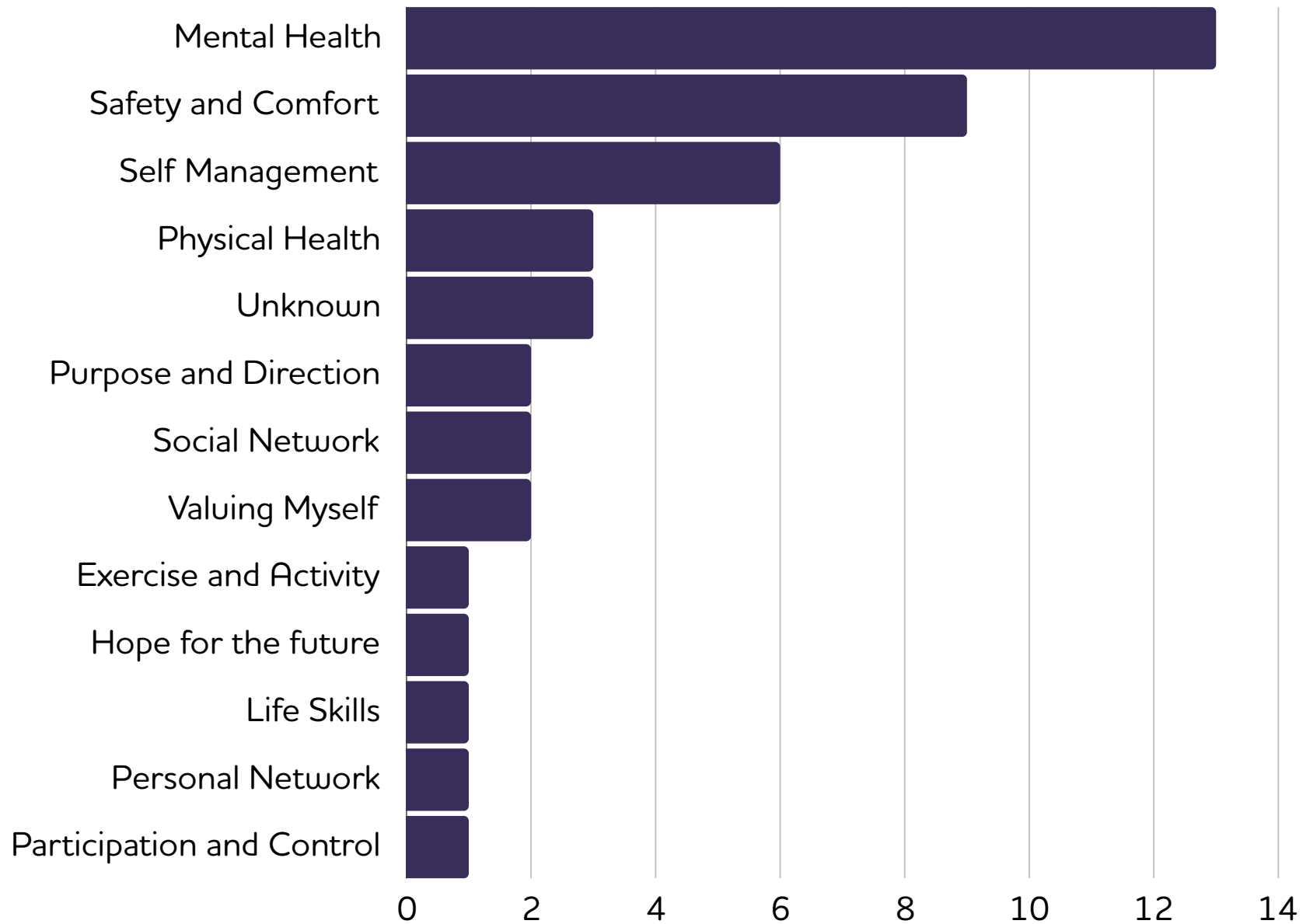
When we asked people about the change, they sought in their lives through accessing Future Pathways support, responses varied. Some people (40%, n=8) did not share the difference they hoped to experience in their support plans. There may be many reasons for this. For example, some Support Coordinators reflect that it can be difficult to prompt reflection about the changes people seek at the beginning of support, because some people, at that point, may not have faith that change can or will happen. This is a known limitation to our impact data, which we are currently working on through a working group. You can read more about the work of this group in the Our Next Steps section of this report. Despite gaps in our evidence, we found that outcomes around gaining independence, better understanding the past, and improving mental health were particularly prominent in support plans when this was recorded. The word cloud on page 44 shows the themes in people's responses to this question.

¹⁸ Where it was not possible to establish the theme of the personal outcome, or where the personal outcome could be related to more than one area of the HOPE framework, the outcome was noted as "unknown". This was the case for 7% of the outcomes in our sample.

Outcomes people identified



Wellbeing indicators of people's outcomes



I will...

be more involved
in my community

feel better in my
mental health

feel better in
my physical
health

feel safe and
comfortable at
home

feel happy

sleep better

be able to move
forwards in my life

be more able to relax and
have time to myself

access the supports I need

gain peace of mind

gain independence

feel motivated

understand my
past better

gain confidence

feel a sense of
purpose and
direction

show people my creativity

Outcomes related to accessing funded support (continued)

People's plans for progressing their outcomes looked different for everyone in this sample, but again we saw some themes emerge. For people who identified an outcome about their mental health, many identified goals such as reducing anxiety or identifying coping strategies to promote their wellbeing. For many, accessing counselling support through a Delivery Partner was identified as a step towards their outcome. When people identified outcomes related to their sense of safety and comfort, often their goals focused on making changes to their living environments to make them more restful and/or positive spaces. People identified various steps they could take to achieve these goals, such as accessing the Discretionary Fund to purchase household items.

In the first evaluation, we took a forward-facing approach, looking at the journey from support plan to the steps people planned to take. Whereas, in the second evaluation we took a different approach. Here, we looked at 18 support plans created by people that we knew had accessed the Discretionary Fund. By looking back, we were able to see how people's use of the fund related to the outcomes they had originally agreed in their support plan.

We learned, from this second sample, that for most people, access to funded support is led by their outcomes. In the second sample, most of the support plans we looked at (n=14) identified at least one outcome related to their use of funded support. However, for a minority of people (n=4) their support plans expressed the desired output of accessing the Discretionary Fund in place of an outcome. For example, some people noted that they wished to purchase something specific by accessing the Discretionary Fund rather than expressing the change they wished to experience from making the purchase. This indicates a potential need for further support with facilitating outcome focused conversations.

Where outcomes were identified in the second sample of support plans, the themes in these mirrored those in the first sample of support plans, such as improving mental wellbeing (19), improving self-worth or confidence, gaining independence and accessing new opportunities, and gaining a sense of safety, comfort, and agency in the home environment. This lends confidence to our findings that many people we support wish to access funded support to progress outcomes around these aspects of their life.

Bibliography

Bibliography

Andrew Mercurio (Mercurio, A. T. (2017, October). Sexual resensitization for Christians struggling with sexual shame.

Bambra, C & Marmot, M. (2023), Expert report for the UK Covid-19 Public Inquiry, Module 1: health inequalities, available at: [INQ000195843 - Expert report by Professor Clare Bambra and Professor Sir Michael Marmot, dated 30 May 2023 - UK Covid-19 Inquiry](#). [accessed 20/11/2024]

Bradshaw M, Ellison CG. Financial hardship and psychological distress: exploring the buffering effects of religion. *Soc Sci Med*. 2010 Jul;71(1):196-204. doi: 10.1016/j.socscimed.2010.03.015. PMID: 20556889; PMCID: PMC3770858.

Fryers, T., Melzer, D. & Jenkins, R., Social inequalities and the common mental disorders: a systematic review of the evidence, *Soc Psychiatry Psychiatr Epidemiol*. 2003;38(5):229-37. doi: 10.1007/s00127-003-0627-2. PMID: 12719837.

Lorant, Delière, Eaton, Robert, Philippot, & Ansseau, Socioeconomic inequalities in depression: a meta-analysis, *Am J Epidemiol*. 2003;157(2):98-112. doi: 10.1093/aje/kwf182. PMID: 12522017.

y

Morrow, F. & Kettle, M. (2021), Self-directed support: ten years on, available at: [Self-directed support: ten years on | Iriss](#) [accessed 29/10/2024]

Nathanson, D. L., (1994). *Shame and pride: Affect, sex and the birth of self*. New York, NY: W. W. Norton & Company
Pamis, Self-directed Support (SDS) Information Pack (2016), available at: [Ross, D. & Coombs, Ed. \(2018\), The Impact of Psychological Trauma on Finance: Narrative Financial Therapy Considerations in Exploring Complex Trauma and Impaired Financial Decision Making, Journal of Financial Therapy, 9, 10.4148/1944-9771.1174.](#)

[Ryu, Soomin & Fan, Lu. \(2022\). The Relationship Between Financial Worries and Psychological Distress Among U.S. Adults. Journal of Family and Economic Issues, 44, 1-18. 10.1007/s10834-022-09820-9](#) [accessed 20/11/2024]

Ross, D. & Coombs, Ed. (2018). *The Impact of Psychological Trauma on Finance: Narrative Financial Therapy Considerations in Exploring Complex Trauma and Impaired Financial Decision Making*. *Journal of Financial Therapy*. 9, 10.4148/1944-9771.1174.

Ryu, Soomin & Fan, Lu. (2022). *The Relationship Between Financial Worries and Psychological Distress Among U.S. Adults*. *Journal of Family and Economic Issues*. 44, 1-18. 10.1007/s10834-022-09820-9

Further reading

Further reading

Future Pathways Impact and Learning

It is important to us to show what we learn and the impact we make. We do this through our quarterly reports, our impact reports and by working with others to develop and grow. You can find out more at:

[Learning and Impact - Future Pathways - Scotland's In Care Support Fund](#)

Pathways to Change: Future Pathways' Impact report 2023/2024

In our most recent impact report, we share what we have learned about our approach and impact, and the progress we have made towards the outcomes of the service.

[Pathways to Change - Future Pathways - Scotland's In Care Support Fund](#)

Redress Support Service

Redress Support Service offers personalised support to people throughout their redress journey. The service can support people who are applying to the Scottish Government's Redress Scheme or who are thinking about applying.

www.redress-support.scot

Self-Directed Support

In Scotland, local authorities offer people who are eligible for social care four choices about how they can access the care they need: a Direct Payment to purchase services and items directly; an Individual Service Fund (a budget held by the local authority and allocated to a provider of the person's choice); the local authority arranges support on the person's behalf; or a mix of these different types of support.

[Self Directed Support Scotland - Enabling people to live well, with support they choose](#)



Published December 2024