



FUTURE
PATHWAYS

Quarterly Report
October – December
2024

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Report on Quarter 3 (October to December 2024)

What happened in Q3

- 51 people registered with Future Pathways.
- 31 people started working with a Support Coordinator.
- 142 people were accessing support from at least 39 Delivery Partners.

How people felt

- We received positive feedback from people we support, and we also received suggestions for how we could improve.
- People shared that they felt Future Pathways understood and cared about them. Many people also shared that they felt able to trust Future Pathways.
- People also told us that some experiences such as waiting for support could negatively affect their trust in the service.

What difference we made

- Many people shared the impact of their work with Future Pathways, for example an increase in their hope for the future.



"[Future Pathways] supplied the tools to help me to recover, as best as possible, leave the past behind and for the first time in my 66 years gave me the opportunity to look to the future."

(Person supported by Future Pathways)

Who we supported

- The average age of people who registered with us was 47.
- 71% 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 Q3. 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 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 support to explore their hobbies and interests.
- People also accessed support to link up with existing services such as health and social care supports.

What changed for people

- People shared what changed in their life after accessing support from Future Pathways. Some people fed back that they know more now 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.



"It has helped me get to my goals"
(Person supported by Future Pathways)

Welcome to the Q3 Quarterly Report

This Quarterly Report is about our work between October and December 2024. At Future Pathways, we support people to identify the changes they want to see in their life. And we help people choose the support that is right for them so they can experience a positive impact from the support they access.

In this report, you can read about the different ways we raise awareness about Future Pathways. This quarter, we continued to highlight the experiences and creative projects of people who are registered with us in our newsletter and on our website. We also shared some of our recent research, including the *Meanings of Funded Support* report. The report is about what it is like for people to access Discretionary Fund and Delivery Partner support through Future Pathways and the impact this has. We were also pleased to share our new *Support While you Wait* booklet, which included information about new support available to people on our waitlist.

You can also read about how we support people to make positive changes in different areas of their life, such as their mental health and relationships. Each person's experience at Future Pathways is different because everyone's outcomes are unique to them. But we also notice some themes in people's experiences. For example, in Q3 we continued to see that improving mental health and wellbeing is an important outcome for many people.

This quarter, people accessed a range of different types of support through Future Pathways to help them progress towards their outcomes. Many people accessed support from our Delivery Partners, in particular organisations offering advocacy and mental health support, support with record searches, and creative therapies such as writing. Many people also accessed the Discretionary Fund. We continue to see that, most frequently, the fund is used to make changes to people's home environments or to manage periods of hardship. We also help some people connect with existing services such as health and social care services. You can see examples of the different kinds of support people access 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, many people continue to share that they feel understood and cared about by Future Pathways. 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, some people feed back that their life is better since accessing Future Pathways support, which is notable, because of some of the challenges that many people we support experience.

The feedback we received this quarter also helped us learn how we can improve. For example, we can see from feedback that waiting for an extended time to access support and difficulties accessing the Discretionary Fund can be, understandably very difficult. We can see from feedback that it can affect people's trust in the service, and it can make people feel ignored. When we receive this feedback, we work hard to address the issues raised on a case-by-case basis where we can.

Thank you to everyone who shared their experiences with us this quarter. Your feedback helps us to understand our impact, 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 Q3

Raising awareness

Our communications

We continue to raise awareness of Future Pathways and communicate with our audiences in a range of ways in Q3.

We continued to support people registered with us to share their content across our channels. This includes their [experiences of accessing support, engaging with existing services and how their support has evolved over time](#). These pieces are written by people registered with us, or in partnership with the Impact and Evaluation Lead or Communications and Creative Lead. As well as highlighting people's journeys, these articles also help demonstrate the breadth of support available through Future Pathways.

In November, we contacted everyone waiting for our support with information about new support for people on our waitlist. The *Support While You Wait* booklet tells people about referrals to Wellbeing Scotland, referrals to Birthlink and Brief Waitlist Sessions for people on our waitlist. We also updated our website with a new section which includes the [booklet as well as an EasyRead version and a British Sign Language translation](#). We also [updated the Frequently Asked Questions](#) sections on our website.

In December, we published the latest edition of our quarterly newsletter. Anyone can sign up to receive our newsletter although the content is aimed at people registered with Future Pathways. In December, we heard from many people who have been supported with their writing, with three contributions about published books – [Healing Shadows](#), [Tellin' It Like It Is](#), and [Thoughts of Writing](#). It also included a [feature called Grow Your Own](#), about a person's experience of taking up gardening and how this has helped support their mental health. Other features included a [collaboration with First Psychology about the benefits of good sleep](#), and a collaboration [with Health in Mind called Kindness in Winter](#).

We also continued to work on a new explainer video about Future Pathways' support. Throughout Q3, we worked closely with [Voices for a Better Future](#), our lived experience voice group, to develop the script for the video. We look forward to sharing the video with you soon.

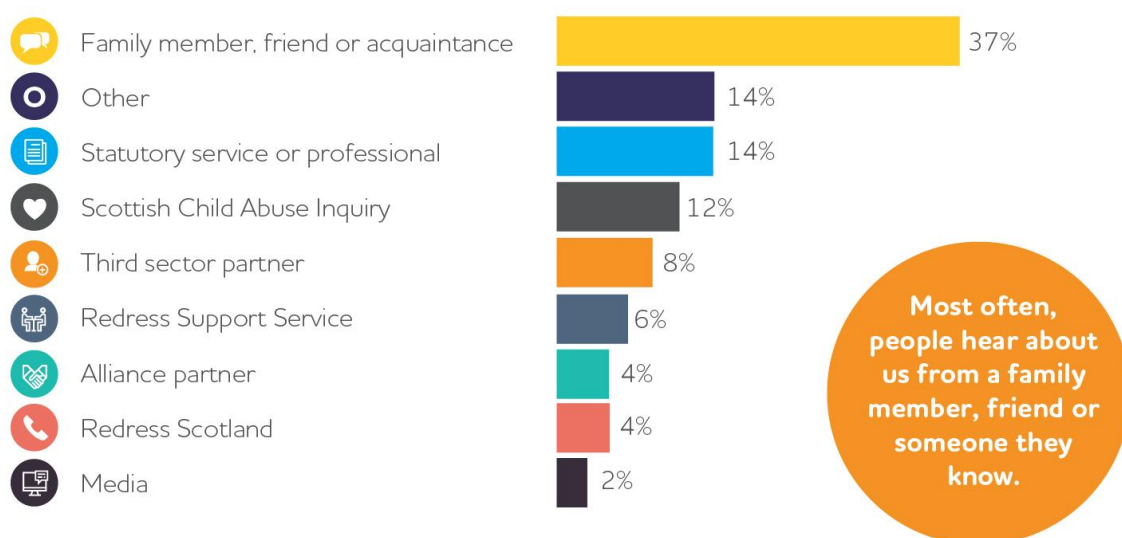
We also continued to share Connect, our monthly e-newsletter for Delivery Partners and service providers. In Q3, these included links to articles about [measuring the impact of our relational approach](#), current vacancies at Health in Mind, a report we contributed to about what it is like for people with lived experience to seek [access to their records](#), our [Identity, Equality and Access report](#), [our Impact Report](#) and an [interview with one of our Delivery Partners, life coach Dan Ross](#).

Finally, we [published our latest report, Meanings of Funded Support](#) in December. This report focuses on the use and impact of the Discretionary Fund and Delivery Partner support. Through our communications about this report, we aimed to demonstrate our learning about the complexities of supporting people to access funded support, highlight the impact it can make, and make information about funded support at Future Pathways more visible.

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. This graphic shows how people who registered with us this quarter heard about Future Pathways.¹

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



Hearing about us from a family member, friend or someone they know was slightly more prevalent than last quarter and this remains the way that people are most likely to hear about us. In Q3, 37% (n=19) of people who registered with us had heard about us from someone they knew, and in most of these instances (53%, n=15) people heard about us from a friend or family member.

The proportion of people who heard about us from a statutory service also remained high this quarter. In most instances when people heard about us in this way, they were told about Future Pathways by a healthcare professional such as a GP or Occupational Therapist.

On the other hand, there was a continued reduction in the proportion of people hearing about Future Pathways through their involvement in the Redress Scheme compared with last quarter. 6% of people who registered with us in Q3 heard about us from Redress Scotland.² A further 6% heard about us through the Redress Support Service.³ However, nobody who registered with us this quarter heard about us from their Redress Caseworker.⁴

Previously, if people had not heard about us from someone they know, they were most likely to hear about us through being involved in the Redress Scheme. This quarter, we found that if people did not hear about us from someone they know, they were most likely to hear about us from a statutory service, the Scottish Child Abuse Inquiry or from an unknown source.

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.

Registering with Future Pathways



This quarter, 51 people registered with Future Pathways. This is a 6% (+3) increase in registrations compared with last quarter. In Q3, on average 17 people registered with us per month, which is slightly higher than last quarter when an average of 16 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 continues to increase over time. You can [read more about the yearly trends in registrations since the service launched in our latest impact report.](#)

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 3% (n=16).

It is not always possible for us to say how long people will wait for our support because timeframes can change for various reasons. However, at the time of writing this report, people are waiting up to 26 months. We are working hard to address our waitlist for support, and we regularly update our

information about waiting for support. You can [read the most up to date information about our waitlist here](#).

In total, 31 people started working with a Support Coordinator in Q3. This is a 24% increase (+6) compared to 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.

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. Most people in a priority group who registered with the service in Q3 began support with a Support Coordinator within the quarter.

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.

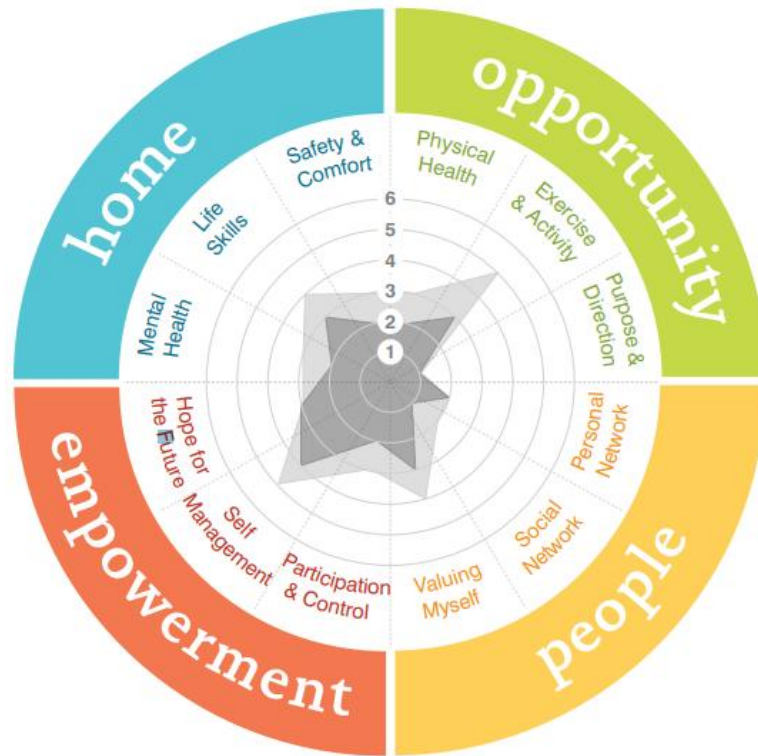
This quarter, 160 people took part in support planning conversations and some people took part in more than one support planning conversation in this time. We looked at a sample of 25 support plans to learn more about the changes that people hope to make in their lives. A total of 45 outcomes were identified in the support plans we sampled as, on average, people identify around two outcomes they want to focus on in each support plan.

Support Coordinators adapt their approach to having conversations about outcomes according to the person. In most instances, during support planning conversations, Support Coordinators have conversations about the changes people hope to see in their lives. In our Q3 sample of support plans, the vast majority (80%, n=20) people discussed this. This word cloud shows the themes that emerged from people's responses to this question.⁵ The main themes in people's responses were feeling happier or better in their mental health, and feeling comfortable, safe and able to relax at home.



⁵ Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

Some Support Coordinators use the HOPE framework to look at the different areas of people's life, although this approach is not universally applied.⁶ In these conversations, Support Coordinators facilitate conversations about the person's home life, including their mental health, access to opportunities, the people in their life, and experiences of empowerment in their life. We also use the HOPE framework to evaluate people's outcomes.⁷ You can see an image of the HOPE framework below.



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



For most people in this sample, at least one of their outcomes was related to the 'Home' area of their life. And out of the total of 45 outcomes we looked at, 35% (n=16) were focused on the 'Home' area. We continue to see that most outcomes in this area are related to the person's mental health. This quarter, this was the case for 69% (n=11) of 'Home' related outcomes identified. People who identified outcomes about their mental health agreed a wide range of goals in support plans from making changes

⁶ For example, in our Q3 sample of support plans, up to four Support Coordinators appeared to use HOPE to inform or guide the support planning conversation.

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.

in their home environment to accessing psychological or other types of support.

Some of the outcomes (31%, n=5) people identified about the 'Home' area of their life were focused on feeling safer and more comfortable. Often in these instances, people set goals around making changes to their home environment to make it feel more like their own.

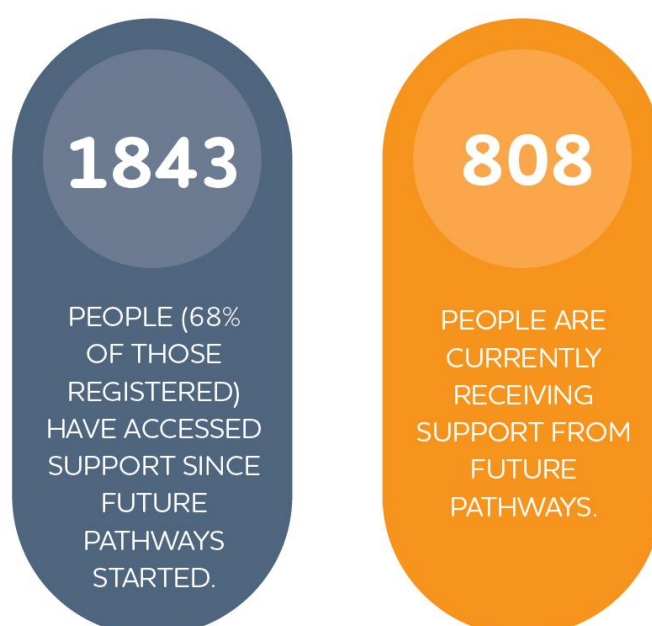
Another key theme in the outcomes we looked at in Q3 was the 'People' area of life. Over a third of people in the sample we analysed (36%, n=9), identified at least one outcome around the relationships in their life. Overall, 27% (n=12) of all the outcomes we looked at were about the 'People' area of life. Of these, half (n=6) focused on developing or maintaining a personal support network. People identified various goals in relation to this including maintaining positive connections with people in their lives, and honouring the loss of a deceased loved one.

'Empowerment' was another theme in some people's (12%, n=3) outcomes this quarter. Of the total number of outcomes we looked at, 13% (n=6) of the outcomes people identified were related to 'empowerment'. Half of these (n=3) were about people gaining an increased sense of participation and control. For example, people identified goals around expressing their needs to services or seeking to develop new skills.

Finally, some people (n=5) identified at least one outcome related to 'Opportunity'. Of the total outcomes we looked at, 11% (n=5) were related to 'Opportunities'. All the 'Opportunity' outcomes we analysed in Q3 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 and supporting others.

In some of the support plans we sampled, it was not possible to identify the HOPE area the outcome was related to, and in many support plans, people identified outcomes that were related to multiple areas of their life. However, the above analysis gives an indication of some of the themes we see in people's support plans and the outcomes they discuss with their Support Coordinator before accessing support.

Tailored support



In Q3, 808 people were accessing our support. Since the service launched, 1843 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. This means that support is unique to everyone accessing Future Pathways.

Broadly speaking, Future Pathways facilitates access to three different types of support⁸:

- 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 aim to review the support people access through Future Pathways at least every six months. In Q3, Support Coordinators facilitated review conversations with 181 people, and some people took part in more than one review conversation in this time. Sometimes, for example due to changes in personal circumstances, review conversations do not go ahead, and this was the case for 43 people this quarter.

We looked at a sample of 25 review conversations to understand more about the support we facilitated in Q3. Analysing these conversations showed that people accessed a wide range of different types of support through Future Pathways this quarter.

In most (56%, n=14) of the review conversations we analysed, people had accessed or planned to access material support through the Discretionary Fund. In over a third (36%, n=9) of the review conversations we looked at, people had accessed or planned to access support from one or more Delivery Partners. This includes two people who accessed support from the Anchor, which you can read more about in the section below.

In 24% (n=6) of the review conversations, people had accessed or planned to seek support to connect with existing services, such as health and social care services. And in almost a quarter (24%, n=6) of instances, people 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, holistic way.

Delivery Partner support

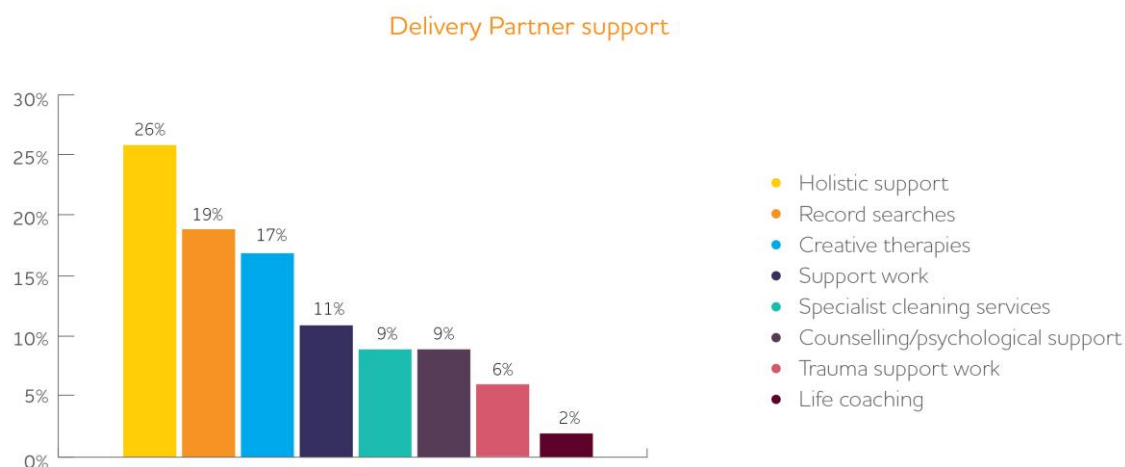
Future Pathways commissions support from a wide-ranging network of 48 Delivery Partners. In Q3, 142 people were accessing support from 39 Delivery Partners. And some people accessed Delivery Partner support from more than one Delivery Partner.⁹

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 life and financial coaching.

⁸ We also know from the feedback we receive that many people consider their relationship with their Support Coordinator as an important form of support. Although we recognise that this relationship is very important to people accessing Future Pathways, we consider this relationship to be part of our service's approach rather than a type of support we facilitate access to.

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

This quarter, we referred 50 people to access support from 14 Delivery Partners and 3 people were referred to more than one Delivery Partner. This graph shows the number of referrals we made this quarter to Delivery Partners providing different types of support.



Of the referrals we made in Q3, over a quarter were for support provided by Wellbeing Scotland, one of our Delivery Partners. Wellbeing Scotland offers holistic support to people who have been impacted by any form of abuse as a child. Their support includes counselling and emotional support, advocacy, group work and other therapeutic interventions. The service can also help people to seek their records. Previously, we reported referrals to Wellbeing Scotland as referrals to “record search support” and this has now been updated to “holistic support” to reflect the different types of support people can access with this Delivery Partner.

Referrals to access support with record searches also remained high this quarter. In Q3, we supported 10 people to start seeking their records and 19% of our total Delivery Partner referrals were for record search support. In total we have supported 811 people to seek their records through a Delivery Partner since Future Pathways launched.¹⁰

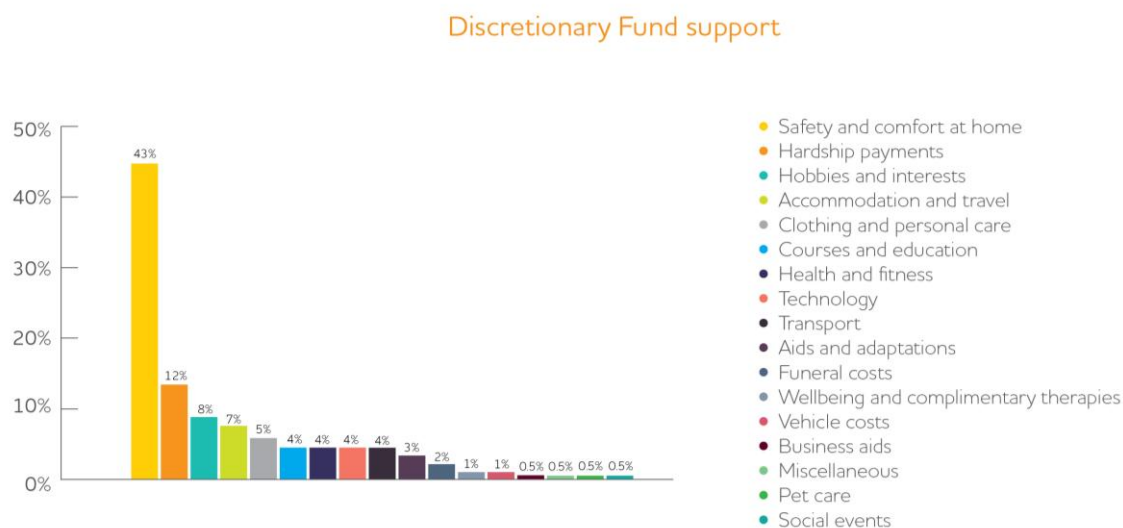
Many people accessed support from Delivery Partners which offer creative therapies, such as writing support this quarter. We know that exploring creative interests can be deeply important and impactful for people accessing Future Pathways. You can [read some examples of the creative projects that people registered with us have shared with us here](#).

We often see fluctuations in the types of support we make referrals for from quarter to quarter. This is expected, given that support is tailored to people’s individual outcomes which evolve over time and are different for everyone. The fluctuation we see this quarter may also be related to some changes to how we are reporting this data this quarter. Previously, we included referrals to the Anchor (Glasgow Psychological Trauma Service) in the counselling/psychological support category. However, going forward, we will not report about referrals to the Anchor in this way because support from the Anchor is commissioned differently because the Anchor is an Alliance Partner. This quarter, eight people were referred to the Anchor for psychological assessments.

Discretionary Fund support

¹⁰ 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.

Future Pathways also supports people to access material support through the Discretionary Fund. People access the Discretionary Fund to progress a wide range of outcomes, and so this support looks different to different people. However, we find that most commonly people use Discretionary Funding to progress outcomes around making their home environment feel safe and comfortable, as well as hobbies and interests, and to address immediate needs. This graph shows how people used Discretionary Fund support in Q3.



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 support to move home. The proportion of payments related to enhancing safety and comfort of the home environment decreased slightly this quarter as did the proportion of payments related to health and fitness. On the other hand, this quarter more Discretionary Fund payments were for hardship payments than in previous quarters.

Linking with existing services

We also help people to access support from the existing services that are best placed to meet their needs. Existing services are organisations we work alongside which 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.
- Referring people or supporting people to refer themselves to services.
- Supporting people to navigate and engage with services.
- Supporting services to adapt their support to people we support.

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.

Over the last year, we have seen that more people are discussing this support in review conversations with their Support Coordinator. For example, in Q3, six people made a plan to access our support to connect with existing services such as health and social care services. Similarly, in the reviews that we sampled, six people reviewed the support they had accessed to link up with an existing service.

However, we continue to observe that people report challenges when accessing support from existing services. For example, this quarter, most people who had been supported to access an existing service reported no impact from this support. This was due to a range of factors including existing services feeding back that the person was not eligible for support, negative experiences interacting with professionals at statutory services and not hearing back about requests for support.

We know that many people we support can face barriers when accessing existing services because of the inequalities they experience or have experienced. Other contextual factors, such as waitlists for some services, can also make it difficult for people to access the right support at the right time. When support from existing services is mentioned in reviews, many people cite difficulties accessing support, most notably from statutory services. This indicated that, even with Future Pathways' support, people experience barriers when engaging with existing services. You can [read more about what we have learned about this in our most recent report, Being There.](#)

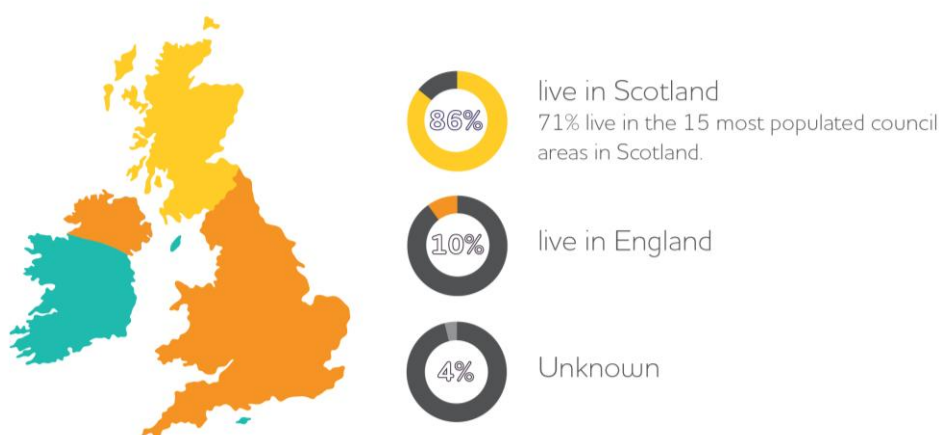
Who we work with

People we support

Anyone can access support through Future Pathways if they experienced abuse or neglect in Scottish care settings as a child and they are currently aged 18 or over. 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 make our support 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.¹¹ Specifically, more people registered with us live in the areas in and around Glasgow and Edinburgh than other parts of Scotland.



We use the Scottish Index of Multiple Deprivation (SIMD) to analyse the postcodes of people who register with us each quarter 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 it may be more difficult to access support.

The proportion of people registering with us who live in the most deprived areas of Scotland is slightly higher than in Q2 and it remains consistently high. When we analysed the postcodes of the people who registered with us in Q3 who live in Scotland we found that half (50%, n=22) live in a postcode area which is among the 20% most deprived areas of Scotland. Over a quarter (28%, n=12) live in an area which is among the 10% most deprived areas of Scotland. And 18% (n=8) live in the 5% most deprived areas of Scotland.

In comparison, in the general population of Scotland, around one in five people live in the 20% most deprived areas in Scotland, as defined by the Scottish Index of Multiple Deprivation (SIMD).¹² Our analysis therefore indicates that people registering for Future Pathways support are more than twice as likely to

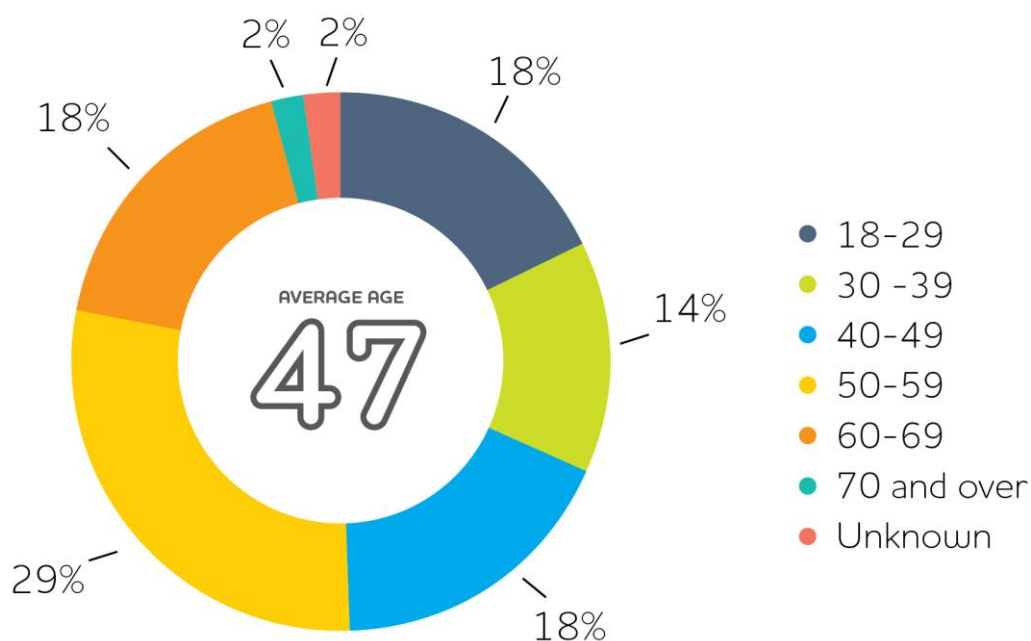
¹¹ This figure includes the 15 council areas with the highest population in Scotland.

¹² [Scottish Index of Multiple Deprivation - Scottish Welfare Fund Statistics: update to 30 June 2023 - gov.scot](https://www.gov.scot/publications/scottish-index-multiple-deprivation-2020/pages/1-introduction-and-overview.aspx)

live in the 20% most deprived areas of Scotland. They may therefore be significantly more likely to experience barriers when accessing support.

Ages of people we support

This quarter, the average age of people who registered with us was 47. This quarter, we saw an increase in the proportion of people registering with us aged 18 to 39 and a decrease across all older age groups. Overall, we are noticing a 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.

We provide updates about this information in our Quarterly Report every six months to make sure we are drawing from as much up to date information as possible. Our most recent analysis of this data is [available in our Q2 Quarterly Report](#).

Our impact

How we measure our impact

Every quarter we look at the feedback we have received. This helps us understand people's experiences with Future Pathways, 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 by

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

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. We do not include individual experiences in our impact reporting unless an individual's experience illustrates a wider theme experienced by a group of people we support. This is to make sure that we represent the general experience of accessing our support, though we recognise that this is different for everyone.¹⁴

Who gave us feedback

In this report, we present what we have learned from analysing feedback from around 47 people registered with us.¹⁵ In Q3, we received lower volume of feedback from people registered with us compared with last quarter. Most people who gave us feedback (n=16) were accessing or had accessed support at Future Pathways. As in previous quarters, a small minority of the feedback we received this quarter (n=3) was from people on our waitlist.¹⁶ In one case someone gave us feedback at the point of

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

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

¹⁵ This figure is 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.

¹⁶ 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.

registration but did not progress with registration, and in another it was not clear whether the person was accessing or waiting for support. We also 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 continue to receive low levels of general feedback from Delivery Partners with most of our feedback from Delivery Partners received in response to our annual questionnaire. This quarter, one Delivery Partner gave us feedback and 16 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 7 Delivery Partners.

How people gave us feedback

People we support gave us feedback in many ways in Q3 and everyone who gave us feedback did so directly rather than through a third party. The most common ways of giving feedback were completing a feedback form, discussing support with the Impact and Evaluation Lead and making a complaint.

People often use our feedback forms to share their experience of the service. These forms ask 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 Q3, almost a third (29%, n=5) of the feedback, excluding review conversations, we received was communicated through a feedback form.

On the other hand, we continue to see a decrease in the number of complaints we receive each quarter. In Q3, less than a quarter (23%, n=4) of the feedback we received, excluding review conversations, was communicated through complaints.

People also continue to communicate their feedback in other ways, including writing to or emailing us and having a conversation with the Impact and Evaluation Lead. In addition, we continue to receive small 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 Q3 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 our flexible approach 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 Q3 was complimentary. 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. In Q3, three 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"**. While this is a small sample, similarly to previous quarters we found that everyone who responded to the form agreed that they felt understood by the service. And all the respondents agreed with the statement **"Future Pathways cares about me"**.

In addition, everyone who responded to our first and second feedback forms in Q3 used positive language to describe the service. In these feedback forms, we ask people how they would describe Future Pathways. Some of the words used in responses received this quarter, such as **"kind"** and **"approachable"** indicated that people feel cared about when they are interacting with the service. Other words, such as **"empathetic"** and **"understanding"** indicated that people feel Future Pathways seeks to understand their experience.

These themes were echoed in other forms of feedback received at various points in people's journey with Future Pathways. For example, in other forms of feedback people described Future Pathways using words such as **"empathetic"**, **"understanding"** and **"helpful"**. At other times, people expressed a general sentiment of appreciation by describing the service using words such as **"amazing"**. In some instances, people named a particular aspect of the support they had accessed such as their Support Coordinator's approach, our newsletter, or being supported to make choices about their support. More of the feedback we received was about the Support Coordinator's approach than about any other topic.

Similarly, in the reviews we looked at this quarter, some people (n=3) fed back that they felt they had been encouraged to make their own choices about what was best for them in their support, and this helped them feel comfortable or feel that they could access the support that would make the biggest impact to them. This feedback may indicate that people feel that Future Pathways cares about ensuring the support is right for them. Receiving this complementary feedback about how people feel during and about 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 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 Q3, we found that everyone who responded to these feedback forms agreed with this statement. 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 supported. For example, one person described Future Pathways as **"the wind beneath my wings"**.

In addition, we continue to see that many people engage with review conversations, a wide range of other ways of giving feedback and opportunities to contribute to our communications. Given that people

with lived experience of in-care abuse and neglect can understandably face difficulties trusting services, people's engagement with the service beyond support coordination may itself be an indicator that people we support feel safe to share their views with us.

Engagement with opportunities to shape and improve the service is also an indicator that people feel safe and able to trust a service. In Q3, everyone who responded to our feedback form fed back that they had opportunities to help Future Pathways develop. But we know from feedback we have received previously 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.

On the other hand, 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 Q3, 15 people became uncontactable which means we were not able to contact them after making several attempts over time. This is a little lower (-4) than last quarter. But, this quarter, six people who had previously become uncontactable got back in contact with us and started accessing support coordination. This indicates that for some people, becoming uncontactable may not be about a lack of safety or trust, but rather about the timing of support being right for them.



We have now started offering 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 impact reports.

What people gain through Future Pathways

A consistent relationship with Future Pathways

People we support develop sustained relationships with Future Pathways. In the reviews that we analysed, most (84%, n=21) people chose to continue working with Future Pathways. Around half (48%, n=10) wished to continue working on existing outcomes. This indicates that many people work on longer term outcomes with the service. Over half wished to identify new outcomes (57%, n=12) in their next support plan. For one person, new outcomes were identified alongside existing ongoing outcomes.

This indicates that for many people, the support they access at Future Pathways evolves along with their outcomes. Although we know that relationships with Future Pathways are often longer term, we did not receive feedback from people this quarter about the consistency of support they received, and we know this can be impacted by many factors which we explore later in this report.

Self-awareness

People we support continue to share that they gain awareness of their own strengths, abilities and changes they want to make. Everyone who responded to our first and second feedback forms strongly agreed with the statement, **"I know what changes I want to make in my life"**. They also fed back that accessing Future Pathways had supported them to learn about their strengths and what they can do.

Similarly, in reviews, a couple of people reflected on what they learned about themselves through accessing Future Pathways' support, for example, awareness of how they cope with difficulty and what they are capable of. People also reflected on other benefits they had experienced in their emotional wellbeing through accessing Future Pathways. For example, individuals shared that they were feeling more grounded, confident, able to cope, relax or distract themselves when experiencing difficult feelings, and an increased sense of emotional resilience.

We also noticed that this was a significant theme in the sample of progress reports we analysed this quarter. In these reports, Delivery Partners noted that they had observed the people they supported were learning more about themselves, their communication styles and existing coping mechanisms. For example, reports referred to some people learning more about how they cope with feelings of overwhelm. Notably, the most prevalent feedback in progress reports about the impact of Delivery Partner support was increase in confidence or self-esteem for people accessing support.

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 this quarters sample where a positive impact was noted in relation to at least one outcome. This graph shows the different types of tailored support that were referenced in review conversations in relation to people's outcomes.

In the reviews we looked at in Q3, people experienced a positive impact from a wide range of supports. This included support to...



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 explore hobbies, improve health and fitness, and access technology among many other types of support are also impactful for many people.

Correspondingly, everyone who responded to our feedback forms strongly agreed with the statement “I can access support that is right for me”. The wide-ranging supports people identify in reviews demonstrates the tailored support that people access through Future Pathways.

Collaborating through difficulty

When we experience challenges in our relationships with people we support and Delivery Partners, we aim to work together 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.

The critical feedback we received this quarter reflected themes we have noticed in critical feedback over time. Two people complained about inequity in access to our support due to the waitlist for support coordination. In addition to complaints, we also received a critical comment about the waitlist through our registration line. In this instance, information about the waitlist dissuaded the person from registering.

Another theme in the critical feedback we received was difficulty accessing the Discretionary Fund. We saw in some complaints that these stemmed from a misunderstanding about the primary purpose of the Discretionary Fund (i.e. a lack of clarity that the Discretionary Fund is intended to support people in their outcomes rather than to address immediate needs in most instances).

When we look at the complaints and critical feedback we receive, we can see that when people have negative experiences with the service, it can have a profoundly negative impact on them. People can feel unable to trust the service following difficult interactions and they can feel let down, ignored, stigmatised and disregarded. For many people, these feelings may be closely associated with their past experiences of abuse in care settings. It is therefore understandable that some people feedback that negative experiences with Future Pathways can feel abusive.

On the other hand, the number of complaints we received continues to be much lower than in previous years. There may be many reasons for this reduction in complaints. For example, it may indicate that people feel more able to access information about our waitlist and our Discretionary Fund now that more information about these topics is available.

In most instances, we 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. All the people who responded to our feedback forms agreed with the statement, “**I have taken steps towards my goals.**” We also noticed in the sample of progress reports we analysed, that the vast majority (80%, n=8) of Delivery Partners noted that progress had been made towards the person’s goals.¹⁷

People identify a wide range of different outcomes in support plans, and we notice that the steps people take towards their outcomes are equally varied. In the reviews and progress reports we analysed we could see that accessing support through Future Pathways helps people to progress a wide range of outcomes. For example, we know that building connections with others is often a theme in the outcomes that people we support wish to prioritise. Correspondingly, a consistent theme in the progress reports we analysed this quarter was that people are now more able to interact constructively with services involved in their lives. Many Delivery Partners observed that people were now more equipped with the skills to manage when difficulties arose, for example, by pausing to consider what they wanted to say, creating effective boundaries, and using breathing techniques to help regulate their emotions.

Improving relationships and connections with others is also a key theme in the review conversations people have with their Support Coordinators. In these, people described experiencing positive changes in their relationships with the people or services in their lives. For example, people described the changes they had made to spend more quality time with the important people in their life and to learn how to interact positively with others. Another theme was that people felt they were now more able to cope with difficult situations of emotions, for example by seeking support when they might not have done so before.

People also described how support had helped them made changes in many other parts of their life. For example, four people shared that they were now taking steps forward in their career or education. Others shared that they were now using their home space more positively and safely, for example describing how they were now taking care of the space or making it feel more their own.



“It has helped me get to my goals.”

Person supported by Future Pathways

¹⁷ In the two progress reports where progress towards the person’s goal(s) was not noted, the Delivery Partners did not include information about why.

Increased choice and control

Generally, we receive some feedback that people experience an increased sense of agency in their lives and support. We can see from reviews that this means different things to different people. Some people shared that for them this was about being able to do daily tasks such as cooking, personal care or travelling on public transport, and they described how Future Pathways support had led to this outcome for them. This was also a notable theme in the progress reports completed by Delivery Partners which we analysed this quarter. In these, Delivery Partners noted that many people took steps towards taking increased agency over their own lives and support, for example, by leaving the house and attending appointments when this had been a big challenge previously, or by using public transport to access support.

For others, feelings of self-efficacy manifested in feeling empowered to use their voice to influence change. Here, someone supported by Future Pathways describes the agency they now feel to voice their experiences and advocate for others with lived experience.



“[Future Pathways] supported me in having a voice and I am forever grateful for the support emotionally and practically. This has given me the confidence to speak up for myself and all survivors and to progress forward with a sense of worth and purpose.”

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 (80%, n=20), people identified at least one outcome which had made a positive difference in their life. The vast majority of people in the sample we looked at (85%, n=17), shared that they had experienced a "big" impact in relation to at least one outcome. And everyone 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 review conversations, there were some consistent themes in the overall impact people had experienced. For example, some people reflected how they felt in and about their home was better. In particular, some people emphasised that they felt more comfortable and a sense of belonging in their home.

Another theme in the difference people noticed was in how they felt about themselves. Many people in reviews and through progress reports shared that they felt more confident and better in themselves. Also, some people shared that their mental health had improved. Finally, some people shared that they felt they were in a better place, or more in control and at peace with their life since accessing Future Pathways support. That there is 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.

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 Q3 included at least one outcome which people felt had not impacted their life. This is the same proportion compared with last quarter. When reasons were noted for why no impact had been experienced, there were a range of reasons. In many instances, this was because the person was not able to access the support that they sought from existing services because of delays to support or not being eligible for the support they sought. In others, personal circumstances meant that the outcome could not be progressed at that time.

Similarly, in progress reports, Delivery Partners noted a wide range of contextual factors that can affect the progress people make towards achieving their goals for Delivery Partner support. For example, challenging dynamics within existing support networks, bereavement, health issues, and the impact of previous negative experiences with services. Our evidence indicates that we take a flexible approach when this happens, recognising that impact cannot always be achieved in the timeframe hoped for and adjusting our plan for support accordingly. It is notable that, in the context of these challenges, most people experience a positive impact from the support they access through Future Pathways.

Freedom and purpose

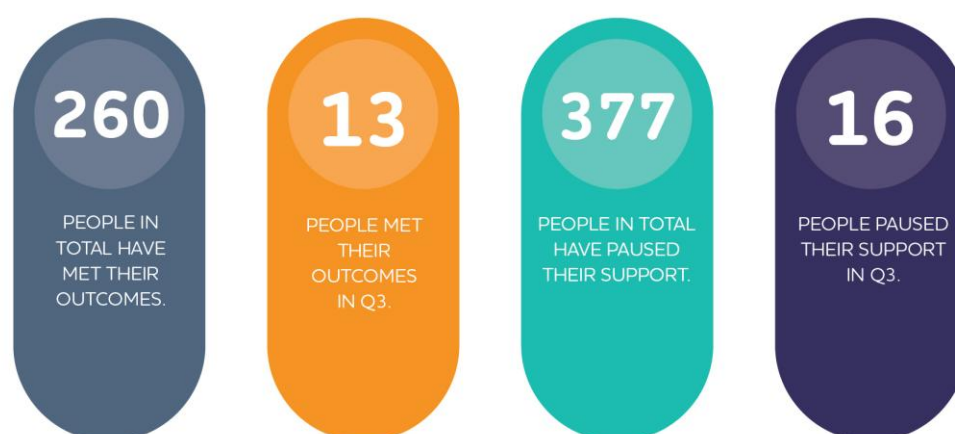
We also have some evidence that people experience an increased sense of freedom and purpose having accessed Future Pathways. All the people who responded to our first and second feedback forms agreed that they had gained more independence through our work together. In reviews, progress reports and other sources of feedback received this quarter, individuals reflected that they felt an increased sense of hope for their future.



“[Future Pathways] provided all the necessary tools and support for me to make massive changes in my life. I'm now a Victim Support Volunteer, an advocate for survivors of institutional abuse with Socas /Inspiring Scotland and Voices for a Better Future within Future Pathways.”

Person supported by Future Pathways

Moving on from support



Many people access the right support for them through Future Pathways and this means that some people move on from Future Pathways support. In Q3, 13 people felt that their outcomes had been met and 16 people paused their support because they did not have support needs at this time. In the sample of review conversations we analysed, four people decided to end their support at Future Pathways. In most cases this was because the person had accessed the support that they felt they needed and there was no current need for ongoing support.

We also have some evidence that our support can help people think more positively about their future. All the respondents to our first and second feedback forms told us they were feeling more hopeful about the future and individuals shared this sentiment through various channels of feedback.

Although we consistently see that people feel their outcomes and support needs are met at Future Pathways, often people return to access further support through the service. There can be various reasons for this, for example, because a new need emerges. In Q3, 11 people who had previously agreed

to pause support and two people who had previously ended support because their outcomes had been met began accessing support coordination again within six months. In addition, 7 people returned to our waitlist more than six months after ending support. This 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.

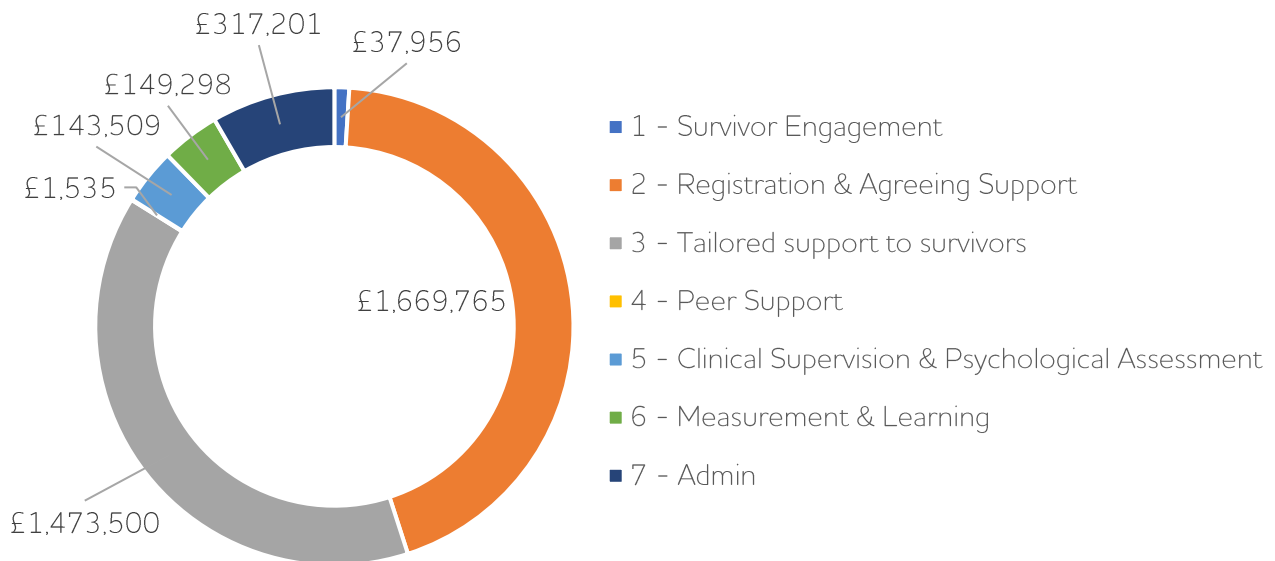


“[Future Pathways] supplied the tools to help me to recover, as best as possible, leave the past behind and for the first time in my 66 years gave me the opportunity to look to the future.”

Person supported by Future Pathways

Expenditure

In Q3, our estimated cumulative expenditure was £2,598,120. You can see a breakdown of our expenditure below.



In Q3, the highest area of expenditure was on registration and agreeing support (£1.7m). 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 (£1.47m). As in previous quarters, more was spent on material support (£984k) compared to purchased services (£489k).

In general, our expenditure is similar to previous quarters.

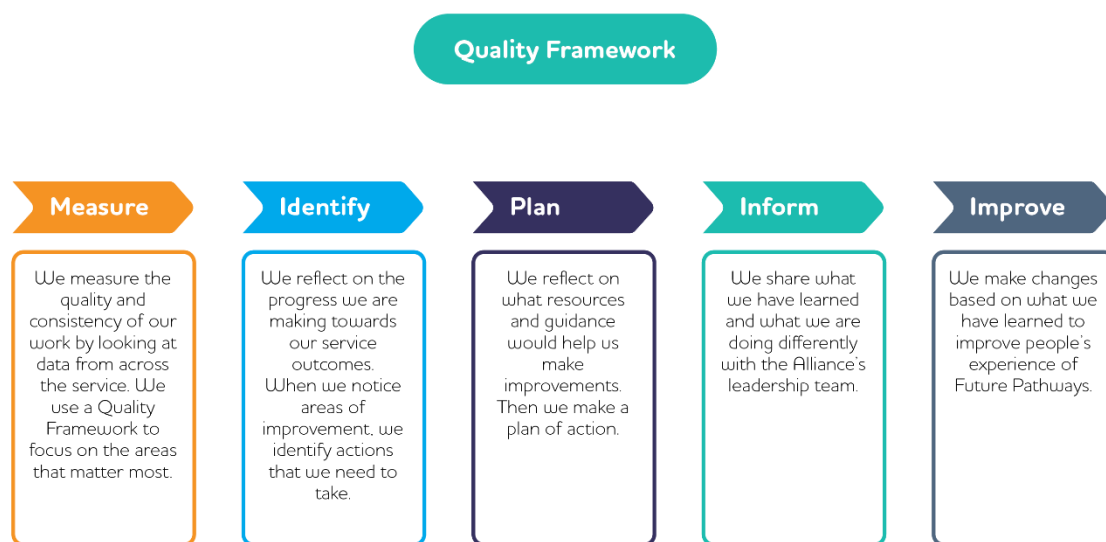
We expect expenditure on Tailored Support to continue to fluctuate as individual needs cannot be predicted with confidence. Cost pressures have not changed from previous quarters. We review our staffing, and service forecasts every three months.

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 most recent Quality Framework report helped us identify that we are consistent in how we make decisions about accessing material support and in our relational approach to support. It also helped us measure our improvement in supporting people to manage and support their safety and wellbeing.

The Quality Framework also helps us identify areas of improvement for the service. For example, we are working on improving how we discuss outcomes, and plan and review support with people. And we are working on improving how we work alongside providers who provide short term services such as driving instruction and trades services.

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 an explainer 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 Q3 (October to December 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 in our [online feedback form](#).