



FUTURE
PATHWAYS



Journey of
Connection
Mini report



We have a new impact report.

The report is about how we make a difference to people we work with and to other services. The report includes feedback people have shared with us, and information about what kind of supports people have used. We called the report *A Journey of Connection* because we make connections with people we support and with other services.



By making connections with people, we can improve support.

We try to build positive relationships with people we support. We try to make sure people feel safe and can trust us. And that people feel they can make their own choices about their support.



It is important that people feel safe and that they trust Future Pathways.

When people feel safe, they can work towards the changes they want to make in their lives. This can mean being more independent or having a sense of purpose. Or it might mean improving their health or feeling more hopeful.



Support is tailored to each person.

Everyone chooses different things to focus on. Some people want to make changes to their mental health or their relationships. Other people want to feel safer and more comfortable in their home.



Life is better when people access support from Future Pathways.

Support can mean different things to each person. But we see that support can make a positive difference to lots of people. Support can help people to feel understood and valued. And help people feel more confident.



We are starting to understand more about how we work with other services.

This includes government or council services and services in the third sector, like charities. We work with lots of different services, like health, social care, education and housing. We make referrals to services. And we let people know about the types of services that are available to them.



We improve our support by connecting with other services.

By working in a positive way with other services, we can make support better. For example, working with our Delivery Partners can help to make sure that support is right for each person.



What we are doing

We are looking at how we can talk to people about their support plans and how support is going. This will help us to learn more about what we do well and where we can improve. We are also looking at our Peer Support programme to see how it makes a difference to people.



Next steps

We are going to look at how we sort out complaints. And also look at how we respond to negative feedback. We are also going to ask for feedback more often, like at our events. And we will look at different ways that people can give feedback, such as through pictures or other creative ways.



Find out more

To read A Journey of Connection report,
or our summary report, go to

[www.future-pathways.co.uk/
journey-of-connection](http://www.future-pathways.co.uk/journey-of-connection)