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Key terms

Delivery Partners

Delivery Partners are professionals or services from whom we commission support on behalf of someone accessing Future Pathways.

Demographics

Demographics refers to information about people's characteristics, such as age and gender.

Discretionary Fund

The Discretionary Fund is a fund that can be accessed by people supported by Future Pathways to progress their personal outcomes. It is used to purchase material and/or digital products (including purchases to support people to manage hardship); and non-contracted professional support or services from providers such as tradespeople.

Existing services

Existing services are organisations with whom we collaborate, such as third sector and statutory services that provide free support.

People registered with us

People registered with us refers to everyone who has registered with Future Pathways. This includes people who are currently waiting for our support; people who are currently accessing support coordination; people who have previously accessed our support; and members of Voices for a Better Future.

People waiting for our support

People waiting for our support refers to people registered with us who are currently on our waitlist.

People we support

People we support refers to people registered with us who are accessing support coordination.

People with lived experience

People with lived experience, in this report, refers to people who have experienced abuse or neglect while in care in Scotland. At times we use the word "survivor" 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.

Relational approach

A relational approach is a way of supporting people that focuses on the interactions we have with them rather than seeing support in a transactional way. A relational approach involves acknowledging that relationships are complex; that they fluctuate; and are influenced by context.

Theory of change

A theory of change is a framework for understanding how and why a change happens within a particular context.

A trauma informed approach

A trauma informed approach is a way of supporting people that takes into account the signs, symptoms and impacts of trauma. This involves embodying the principles of cultural consideration, safety, trustworthiness, choice, collaboration, and empowerment. You can read examples of trauma informed practice in our short guide to Trauma Informed Practice in our Resources section at the end of this report.

Introduction to Future Pathways

Future Pathways is delivered by the In Care Survivors Alliance, which consists of four partners: the Glasgow Psychological Trauma Service, Health in Mind, Penumbra Mental Health, and Scottish Government. The Alliance was set up in 2016 as part of the Scottish Government's wider strategy to address the legacy of historic abuse in Scotland. The vision of the Alliance is that people with lived experience lead full, healthy and independent lives.

Future Pathways provides support to people who experienced abuse or neglect when they were a child in the Scottish care system. We aim to:

- Raise awareness of the support available so that people with lived experience can access this
- Support people to identify what matters to them now and in the future
- Support people to access a broad range of supports and resources to improve their lives and achieve their personal goals.
- Drive continuous improvement through consistency and quality standards across our service
- Optimise the support resources that people registered with us access at our service and at others

In this report, we have measured our progress towards these aims in two outcome pathways. We start by evaluating our first outcome pathway, which focuses on the impact of our direct support for people registered with us. We then explore our progress towards our second outcome which focuses on how we influence positive change at Future Pathways and at other services.

Our journey so far

Future Pathways[1] was launched in 2016 following many years of activism by people with lived experience. The service benefitted from the National Confidential Forum which launched in 2014, and the Scottish Child Abuse Inquiry which began in 2015[2] both of which demonstrated that there was a clear need for support for people with lived experience.

At first, we did not know how many people would register with Future Pathways or the intensity and nature of people's support needs. In 2018, we carried out a scoping study which highlighted that the level of demand for Future Pathways' support surpassed what was expected. Since the service launched, 2764 people have registered with Future Pathways. In response, the service's team has expanded over time to a growing team of thirty-six Support Coordinators.

In October 2018, the Scottish Government confirmed that a Redress Scheme would be established for people who experienced abuse or neglect while in care in Scotland. The Scheme was launched in December 2021 and the In Care Survivors Alliance started a new service, the Redress Support Service, which supports people who are applying to the Redress Scheme or who are thinking about applying.

In 2021, we published our first impact report, which looked at the difference Future Pathways had made since we launched in 2016. We then undertook several independently run consultations with people supported by the service or our Delivery Partners. For example, the Making Pathways Together project created the opportunity for people accessing Future Pathways to share their feedback.

We incorporated the findings from these consultations into our 2023 impact report, Stepping Stones, which was written in collaboration with Matter of Focus. The report prompted us to learn more about who we might not be reaching, how we support people to access existing services, and how we influence other services. After Stepping Stones, we made several changes such as launching new ways for people to give us anonymous feedback, which helped us present a fuller picture of our impact in our last impact report, Pathways to Change, which was published in 2024.

In this report, we present what we have learned since our last report about our approach, and the difference we make in relation to our two outcome pathways. We also share the next steps we will take to continue to improve our support and learn more about the impact of Future Pathways.

^[1] When the service launched, Future Pathways was then called the 'In Care Survivors Support Fund'.

^[2] The National Confidential Forum offered the opportunity for people who had spent time in residential care as children to describe their experiences. It aimed to learn lessons from the past to prevent abuse in the future; inform improvements for the health and wellbeing of children in residential care today; and protect their rights more effectively in the future. The Scottish Child Abuse Inquiry is an ongoing inquiry which investigates the abuse of children in care in Scotland. When concluded, it will report the outcome to Scottish Ministers and make recommendations about changes to practices, policies, and legislation to support child protection in the future.

Our evaluation approach

We use the Matter of Focus approach to evaluation. This means we use six simple questions to structure our theory of change in an outcome pathway:

- what does Future Pathways do?
- who do we work with?
- how do people feel when they engage with us?
- what do they learn and gain when they engage with us?
- what do they do differently?
- what difference does this make?

Using these questions, we:

- define our theory of change
- consider how our context may affect the impact we aim to have
- test our theory of change by analysing data from across the service
- reflect on our progress towards our outcomes and our confidence in our evidence
- refine our outcome pathways in response to what we learn and how our context evolves

This approach helps us to gradually learn more about the difference we make and how we make it, and to make sure that our evaluations tell a full, nuanced story about our impact over time.

Our risks and assumptions

This report is informed by a set of risks and assumptions. By 'risks' we mean anything that could get in the way of the change we hope to see. And by 'assumptions' we mean anything that we feel needs to be in place for us to have the impact we hope to.

Defining the factors that could affect our impact gives context for the difference that we make and it helps us see how we could progress our service outcomes. After our last impact report, we reviewed our risks and assumptions in response to what we learned. You can read our updated list below.

Risks: what may hinder our impact

- If Future Pathways does not have the resources needed to support the numbers of people registering with the service, this could mean people experience a long wait time before accessing support.
- If people are not able to access the support they need –
 including crisis support from other services, this could increase
 the number of people registering with Future Pathways and the
 intensity of the needs Future Pathways must respond to.
- If it is hard for some people to access Future Pathways, for example, people who are experiencing challenges like homelessness, and people who do not identify as 'survivors', then some people may not access the support they need.
- If people we support are facing difficult life circumstances, this may hinder their progress towards their outcomes.

- If some groups of people do not engage with opportunities to give feedback, this could limit our understanding of our impact and how we should improve our support.
- If people accessing support find it difficult to move on from support, this could mean we are not able to work with people who are registering with us as quickly as we would prefer.

Assumptions: what may support our impact

- If we use appropriate and inclusive language to communicate clearly about our work, people will understand the remit of Future Pathways, have realistic expectations of support and be supported to register.
- If other services have the capacity to partner with Future
 Pathways and embed trauma informed practices, people will be
 able to experience the impact of support.
- If other services see Future Pathways as trustworthy, we will be able to work well with other services which will enhance the impact of support.

Our data sources

This report draws together a wide range of different types of evidence from across the service

Some of the data we analysed for this report is gathered on an ongoing basis, including information about:

- The number of people who register with us
- The number of people on our waitlist
- The number of people accessing support coordination
- The ages and addresses of people registered with us

We also looked at samples of support plan and review conversations that took place this year, and information about the different types of support people have accessed such as:

- Referrals to commissioned Delivery Partner support
- Purchases made using the Discretionary Fund
- Signposting to existing services, such as statutory and third sector services
- Referrals to the Glasgow Psychological Trauma service (The Anchor)

You can read more about the different types of support in the What we do section of this report.

We also look at the feedback we receive from people registered with us, our Delivery Partners and Future Pathways team members about their experience with Future Pathways and their reflections about our work. And we drew on a wide range of evaluations that we have carried out this year, including Quarterly Future Pathways reports, Quality Framework reports, and standalone reports on specific topics, such as:

- Being There which looks at the prevalence of unmet basic needs among people supported by Future Pathways, the barriers people face when accessing support and how we can help people access the support they need.
- Meanings of Funded Support which looks at key aspects around our Discretionary Fund including the impact it can have.
- Identity, Equality and Access which is about the demographics and life experiences of people supported by Future Pathways.

In addition, some of the data we analysed for this report was gathered specifically for this report. For example, we looked at a wide range of internal and external communications including our communications and creative strategy, our Delivery Partner communications and our Quality Framework. We also referred to some existing literature about the experiences of people with lived experience.[3]

Discussion of data analysis

There are some limitations to our data analysis. We know that some of the data sources we look at in this report do not represent everyone registered with Future Pathways. For example, most of the feedback we receive is from people accessing support coordination, and very little feedback reflects the experience of waiting for support. Similarly, as we explain later in this report, we found it hard to draw themes from the information included in review conversations due to data quality issues, meaning we do not know how representative they are.

There are many reasons a person would choose not to provide feedback or information about themselves. Some of the experiences we ask about, such as homelessness and addiction, may be associated with stigma. While we acknowledge this and reassure people that they will not be treated differently because of their answers, it is possible that some respondents do not answer some questions because of the stigma associated. It is therefore likely that we under-estimate the prevalence of some experiences in this report.

There are also instances when a person's feedback is not included in our impact analysis. This happens for several reasons. The feedback people share in conversations with Future Pathways team members is not always recorded either because people share feedback in confidence, or because informal feedback is given as part of a wider conversation which is not recorded as feedback.

The feedback we looked at for this report therefore does not reflect the total amount of feedback we received. We plan on making some changes to how we record feedback to help us improve this in future. And we are exploring more creative ways that people can give us feedback. You can read more about this in the Our Next Steps section of this report.

To mitigate the risk that these limitations could affect our conclusions, we have taken a mixed methods approach, meaning that we have looked at a wide range of data sources from across the service.

Part 1: Outcome Pathway One Supporting people registered with us

This part of the report is about our first outcome pathway which focuses on the difference we make through our direct support to people registered with Future Pathways.

What we do

Who with

How they feel

What they learn and gain

What they do differently

What difference does this make

What we do: We raise awareness about Future Pathways and support people who could benefit to register

We have strong evidence that we effectively raise awareness of the service and support people to register for support. People who registered with us this year heard about the service from a range of different places and people. The most common ways that people hear about Future Pathways were from someone that they know such as a friend or family member; and from a service or professional related to accessing the Redress Scheme (such as a Scottish Government caseworker, a Link Worker at Redress Support Scotland or the Redress Scotland panel). This may indicate that people who have accessed our support regard the service positively. But it also means that it may be harder for people who do not know someone who has accessed Future Pathways or who is not connected to the Redress Scheme to access our support.

We continue to raise awareness of our support through a wide range of communications including leaflets, posters, our explainer video, our website, social media, our newsletter and events we attend. We took steps to widen the accessibility of our communications this year. And we noticed that more people heard about us through our media than in previous years, indicating that our communications are effectively informing people about our service.

On the other hand, our evidence also indicates that, due to the long-term nature of our support and the limitations in our resources, people experience a long wait-time before accessing support coordination, and we know that for some individuals this has deterred them from registering for our support. The number of people waiting for our support increased by 28% this year.

Although the waitlist has increased in size this year, it increased at a lower rate than last year. This may be because fewer people registered this year. It may also indicate that the steps we are taking to address the waitlist, such as expanding the support coordination team, are starting to have a positive impact. It may also indicate that people with lived experience are able to have their needs met by other services (such as Redress Support service, also delivered by the In Care Survivors Alliance).

How people heard about Future Pathways



Friend/acquaintance/family member	38%	
Redress Scheme	13%	
Third sector organisation	11%	
Statutory service	10%	
SCAI* or NCF**	7%	
Unknown	7%	

Alliance Partner	6%
Future Pathways media	3.5%
Non-statutory professional	2.5%
Educational institution	0.5%
News website	0.5%

What we do: We take a relational approach in all that we do

Our evidence indicates that our relational approach is woven through different parts of the service, including impact evaluation, quality measurement and communications. This is reflected in the themes of our professional development sessions, which we often use to discuss and reflect on our relationships with people accessing support and with colleagues. And our relational approach is mirrored by the values of alliancing, such as supporting each other and enabling others to take part, which is core to how we deliver our service.

We describe our service as relational in our communications to people registered. And part of our service model is that we have conversations about people's lives, needs and outcomes throughout their journey with us. We also describe our service in relational terms in our communications to our Delivery Partners and the evidence we present later in this report shows that Delivery Partners and people we support experience our service relationally.

However, we lack information about our approach to working alongside existing services and Providers. Enhancing our approach to working alongside Providers is the focus of a working group of team members across the service, and we hope to learn more about this aspect of our support through this. You can read more about this, and how we plan to learn more about our work with existing services in the Our Next Steps section of this report.



"We take the time to build trusting relationships with people we support and our Delivery Partners so we can work collaboratively to help people identify personal outcome/s and progress towards achieving them."

Future Pathways website

What we do: Over time and in collaboration with people we support, we surface and plan for their personal outcomes.

Our evidence shows that most people accessing Future Pathways have had a support planning conversation with their Support Coordinator at some point in the past year. In these, people identify a wide range of outcomes related to different areas of their life. Some of the themes in the outcomes people identify are their mental health, safety and comfort especially in the home environment, their relationships with others, their feelings of independence and self-efficacy, their sense of purpose and direction, their physical health and their hopes for the future.

From analysing support plans this year, we can see that Support Coordinators facilitate conversations about the steps people can take to progress their outcomes, from accessing a Delivery Partner to linking up with an existing service. These steps vary according to the person, their circumstances and their outcomes.

While most people had at least one support planning conversation this year, our approach to outcomes conversations is variable and most of the time conversations about people's outcomes are unstructured. We can also see that support planning conversations do not happen as regularly as we would like them to, and some people we support do not have a support plan in place for various reasons. Our Quality Framework has also highlighted that there is often confusion between the person's outcomes, their goals, and the steps planned in support plans. You can read more about how we plan to address these issues in the Our Next Steps section of this report.

Themes in people's outcomes



Home – 45%

Opportunity – 14%

People – 25%

Empowerment – 26%

Unknown – 9%

What we do: We facilitate access to a range of resources tailored to the person.

At Future Pathways, we offer two different types of support at different stages of a person's journey with the service. And there is strong evidence overall that we facilitate access to a range of resources through our support.

While people are on our waitlist we offer "support while you wait". This includes:

- Support from Birthlink, a service that helps people to search for and access their records.
- Support from Wellbeing Scotland, a service that offers emotional support, advocacy, group work, record search support and counselling for people who have been impacted by any form of childhood abuse.
- Up to four standalone sessions with a Support Coordinator through which people can access support with specific needs.[4]

We introduced this support in November 2024 and since then six people have accessed brief waitlist sessions. In most cases this helped people to address needs around moving accommodation quickly. In addition, eight people have been referred to Birthlink. And 24 people were referred to Wellbeing Scotland.

The primary way that we support people who are registered with us is through support coordination. Most people (67%) who are registered with us have accessed support coordination. At the time of writing this report, 798 people were working with a Support Coordinator. Through support coordination, people can access four main types of support, and some people access a mix of different types of support through support coordination.

This year, around 72% of people accessing support coordination accessed material support through our Discretionary Fund and many people accessed the Discretionary Fund more than once. Most often, accessing the Discretionary Fund is related to outcomes around feeling safer and more comfortable at home, improving the person's sense of emotional wellbeing, enhancing physical health and fitness, and supporting their relationships with others.

[4] These brief waitlist sessions can help with covering the costs of a funeral or memorial; visiting a relative or close friend who is terminally ill or receiving end-of-life care; moving accommodation for safety reasons; moving accommodation when this must happen very quickly; and accessing education or resources related to education when this is needed urgently.

Around 14% of people accessing support coordination have accessed a service provided by a Delivery Partner this year, and some people accessed more than one service. There was an increase in the number of referrals we made to services that support people to seek their records and to services offering creative therapies this year. And we found that referrals to Delivery Partners delivering holistic emotional support and support work and/or trauma support work remained consistently high.

Around 5% of people accessing support coordination were referred to the Glasgow Psychological Trauma Service (also known as The Anchor) this year. Of these, most people accessed an appointment with The Anchor, and in most instances, people were referred to other services, such as counselling, another Health Board or another service within NHS Greater Glasgow and Clyde.

Finally, many people (although we do not know exactly how many) have been supported to access existing services, such as statutory services like social work, and third sector services, such as food banks. We support people to engage with these services by signposting them to the services they may benefit from, referring them or supporting them to refer themselves for support, helping people to engage effectively with other services, for example by helping to write letters and emails, and helping services engage more effectively with people registered with us.

Support at Future Pathways



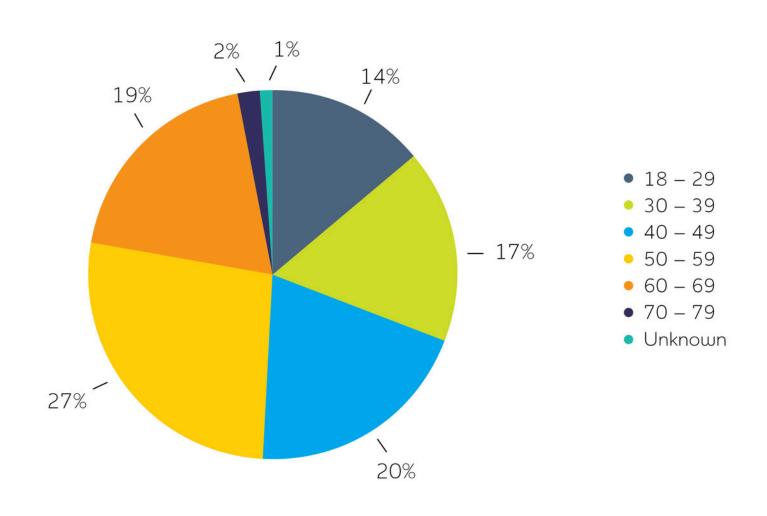
Who with: People registered with Future Pathways

When people register with us, we ask them for basic information about themselves to help us make sure that this is the right service for them. From this data, we have learned that people of a wide range of ages register with the service. This year, the average age of people who registered with us was 48. Overall, we continue to notice that the average age of people who register with us has become lower over time.

We also continue to see that the vast majority of people who register with us live in Scotland. And most people live in the most highly populated local authorities in Scotland, including Edinburgh, Glasgow and Aberdeen. People who register with Future Pathways are disproportionately likely to live in areas of multiple deprivation where communities may be more likely to face challenges and they may find it difficult to access existing services. Almost half of people who registered with us this year living in Scotland live in areas which are among the 20% most deprived areas of Scotland.

We cannot compare the data we gather with comparable data about the wider population of people with lived experience of incare abuse and neglect in Scottish care settings, because there are significant gaps in available data about this population. For example, many records have been destroyed or lost, and in some cases records about a child's experience in care were not created or stored in the first instance for various reasons. It is therefore not possible to determine if the characteristics of people registered with us are representative of the wider population of people with lived experience.

Age groups of people who registered with us 2024/5



Who with: People accessing our support

Given that Future Pathways is one of the few services in Scotland exclusively supporting this group, we have an opportunity to contribute what we are learning about the demographics and life experiences of people with lived experience so that services can more effectively meet their needs. As part of this, we ask people who have accessed our support for a period to share information with us about their identity and their life experiences by completing our About You form. The form is optional and anonymous.

There are some consistent patterns in the responses we receive from people who complete the About You form. Most respondents identify as White Scottish. And most identify as heterosexual or straight. Broadly speaking, these findings align with the general population of Scotland, but we do not know if they align with the broader population of people with lived experience in Scotland due to the lack of evidence.

People who responded to the About You form were disproportionately likely to have a disability or health condition in comparison with the wider population of Scotland. Most respondents with a disability told us their disability was related to their mental health. Many others had a disability associated with their physical health or learning processes. And 30% told us they were living with more than one type of disability.

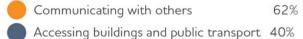
Most respondents with a disability told us that this affected their daily life, for example because it affected their mental health, meant that they had to manage pain, or affected their mobility or activity. And respondents with a disability were likely to face challenges when seeking to access other services, in most instances due to issues with communication.

We also asked people about their experiences of challenging life events. Most respondents had experienced homelessness at some point in their lives and some people were experiencing homelessness at the time of completing the form. Almost half of people who responded to the form had experienced challenges with addiction at some point. Of these, many were managing addiction issues at the time of completing the form. And over a third of respondents told us they had been convicted of a crime at some point in their lives. Over a quarter of respondents had experienced all three of these challenges at some point in their lives, suggesting an interrelationship between these life experiences.

We cannot say if these findings are representative of everyone accessing our support because completing the form is optional. But we noticed that, when we looked at a sample of risk and safety plans completed with people accessing our support, many of the plans explored a range of different challenges that people face alongside information about the strengths, skills and resources that people brought to bear to manage these challenges.

The barriers people face when accessing services





Other

Reading and understanding information 29%

er 27%

Who with: Delivery Partners and existing services

We work along 52 Delivery Partners who provide services across Scotland, the UK and internationally.

Most of our Delivery Partners are based in Scotland. Of these, 57% are based in and around Scotland's largest cities, although many Delivery Partners provide support in person or remotely across wider geographical areas.

Most of the Delivery Partners we work with provide counselling or psychological support services. We also work with Delivery Partners which provide a wide range of other services such as creative therapies, support work, record search support and life coaching.

We work alongside a wide network of existing services, but we do not currently map these in the same way as our Delivery Partners

Emerging results indicate that we signpost the most often to third sector services which offer a variety of different types and approaches to support. For example, we signpost to mental health charities such as Anxiety UK, peer groups related to the issues the person is experiencing, and local community groups such as craft groups.

Support Coordinators also often signpost people to statutory services, most notably to housing services, mental health services and other healthcare services.

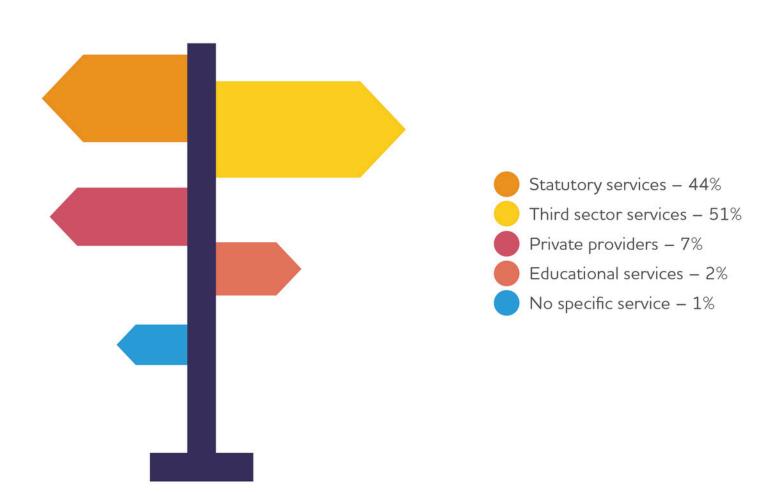
And, less frequently, we signpost people to educational services such as colleges and universities when this is where they can access ready support. For example, when mental health support or educational support is available through student services.

Referrals to Delivery Partners



	Holistic support	64	 Trauma support work 	9
(Record searches	48	 Educational support 	4
	Creative therapies	21	Life coaching	4
	Support work	16	Befriending	3
	Counselling and psychological support	15	Complimentary therapies	2
	Specialist cleaning services	11	Housing support	1

Services we signposted to



How they feel: Understood, heard and valued

We have good evidence that people accessing our support feel understood, cared about and valued by Future Pathways. Everyone who responded to our feedback forms told us that Future Pathways understood them and their needs. And almost all respondents fed back that they felt that Future Pathways cared about them. People did not often reflect on how they felt in support during review conversations, but when they did people reflected that this was the case for them too.

Many people accessing our support express feelings of appreciation for the support they have accessed, or for our approach to building a relationship with them. Often, people express a general sense of appreciation, whereas others identified a particular aspect of support that meant a lot to them, such as their relationship with their Support Coordinator, Delivery Partner support, our newsletter, or material support.

Overall, we received more feedback that included complimentary comments than feedback that included critical comments and/or suggestions of improvement, although this fluctuated over the year and across different sources of feedback.

On the other hand, when people have negative experience with Future Pathways, this can detrimentally affect their relationship with the service. In almost all the complaints we received this year, people expressed feelings of being misunderstood, not cared about and unheard. In most instances, in complaints people told us or implied that they experienced an unequal power dynamic in their relationship with the service. This was particularly prevalent for people who were making a complaint related to challenges in relationships with Support Coordinators or in accessing the Discretionary Fund. This indicates that it is particularly important to listen and empathise with people's experiences of these challenges.

How people described Future Pathways

Amazing

Discrete

Under-resourced

Reliable

Empathetic

Movement

Caring

Kind

Paternalistic

Good

Helpful

Future

Needed

Understanding

Sympathetic

Listening

Confident

Effective

Brilliant

Supportive

Life changing

Successful

Approachable

How they feel: Safe and that Future Pathways is trustworthy

Our previous impact evaluations showed that building and maintaining trust is very important to people registered with us. We know that this can be particularly challenging for people registered with us, because of their previous experiences of in-care abuse and neglect and the inequalities that they can face in their lives.

This year, we continued to find that trust and safety were key themes in the feedback we received with most people who responded to our feedback forms telling us that they felt able to trust the service.

Most people who gave us feedback used positive words to describe the service. Some people used words such as "listening", "reliable" and "discrete" to describe the service, words which connote trustworthiness and respect for privacy. The most common words that respondents used to describe Future Pathways were "helpful", "understanding" and "caring", indicating that engaging with Future Pathways continues to feel positive and personal for many people.

Some people shared more about what contributed to their feelings of trust and safety, namely that their Support Coordinator did not judge them, included them in decision making, and made them feel comfortable talking to them.

There are many other indicators that people feel able to trust the service. Many people who have accessed our support recommend Future Pathways to people they know. More people who register with us hear about Future Pathways from someone they know than anywhere else.

We also see that people engage well with opportunities to contribute to our communications channels. Over the last year engagement in our communications, such as our quarterly newsletter and our website features, has remained very high and we receive positive feedback about people's experiences of contributing to our communications.

Given that giving feedback to services can be uniquely challenging for people with lived experience, it is notable that we continue to receive consistent volumes of feedback from people registered with us. People's engagement with opportunities to share their experiences with us may indicate that people feel confident that they will be heard, and that their feedback will shape the service. Indeed, most people who responded to our feedback forms told us that they feel able to influence how Future Pathways develops.

We also note that in most instances people choose to continue to engage with our support after a complaint is made. This may indicate that our response to complaints helps us repair our relationships with people accessing the service, although it may also be that people feel unable to access the support they need elsewhere and so choose to continue accessing support at Future Pathways.

On the other hand, some people did not feel able to influence the service indicating that opportunities to do so may not be accessible or clear to everyone registered with us. We have also observed some changes in how people have given us feedback this year which may indicate that people feel less comfortable to give direct feedback. We have seen a significant increase in the number of people giving us feedback through our feedback forms and our social media channels, while the volume of feedback received in through direct discussions or correspondence with staff members has reduced. This may indicate that people feel most comfortable giving feedback in ways in which they have the option to remain anonymous.

In addition, the number of review conversations that have taken place has reduced this year. For some people, they had not had a review conversation with their Support Coordinators this year, and we know that review conversations take place less regularly than we would like. This might indicate that some people feel uncomfortable reflecting on the support that has been accessed. But it may also be linked to other factors.

For example, our quality framework has demonstrated that at Future Pathways we do not have a consistent approach to these conversations, and this is something we will be focusing on in our next steps.

Finally, our evidence suggests that some experiences with Future Pathways can detrimentally affect people's feelings of safety and trust in Future Pathways. The most prevalent themes in the complaints we received this year were challenges in people's relationships with Future Pathways team members; negative experiences in relation to the Discretionary Fund; and waiting for support. In almost all the complaints we received this year, people reflected that their experience had detrimentally affected their feelings of safety and/or trust in the service.

This was particularly prevalent for people who were on our waitlist. Four out of the five complaints we received from people on our waitlist referred to a loss or reduction in feelings of trust or safety. For two people this was at least in part related to feeling that they had been misled about the length of the waitlist. People on the waitlist who made complaints also told us that their experiences had resulted in them feeling that the service did not believe them and/or feeling dismissed by the service. While we cannot know if these experiences are representative of the experiences of other people on the waitlist, for some people the experience of waiting for support can feel deeply unsafe.

This was also experienced by people who were accessing support at the time of submitting a complaint. Three quarters of people who made a complaint while accessing support this year told us that their experience had negatively affected their trust in Future Pathways. In most of these instances the complaint was at least in part about issues in the person's relationship with their Support Coordinator, for example about inconsistent contact. And in some cases, the complaint was at least in part around the person's experience of accessing the Discretionary Fund. This indicates that these aspects of support can be important opportunities to build trust with people.



Alan's experience

For Alan, his Support Coordinator was "a listening ear" and he never felt judged by her. This meant that they could keep working together, even when there were challenges.

"[My Support Coordinator] really actively listened to me, and she heard what I was saying between the lines. She was the most empathetic, non-judgemental person. She always knew what to say and I felt like she got it. She was always professional, she was down to earth, and she was consistently there with me during a very difficult time. We had an amazing working relationship."

What they learn and gain: A consistent relationship with the service for as long as the person feels support is needed

We continue to find that people we support often sustain their relationship with the service over the longer term. In 88% of the review conversations that we sampled this year, people chose to continue working with Future Pathways, and 7% of people chose to end support at the point of the review.

We wanted to understand more about the duration of people's support at Future Pathways, and so we looked at data from over the last two years to find out more. We analysed a random sample of records of people who moved on from support between March 2023 and March 2025. People accessed support coordination for varying lengths of time, ranging up to seven years. But on average people had accessed support coordination for slightly more than three years. That most people choose to continue accessing support over the longer term may indicate that people work towards longer term outcomes with our support. Or it may indicate that support evolves as people's outcomes evolve over time.

However, we know that people do not always access support consistently for several reasons. Many of the people in the sample we analysed had paused support previously or had experienced periods when they were not in contact with their Support Coordinator. In some instances, this was because of the person's life circumstances which may have meant that the person did not feel it was the right time to access support. In others this was because the person did not need support at that time.

We do not specifically ask about consistency of support in feedback. Despite this, on occasion, individuals emphasise the importance of their Support Coordinator being a reassuring and consistent presence during challenging times. On the other hand, we receive critical feedback about unwanted gaps in contact with Future Pathways. This was a theme in the complaints we received this year. In total, eight complaints focused at least partly on gaps in contact between the Support Coordinator and the person accessing support. People told us that when support was inconsistent, this impacted them in a range of negative ways, for example it could leave them feeling that Future Pathways did not care about them. It could prevent them from accessing support or hinder the process of building trust with their Support Coordinator.

What they learn and gain: Supported access to wide ranging resources fitted to where they are now and to where they want to go

People access a wide range of different types of support through Future Pathways as their support is tailored to their outcomes. Most people who responded to our first and second feedback forms told us that, since accessing Future Pathways, they have been able to access the right support for them. We can see this in reviews, in which people reflect on the impact of a wide range of different types of support.

People tell us they experience positive impacts from many different types of support, such as support to improve their health and fitness and explore their hobbies and interests. But we notice that support to make improvements to the person's home environment is most frequently identified as impactful.

We can also see that, as people's outcomes and life circumstances evolve, so does the support they access at Future Pathways. In our sample of review conversations this year, many people chose to continue accessing Future Pathways' support beyond their review. Of these 52% chose to continue working on the outcomes they had previously identified with their Support Coordinator. And many (60%) wished to identify new outcomes going forward. Some people chose to explore new outcomes while also continuing to work on existing outcomes.

Some individuals tell us that the flexibility to try out support and to see if it is the right fit is an important factor in our approach. For example, attending introductory appointments with counselling Delivery Partners to see how the interaction feels before committing to the contract. Similarly, we receive feedback that the relationship between the person and their Support Coordinator is an important contributing factor in the person feeling able to access the right support for them. People feedback that when the fit between the Support Coordinator and the person accessing support is not right, or when there are challenges in the relationship, this can make it difficult for them to feel comfortable seeking support.

The right support 21 out of 22 people feel they could access the support that was right for them through Future Pathways.



Alan's experience

As part of his journey with Future Pathways, Alan's Support Coordinator suggested that, if he felt it would be helpful, they could visit the place where he was in care. It was a difficult decision, but Alan decided to go, with his Support Coordinator there for support.

"I am glad that I did that. It was very emotional, but it was the right time in my life to go." Alan appreciated that his Support Coordinator made suggestions about potential next steps, and that it was always clear to Alan that he could make choices about what was best for him.

"I really feel that the match between the Support Coordinator and the person is the most important thing. If the match is right, then you can make a lot of progress working together. [...] My Support Coordinator always gave me a choice. She suggested things she thought might help but I wasn't being steered. It was about what was right for me."

What they learn and gain: An awareness of their own strengths, abilities and the changes they want to make

We have some evidence that accessing Future Pathways' support can prompt people to become more aware of their strengths. Many people who responded to our feedback forms told us that they had learned more about their strengths and what they can do since accessing our support. And in their reviews some individuals reflected on what they had learned about their strengths, boundaries, communication styles, and triggers over the time of accessing Future Pathways. Some people shared that they had learned more about how they cope with challenges and how they might find new ways to manage difficult experiences for example.

Some people also reflected on what they had learned about the changes they want to make in their life, indicating that increased awareness about themselves and their strengths may help people feel clearer about the steps they want to take towards their outcomes. 17 out of 22 people who responded to our feedback forms, told us that, since accessing support at Future Pathways, they know what changes they want to make.

We did not observe a direct correlation between increased self-awareness and specific types of support accessed. People might experience this through their relationship with their Support Coordinator, or through accessing the Discretionary Fund in different ways for example.

But self-awareness was more likely to be discussed when the person was accessing counselling or other forms of therapeutic support through a Future Pathways Delivery Partner. Likewise, in progress reports Delivery Partners reported that people seemed to experience an increase in confidence and/or self-esteem, particularly when the person was accessing counselling or mental health support.

Awareness 17 out of 22 people know more about their strengths and what they can do since accessing Future Pathways support.

What they learn and gain: An opportunity to collaborate through difficulty

When there are challenges in our relationships with people registered with us, we aim to work together with people to resolve issues compassionately. And we want to learn from the feedback people share.

On one hand, we can see that people registered with us engage in opportunities to collaborate through difficulties in their relationship with Future Pathways. For example, some people engage with our feedback processes in a wide range of ways. And we can see that, where possible, we maintain a relationship with people following a complaint or critical feedback.

However, we know that the feedback we receive is not representative of the total population of people registered with us. For example, this year 16 people completed our second feedback form, which is sent when a person pauses support or moves on from support as their outcomes have been 'met'. This represents only 13% of the total number of people whose support ended this year for these reasons. We also know that the number of complaints we received from people on our waitlist this year represents a small fraction of the total number of people on the waitlist for support.

We are aware that people with lived experience of in-care abuse and neglect may find it understandably difficult to give services critical feedback. This is because they may have had experiences in the past of this leading to abuse or the fear of potential abuse. Recognising this, it is notable that we receive relatively consistent amounts of feedback from people we support over time. But we would benefit from learning more about what it is like for people registered with us to give us critical feedback, how this impacts them, and steps we could take to mitigate challenges.

What they do differently: Exercise greater choice and ownership in their lives and support

We have some evidence that people can experience a greater sense of self-efficacy in their lives having accessed Future Pathways, but we do not know if this is something that most people we support experience. In their responses to our feedback forms, most people told us that they feel more independent since accessing Future Pathways, but fewer people spoke about this in their reviews with Support Coordinators this year.

When people talked about feeling more in control of their life and support, this looked different for different people. For some people it was about exploring new opportunities, and for others it was about communicating differently with other people or with services. Some people fed back that they felt more able to access the support that was right for them, having accessed Future Pathways, whether the support was through our service or elsewhere. In some instances, we could see that this affected lots of different areas of the person's life or contributed to their other outcomes.

We would benefit from learning more about how we support people to make choices about their support at Future Pathways and the impact this can have. For example, we could learn more about the difference it makes when we co-create a support plan with the person or when we support people to make decisions about the best way to use the Discretionary Fund.

Independent 16 out of 22 people feel more independent since accessing Future Pathways.



Alan's experience

Last year, Alan decided to stop drinking alcohol because he came to the realisation that he had been using alcohol to escape difficult feelings.

"The work I have done with Future Pathways' support has made me think a lot about what is really important to me, and what I was using to cope. I realised that, for a lot of my life, I had been masking what was really going on and what happened to me but, in the end, the mask slipped."

Last year, Alan's daughter got married, and although people assumed Alan would drink alcohol on the wedding day, he feels good about the fact that he did not need to.

"If I hadn't contacted Future Pathways, none of this would have happened and I would still be drinking. I still have bad days, and the trauma from my past is still there, but I know how to manage now."

What they do differently: Take steps towards their evolving personal outcomes

In some cases, accessing Future Pathways' support helps people to take steps towards their outcomes. Most people who answer our feedback forms told us that this was the case for them. And we noticed that this was even the case for people who had only accessed support for around 6 months, indicating that people can experience a sense of progress towards their goals relatively early in their experience with Future Pathways. Our Delivery Partners also reported in the vast majority of progress reports that people had taken some steps towards their goals in the duration of support accessed.

People accessing support told us that they had taken steps towards a wide range of different outcomes. But we noticed a key theme in people's reflections, namely that they had made changes in their relationships with other people, services and/or with their communities. Delivery Partners also told us that through support, people were learning new skills to navigate difficulties in their relationships with others or with services.

On the other hand, some people told us that they were not able to make progress towards their outcomes in the previous 6 months. In almost a quarter of the review conversations we analysed, people identified no impact in relation to one or more of their outcomes. You can read more about why this was and how this changed over time in the next section of this report.



What difference does this make: Life is better for people we support

Our support contributes to positive impact for most people who access our support. In 87% of the reviews that we looked at this year, people reported experiencing a positive impact in relation to at least one of their personal outcomes. 60% people told us that support had made a big impact on their lives in relation to at least one of their outcomes. And 19 out of 22 people who responded to our feedback forms told us that their life was better overall since accessing our support.

The difference Future Pathways' support makes to people looks different for everyone, according to what matters most to them and the support they have accessed. But we noticed three themes in how people described the impact of Future Pathways' support. Some people told us they felt better in and about themselves. We also noticed that some people told us that now they felt safer, more comfortable and settled in their home environment. And we continue to hear that for some our support is lifechanging, reflecting that Future Pathways' support is deeply needed.

On the other hand, some people do not experience a positive impact in relation to one or more of their outcomes. This was the case in 24% of the records we analysed. Most often, people told us that this was because of challenges in their personal life such as health, housing and/or relational issues.

In other instances, delays in accessing existing services, such as social work and housing services, were hindering progress towards their outcomes. In some instances, it was difficult to tell from the record why we were not making progress towards the outcomes the person had identified, and this is something we would benefit from learning more about.

However, when people reflected that they were not making progress towards their outcome(s), we saw evidence that this changed over time. Key to this was the Support Coordinator's approach to helping the person consider the best next steps for them, flex the support planned, or prioritise the support they felt would make a difference to them. The impact people experienced from our support therefore evolved over the course of their journey with Future Pathways.

What difference does this make: People we support feel a sense of freedom and purpose

We have evidence that some people experience an increased sense of freedom and purpose having accessed Future Pathways' support, and we see that this looks different for different people. Responses to our feedback forms tell us that people who have accessed our support, feel more independent now. For some people this might happen in a short space of time, but for others this can take time.

That said, freedom and purpose was not a core theme in the feedback we received this year, so we do not know if this is something experienced by most people we support. We continued to see some evidence that being part of the Voices for a Better Future group might contribute to feelings of purpose. We are looking forward to learning more about the impacts of this group, and our other peer activity later this year.

What difference does this make: People we support feel confident and able to move beyond the service independently

We have evidence that some people who access our support feel more independent, confident and hopeful about their future.

Support at Future Pathways can come to an end for various reasons: we can find it difficult to maintain contact with the person; the person can agree to a pause if support is not needed at present; and the person can move on from support when they feel they have made the progress they sought towards their outcomes.

This year, the most prevalent reason that a person's support comes to an end is because of challenges maintaining contact. This was the case for over 40% of people whose support came to an end this year. A third of people whose support came to an end this year paused support in agreement with their Support Coordinator. And a quarter moved on from Future Pathways because they felt they had made the progress they wanted to make towards their outcome.

After support ending, people often people re-engage with the Future Pathways. This year, almost half of people whose support came to an end for the above reasons returned to Future Pathways. And we noticed that most people re-engaged with support within a 6-month period of support coming to an end.

People who had paused support were far more likely to re-engage with support than people whose support ended for other reasons. Most people whose support ended due to challenges with consistent contact were also able to re-establish communication with us. Notably, people who had moved on from support because they felt their outcomes had been 'met' were least likely return to seek support. This may indicate that supporting people to progress their outcomes and/or to reflect on their progress towards their outcomes, can contribute to people feeling able to move on from support on a more long-term basis. It may also indicate that conversations about people's progress towards outcomes present important opportunities reflect on where a person is in their journey with Future Pathways.

We would benefit from learning more about what leads people to seek to re-access support. It may be that people wish to retain a connection with a service with whom they have developed a positive relationship. People may also seek to re-engage with Future Pathways because they face barriers to accessing support at other services which may be better placed to address their needs. Our findings indicate that being able to access Future Pathways after periods of not accessing support is valuable, and may even be needed, for many people registered with us.

Part 2: Outcome Pathway Two Enabling Wider Impact

This part of the report is about our second outcome pathway. This pathway focuses on our progress towards making a wider impact so that people registered with us can access the right support at Future Pathways and beyond. Some aspects of this outcome pathway are beyond Future Pathways' sphere of influence, but this part of the report shows the progress we have made.

What we do

How they feel

What they learn and gain

What they do differently

What difference does this make

What we do: Learn about what works and what doesn't work about our approach

At Future Pathways, we continuously learn about what works and doesn't work about our approach to support through our Quality Framework. We take a collaborative approach to quality and improvement at Future Pathways with team members across all teams contributing to the Quality Framework by reflecting on their work, analysing data, and helping to make improvements. Our Quality Framework helps us measure the quality and consistency of our work, prompting us to explore:

- what works well
- the progress we are making
- any gaps in our practice and processes
- how this impacts people's experience at Future Pathways
- the steps we can take to improve
- the changes we might need to make to resources and/or guidance

This year, the Quality Framework highlighted some of our strengths. For example, we have strong evidence that our refreshed approach to commissioning Delivery Partner support which we implemented this year, has improved our Delivery Partners' experience of working with us and our ability to track, measure and analyse the impact of our work together.

Our Quality Framework also helped us identify how we could improve. For example, we learned that we would benefit from applying learning about our approach with Delivery Partners to our work with Providers. It helped us recognise that by reviewing how we work alongside Providers, we could ensure a more traumainformed approach to this important aspect of our work.



"Our robust process gives confidence in our data and helps us see where we have improved and where we need to focus our attention."

Quality and Improvement Manager

What we do: Champion and support the voices of lived experience to advocate for wider positive change

We support people with lived experience to influence change by facilitating collaborative projects which bring together people registered with us, Future Pathways team members and partner organisations with the shared aim of working towards improvements. For example, in our last impact report, we shared what we learned from a collaborative project we hosted in partnership with Voices for a Better Future, Iriss, and Scottish Recovery Network. The aim of this project was to co-design peer support at Future Pathways. This year, we welcomed Mary, Peer Support Lead, to the Future Pathways team and we continued working alongside Voices for a Better Future members and other people registered with us to learn more about what peer support at Future Pathways should look like.

We also amplify the voices of people with lived experience through our communications. For example, this year we shared updates about the Voices for a Better Future lived experience voice group and features about members of the group. For example, Joyce shared her artwork and craft projects, such as painting, embroidery, and spinning.

We also continued to highlight people's experiences of our support and raise awareness of what we do through the 'Experiences' section of our website. For example, here Daniel tells us about the difference that accessing a recumbent bicycle through Future Pathways made in his recovery journey following a serious accident. These features show how support is tailored to each individual and the different ways that people can be supported to progress towards their outcomes.

Many of our Features and Experiences are also included in our Future Pathways newsletter. This year, we surveyed people who receive the newsletter to find out more about what they liked about it, and what we could do to improve. Respondents were most likely to enjoy reading articles about the types of support people are accessing at Future Pathways, indicating that hearing the voices and experiences of people registered with us is valued by people subscribed to our newsletter.

This approach is mirrored by our communications for our Delivery Partners, Providers and the existing services we work alongside. In these communications, we regularly highlight the demonstrable impact of our trauma-informed approach. This year, we continued to create Connect, our newsletter for Delivery Partners. 67 Delivery Partners were subscribed to receive Connect.

What we do: Share our learning with Delivery Partners, existing services and our wider network

Primarily, we share our understanding of trauma-informed practice through our working relationships with other services and professionals supporting people with lived experience, such as Delivery Partners and Providers. This year, in quarterly focus groups, individual staff members continued to reflect on the importance of sharing their understanding of trauma and trauma informed practice with other practitioners.

We also share our learning through our regular reports. For example, in our Quarterly Reports, we give an overview of our progress over the past three months including key statistics and stories about our work and its impact. And in our annual impact report, we share our progress towards our service outcomes, and the impact of our approach through an evaluation of our theory of change. We also share brief annual impact summaries at the end of each calendar year. These provide a snapshot of the support people registered with us have accessed so far, and the work we have done with Delivery Partners that year.

We also share our learning through standalone evaluation reports. This year, we published four standalone reports on different topics related to our work and the people registered with us. For example, we published The Meanings of Funded Support, a report about the challenges and benefits of funded support and how this aspect of our support can help people achieve their goals, work towards their goals and create positive change in their lives.

All our evaluations include summary of our findings, and a set of recommendations or next steps outlining how we will apply our learning at Future Pathways and/or how they could be applied by other services.

We also share what we learn through our Quality Framework in various ways. In 2024, we published our first Annual Quality Framework Report, which gives an overview of the quality and consistency of our support, as well as an overview of our areas of strength and improvement. We also developed a resource for other services, Trauma informed Quality and Improvement. This is designed to support organisations to consider how to embed the principles of trauma informed practice into their approach to quality and improvement. We also facilitated a webinar in partnership with Matter of Focus this year. In this we shared practical strategies for integrating impact evaluation, quality measurement and improvement.

Finally, we share our learning through in-person engagement opportunities. We hosted exhibition stands at two conferences this year: the Trauma Summit and The Gathering. Here, we shared our work through printed summary impact reports, booklets for services and professionals, and key word postcards. By attending engagement events, we hope to raise awareness of the work we do and spark conversations with organisations which may support people with lived experience

How they feel: Part of an open, collaborative and trusting relationship

Evidence shows that we cultivate open, collaborative and trusting relationships with our Delivery Partners. In responses to our Delivery Partner questionnaire this year, Delivery Partners used words such as "collaborative" and "caring" "supportive" and "approachable" to describe Future Pathways This indicates that, in many ways, our relationships with Delivery Partners mirror the relationships we seek to develop with people accessing our support.

In addition, Delivery Partners told us that they felt that Future Pathways makes an effort to understand their perspective as a partner, and that they felt supported to understand and fulfil their contracts with Future Pathways. Some respondents also told us that working with Future Pathways was different from working with other services. When we asked why, Delivery Partners highlighted different aspects of the relationships we cultivate with people registered and/or with Delivery Partners. For example, many Delivery Partners fed back that they have a consistent and communicative relationship with the service.

At times, we receive critical feedback from Delivery Partners we work alongside, or concerns are raised about an issue with the Delivery Partner's support. But we have strong evidence that we discuss concerns with Delivery Partners and take a supportive, collaborative approach to finding solutions. On the other hand, there is a need to purposefully evaluate our relationships with other partners, such as Providers and existing services.

Understood 18 out of 18 Delivery Partners feel that Future Pathways makes an effort to understand their perspective.

How they feel: Able to use their voice to influence and shape services and motivated to change from what we learn together

Some people we support feel able to use their voice to influence and shape services, including Future Pathways, but some people do not. This might be because some opportunities to influence our service may not be as accessible as we would like. Or it may be that for some people this is very important, whereas it may not be to others. For example, from our peer support co-design project, we learned that members of our lived experience voice group. Voices for a Better Future, are highly motivated to contribute to change either at Future Pathways, or at other services, or both. We plan to look more closely at this through an evaluation of the group as well as our new peer support activities later this year.

We also have some evidence that our Delivery Partners feel able to use their voice to influence our service, and that they are motivated to make changes from what we have learned together. In our questionnaire, some Delivery Partners described Future Pathways as "listening", "adaptable" and "forward thinking", which may imply that they experience Future Pathways as open to feedback and improvement. Most respondents to our Delivery Partner questionnaire this year felt that there were opportunities for them to help Future Pathways to develop and improve.

We also find that Delivery Partners consistently participate in opportunities to collaborate with us beyond the support we commission, such as pilot projects. Learning more about how other partners such as Providers, existing services and professionals interacting with our learning resources experience Future Pathways would also be valuable.

Future Pathways team members are also encouraged to use their experience to influence and shape the work we do. For example, Support Coordinators and Practice Learning Managers attend quarterly reflective sessions as part of our Quality Framework process. Team members across Future Pathways are invited to attend quarterly focus groups which are focused on a specific aspect the service. And we work together in working groups comprising team members across the service to develop solutions.

What they learn and gain: Knowledge and understanding of a trauma informed approach

Our Quality Framework and impact evaluation has helped us learn more about trauma informed practice and its impacts. Over time, we have refined our Quality Framework and our theory of change to align with what we have learned and changes in our context.

We also have evidence that our Delivery Partners learn about trauma and trauma informed approaches through our work together. Most respondents to our Delivery Partner questionnaire told us that, since working with us, they have learned more about people with lived experience of in-care abuse and neglect. For example, respondents told us they had learned about the challenges faced by people with lived experience and about the lasting impacts and symptoms of trauma.

We also want to learn about what Providers, existing services and partners who access our learning resources learn and gain from our work. So, we created a feedback card to use at engagement events where we share our learning, which we hope will be a way for us to learn more about this in the future. You can read more about this in the Our Next Steps section of this report.



"I have learned that trauma can cause a wide range of physical and emotional symptoms." Delivery Partner

What they learn and gain: Understanding about how we can meaningfully innovate our approach to support

Learning about what works and what could be improved through our quality and impact measurement processes helps us identify how we could improve people's experience of support. For example, this year, we learned that sometimes how we responded to difficulties contacting a supported person was not always consistent. This led us consider what steps we could take to support teams in taking a consistent approach to this.

We also learn how we can improve by listening to and acting on the feedback we receive from people registered with us. For example, the views of people involved in our peer support co-design project and people registered with us now have informed our approach and delivery plan for rolling out peer support with Future Pathways.

From the findings we present in the sections below, we infer that Delivery Partners also gain an understanding of the changes they could make to improve their support. But we do not know if this is also experienced by other partner organisations such as Providers, existing services, professionals and services accessing our learning resources. This is something we want to learn more about.

Here, our Peer Support Lead reflects on what we have learned about what is most important about peer support for people registered with Future Pathways.



"The co-design process gave us real insight into what people want peer support to feel and look like, not just what it should do. We learned that for many people, coming together to socialise with no agenda, spending time sharing hobbies and interests, and learning together is most important. We were surprised to find that learning and having a 'focus' of the sessions is less important than just 'being'. together."

Peer Support Lead

What they do differently: Access and use Future Pathways learning

At Future Pathways, we apply what we learn to make positive changes to our support, and we take a collaborative approach to making evidence-based improvements. For example, when we learn about areas of improvement through our Quality Framework, we explore options and work collaboratively to find a solution. For example, our Quality Framework helped us identify that we needed to develop our approach to outcomes conversations and so we set up the Outcomes Planning Working Group to find a way forward in relation to this issue.

In addition, many of our Delivery Partners access our learning, through Connect, our e-newsletter for Delivery Partners, and our website. It can be difficult to determine the extent to which other organisations make use of our learning to make changes to their approach, but you can read what we have learned about this from Delivery Partners in the section below. We welcome feedback from our partners about the positive ripple effects of our collective input, and how collaboration with Future Pathways adds value to their work with people with lived experience. We would particularly benefit from learning more about how Providers and existing services access and use our learning.

What they do differently: Respond positively and flexibly to people's needs

Our approach to learning helps us continually improve our support at Future Pathways so that it continues to meet the needs of people registered with us. For example, after hearing feedback from people registered with us that peer support was needed, we codesigned our approach to peer support alongside people registered with us. We drew on what we learned through this process and other data (for example about where people registered with us live) to make an effective delivery plan. Future Pathways is now starting to host peer support sessions across Scotland and online.

We also see that our Delivery Partners apply what they learn through our work together, by making changes to respond to the needs of people accessing support. Most of the Delivery Partners who responded to our Delivery Partner questionnaire had made changes to how they work because of what they have learned from working alongside us, for example seeking out training opportunities to learn more about trauma and making their administrative processes more accessible or relevant for people with lived experience.

However, we do not know if this is also the case for the existing services we work alongside because we find it difficult to prompt reflection about this from the perspective of the existing service. Although we hear anecdotally from Support Coordinators and some individuals accessing Future Pathways that they feel more able to access the support they need at other services with our input, we would benefit from learning more about this.



"I am not sure if it is different, but I notice that I encourage clients to believe in themselves and to analyse what parts of their lives they feel are challenging - and sometimes it would appear that behaviours such as not trusting, or having few connections with people, is connected to their experiences during childhood."

Delivery Partner

The difference this makes: People we support are more able to access the support they need at Future Pathways and other services

Proactively learning about what works and what doesn't work about our own approach, drives forward meaningful changes at Future Pathways that respond to the needs of people registered with us. Introducing peer support at Future Pathways is an example of this. But we do not know the extent to which Future Pathways contributes to people being more able to access the support they need at other services, not least because we do not have access to information about people's experiences at other services.

We hope that our work contributes to services making positive changes to make support more accessible for people with lived experience. And we hope that through our support and our work with our partners, people can, over time, gradually lessen the impact of their trauma and access the right support for them.

Conclusion

The findings of this report reinforce our understanding of our relational approach and the impact this can have. We continue to see that people registered seek to make changes across different areas of their life and that they access a wide range of supports tailored to their outcomes. Notably, we continue to see that most people accessing Future Pathways experience a positive impact. The report also highlights how our service has evolved this year and what we have learned more about. For example, we now offer "support while you wait" to people on our waitlist and we learned more about existing services that we signpost people to.

The relationships we develop with people registered are a core theme throughout this report. We can see that these relationships, developed through our communications, support for people on the waitlist and support coordination, are vitally important and can have powerful ripple effects. There is some evidence that building a trusting relationship with Future Pathways can support people's relationships with other services. And for some people it is also a way of developing supportive relationships with peers through the Voices for a Better Future group, or with other people in their lives.

When the relationship with Future Pathways is understanding and feels safe this can act as a powerful catalyst for change. People accessing support may learn more about themselves, their strengths and their personal outcomes. They may access the support that is right for them and make choices about their lives.

They may take steps towards their outcomes, and they may experience more purpose, freedom, independence and hope. People's road to change is not linear. Inconsistent support, challenges accessing the Discretionary Fund and waiting for support can be particularly difficult. But, over time, meaningful relationships can contribute to people's outcomes.

Our relational approach also encompasses Future Pathways team members and our Delivery Partners. Part two of this report shows that these relationships mirror the trauma informed principles of trust and collaboration that we seek to embody in our work with people registered. By working together to learn about our approach, we and our Delivery Partners are motivated to make improve the support we offer. For example, at Future Pathways we have committed to creating peer support opportunities this year. We hope that that working relationally with our partners also prompts them to make trauma informed support more accessible to people with lived experience.

Conclusion (cont.)

This evaluation shows, while some of the risks we identified are actively hindering our progress towards our service outcomes, we are taking steps to mitigate these risks. For example, due to the long-term nature of our support and the limitations in our resources, people experience a long wait-time before accessing support coordination. For some individuals this has deterred them from registering. On the other hand, we can see that our waitlist has increased at a slower rate this year and that we communicate more clearly about our waitlist.

Finally, we have learned about how we could improve in the future. For example, we have learned that our approach to outcomes conversations must become more consistent so that everyone accessing our support has regular opportunities to discuss their outcomes, plan support, and review the impact they are experiencing. We have already started taking some steps to improve. You can read more about our next steps in the next section of this report.

Next steps

Evaluating our support and our impact helps us identify how we could improve and gaps in our knowledge. Here are some of the things we are doing now to improve our support and our impact evaluation.

We are:

- Looking at how we have conversations with people about their outcomes, their support plan and how support is going. This will help us learn more about the impact our support makes, what happens when the person does not experience a positive impact, and how and when people end support. We also think it will help us learn more about when people re-engage with support.
- Updating our approach to working with Providers. We think this will help us learn about these relationships and their impact.
- Evaluating the impact of peer support at Future Pathways, including our new peer support groups and the Voices for a Better Future group.
- Learning more about working as an alliance, and how this impacts our support.

And here are some of the things we will do in the future to learn more about our impact.

We will:

- Look at our approach to resolving complaints and responding to critical feedback so that we can explain this more fully in our next impact report.
- ask people who attend our engagement and learning opportunities for their feedback so we can learn more about the impact of this aspect of our work.
- explore ways that people can give feedback in a broader range of ways, such as through images or other creative ways.
- Update our outcome pathways so they continue to reflect what we are learning and our changing context.

Further resources

Future Pathways Impact and Learning

It's 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: www.future-pathways.co.uk/learning-and-impact/impact

Pathways to Change: Future Pathways Impact report 2023-24

In Pathways to Change we take an in-depth look at the work of Future Pathways from April 2023 to March 2024. The reports gives us greater insight into how we make a real difference, and where there is scope for improvement.

www.future-pathways.co.uk/pathways-to-change

The Promise

Following the Independent Care Review, Scotland's First Minister made a promise to care experienced children and young people that they will grow up loved, safe and respected. You can read more about The Promise here.

www.thepromise.scot

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

Scottish Child Abuse Inquiry

The Inquiry investigates the abuse of children in care in Scotland. It will report the outcome and make recommendations to Scottish Ministers

www.childabuseinquiry.scot

National Confidential Forum

The Forum gives adults who spent time in residential care as children the opportunity to describe their experiences in residential care. It aims to learn lessons from the past to prevent abuse in the future, inform improvements for the health and wellbeing of children in care today and protect their rights more effectively in the future.

www.gov.scot

Further resources (cont.)

Matter of Focus

We work with Matter of Focus to help us evaluate the difference we make and see how we can improve.

www.matter-of-focus.com

Making Pathways Together project

This project ran from 2020 to 2022. It looked at key areas of our service, including Communications, Future Pathways' Structure and Engagement Events, and made recommendations for how Future Pathways could improve.

www.future-pathways.co.uk/making-pathways-together-2

Voices for a Better Future

Future Pathways' lived experience voice group is a safe space where members can offer guidance and advice to the Alliance Leadership Team and influence aspects of the design and delivery of Future Pathways.

www.future-pathways.co.uk/ who-we-are/voices-for-a-better-future

Experiences

Read more about people's experience of accessing support, engaging with existing services and how their support has evolved over time.

www.future-pathways.co.uk/how-we-help/experiences

Resources

Our resources section has guides, features and publications covering learning, mental health and more, updated throughout the year.

www.future-pathways.co.uk/resources

Further help

The Samaritans

The Samaritans offer a safe place for you to talk any time you like. You can talk in your own way about whatever is going on. They have a helpline, email service, letter service and a self-help app. Helpline open 24 hours a day, 365 days a year. Phone for free on 116123 www.samaritans.org

Breathing Space

Breathing Space is a free and confidential phone service for anyone in Scotland over the age of 16 who is feeling low, depressed or anxious.

Open 6pm to 2am Monday to Thursday, and 6pm to 6am Friday to Sunday.

Phone for free on 0800 83 85 87 www.breathingspace.scot

Shout

Shout is a free, confidential, text messaging support service for anyone who is finding it difficult to cope.

Text SHOUT to 8525

giveusashout.org

