



**FUTURE**  
PATHWAYS

Quarterly Report

January – March 2025

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## Report on Quarter 4 (January to March 2025)

### What happened in Q4

- 36 people registered with Future Pathways.
- 38 people started working with a Support Coordinator.
- 73 people were referred to 15 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.

"It's the relationship that's the most important thing, more than anything else. The connection and the fact that I felt safe to connect with [my Support Coordinator]" (Person Supported by 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

- Some people told us that their life, overall, was better now than it was before and others feel more hopeful about the future.



"You've held the hope for me and now I'm being able to hold the hope for myself." (Person supported by Future Pathways)

### Who we supported

- The average age of people who registered with us was 46.
- 85% of people who registered with us live in Scotland's most populated areas.

### What people gained

- Many people told us they felt able to access the support that is right for them. People accessed support from our Delivery Partners such as help with record searches. And people accessed our Discretionary Fund, for example to make their home feel safe and comfortable.
- We supported people to link up with existing services such as healthcare.

"[Future Pathways] have been on my journey every step of the way, supporting me with the challenges I have met." (Person supported by Future Pathways)

### What changed for people

- People told us what changed in their life after accessing our support. Some people feel that they know more about their strengths and abilities. Others feel clearer about the changes they want to make.



"Future Pathways helped me move on from my trauma. My life took a new direction. To where I live and how I cope with my everyday life" (Person supported by Future Pathways)

## Welcome to the Q4 Quarterly Report

This Quarterly Report is about our work between January and March 2025. 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 Q4 we continued to see that improving mental and physical health and wellbeing and feeling safe and comfortable at home were important outcomes 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 holistic support, support with record searches, and counselling and psychological support. 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 feedback 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. We didn't see any particular themes in the critical feedback we received this quarter. But overall, we can see that waiting to access support and being unable to access the Discretionary Fund can understandably be very difficult. This can affect people's trust in Future Pathways and 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 Q4

### Raising awareness

#### Our communications

We continue to raise awareness of Future Pathways and communicate with our audiences in a range of ways in Q4.

This quarter, we completed our new animation, which was created in collaboration with Electrify and members of Voices for a Better Future. Through this short video, we aim to explain what Future Pathways does, who we are for and the support we offer. Input from members of Voices for a Better Future was crucial to this work. They helped us to show the perspective of someone on a journey of support, taking us on the path from before to during and after support. You can [view the animation on Future Pathways website here](#).

In March, 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 this edition, we featured a range of content including updates from Future Pathways, such as [our new Peer Support offer](#) and our Being There report which you can read more about below. We also included an [article on how creativity can boost mental health with tips of getting creative](#).

As always, we included features created by and with people registered with Future Pathways. For example, in 'Writing the past', we [chatted to Josie about how writing a book has helped her to express herself and connect with others](#). Brendan also shared his writing in a [feature about his poetry and a writing workshop](#). In 'Colours of Hope', Selina [shared how she uses knitting to support her wellbeing, create something meaningful to her, and live better](#). And in 'Taking the first steps to support', Mary [talked about her experience of what it was like to choose to get support and why she wanted others to get help too](#). We also invited people who receive our newsletter to share their views with us. The survey included questions about the content, accessibility, article length and lay out of the newsletter. We will adjust and improve our newsletters from Q2/3 onwards based on the feedback we receive.

In January, we also shared the Scottish Government's external communication about the review of Future Pathways at their request. This information was sent directly to people registered with Future Pathways and to our Delivery Partners. It was also [made available on our website here](#).

This quarter, we published our final stand-alone report of 2024/25, Being There. The report looks at the prevalence of multiple unmet basic needs among people we support. The report also considers the barriers people face when accessing support and how we can help people to navigate these barriers. Our communications about the report aimed to make visible and raise awareness of demographic data and life experiences; highlight the barriers people face; encourage conversation around the findings and prompt reflection about how services, including our own, can enhance access to support; and demonstrate our commitment to sharing our learning and contributing to areas currently under-represented in existing research. You can [find an overview of Being There and download full report, summary report and mini report for mobile here](#).

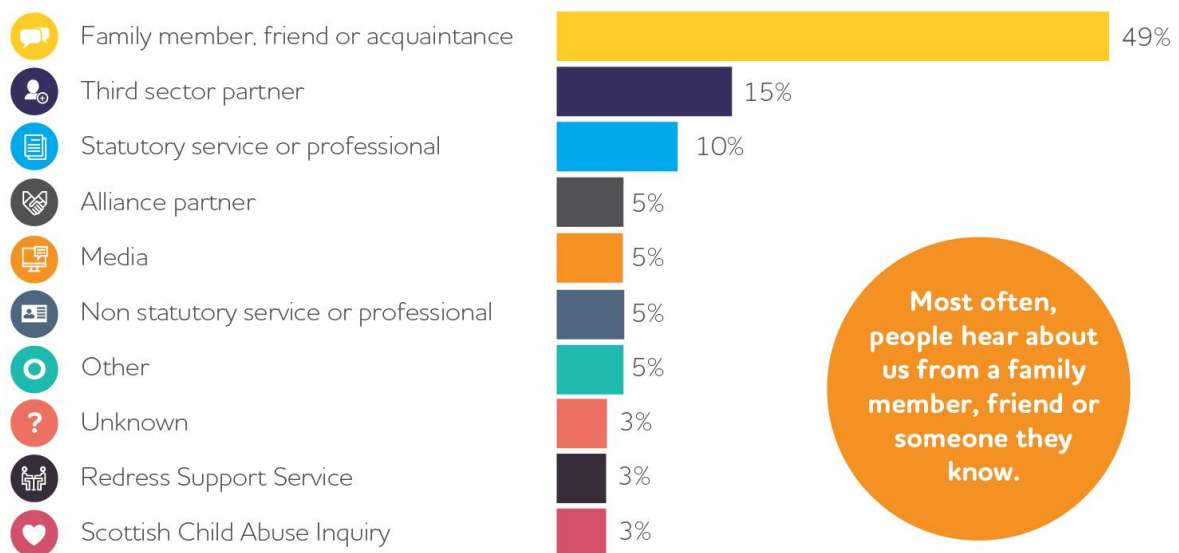
We also continued to share Connect, our monthly e-newsletter for Delivery Partners and service providers. In Q4, these included a stand-alone edition highlighting the publication of Being There, as well as monthly editions with links to articles about the importance of sleep to mental health and wellbeing, highlighting features created by people we support, and promoting news and events from across the sector.

Finally, we hosted an exhibition stand at The Gathering in February. We used this opportunity to raise awareness of Future Pathways, share our learning and make new connections with services. The

Gathering is the largest free voluntary sector event in the UK and is organised by the SCVO (Scottish Council for Voluntary Organisations).

## 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.<sup>1</sup>



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 Q4, around half of the people who registered with us had heard about us from someone they knew. In most of these instances people heard about us from a friend or acquaintance.

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. However, this quarter, there was a continued reduction in the proportion of people hearing about Future Pathways through their involvement in the Redress Scheme. In Q4, only 2.5% of people who registered with us heard from the Redress Support Service<sup>2</sup> and nobody heard about us from Redress Scotland<sup>3</sup> or their Redress Caseworker.<sup>4</sup>

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 or professional or a third sector service. In most instances when people heard about us from a statutory service, they were told about Future Pathways by a healthcare professional such as a GP.

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

<sup>2</sup> 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.

<sup>3</sup> Redress Scotland is the independent body which makes decisions on applications for Redress.

<sup>4</sup> 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.



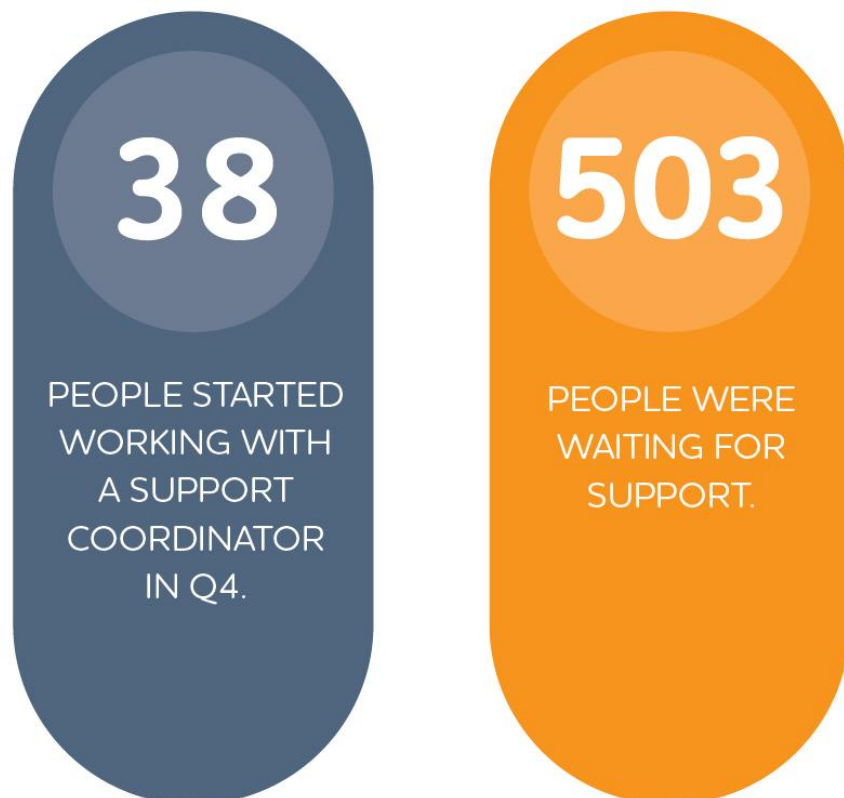
## Registering with Future Pathways



This quarter, 36 people registered with Future Pathways. This is a 29% (- 15) decrease in registrations compared with last quarter. In Q4, on average 12 people registered with us per month, significantly lower than last quarter when an average of 17 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 1% (n=4).

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 27 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, 38 people started working with a Support Coordinator in Q4. This is a 23% increase (+7) compared to the number of people who started support last quarter. This is 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 Q4 began support with a Support Coordinator within the quarter.

During the wait for support, people can access a range of types of support while they wait. [You can read more about this support on our website](#).

People can access one-off support through up to four sessions with a Support Coordinator for certain things while they are on our waitlist. We call this 'Brief Waitlist Sessions'. Since we launched this new type of support in November 2024, 6 people have accessed brief waitlist sessions. In Q4, 5 people accessed brief waitlist sessions to address various needs and in most cases, they accessed support related to needing to move house quickly, such as removal costs. Most people who accessed Brief waitlist sessions in Q4 accessed the Discretionary Fund in relation to their need, and some people were also referred to other services to help address their needs while they continue to wait for Future Pathways' support. It is difficult to say how many brief sessions people generally access because many people have not yet finished accessing this support. However, so far on average people have accessed two brief waitlist sessions to access the support they need during the waitlist. Because not very many people have completed brief support session support, we cannot yet say what the impact of this support is. We will continue to report about this aspect of our support in future reports.

While on the waitlist, we can also refer people to Birthlink to start the process of looking for their records if this is something they want to do while they wait for support. In Q4, we referred 6 people to access record search support at Birthlink while on our waitlist. We can also refer people to Wellbeing Scotland where they can access emotional support, advocacy, group work, record searches and counselling. In Q4, we referred 21 people to access support at Wellbeing Scotland while on our waitlist.

## 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, 199 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 44 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 Q4 sample of support plans, the vast majority (76%, n=19) people discussed this. This word cloud shows the themes that emerged from people's responses to this question.<sup>5</sup> The main themes in people's responses were feeling better in their mental and physical health, and feeling comfortable, safe and able to relax at home.

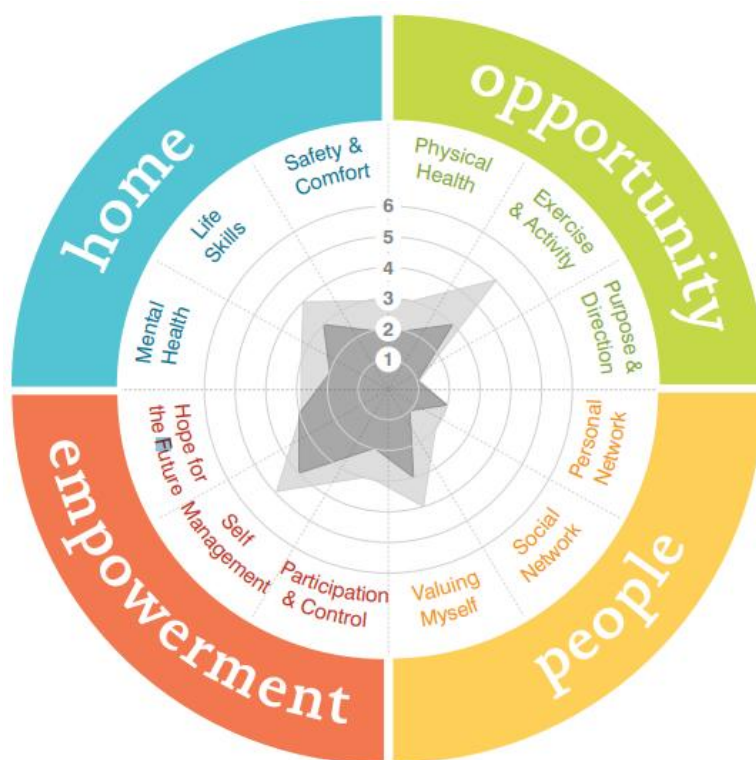


Some Support Coordinators use the HOPE framework to look at the different areas of people's life, although this approach is not universally applied.<sup>6</sup> In these conversations, Support Coordinators facilitate conversations about the person's home life, including their mental health, access to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

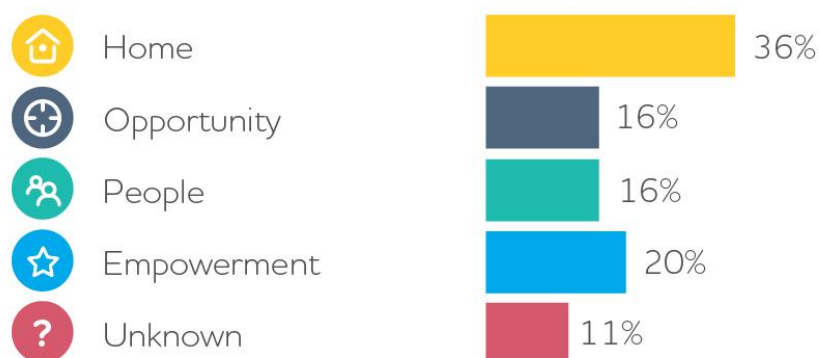
<sup>5</sup> Note that these are not quotations. Themes from support plans were paraphrased for anonymity.

<sup>6</sup> In our Q4 sample of support plans, there was evidence that at least two Support Coordinators used the HOPE framework to inform or guide the support planning conversation.

<sup>7</sup> The HOPE framework designed for use as a self-assessment tool. Here we use the HOPE framework as a way of evaluating people's outcomes. This use introduces a margin of error as it is based, in most instances, on our interpretation of the areas of life people relate their outcomes and goals to.



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



For most people in this sample, at least one of their outcomes was related to the 'Home' area of their life. Out of the total number of outcomes we looked at, 36% (n=16) were focused on the 'Home' area. Most outcomes in this area were related to the person's sense of safety and comfort. This quarter, this was the case for 56% (n=9) of 'Home' related outcomes identified. People who identified outcomes about their safety and comfort agreed a wide range of goals in support plans from such as moving home, redecorating areas of their home and replacing home items to make it a more safe, accessible environment for them.

Some of the outcomes (44%, n=7) people identified about the 'Home' area of their life were focused on their mental health. For some people, this was about coming to terms with their past experiences, whereas for others it was about feeling more confident about living independently or being able to cope with challenges.

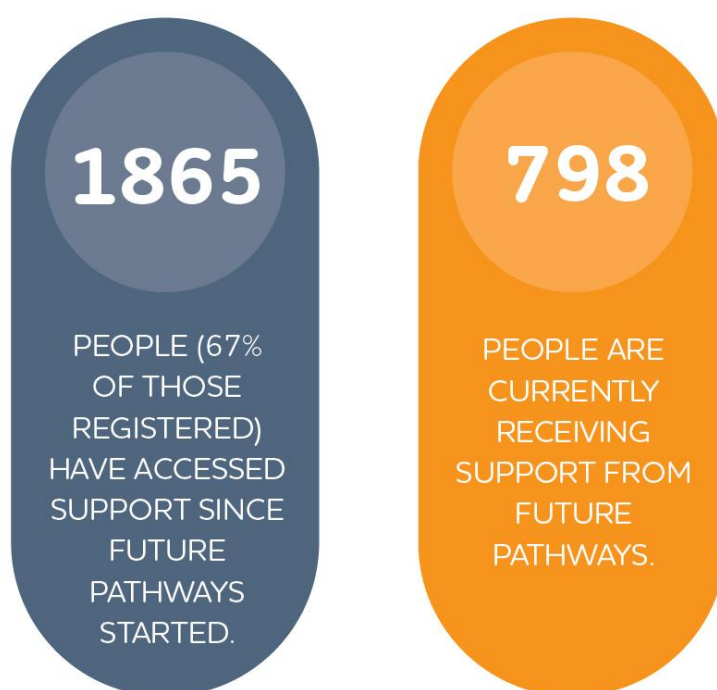
'Empowerment' was another theme in the outcomes of around a third (32%, n=8) of the people whose records we sampled this quarter. Of the total number of outcomes we looked at, 20% (n=9) of the outcomes people identified were related to 'empowerment'. Often, these outcomes centred on gaining more independence and freedom in their lives and/or feeling more hope about the future.

Another theme in the outcomes we looked at in Q4 was the 'People' area of life. Over a quarter of people in the sample we analysed (28%, n=7), identified at least one outcome around the relationships in their life. Overall, 16% (n=7) of all the outcomes we looked at were about the 'People' area of life. Of these, over half (n=4) focused on developing or maintaining a social support network. People identified various goals in relation to this including maintaining positive connections with groups in their communities and services where they could access support.

Finally, some people (n=7) identified at least one outcome related to 'Opportunity'. Of the total outcomes we looked at, 16% (n=7) were related to 'Opportunities'. Most of the 'Opportunity' outcomes we analysed in Q4 were focused on improving physical health. This looked different for different people. For some people this was about having more opportunities for relaxation, for others it was about managing pain or improving sleep.

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 Q4, 798 people were accessing our support. Since the service launched, 1865 people have accessed our support. This is 67% 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 support<sup>8</sup>:

<sup>8</sup> 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

- 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 within six months of agreeing a support plan. In Q4, Support Coordinators facilitated review conversations with 182 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 42 people this quarter.

We looked at a sample of 25 review conversations to understand more about the support we facilitated in Q4. Analysing these conversations showed that people accessed a wide range of different types of support through Future Pathways this quarter.

In over half (52%, n=13) of the review conversations we analysed, people had accessed or planned to access material support through the Discretionary Fund. In over a third (32%, n=8) of the review conversations we looked at, people had accessed or planned to access support from one or more Delivery Partners.

In 8% (n=2) of the review conversations we sampled, people had accessed or planned to seek support to connect with existing services, such as health and social care services. And in 8% (n=2) 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 52 Delivery Partners. In Q4, at least 104 people were accessing support from 34 Delivery Partners and at least 9 people accessed Delivery Partner support from more than one Delivery Partner.<sup>9</sup>

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.

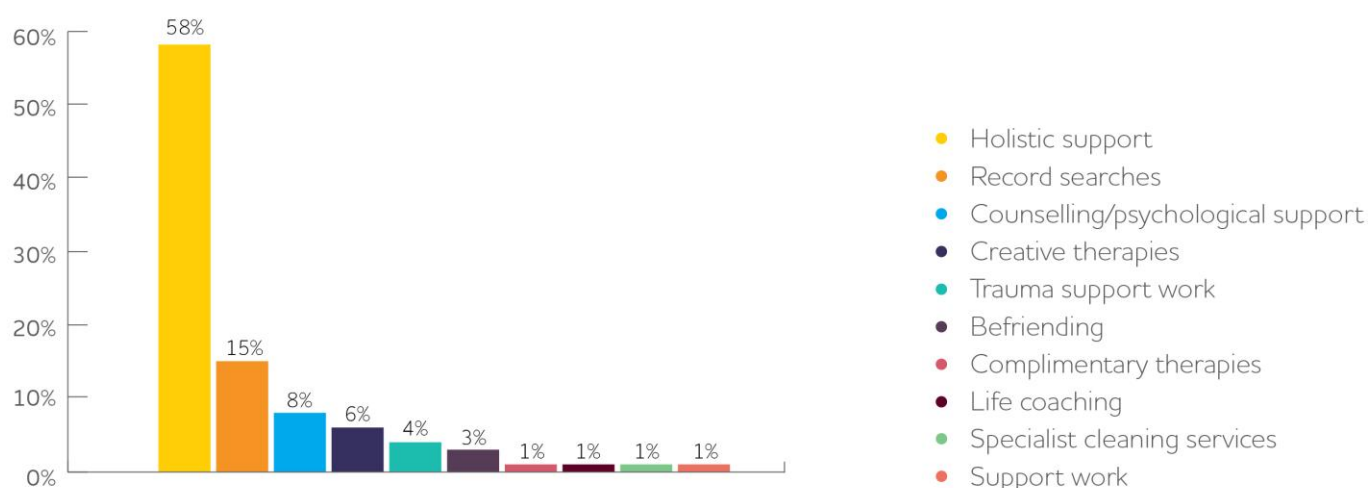
This quarter, we estimate that we referred 73 people to access support from 15 Delivery Partners. This graph shows the number of referrals we made this quarter to Delivery Partners providing different types of support.

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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.

<sup>9</sup> We cannot give an exact figure for this because we record referrals to our record search Delivery Partners in a different way than the way we record other referrals. It is highly likely that some people were accessing record search support and other Delivery Partner support.

## Delivery Partner support



Of the referrals we made in Q4, over half 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 Q4, we supported 53 people to start seeking their records and 15% of our total Delivery Partner referrals were for record search support. In total, since Future Pathways launched, we have supported around 864 people to access support from a Delivery Partner that helps people access their records.<sup>10</sup>

Many people accessed support from Delivery Partners which offer counselling support. We know that accessing counselling can be deeply important and impactful for people accessing Future Pathways. Here Josie tells her story about how counselling was part of her journey at Future Pathways. [Here, Josie tells her story of how counselling was part of her journey with Future Pathways.](#) [David also reflects on this in his Experience.](#)

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 fluctuations we have seen in the last two quarters 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) within ‘counselling/psychological support’ in the graph above. We no longer report referrals to the Anchor in this way because support from the Anchor is commissioned differently given that the Anchor is an Alliance Partner. This quarter, 13 people were referred to the Anchor for psychological assessments.

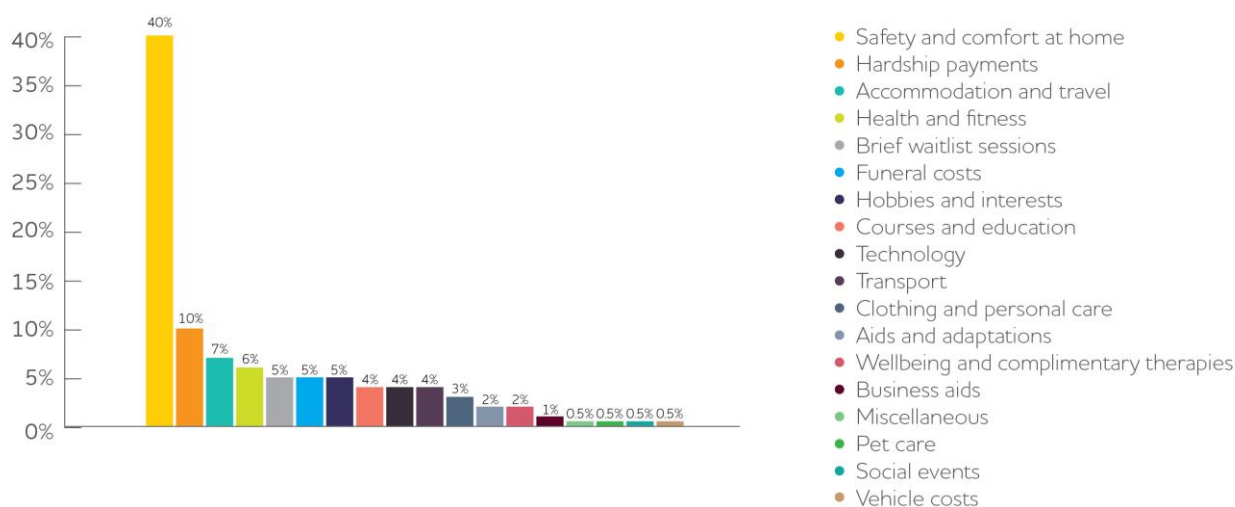
<sup>10</sup> This figure is cumulative over the full time of the service. This figure is subject to a margin of error due to changes in how this information has been recorded over time and it may include some people who have been referred for this type of support more than once. It should therefore be interpreted as an estimate.



## Discretionary Fund support

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 Q4.

### Discretionary Fund support



This quarter, we continue to see minor fluctuations in how the Discretionary Fund is used by people registered with us. 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, in Q4 many people access the Fund to purchase furniture or support to move home. We also continue to see that accessing hardship payments to address immediate needs remained the next most common usage of the Discretionary Fund in Q4.

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 many other categories such as hobbies and interests. This is likely because of the introduction of a new uses of the Discretionary Fund through Brief Waitlist Sessions. In this first quarter of offering this new type of support to people on our waitlist, payments made through Brief Waitlist Sessions comprised 5% of the total number of Discretionary Fund payments.

## 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. But over the last year, we have seen that more people are discussing this type of support in review conversations. In these conversations, often people reflect on the challenges they face when accessing support from existing services.

We know that many people we support can face barriers when accessing existing services because of the inequalities they experience or have experienced. From review conversations and other feedback, we know that 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. This indicates 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.](#)

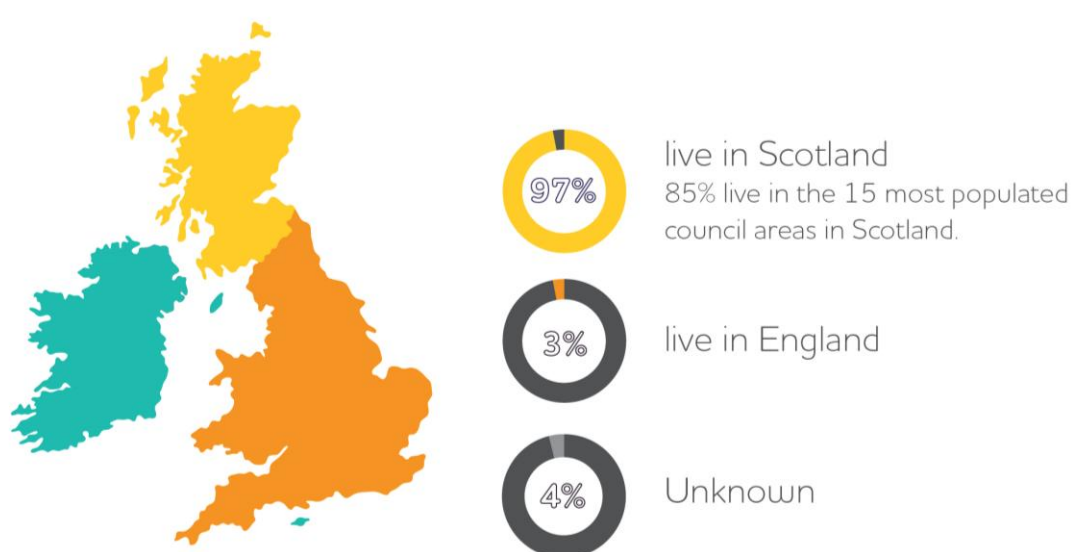
## Who we work with

### 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.<sup>11</sup> 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.

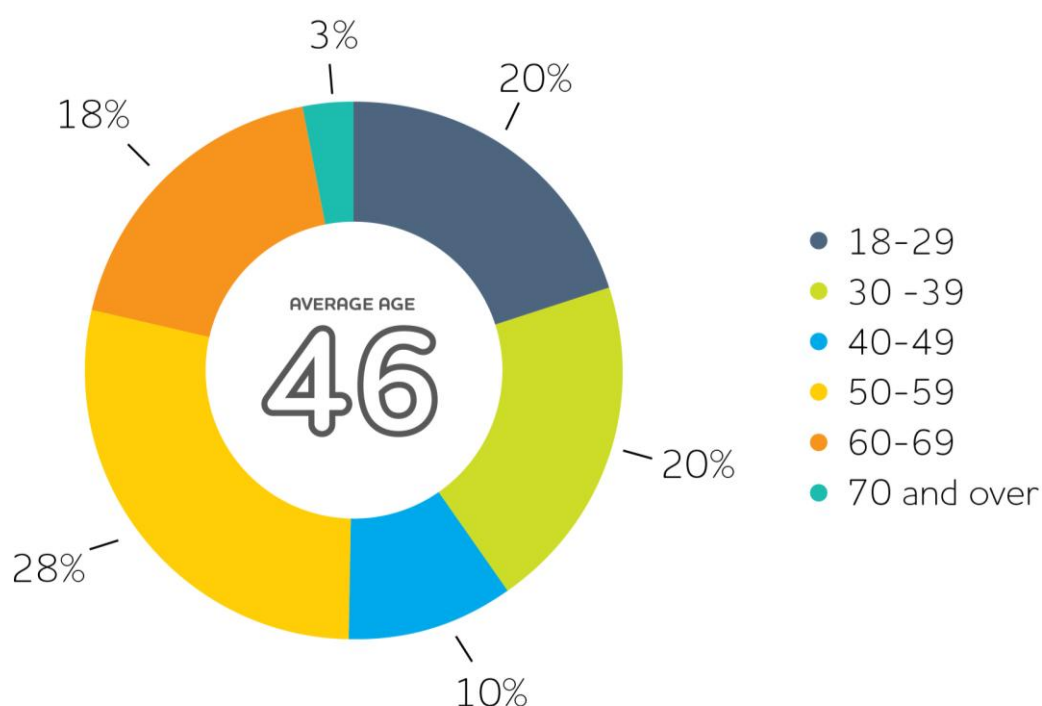
The proportion of people registering with us who live in the most deprived areas of Scotland is slightly lower in Q4, but it remains consistently higher than the general population of Scotland. When we analysed the postcodes of the people who registered with us in Q4 who live in Scotland we found that over a third (38%, n=13) live in a postcode area which is among the 20% most deprived areas of Scotland. 18% (n=6) live in an area which is among the 10% most deprived areas of Scotland. And 12% (n=4) live in the 5% most deprived areas of Scotland.

<sup>11</sup> This figure includes the 15 council areas with the highest population in 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).<sup>12</sup> Our analysis therefore indicates that people registering for Future Pathways support are almost twice as likely to 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 46. We continued to see that the proportion of people registering with us aged 18 to 39 is increasing, and the proportion of people in older age groups registering is staying around the same. 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.

Generally, 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. However, over the last 6 months the number of About You forms that we have received is much lower. To avoid identifying people accessing our support, we will complete a full analysis of all of the About You forms we received this year in our upcoming impact report.

<sup>12</sup> [Scottish Index of Multiple Deprivation – Scottish Welfare Fund Statistics: update to 30 June 2023 – gov.scot](https://www.gov.scot/publications/scottish-welfare-fund-statistics/update-to-30-june-2023/pages/12/)

## 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.<sup>13</sup>
- 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.<sup>14</sup>

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<sup>13</sup> 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.

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

## Who gave us feedback

In this report, we present what we have learned from analysing feedback from around 48 people registered with us.<sup>15</sup> In Q4, we continued to receive a lower volume of feedback from people registered with us than we generally do.

Excluding people who had review conversations with us, we found that most people who gave us feedback (n=19 out of 22 people) were accessing or had accessed support at Future Pathways. As in previous quarters, a small minority of the feedback we received this quarter (n=1) was from people on our waitlist. And it was not clear from feedback that two people gave whether they were accessing support at Future Pathways currently. 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, 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 8 Delivery Partners.

## How people gave us feedback

People we support gave us feedback in many ways in Q4 and everyone who gave us feedback did so directly rather than through a third party. The most common ways of giving feedback were completing one of our feedback forms.

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 Q4, half (n=11) of the feedback we received, excluding review conversations, was communicated through a feedback form and in most cases (n=7) the feedback was received at the point when the person had paused or chosen to move on from support.

On the other hand, we continue to see a decrease in the number of complaints we receive each quarter. In Q4, less than a quarter (18%, 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 members of the support coordination team).

For Delivery Partners, all the feedback we received in Q4 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.

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<sup>15</sup> 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.

## How people feel when they work with us

Most of the feedback we received from people registered with us in Q4 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 Q4, 9 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 8 out of 9 of the respondents agreed with the statement **"Future Pathways cares about me"**.

In our first and second feedback forms, we ask people how they would describe Future Pathways. The most commonly used words in responses received this quarter included **"caring"** and **"supportive"** and **"helpful"**. Other words, such as **"empathetic"** and **"understanding"** indicated that people feel Future Pathways seeks to understand their experience.



**"They have been on my journey every step of the way, supporting me with the challenges I have met when talking through some difficult subjects in a very empathetic and understanding way."**

**Person supported by Future Pathways**

These themes were echoed in other forms of feedback including reviews received at various points in people's journey with Future Pathways. For example, in other forms of feedback people emphasised the support they had accessed and felt at Future Pathways. At other times, people expressed a general sentiment of appreciation and described the service using words such as **"supportive"**, **"helpful"** and **"fantastic"**. In some instances, people named a particular aspect of the support they had accessed such as their Support Coordinator's approach or contributing to our newsletter. Receiving this complementary feedback about how people feel during and about support 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 8 out of 9 who responded to these feedback forms agreed with this statement. And we noticed that some people used words such as “listening” and “reliable” to describe the service.

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 able to rely on them. For example, one person described their Support Coordinators as an “**anchor**” in their life.



“It's the relationship that's the most important, more than anything else. The connection and the fact that I felt safe to connect with [my Support Coordinator]. It was a safe place. Being aware of the trauma in my history and speaking to me in the way that she did, meant that I could learn to be my real self.”

**Person supported by Future Pathways**

Engagement with opportunities to shape and improve the service is also an indicator that people feel safe and able to trust a service. We know from feedback we have received 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. In Q4, 5 out of 9 respondents told us they neither agreed nor disagreed that they had opportunities to influence how Future Pathways develops and a minority (n=3) agreed with the statement.

Many people we support 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.

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 Q4, 25 people became uncontactable which means we were not able to contact them after making several attempts over time. This is significantly higher (+10) than last quarter. But, this quarter, 12 people who had previously become uncontactable got back in contact with us. 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 offer anyone who becomes uncontactable the option to give us feedback if they wish, so that we can learn more about their experiences of the service, but we generally do not receive feedback from this group of people registered with us.

## What people gain through Future Pathways

### A consistent relationship with Future Pathways

People we support often develop long term relationships with Future Pathways. In the reviews that we analysed, most (96%, n=24) people chose to continue working with Future Pathways. Many people in this sample (40%, 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 (60%, n=15) 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.



“Someone was there when nobody else was. That’s important. That makes a person who feels invisible, feel value.”

Person supported by Future Pathways

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. We also know that when people experience gaps in their contact with the service, this can negatively affect their experience. We explore this experience and the factors that can impact it in more detail in our latest report, [Being there, which you can read on our website](#). And we have been working on improving how we record when we are having difficulty contacting people registered with us so we can understand this more fully.

### Self-awareness

People we support continue to share that they gain awareness of their own strengths, abilities and changes they want to make. Seven out of 9 people who responded to our first and second feedback forms agreed with the statement, “I know what changes I want to make in my life”. And 7 out of 9 people 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, learning about their family history, and learning about their own boundaries, and skills to cope with difficulty. People also identified a range of other things they had learned about such as where they can access the support they need, and about their local community. Some people also described new skills they were gaining through their work with Delivery Partners some of which were focused on the person’s emotional wellbeing (such as self-compassion) and others were more practical (such as creative writing skills, or technology skills). This was also something we noticed in the sample of progress reports we analysed this quarter.

## 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 Q4, 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, 8 out of 9 people who responded to our feedback forms 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.

We received little critical feedback this quarter and so we were not able to identify themes in the feedback received. However, overall, we see that key themes in people's critical feedback are inequity in access to support due to our waitlist and difficulty accessing the Discretionary Fund. We see in some complaints that this can stem from a misunderstanding about the primary purpose of the Discretionary Fund or the limitations of the Discretionary Fund.

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, it is notable that the number of complaints we received is overall much lower than in previous years. There may be many reasons for this. 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 and liaising with our partners when the complaints were related to aspects of their work.

## 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. Seven out of the 9 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 (90%, n=9) of Delivery Partners noted that progress had been made towards the person’s goals.<sup>16</sup>

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 reviews reports we analysed this quarter was that people are now more able to interact constructively with people and services involved 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 access community groups and services. People also described how support had helped them make changes in many other parts of their life such as exploring new hobbies, furthering their education, and changing their routine and habits.

### 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 ordering shopping online, breaking things down into manageable tasks they could complete or getting out and about in their local area independently and they described how Future Pathways support had led to this outcome for them.



“Future Pathways helped me move on from my trauma. My life took a new direction. To where I live and how I cope with my everyday life.”

**Person supported by Future Pathways**

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<sup>16</sup> 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.



## 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 (84%, n=21), people identified at least one outcome which had made a positive difference in their life. Many people in the sample we looked at (48%, n=12), shared that they had experienced a "big" impact in relation to at least one outcome. And 8 out of 9 people who responded to our first and second feedback forms felt that, overall, their life was better having accessed Future Pathways' support.



“My health was determining what was happening in my life. Future Pathways supported me through this, and my life is a bit more contented.”

Person supported by Future Pathways

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 that they now felt more safe, settled and at peace where they lived.

Another theme in the difference people noticed was in how they felt about themselves. Some people shared a sense of pride and achievement, and others explained the impact on their mental health, in particular the impact of feeling less stressed and anxious in their lives. 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 (25%, n=5) of the reviews we looked at in Q4 included at least one outcome which people felt had not impacted their life. This is the lower 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's circumstances – such as an imminent house move, or recent bereavement – 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, bereavement and health issues. 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.

## Freedom and purpose

We also have some evidence that people experience an increased sense of freedom and purpose having accessed Future Pathways. Six out of the 9 people who responded to our first and second feedback forms agreed that they had gained more independence through our work together. In reviews we sampled this quarter, some people individuals reflected that they felt an increased sense of hope for their future and a feeling of purpose.



“You've held the hope for me and now I'm being able to hold the hope for myself.”

**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 Q4, 15 people felt that their outcomes had been met and 18 people paused their support because they did not have support needs at this time. In the sample of review conversations we analysed, one person decided to end their support at Future Pathways because the person had accessed the support that they felt they needed and there was no current need for ongoing support.

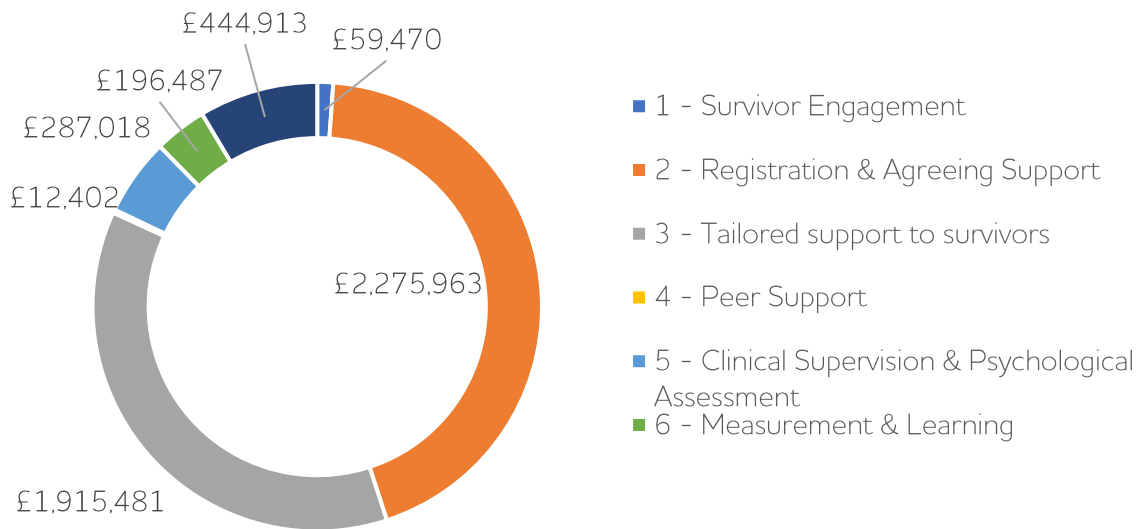
We also have some evidence that our support can help people think more positively about their future. Eight out of 9 respondents to our first and second feedback forms told us they were feeling more hopeful about the future and individuals shared this sentiment through various channels of feedback.

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 Q4, 5 people who had previously agreed to pause support and two people who had previously felt that their outcomes had been met returned to access support. In addition, 5 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.

## Expenditure

In Q4, our estimated cumulative expenditure was £5,191,734. You can see a breakdown of our expenditure below.



In general, our expenditure in Q4 was similar to previous quarters. The highest area of expenditure was on registration and agreeing support (£2.28m). This reflects the team of Support Coordinators who build relationships with people we support.

The second highest area of expense was providing tailored support to people registered with us (£1.92m). As in previous quarters, more was spent on material support (£1.3m) compared to purchased services (£0.8m). We expect that expenditure on tailored support will continue to fluctuate as individual needs cannot be predicted with confidence.

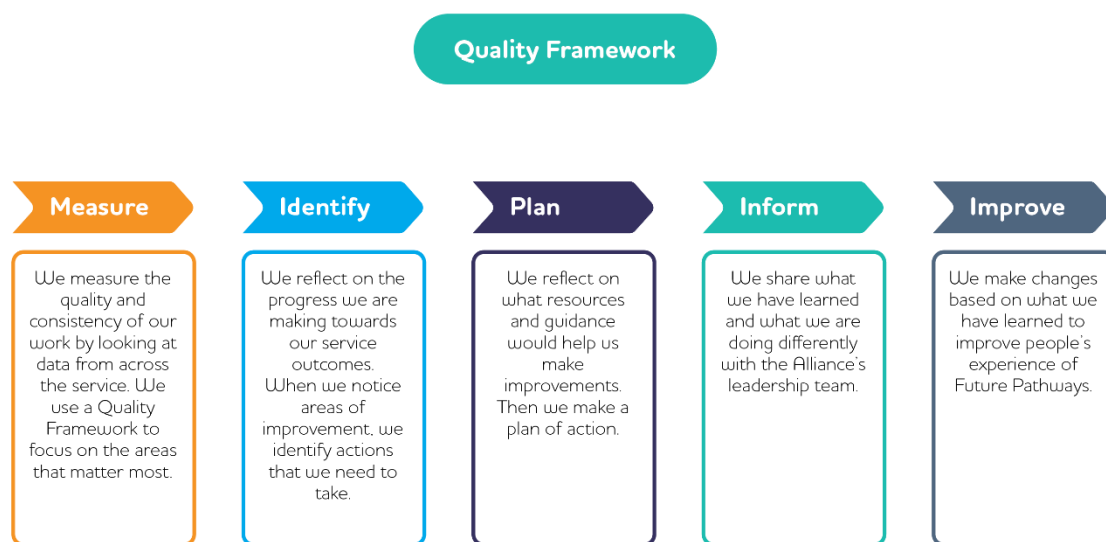
We continue to experience similar cost pressures compared with previous quarters and we continue to review our staffing, and service forecasts every three months.

## 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 had good evidence that our relational approach to support is consistent and that our refreshed approach to supporting Delivery Partners is working well.

On the other hand, we found that there were areas of our work that we could improve. For example, we are currently working on improving how we discuss outcomes, plan and review support with people accessing Future Pathways. And we are working continuing to work on our recording of safety planning conversations with people we support.

### 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 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.

This quarter, the group supported us to create [an explainer video about who we are and what we do](#). We are also working with the group to develop new opportunities for people registered with us to access peer support. [You can read more about our work to introduce peer support at Future Pathways here](#). 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 Q4 (January to March 2025).

If you have any questions about the report, please email us at [engagement@future-pathways.co.uk](mailto:engagement@future-pathways.co.uk). You can also give us anonymous feedback about this report in our [online feedback form](#).