



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

**FUTURE PATHWAYS QUARTERLY  
REPORT: Q1 19/20: APRIL - JUNE 2019**

**Contents**

**Summary – Future Pathways is well established with growing evidence of positive impact 1**

**Objective 1: Accessibility 2**

    Outcome 1A: Access to the Support Fund ..... 2

    Promotional Activities & Social Media Presence..... 2

    Registrations ..... 2

    How Do People Hear About Us? ..... 3

    Outcome 1B & C: Equality of Access to the Support Fund ..... 3

    Outcome 1D: Out with Central Belt ..... 5

**Objective 2: Identifying Personal Outcomes 6**

    Outcome 2A: Registration: Survivors register with the support fund ..... 6

    Outcome 2B: Personal Outcomes Conversation ..... 6

    Outcome 2C: Continued engagement..... 7

    Outcome 2D: Elimination of Waitlist..... 7

**Objective 3: Ready Access to Broad Range of Supports 8**

    Outcome 3A: Survivors access appropriate care, treatment and support that meets their needs..... 8

**Objective 4: Achieving Personal Outcomes 8**

**Objective 5: Continuous Improvement 10**

    Outcome 5A: Quality standards achieved..... 10

**Objective 6: Maximising Resources for Survivors 10**

    Outcome 6A: The Support Fund enables people to access resources to address their needs and improve their outcomes. .... 10

## Summary – Future Pathways is well established with growing evidence of positive impact

### Foreword

Since Future Pathways started nearly 1,100 people have registered and growing numbers of people are telling us how important and valued this work is. The greater-than-anticipated number of people registering introduced concerns that some are waiting a long time to access support and to address this and so Future Pathways recruited new staff, re-organised staff into small teams and changed how the registration process works. At that point we identified 241 people who had not yet received support and/or were previously uncontactable and made renewed efforts to reach them.

By 30 June 2019, 32 people were waiting. The refined approach has also allowed us to be more responsive to people from the point at which they first contact us meaning that support can start more promptly and we are confident that the waiting list will be eradicated by the end of July.

### Access to Support

- ✓ **1099** total registrations since we started
- ✓ **122** registrations this quarter (Q1)
- ✓ **38** of these were people aged 70 years or older (Q1)
- ✓ **40** registrations per month on average in comparison to last quarter (24 registrations). This is significantly more than last quarter
- ✓ **42** registrations from outside the central belt of Scotland, rest of UK and Australia.

### Identifying Personal Outcomes

- ✓ **74** people chose to complete an I.ROC this quarter. Others chose to have a conversation structured around personal outcomes.
- ✓ People who had these in-depth conversations identified that:
  - Changes in external factors play a negative part in people's overall health and wellbeing
  - Feeling safe and comfortable at home is important
  - People want to learn how to manage and cope with changes in life
  - Having hope for the future is possible with the right support in place

### Impact

- 1) These figures demonstrate that people are accessing Future Pathways. The impact of awareness raising is reflected in the number of new registrations, and registrations coming from outside the central belt of Scotland.
- 2) The introduction of the advance payment scheme in April 2019 combined with our own awareness raising led to an increase in the number of older adults registering this quarter.
- 3) Having personal outcomes focused conversations has resulted in people being able to access supports that are tailored to their needs, including onward referral, material support or services.

**Objective 1: Accessibility**

To raise awareness of the support and assistance available to that survivors come forward to access these

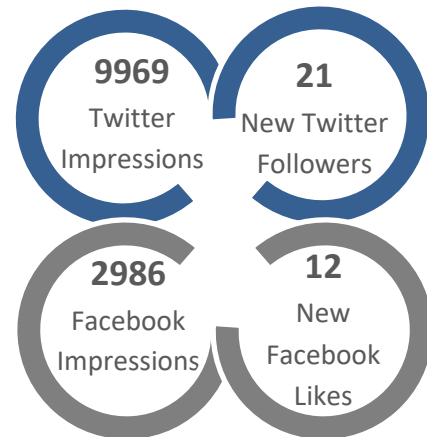
**Outcome 1A: Access to the Support Fund**

Future Pathways has worked to ensure that people are aware of the support and assistance available in a number of ways so that victims/ survivors from a wide range of geographical areas and referral routes access the support fund.

**Promotional Activities & Social Media Presence**

Future Pathways took part in 3 events, with stands at an Alzheimer Scotland event and a Social Work Conference.

This ensures that professionals who may have contact with victims/ survivors know about Future Pathways and can make referrals. It also helps us identify potential partners that offer supports relevant to people registered with Future Pathways.



**Registrations**

The impact of our activities this quarter is reflected in our steady registrations and changes in referral routes this quarter. Future Pathways continues to see a consistent number of new referrals compared to last quarter.

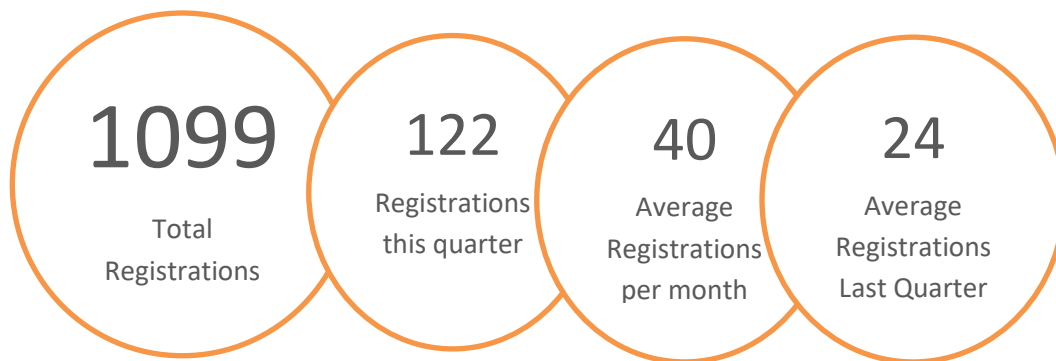
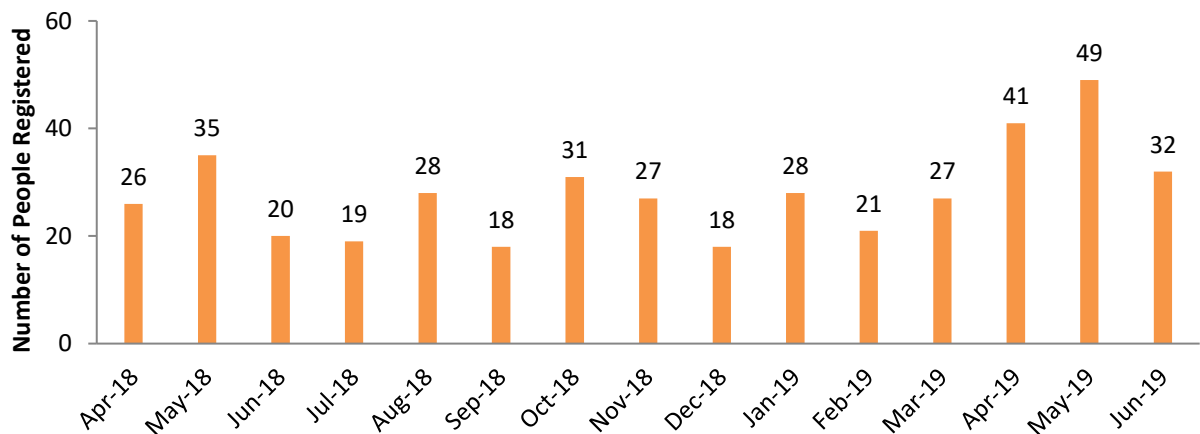


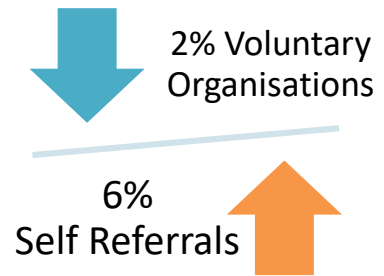
Figure 1.1: Number of people registered over 12 months by service start date (N=420)



### Referral Routes

**62%** people who registered with us this quarter self-referred.

A 6% increase compared to Q4 (56%). Self-referrals continue to be the most popular way survivors find their way to us. This is followed by **14%** of referrals from voluntary organisations, which has decreased compared to Q4.



### How Do People Hear About Us?

**98%** of 122 people who registered this quarter told us how they heard about Future Pathways. Here is a snapshot of the key places people hear about us.

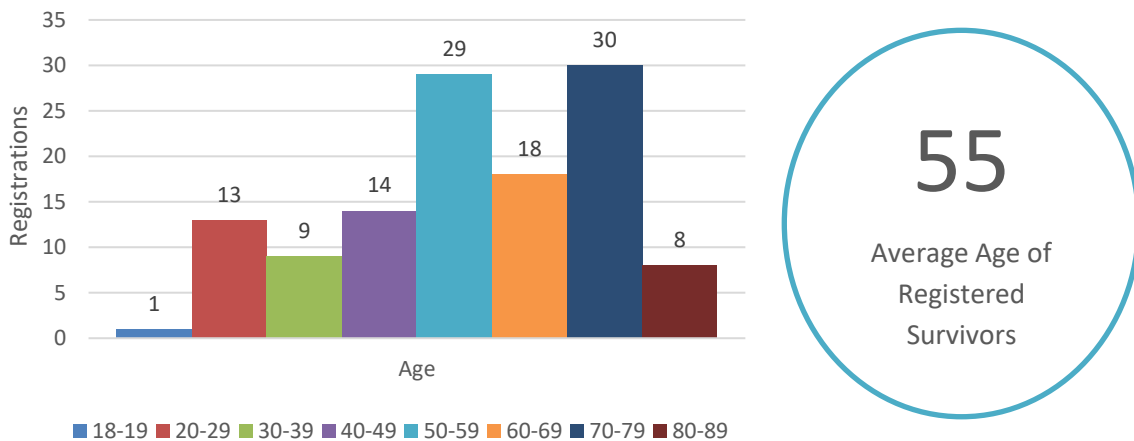


- ✓ The number of people hearing about Future Pathways through friends and family members, voluntary organisations and SCAI remains steady.
- ✓ Consistent numbers of people hear about us from statutory bodies e.g. Social Work teams.
- ✓ The introduction of the Advance Payment Scheme has helped more people 70+ hear about us.

### Outcome 1B & C: Equality of Access to the Support Fund

Future Pathways continually works towards making sure people who need support are able to access the support fund, in particular those who could benefit most from the support fund. In particular, we have focused our promotional activity on reaching older adults over the age of 70, those who are terminally ill, and people living outside of the central belt of Scotland and beyond.

Figure 1.3 Number of people registered in Q1 by age (N=122)



People aged 50-59 continue to be the second largest age group. The greatest number of registrations this quarter have come from people over the age of 70, which coincides with the introduction of an advanced payment of redress scheme.

Future Pathways are reaching older adults, but we are also reaching more deprived populations in Scotland who may experience additional barriers to accessing support.

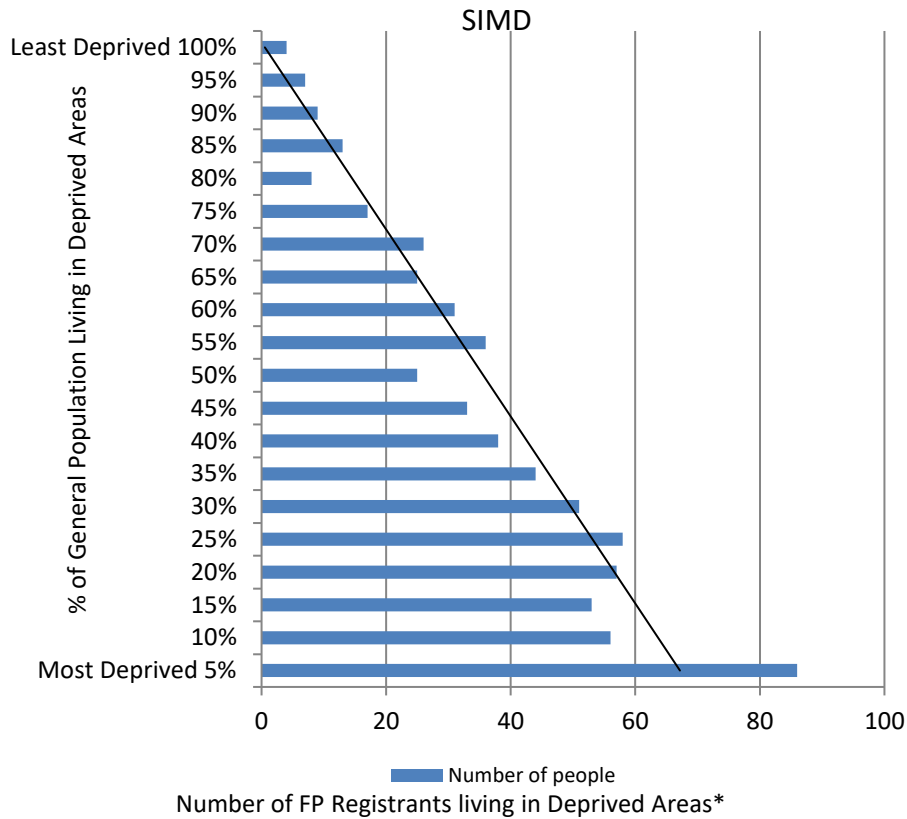
“You are all brilliant. Without you all my life would look very different. You have no idea what you have done and how good it has been” (Registered person)

“Thank you so much for your visit, it meant a lot. Your support and easy manner is very calming. A woman after my heart. You deserve to do so well in everything” (Registered person)

### SIMD 2016 (Scottish Index of Multiple Deprivations)

We analysed Scottish postal codes provided by 1099 people registered in Scotland to identify their SIMD ranking<sup>1</sup>. We found that people who registered are likely to live in deprived areas according to SIMD, which gives us confidence that support is being targeted to those who are likely to need it most.

Figure 1.3: Association between peoples post code and deprivation as measured by SIMD (2016, N=1098 registrants from Sep 2016 to June 2019)

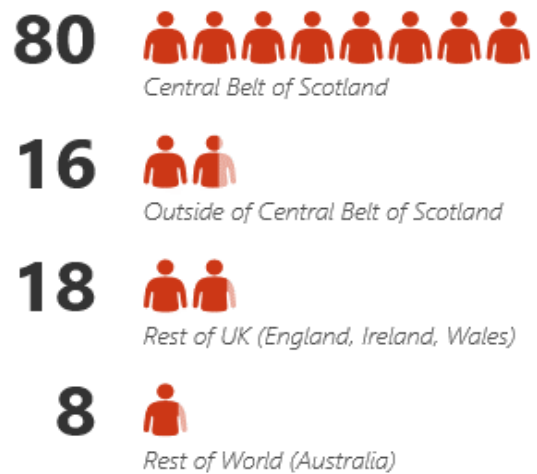


\* based on all fully valid postcodes, does not include partial, incorrect, or non-postcode data

### Outcome 1D: Out with Central Belt

**96** people who registered with Future Pathways this quarter shared that they lived in Scotland. There continues to be a higher concentration of people located in the central belt of Scotland, namely in the urban areas of Glasgow and Edinburgh. There has been a consistent number of people living in the rest of the UK

- ✓ Registrations from the rest of the world this quarter have come exclusively from Australia.



<sup>1</sup> The Scottish Index of Multiple Deprivation uses seven domains to measure the multiple aspects of deprivation (employment, income, health, education/ skills/ training, geographic access to services, crime and housing).

**Objective 2: Identifying Personal Outcomes**

*To Engage and enable survivors to identify what matters to them now and in the future*

**Outcome 2A: Registration: Survivors register with the support fund**

**Outcome 2B: Personal Outcomes Conversation**

Most people require more than one conversation to identify what matters most to them, some people use the Individual Recovery Outcomes Counter to structure the conversation, other people prefer not to use this.

When I.ROC is not used, personal outcomes conversations are structured in a way that touches on various areas of people’s lives, what they want, and how they hope to achieve this. Follow up conversations or reviews are expected after approximately six months. People who have had in-depth conversation about their personal situations, their priorities and what assistance they needed from Future Pathways identified the following aspects as being important.

**74** people chose to complete an I.ROC this quarter. This is optional and not everyone prefers to use I.ROC, so the number of I. ROCs completed is lower than 75%.

**Figure 2: Recurring Themes from Personal Outcomes Conversations and I.ROC**



Having these conversations has meant that people have been able to receive support in the form of onward referrals and material support from Future Pathways, that will see them live the life they want.



### Outcome 2C: Continued engagement

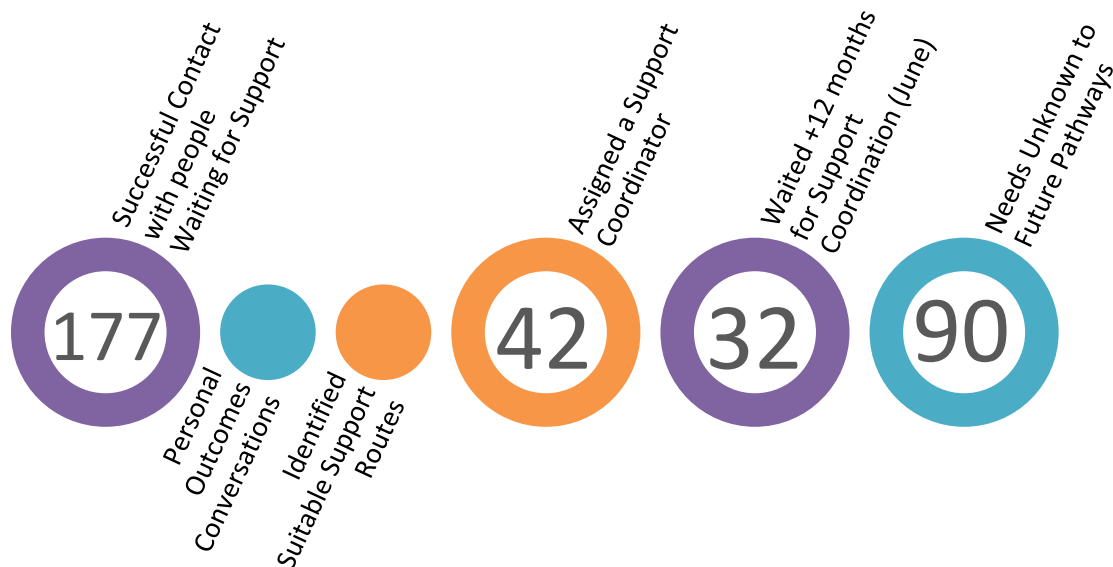
**286** people are registered with Future Pathways, but are not in active support as of this quarter.

**1** de-registration this quarter. These figures show that people are actively choosing to engage with Future Pathways when they need us. We are proactive in reaching out to people registered with us, and we respect and understand when people are not ready or choose not to engage.



### Outcome 2D: Elimination of Waitlist

**241** people were identified as having experienced a significant wait for support coordination. We successfully contacted 177 people at the end of this quarter. People have responded positively to the offer of an in-depth conversation about their personal situations, their priorities and if they required assistance from Future Pathways. As a result of these conversations, people were identified as needing immediate access to a Support Coordinator, immediate support from teams or signposting as well as support in the form of onward referral and material support. At the end of this quarter there are **32** people waiting for support coordination from us. These results are encouraging and we anticipate the waiting list will be eliminated by the end of July.



**Objective 3: Ready Access to Broad Range of Supports**

*To Engage and enable Survivors to identify what matters to them now and in the future*

**Outcome 3A: Survivors access appropriate care, treatment and support that meets their needs.**

People approach Future Pathways with a wide range of needs. Future Pathways has grown our network by adding:

**6** new delivery partners

**119** people are accessing support from providers

**13** onward referrals were made from The Anchor

Please note that this figure represents both one-way referrals from support coordinators to the Anchor, and also referrals of people attending The Anchor (via a third-party referral) who The Anchor then refers to Future Pathways.

Everyone living in the Greater Glasgow and Clyde area who was referred to The Anchor was seen within NHS HEAT target times.



**104**  
Counselling

**135** Record  
Searches



**17** Support  
Work

**21** Befriending



**46** The Anchor

**Access to the Discretionary Fund**

Material support has continued to be a significant aspect of support provided by Future Pathways. In Q1, the highest percentage (26%) of the discretionary fund was spent on items relating to home and garden improvements.

**Outcome 3B: Survivors choose to engage with the support provided**

We have found that a number of people find the prospect of reviewing support daunting and work has been done to revise how this is approached so that there is a positive focus on what the person has achieved and any worries are minimised. Staff report that people often cancel or reschedule review conversations, confirming that this is often a sensitive area of conversation. We hope to have a more detailed overview available by the end of Q2.

**Objective 4: Achieving Personal Outcomes**

*To ensure survivors are able to improve their lives and achieve their personal goals*

The implications of having good conversations, identifying and working towards personal outcomes is that people achieve one or more of their goals and with it, the possibility of living the life they want.

Here is an example of how Debbie achieved one of her personal outcomes:

**Debbie** is a focused and determined young woman who lives on the west coast of Scotland. When Debbie registered with Future Pathways, she was hoping to get some help to find her records.

#### **What's Important to Debbie**

“We were looking to develop the things that were important to me”

Debbie and her Support Coordinator had many helpful conversations about what was important to her and what she wanted to prioritise and achieve in her life. Debbie frequently had panic attacks when engaging with new people and services. She wanted to find better ways of coping with stressful, painful, or frustrating situations that occurred in her life. Future Pathways arranged for Debbie to attend mindfulness coaching sessions to achieve this aim.

#### **Mindfulness**

On her way to her first session, Debbie had a panic attack and could not attend the session. Debbie was surprised that the mindfulness coach called to check on her, and was very understanding, which made her want to try again and attend the session.

#### **Achieving Personal Outcomes**

At the beginning, Debbie relied on taxis organised by Future Pathways to help her get to her sessions. Now Debbie is able to go to and from mindfulness sessions on her own because the mindfulness coach helped to establish a safe and comfortable environment for Debbie.

#### **Noticeable Changes**

Mindfulness also helped Debbie with how she engages with other services. Debbie has learned to 'calm down and be healthy' when negative situations occur, so that she won't turn to negative ways of coping. Her Occupational Therapist has noticed this change.

Also, Debbie used to be struck off GP surgery lists for being aggressive in how she spoke to staff. However, mindfulness sessions have taught Debbie about changing the way she speaks to people in these services.

“I see the difference in how they [GP staff] respond to me now”

**Objective 5: Continuous Improvement**

*To drive continuous improvement through consistency and quality standards in all support and services (whether provided by alliance parties, subcontractors or others)*

**Outcome 5A: Quality standards achieved**

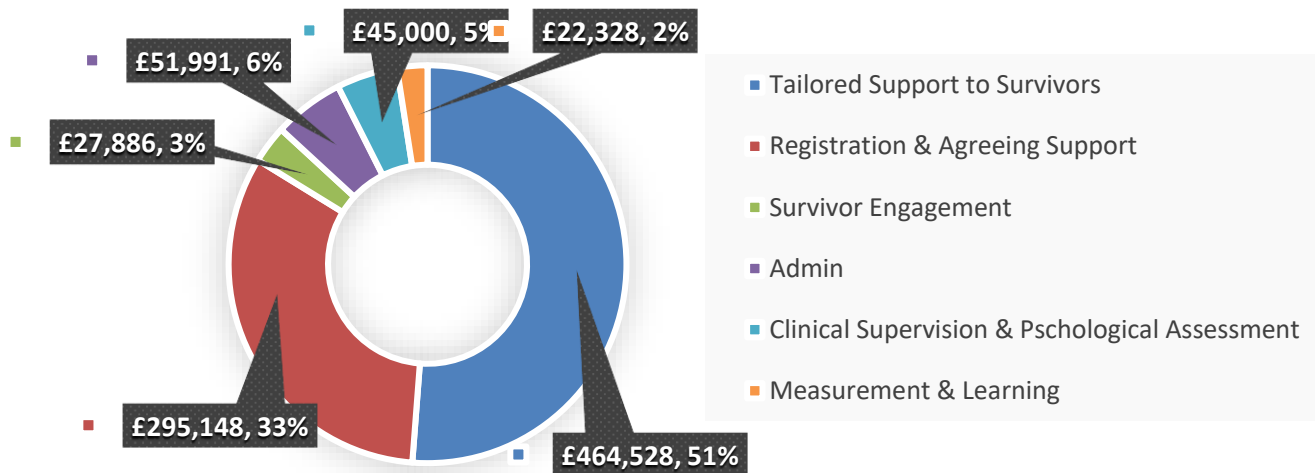
The establishment of a Quality Framework is part of Future Pathways’ commitment to continuous improvement and learning. As our work is driven by individual need, decisions must be underpinned by a clear rationale and consistent processes. The Quality Framework evidences a professional approach in line with service boundaries. Where quality checks expose gaps or misapplication of procedures, improvement actions generate additional guidance in light of current practice and strategic objectives.

Performance monitoring data is provided to the Alliance Leadership Team, prioritising the waiting list status and other key indicators. The Quality Framework is periodically reviewed to ensure checks are in line with Future Pathways’ priorities and strategic objectives

**Objective 6: Maximising Resources for Survivors**

**Outcome 6A: The Support Fund enables people to access resources to address their needs and improve their outcomes.**

**Figure 6.1:** Future Pathways expenditure Q1 (April – June 2019)



- The highest percentage of expenditure is from Tailored Support to Survivors (51%). This involves purchased support from our support providers and discretionary payments.
- The second highest expense this quarter has been around Registration & Agreeing Support (33%) which involves the everyday interactions and relationship building that comes with agreeing support between support coordinators and people who are registered with Future Pathways.
- Survivor Engagement, although smaller in percentage, involves the activities and events organised with people who are registered and with other stakeholders.