



FUTURE
PATHWAYS

Future Pathways

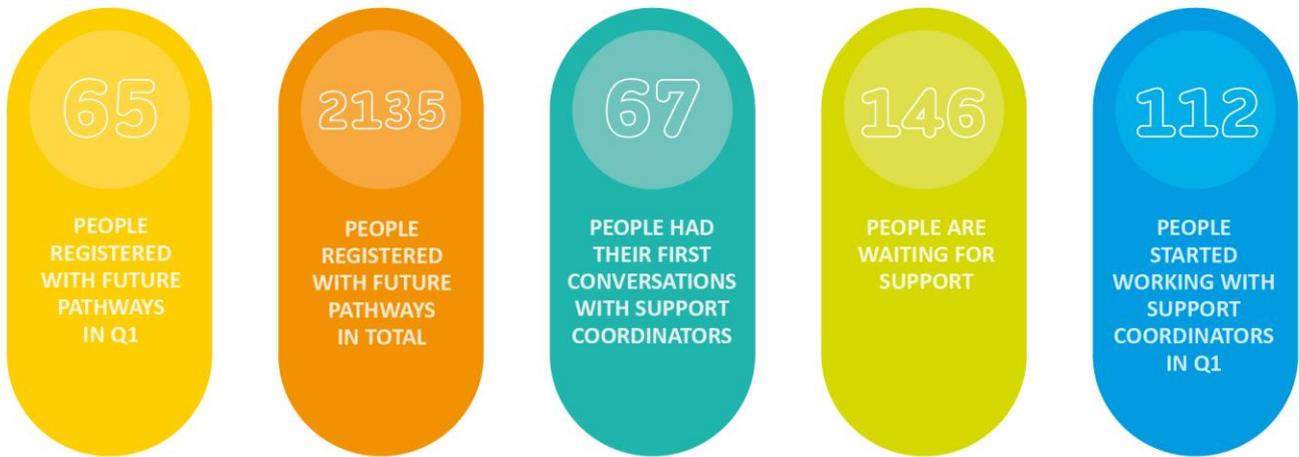
Quarterly Report
Q1 April – June 2022



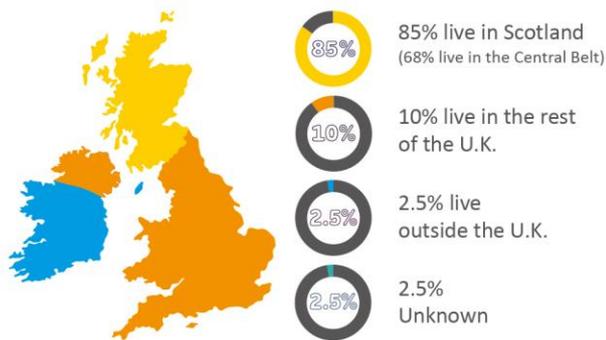
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Report on Quarter 1 (April-June 2022)



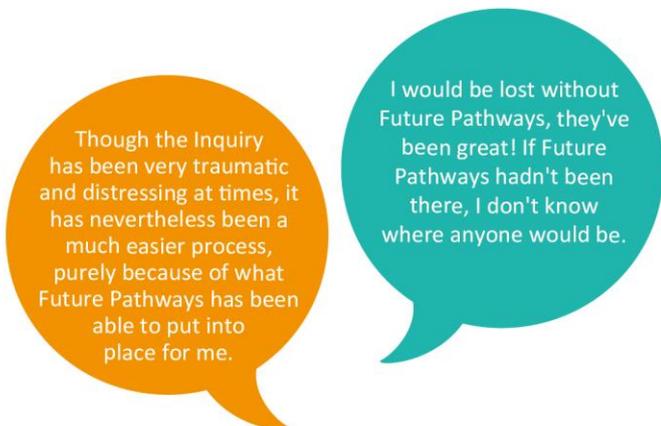
Where people registered with Future Pathways live



Where people heard about Future Pathways



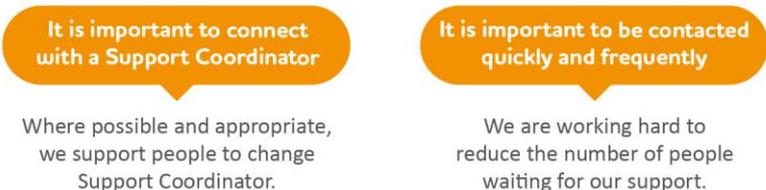
People shared the impact of working with Future Pathways



We supported 215 people to access support by working with our 55 delivery partners



People shared what they would like to change



Introduction

Welcome to Future Pathways' Q1 report, our first report of the 2022-23 year.

In this report, you will find an update about how people are accessing the service, the types of support provided and a summary of the main issues affecting the work.

I am pleased to recognise that we have worked hard to reduce the number of people who are waiting. This quarter, we began working with 112 people. There is more work to be done and we will continue to focus our effort here.

I am also delighted to note the first meeting of our Survivors' Voice group. This group intends to provide a safe space where survivors can draw on their lived experience to guide and influence Future Pathways. We would like to thank everyone who participated. It is expected that there will be much to learn, and we will provide regular updates.

This report will also show the different types of support being provided and some examples of how that makes a difference. We hope you enjoy finding out more about how the work is progressing.

If you would like to know more, do make sure that you are signed up to receive our newsletter. Do let us know if you would like to receive this by email, post... or both!

We also want to know what you think– do let us know what you think at engagement@future-pathways.co.uk

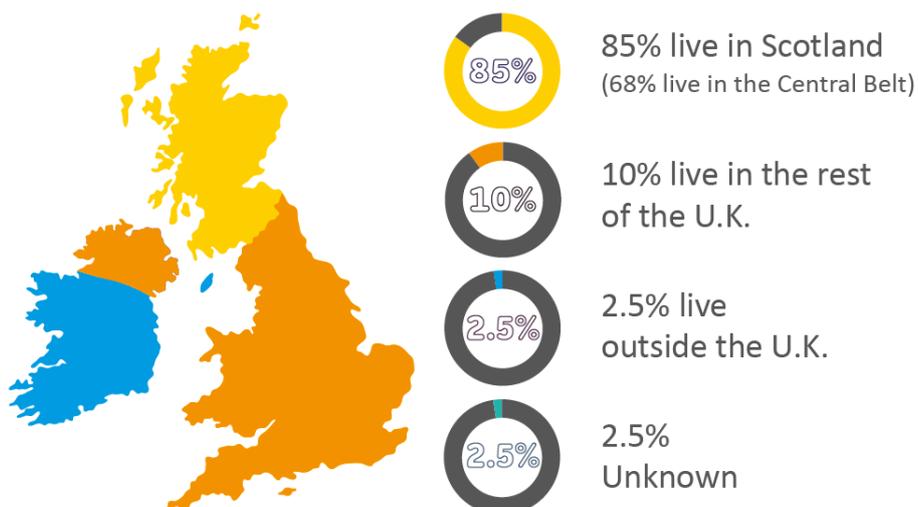
Survivors are aware of support and come forward to access assistance



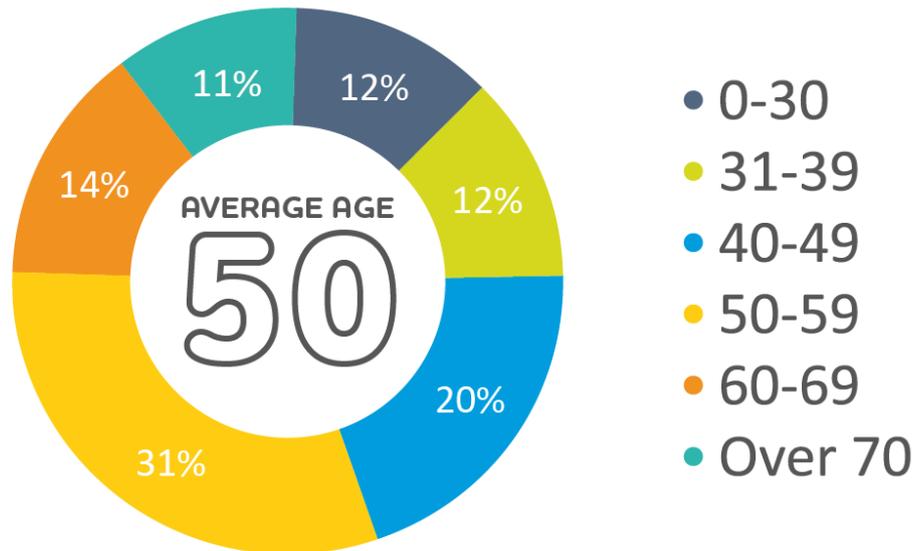
Registrations increased by 41% in Q1. In Q1, 65 people registered with Future Pathways compared with 46 people in Q4. In Q1, an average of 22 people registered with Future Pathways per month. This increase in registrations from last quarter may be partly due to changes to public health guidelines in March. These changes have created more opportunities for Support Coordinators to meet people in person, and for people to focus on outcomes which were more challenging when COVID restrictions were in place.

During Q1 of last year (2021/22), 90 people registered with Future Pathways. Since then, overall registrations have dropped by 28%. This overall drop could be partly because there is considerable focus on the Redress Scheme which launched in December 2021. It may also be related to having to wait for support. Many people hear about Future Pathways through word of mouth and people may be reluctant to suggest Future Pathways when it is known that there is a wait to access support.

Where do the people we work with live?



What age are the people Future Pathways work with?



Engaging with survivors



We posted information less frequently on our social media platforms this quarter. We shared 2 updates via social media in Q1. We shared the 04 quarterly report and the news of a staff bereavement.



Subscriptions to our Survivor newsletter increased by 3.8% in Q1. 38 new people subscribed to this newsletter.

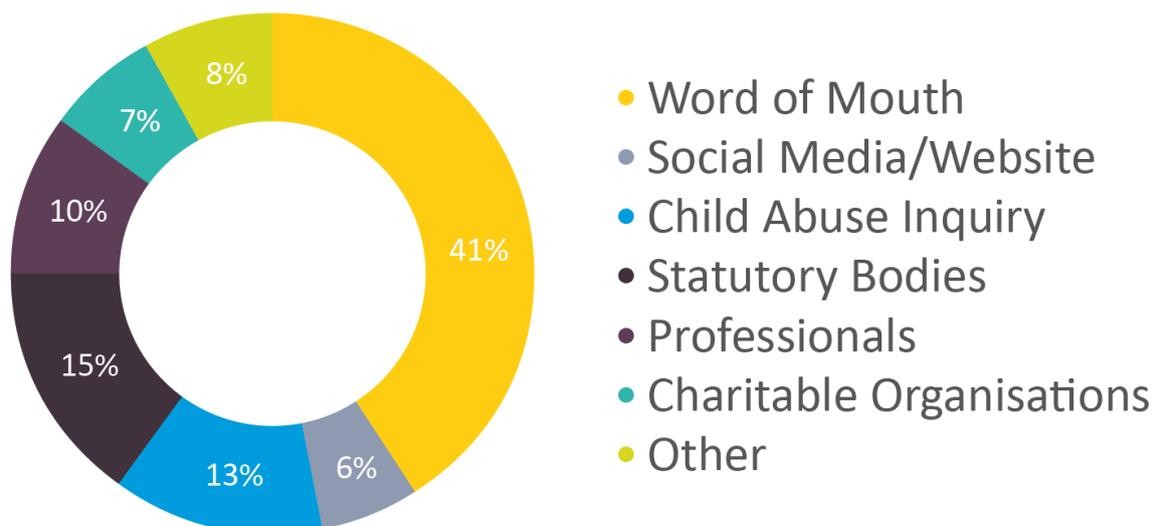


Website views increased by 12% in Q1, compared with Q4 (2021/22). This may be because, now that face-to-face working is possible again, more people are interested in finding out how Future Pathways could support them.

We continued to engage proactively with survivors in Q1. We held our first Survivor Voice group meeting. This group intends to provide a safe space where survivors can draw on their lived experience to guide and influence aspects of Future Pathways service design and delivery. We would like to thank everyone who has contributed their time and views over this quarter. It is expected that there will be much to learn about how Future Pathways should continue to develop. Health in Mind fundraising team members also met some people who have accessed Future Pathways at the Mind Be Kind event in Edinburgh in June. This festival aimed to connect people with professionals, practitioners, and organisations offering mental health and wellbeing support.

As can be seen below, the majority of people heard about Future Pathways through word of mouth or via a statutory body such as their local council than from anywhere else.

Where did people hear about Future Pathways?



Sharing Learning with others

4 Support Coordinators attended the Trauma Summit in Belfast in June. This was a 2-day conference organized by Action Trauma, a not-for-profit organisation which promotes awareness of trauma recovery internationally. At this conference, we attended presentations about the latest research about trauma and recovery. This event was an opportunity for attendees to develop their knowledge and practice, and to promote Future Pathways' services to other practitioners. Support Coordinators who attended this conference will share their learning with the wider Future Pathways team.

We hosted 2 engagement events involving active delivery partners to launch our upcoming Action Learning Programme. This programme involves a series of workshop sessions with 9 delivery partners. This programme intends to explore ways we can improve the impact and sustainability of in-care survivor support. We are also keen to explore how collaborative working affects the impact of support for survivors. We are working with The Lasting Difference on this project.

We delivered a workshop to staff members of Midlothian council about our reflections on providing trauma informed support. This session sparked discussions about the potential for further shared learning alongside staff and survivors.

Future Pathways team members received training about goal setting delivered by the Anchor, Glasgow Psychological Trauma Service which received positive feedback.

A report compiling what we learned from our Making Pathways Together project was completed and has received positive initial feedback from the Alliance Leadership Team. We anticipate sharing the findings and outcomes of this project in Q2.

We enable survivors to identify what matters to them now and in the future



We begin support by having guided conversations which touch on various aspects of peoples' lives. Evidence demonstrates that these conversations enable people to identify their needs, connect with relevant services, and take immediate steps where necessary and possible. Immediate requests are often based on a person's safety or wellbeing.

We continue to receive high numbers of support requests. As a result, it has not always been possible to begin supporting people soon after they register with Future Pathways. We are continuing to work hard to reduce the waitlist. In Q4, we contacted everyone waiting for support, and recruited 12 new Support Coordinators. In Q1, we started working with 112 people from the waitlist and we anticipate starting work with more people in coming months.

People registered continue to choose to engage with support

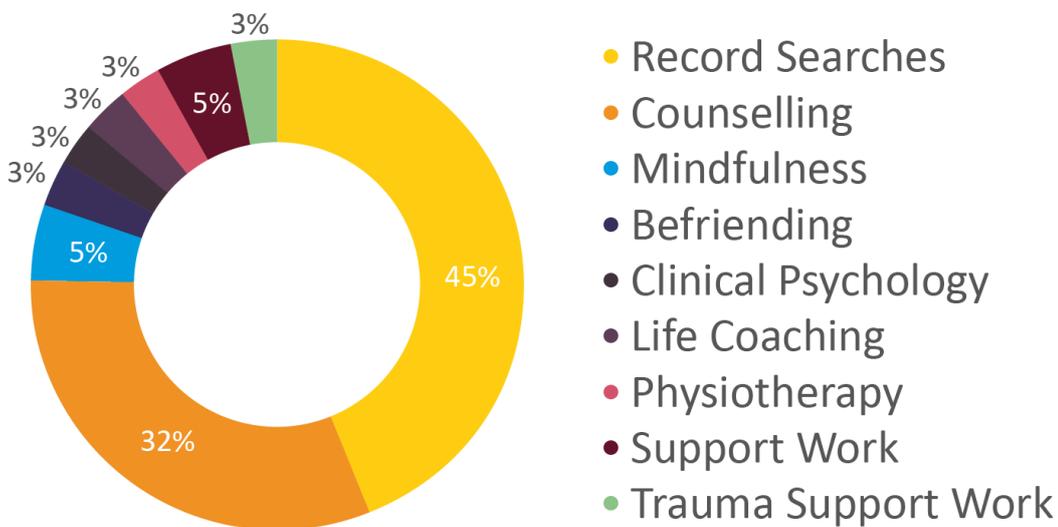


Survivors access a broad range of support, care, and treatment

People registered access appropriate care, treatment and support that meets their needs



In Q1, we purchased 40 services in the following areas:



In Q4, most referrals made were for record searches or counselling support. 45% of referrals this quarter (Q1) were for record searches, and 32% were for counselling support. Most people access a mix of supports including material support, purchased services, or help to access existing services. The broad range of support suggests that Future Pathways is responding to individual needs holistically. In addition to the above purchased support, Future Pathways made a total of 10 referrals to the Anchor, the Glasgow Psychological Trauma service. The Anchor works with people to discuss how their trauma impacts them and how they can access support with this.

With recent changes in public health guidance, more people are seeking to progress outcomes that involve domestic or international travel. The purpose of travel varies from seeking to see family members separated geographically or taking a long-anticipated break. 12% of all Discretionary Fund payments this

quarter were for travel and accommodation including 5 people being supported to renew or apply for passports, indicating future travel plans.

The rising cost of living is affecting many people. We have noticed that people are expressing anxiety about managing their finances and more people are requesting support with replacing items previously funded by Future Pathways such as laptops and white goods. 9% of discretionary fund payments were used for purchasing electrical or white goods, and 22% were used for other home related purchases.

We have also seen that people are less able to budget for unexpected costs than previously. Many feel less able to focus on personal outcomes or longer term needs when they are under immediate financial pressure. We issued 56 hardship payments this quarter to cover the cost of basic needs such as food or other costs that people were not able to afford. As cost of living is expected to continue to rise, we anticipate that this will continue to be felt by people registered with Future Pathways as many people persistently struggle to make ends meet.

Survivors improve their lives and achieve their personal outcomes

Every 6 months, we review people's support plans to enable people to reflect on what has changed for them since engaging with Future Pathways. Reviews also prompt people to consider the impact of the supports they have accessed. Support Coordinators are skilled at facilitating reflective conversations about what people have learned or gained, and how people have progressed their outcomes.

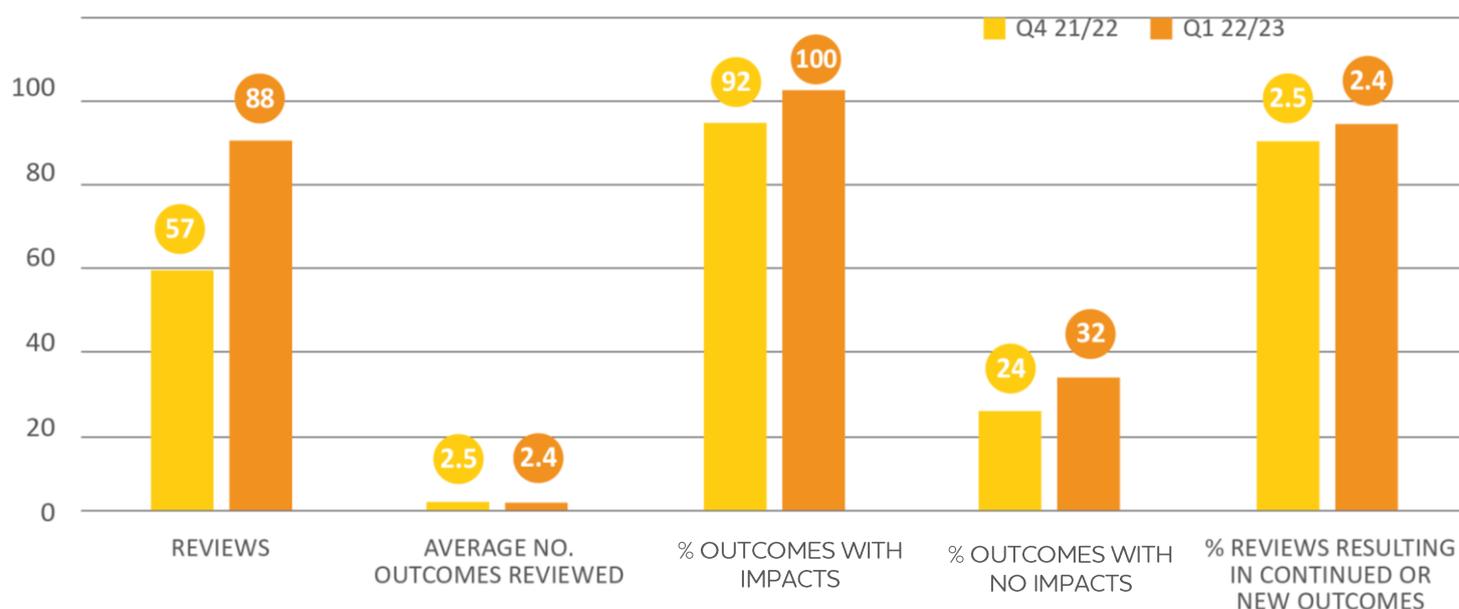
In Q1, 88 reviews were completed. We sampled 25 reviews completed by a wide range of Support Coordinators between April and June 2022.

As can be seen below, the number of reviews completed has increased by **54% (+31)** compared with Q4. Our Q4 Quality Framework report indicated a significant increase in the consistent use of the 'My Outcomes' review template. This was underpinned by ongoing development of our data and recording system, Carista. Support Coordinators have fed back positively about how these changes enable them to plan and review support.

100% of sampled reviews included at least 1 outcome which had a positive impact on the person's life, an increase of **8% (n=2)** compared with Q4. **32% (n=8)** of sampled reviews included an outcome which people felt had not impacted their life positively at that point¹. 4 people reported no impact because their outcome(s) were not relevant to them at that time due to their personal circumstances (for example, these outcomes related to longer term goals). 3 people had not been able to progress an outcome due to difficulties communicating with a delivery partner; and 1 person had not seen any impact because they had not yet made the purchase related to the outcome (although Future Pathways had provided the funding).

Almost everyone seeks to continue working with Future Pathways. 1 person decided to pause their work with Future Pathways because they felt they had met their outcomes.

Reviews in Q4 21/22 and Q1 22/23



¹ 100% of sampled reviews included 1 or more outcomes which the person identified as having some impact on their lives. However, 32% of these reviews also included 1 or more outcomes which the person reported having no impact.

Jack and Martin's experience

Jack's dad, Martin, heard about Future Pathways 2 years ago when his sister saw an advert on T.V. Martin's trauma had impacted him and his family for many years and manifested in periods of poor mental health and challenges within family relationships.

"It's affected most of his life [...] It was huge."

Initially, Jack was concerned about sharing his dad's past experiences with their wider family and he wanted to ensure that Martin could maintain his privacy. He also felt it was important his dad had the right support to navigate the process. Jack did some research on Future Pathways' website which helped him understand more about the support Martin could access. He read that Future Pathways could help people access counselling. With Jack's support, Martin started working with his Future Pathways Support Coordinator, Tina.

"She is so attentive to detail. She really cares about people [...] She goes the extra mile without even being asked."

Tina helped them to link in with other services such as the Redress scheme, since this was important to Martin. Jack expected this process to be stressful and bureaucratic, but the process was "efficient" and people throughout the process treated his dad with "respect and kindness."

"I've got absolutely nothing bad to say about the whole process. It has been quite touching [...] The way they have treated [Dad] has been so respectful."

At times the Redress process was difficult as it brought up painful memories. Jack feels more could be done to simplify this process for survivors and make the process more efficient. Through these challenges, Jack felt that Future Pathways supported Martin by connecting them with the appropriate services and keeping in touch.

Tina also supported Martin to access counselling, which Jack recognises would be hard to access without Future Pathways support. Jack feels that "counselling is the only thing that's helped Dad." Martin has developed a positive, trusting relationship with his counsellor and Jack feels assured that this support is completely confidential. While he still has good days and bad days, Martin often reflects that he feels better after a session. Going forward, Martin hopes to continue attending counselling.

Seeing Future Pathways support his dad has changed Jack's perspective on how government-funded services can work. Jack feels that by being transparent and accountable, Future Pathways makes a significant difference in people's lives.

"They can turn people's life around. It needs honesty and it needs accountability [...] to say, 'we believe you and were going to help you.' [...] It's given me hope for the future."

² All names have been changed

We continuously improve our support and services

The Quality Framework

We complete quality checks every quarter, as part of our 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. Where quality checks expose gaps in practice or procedures, we identify improvement actions. These generate improvement plans and reflection on whether additional guidance or resource is needed. Performance monitoring data is regularly provided to the Alliance Leadership Team. This information helps us understand how people experience Future Pathways, evidence progress toward strategic outcomes, and drive continuous improvement.

The Quality Framework report assesses several focused indicators to measure quality. This allows managers to address themes that emerged from previous quality reports and feedback from survivors. Key findings of the Q4 quality report are referenced throughout this report.

High quality services from our delivery partners

We concluded a Delivery Partner Review in Q1. This review spanned a two-year period and focused on our delivery partnerships with counselling and record search partners. Our aim was to highlight collaborative, trauma informed practice; explore the impact our delivery partners' services have in people's lives; and identify what helps and hinders meaningful support. The review highlighted the wide-ranging impacts that counselling and record search support can have and identified key factors that enable and hinder meaningful support.

Interactions with delivery partners in Q1 also highlighted the importance of:

- Streamlining contact with delivery partners
- Clarifying expectations at the beginning of contracts.
- Outreach to delivery partners.

We inducted several new staff members in Q4. As a result, the administration team is now able to address previous gaps in Future Pathways' systems and procedures. In Q1, the administration team focused on redistributing workload; addressing backlogs in quarterly returns and contract reviews; and streamlining and updating procedures. The Q4 Quality Framework report similarly identified data cleansing tasks as a priority for this team. Going forward, having a full administration team will enable Future Pathways to develop our relationships with delivery partners and gain insight about how we contribute to and influence collaborative, trauma-informed work.

Responding to Feedback

Every quarter, we review and analyse feedback received from survivors and delivery partners to:

1. Provide our leadership teams with an overview of feedback.
2. Triangulate feedback so we can discuss, understand, and use feedback to improve Future Pathways.
3. Demonstrate that we are listening and learning through evidenced-based improvements.

In Q1, we received 29 comments (10 complimentary, 8 neutral, and 11 critical). Feedback indicates that survivors appreciate the support Future Pathways provides. People fed back that working with Future Pathways had many positive impacts including improving people's interactions with others, enhancing self-worth, and improving people's day-to-day lives both practically and emotionally. Neutral comments reflected the continued need for Future Pathways' support and highlighted that people appreciate the high demand for Future Pathways' services. Critical comments focused on the need for swifter, more frequent support, and the importance of developing a connection with their Support Coordinator. There

was some evidence that challenges in these areas could lead to a lack of trust and confidence in Future Pathways' ability to provide support

Survivors said, we are doing

**It is important
to connect with
a Support Coordinator**

When someone requests a new Support Coordinator we discuss the reasons for this. Where it is possible and appropriate, we support people to change Support Coordinators, quickly (within 8 weeks).

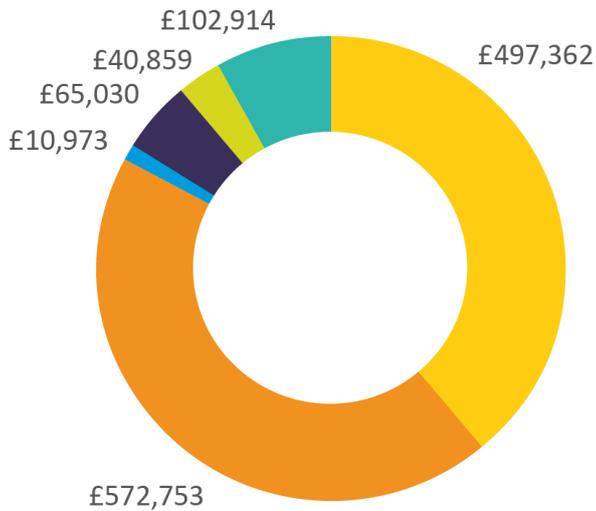
**It is important
to be contacted
swiftly and regularly**

The wait list is now being actively reduced. We estimate that the current wait list will be resolved by October 2022 but that wait times may persist due to Support Coordinator capacity.

**Communications
and engagement should
be carefully facilitated
and reflect what matters
to survivors**

The Survivor Voice Group is being facilitated and minutes are circulated to group members after each meeting. A Communications Lead will join the Future Pathways team in August and we are currently recruiting an Engagement officer.

Expenditure in Q1



- Tailored Support for Survivors
- Registration and Agreeing Support
- Survivor Engagement
- Clinical Supervision and Psychological Assessment
- Measurement and Learning
- Administration

- The estimated annual expenditure in Q1 was £1,266,755. The quarterly spend was £1,289,891, which is modestly increased, compared to Q4 last year (+£23k)
- The highest area of expenditure was registration and agreeing support, which reflects the recent expansion of the team that provides ongoing interaction and relationship building between people and Support Coordinators.
- The provision of tailored support was the second highest area of expenditure. Like Q4, a greater proportion of funds was provided for material support (£305k) compared to purchased services (£192k).
- Expenditure on travel has increased as support coordinators have resumed face-to-face work with survivors.
- Survivor engagement spend continues to be less than budgeted due to staffing gaps and continued impact of the pandemic. Spend will increase in coming quarters.
- Reduced costs are partially offset by engagement work conducted by partners, such as the 'Making Pathways Together' project.