



FUTURE
PATHWAYS

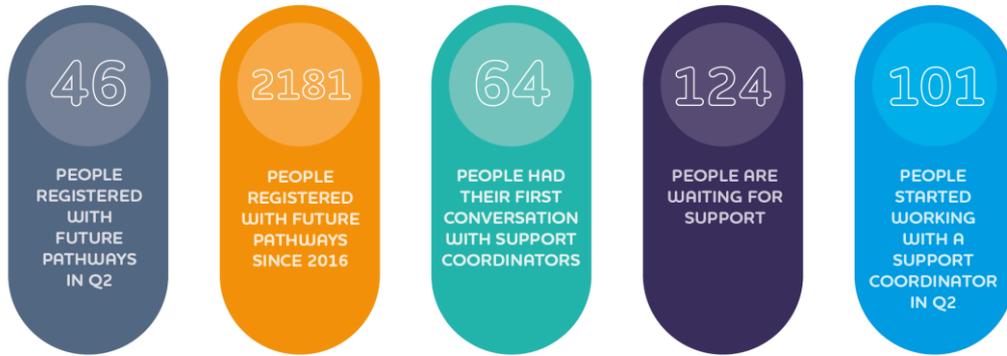
Future Pathways

Quarterly Report
July 2022 – September 2022

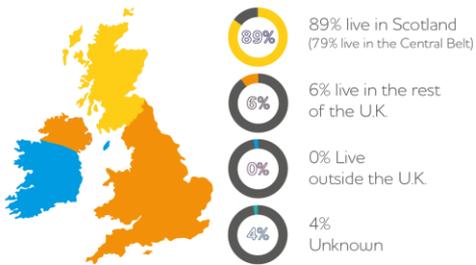
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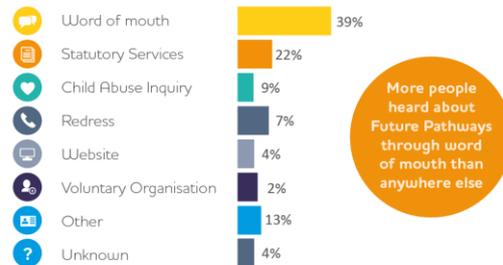
Report on Quarter 2 (July-September 2022)



Where do people who registered with Future Pathways in Q2 live?



Where people heard about Future Pathways



People shared what they would like to change

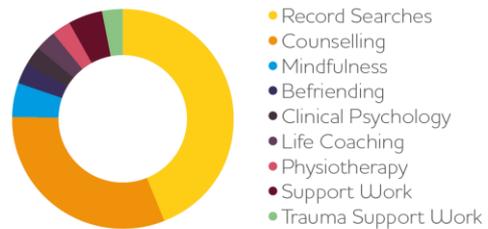
It is important to have equal access to support

We have resumed our quality checks to continue to check the quality of our work. We are working with 9 delivery partners as part of an Action Learning programme to explore how we can improve access to trauma informed support at systemic level.

It is important to receive clear, consistent communication

We clarified procedures for contacting people when Support Coordinators are absent this quarter. We continue to address our waitlist.

We supported 225 people to access support by working with our 62 delivery partners



People shared the impact of working with Future Pathways

It feels like green shoots are starting to appear.
Support Coordinator

From the start my Support Coordinator had such a nice way about him. He let me lead the discussion. He tried to home in on what I was needing.
Survivor

Welcome to the Future Pathways Quarterly Report

Thank you for joining us to find out more about our recent activity. As usual, it has been a busy three months. Our focus has been starting work with people who have been waiting to access Future Pathways. There are now 124 people waiting, down from 375 in March.

Now that public restrictions have been lifted, people have been able to make a start on plans that were put on hold during the pandemic. In our reports and newsletters, be on the lookout for features that show wonderful examples of how someone might use their support to progress their hopes.

We also notice that changes in energy prices and the cost of living is hitting hard. Many people have told us how this has affected their plans or introduced significant financial worry. This report includes some information about how this is affecting people and how Future Pathways is responding.

Finally, I would like to extend thanks and appreciation to people who have helped develop the service. Thank you to everyone who offered feedback, raised a concern or a compliment. Thank you too to the members of 'Voices for a Better Future'. This group continues to meet regularly, providing a safe space where people can draw on their lived experience to guide service design and delivery.

Best wishes,
Flora

Raising Awareness and Enabling Access to Support

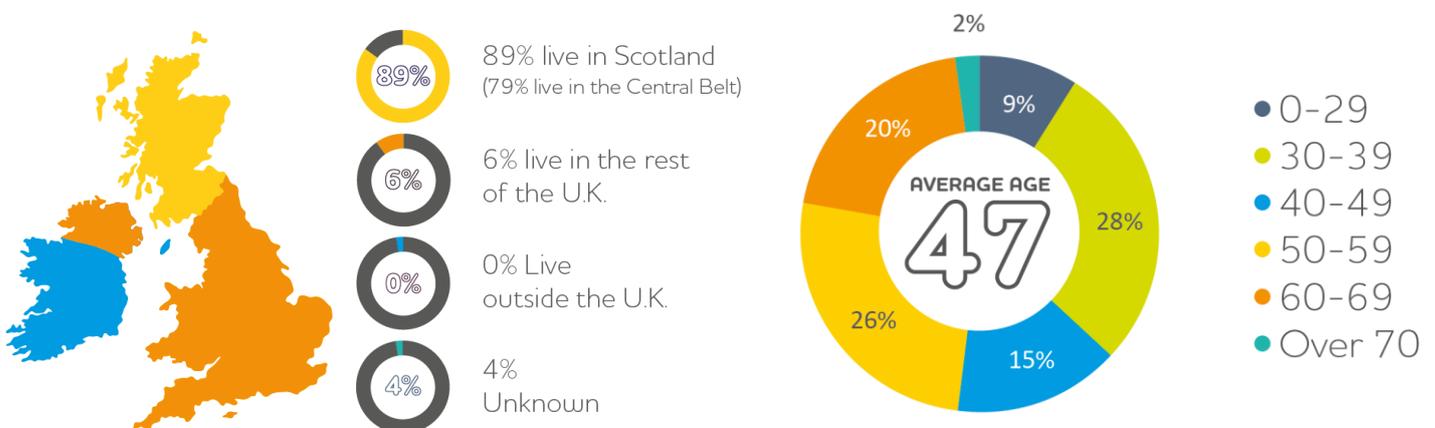
Who registered with Future Pathways in Q2?



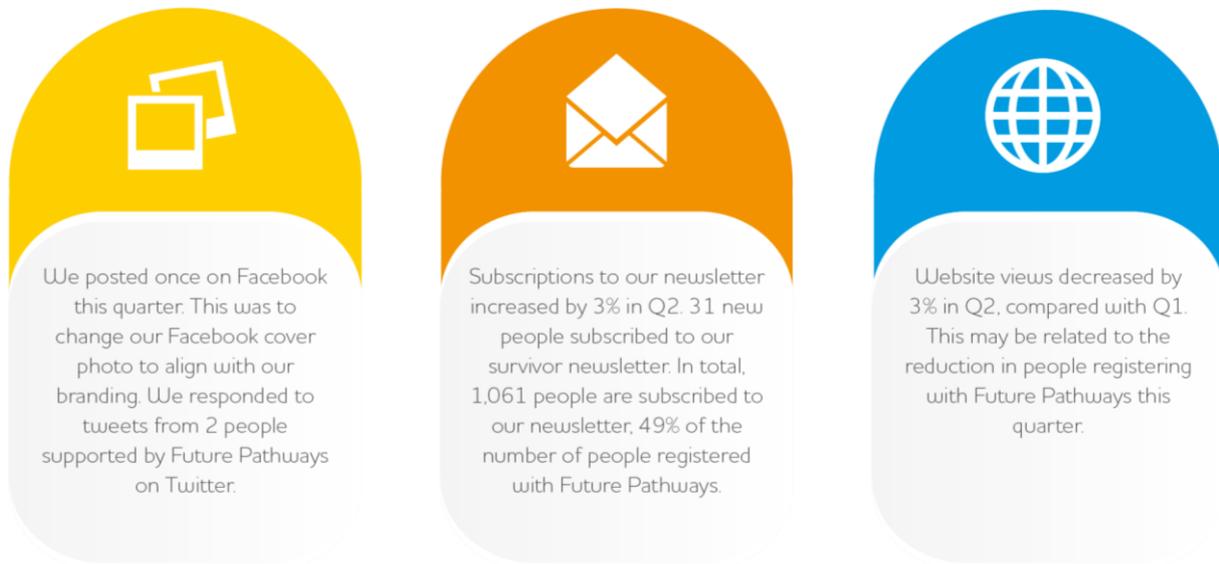
Registrations decreased by 29% in Q2. In Q2, 46 people registered with Future Pathways compared with 65 people in Q1. In Q2, an average of 15 people registered with Future Pathways per month.

During Q2 of last year (2021/22), 106 people registered with Future Pathways. Since then, overall registrations have dropped by 57%. 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.

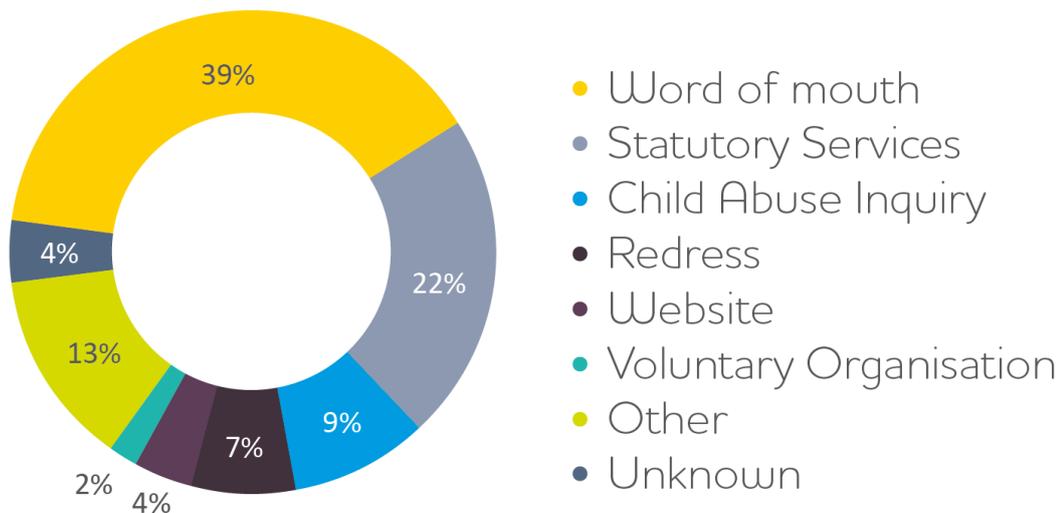
Most people who registered in Q2 lived in the Central Belt of Scotland. The average age of those who registered this quarter was 47. We saw a significant increase in the number of people aged between 30 and 39 this quarter and a reduction in the number of older people registering with Future Pathways. The number of people aged over 70 registering with Future Pathways dropped from 11% of registrants in Q1 to 2% in Q2.



How did we engage with survivors in Q2?



In Q2, more people heard about Future Pathways through word of mouth or via a statutory body such as their local council than from anywhere else.



We continued to engage proactively with survivors in Q2. The Voices for a Better Future group (previously known as the Survivor Voice group) met for the second time in July. 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. It is expected that there will be much to learn about how Future Pathways should continue to develop. We would like to thank everyone who has contributed their time and views over this quarter. We welcome feedback from survivors and delivery partners via our website ([insert hyperlink here](#)) or email (engagement@future-pathways.co.uk).

How did we engage with others in Q2?

In Q2, Future Pathways have been working alongside Oxford University's department of continuing education to plan a series of face-to-face writing skills workshops for survivors. This project was developed

in response to demand from survivors for support with creative and life-story writing. Potential workshop topics include life writing skills, improving confidence as a writer, and poetry skills. There may be future opportunities for survivors to engage one-to-one with tutors to explore further educational opportunities at Oxford University. We intend to evaluate this project throughout to assess how this experience makes further education opportunities more accessible to survivors and how this opportunity could be enhanced going forward. We anticipate providing an update about this in Q3.

In Q2, Future Pathways collaborated with Veterans First Point (V1P). This charity was developed by Veterans for Veterans and is staffed by an alliance of clinicians and veterans. V1P is available as part of the NHS, to anyone who has served for 1 day or more in the Armed Forces. The V1P team includes Consultant Clinical Psychologists, Psychological Therapists, Psychiatrists, and Veteran Peer Support Workers. We hope that our relationship with Veterans First Point will improve access to support for survivors who have experience in the Armed Forces.

We continue to upskill team members by providing training opportunities. In Q2, Support Coordinators received training from the Anchor (Glasgow Psychological Trauma Service) about Complex Post Traumatic Stress Disorder to support them in their practice.

We concluded our Making Pathways Together project in Q4 2021-22 and an initial report has been shared with the Alliance Leadership Team.

Identifying what matters to survivors

What support did people seek in Q2?



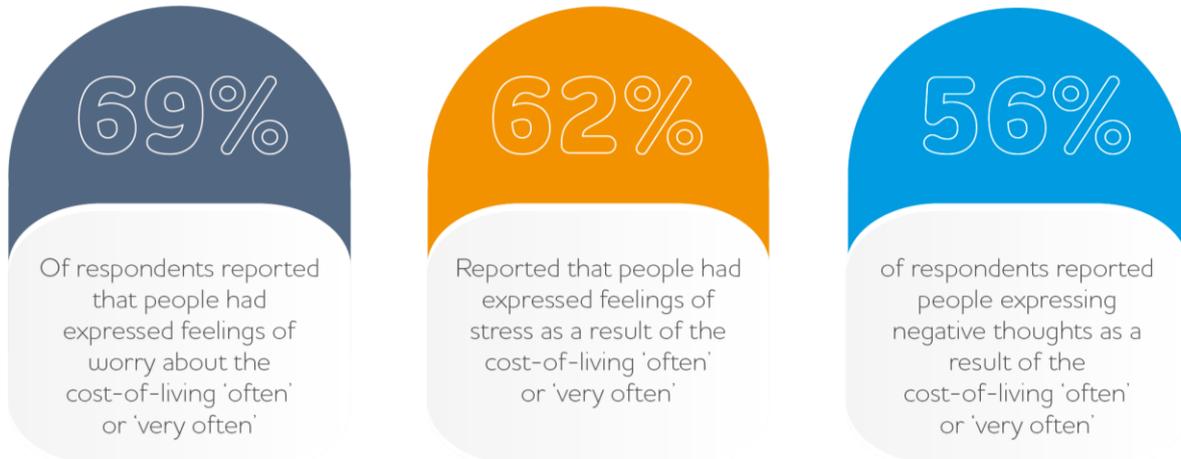
We begin support by having guided conversations about various aspects of peoples' lives. Evidence demonstrates that these conversations enable people to identify their needs, connect with relevant services, and take immediate steps where necessary and possible. Immediate requests are often based on a 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. In Q2, we reached out to everyone who was waiting for support last quarter. However, as people continue to register, we continue to have a waitlist for support. Everyone on our current waitlist has been waiting less than 6 months for support. We continue to work hard to reduce the waitlist.



The Impact of the Cost of Living

We are noticing that the rising cost of living is affecting many people. We asked our Support Coordination team to complete a survey about the impact of the cost-of-living on the people they work with, and the work that they do. We received a total of **16** responses (**12** from Support Coordinators which constitutes **34%** of the Support Coordination team, and **4** from Practice Learning Managers, who directly support, and line manage Support Coordinators). Results suggest that the increased cost-of-living is detrimentally affecting the mental health of survivors that we are working with.

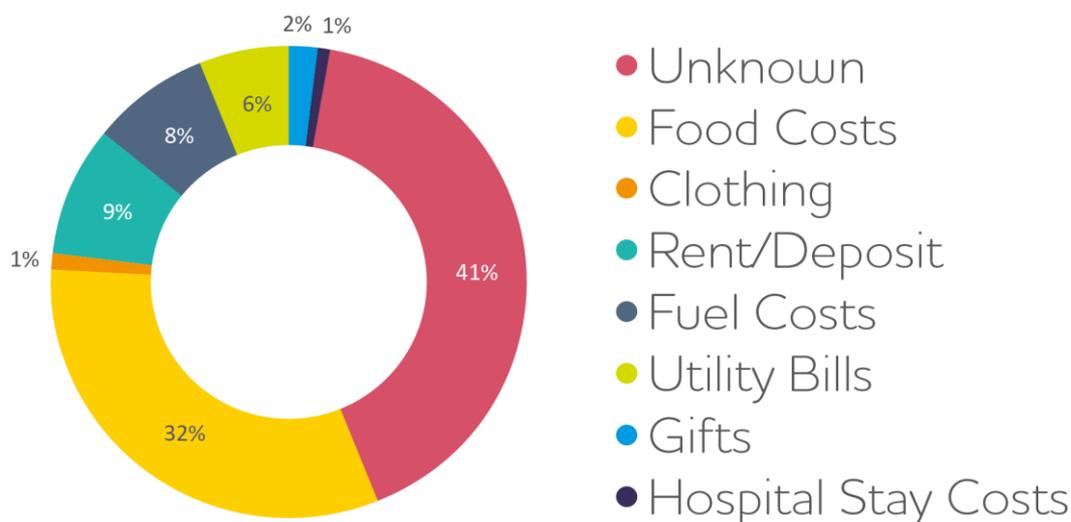


We have noticed that people's concerns are affecting their priorities and therefore the support that Future Pathways provides people. **94% (n=15)** of respondents to our survey reported hearing survivors expressing concerns about their finances 'often' or 'very often.' **62% (n=10)** of respondents reported hearing concerns about people's housing because of the cost-of-living crisis 'often' or 'very often'.

Support Coordinators shared many examples of how the cost-of-living crisis is impacting survivors' lives ranging from stockpiling food due to increasing food costs, to avoiding using heating. **2** respondents shared that they were working with people who were contemplating becoming homeless because of the pressures of the cost-of-living.

Support Coordinators highlighted that extensive waitlists for support from statutory, voluntary, and private services are compounding the impact of the cost-of-living crisis in some cases. For example, some people were unable to install prepayment metres due to waitlists for installation and others have had to rely on crisis supports, or Future Pathways' hardship payments because of waiting lists for support with their benefits.

87.5% (n=14) of respondents to our survey 'agreed' or 'strongly agreed' that the cost of living is affecting the kind of support Future Pathways provides. We have seen an increase in the number of hardship payments over the last 3 quarters, although the amount Future Pathways spends on hardship payments has not changed significantly. In Q4, we issued **37** hardship payments. In Q1 and Q2, the number of hardship payments issued increased by **51% (n=19)**. Over Q1 and Q2 2022/23, Future Pathways issued a total of **112** hardship payments (**56** payments per quarter). As can be seen below, these payments covered the cost of basic needs such as food, rent payments, and utility or fuel bills as well as some other costs that people were not able to afford (such as clothing or gift costs). Please note that due to data quality issues, we are not able to accurately categorise **41%** of the hardship payments that have been made over the last 6 months, and the data provided below is approximate.



Even where hardship payments are not requested, Support Coordinators report an increase in conversations with survivors about budgeting, where people can access foodbanks and other sources of advice, as well as the challenges people face due to poverty and engagement with the benefits system. **81.5% (n=13)** of respondents 'agreed' or 'strongly agreed' that the cost of living is affecting what services we link survivors up with for support.

Many feel that survivors are less able to focus on personal outcomes or longer term needs when they are under immediate financial pressure. **75% (n=12)** of survey respondents 'agreed' or 'strongly agreed' that the cost of living is affecting the outcomes we support people with. Support Coordination teams report that some people share having to choose between paying for utilities and paying for food. The increase in costs also affects the costs of the services Future Pathways commission (such as home improvement) increase in price as the cost of materials increases.

Support Coordinator Reflection

Many survivors I work with share their anxiety about how the cost-of-living will affect them this winter as the cold weather impacts people's energy bills. People share that because their budget is absorbed by utility bills, there is little, or nothing left over for "extras." More people are sharing that they have started using food banks to eat.

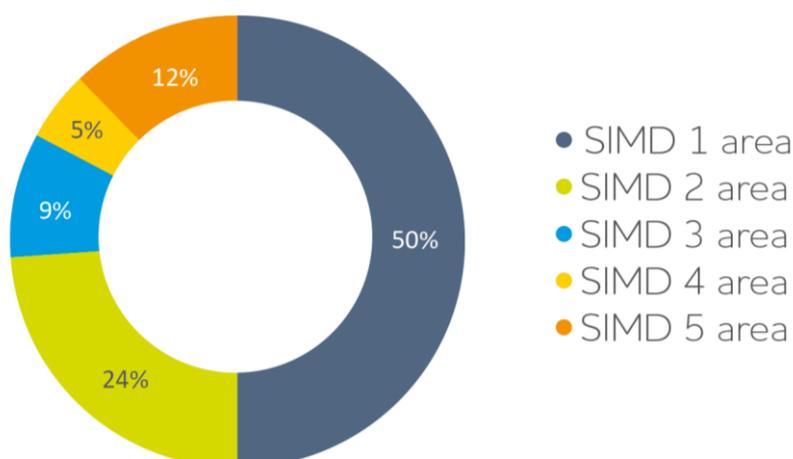
It feels as though the Support Coordinator role is shifting in response to this crisis. For example, I have noticed that I am making more referrals to local money advice services, and I often research local food banks for people to access. I also find that people's financial situation comes up earlier in the conversation and sometimes feeds into the conversations we have about their outcomes.

Some people are finding it difficult to reflect on their medium to longer term goals because they are in "survival mode" and feeling worried about meeting their basic needs. This is particularly impacting on people who are already financially struggling or who manage chronic stress in their lives.

As a Support Coordinator, I think this situation may be particularly affecting people who we are not able to reach as easily, such as those who are homeless. It is also possible that people may stay in unsafe environments because they may not feel financially able to move.

We anticipate that the increased cost of living will continue to be felt by people registered with Future Pathways as many people persistently struggle to make ends meet. We used the Scottish Index of Multiple Deprivation (SIMD) tool to analyse where in Scotland those who registered with us in Q2 lived. The SIMD tool analyses postcodes to identify areas which experience high levels of deprivation in Scotland.¹ This tool looks at multiple deprivation. This means that it identifies areas where incomes may be lower, but it also identifies areas where people may have fewer resources and opportunities, for example in health or education services. SIMD 1 refers to the most deprived areas in Scotland, with SIMD 5 being least deprived. This may not be accurate for all households in the areas identified, as people have different circumstances and experiences of where they live, but it can be used as a relative measure to identify those areas which may be the most affected by the increased cost-of-living.²

In Q2, 74% of those who registered with Future Pathways who live in Scotland, live in the most deprived areas in Scotland (SIMD ratings 1 and 2), indicating that the cost-of-living crisis may affect Future Pathways registrants disproportionately.



Future Pathways' aims to support survivors of in-care abuse in Scotland to lead healthy, independent lives. As the cost-of-living continues to increase, we continue to focus on enabling survivors to access the support they need to progress towards their outcomes, but we recognise that this is now very challenging for many survivors. Future Pathways is not a crisis service, but we are adjusting our support in response to the current circumstances. We do this by developing partnerships with organisations such as Home Energy Scotland, and many other organisations to help people access the information, advice, and support that they need. More information about where people can access cost-of living support can be found on our website [Cost of living - Future Pathways - Scotland's In Care Support Fund \(future-pathways.co.uk\)](https://www.future-pathways.co.uk/cost-of-living). The cost-of-living crisis presents significant barriers to many survivors, many of whom may be disproportionately impacted by existing inequalities.

¹ Note that this tool is updated twice a year and was most recently updated in May 2022.

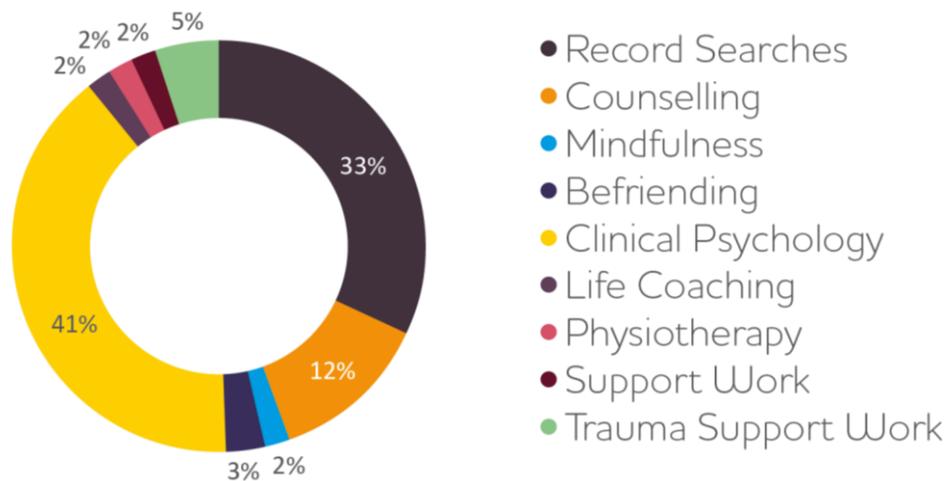
² [Scottish Index of Multiple Deprivation 2020: introduction - gov.scot \(www.gov.scot\)](https://www.gov.scot/publications/scottish-index-multiple-deprivation-2020/introduction/pages/1-1-introduction.aspx)

Enabling Access to Support

What support did we provide in Q2?



In Q2, we made 64 referrals to services in the following areas:



In Q1, most referrals made were for record searches or counselling support. **41% (n=26)** of referrals this quarter were for clinical psychology. Almost all of these were for assessments with the Anchor (Glasgow Psychological Trauma Service) which works with people to discuss how their trauma impacts them and how they can access support with this. Referrals to the Anchor increased by **150%** in Q2 compared with Q1 when Future Pathways made only **10** referrals to the Anchor. **33% (n=21)** were for record searches, and **12% (n=8)** 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.

How did we work with Delivery Partners in Q2?

Future Pathways are currently hosting an Action Learning Programme 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 Lasting Difference on this project. The group has met twice, and some key themes are emerging from our discussions including:

- How we can address barriers that people face when accessing trauma-informed support.
- How we can capture the long-term impacts of supports in people's lives.
- How we can work alongside delivery partners and survivors to continue learning and improving.

Recent recruitment in our Partner Relationship Lead post is anticipated to enhance our capacity to develop more collaborative relationships with delivery partners going forward.

Progressing Personal Outcomes

What impact did Future Pathways support have in Q2?

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, and the impact of Future Pathways' support. Support Coordinators are skilled at facilitating reflective conversations about what people have learned or gained, and how people have progressed their outcomes.

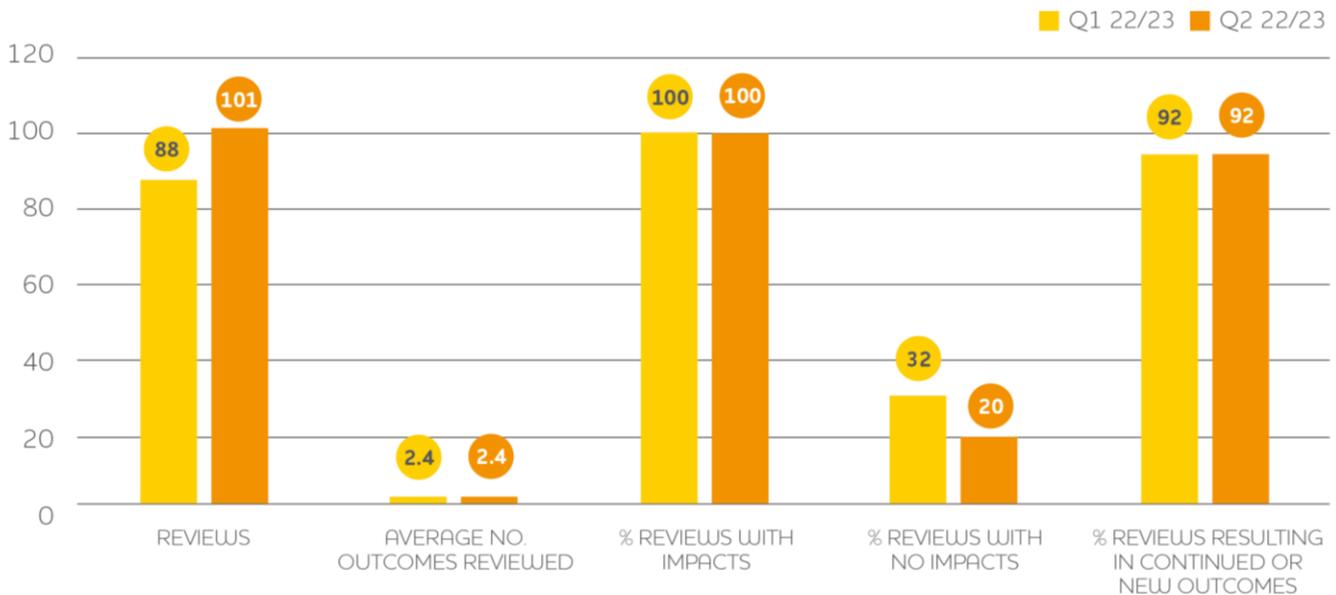
In Q2, **101** reviews were completed. We sampled **25** reviews completed by a wide range of Support Coordinators between July and September 2022.

As can be seen below, the number of reviews completed has increased by **15% (+13)** compared with Q1. Our most recent Quality Framework report, completed in Q4 2021/22 indicated a significant increase in the consistent use of the 'My Outcomes' review template, and this appears to be continuing. This was underpinned by ongoing development of our data and recording system, Carista. Support Coordinators have previously fed back positively about how these changes enable them to plan and review support.

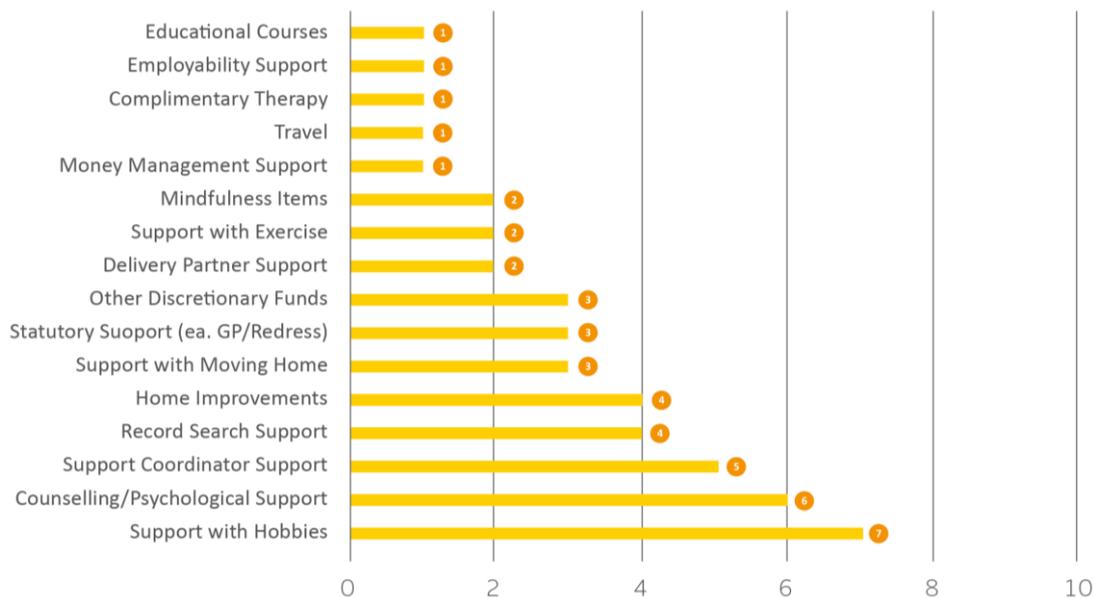
Like last quarter, **100%** of sampled reviews included at least **1** outcome which had a positive impact on the person's life. **64% (n=16)** identified at least **1** outcome which had made a 'big impact' on their life. **20% (n=5)** of sampled reviews included an outcome which people felt had not impacted their life positively at that point³. The number of people reporting no impact reduced by **37.5% (n=3)** compared to Q1. Reasons for the lack of impact experienced varied and some people had more than one reason. **2** people experienced unsuccessful record searches. **2** people found that the support that Future Pathways (in one case this was counselling and in the other home renovations) had provided had not had the same outcome they had hoped for and that they did not feel better as a result. **3** people were awaiting the support initially planned. In one case accessing support (driving lessons) was affected by a backlog due to COVID-19 and in another this was due to the person's personal circumstances. **1** person experienced difficulties with an accommodation provider during a planned trip which affected the impact of this experience.

Almost everyone (**92%** of the sample) seeks to continue working with Future Pathways. Most choose to continue working on existing outcomes indicating that most people's outcomes are medium-long term goals. However, **40% (n=10)** of sampled reviews indicated that survivors wanted to focus on new outcomes moving forward. **2** people decided to pause their work with Future Pathways because they felt they had met their outcomes.

³ 100% of sampled reviews included 1 or more outcomes which the person identified as having some impact on their lives. However, 20% of these reviews also included 1 or more outcomes which the person reported having no impact.

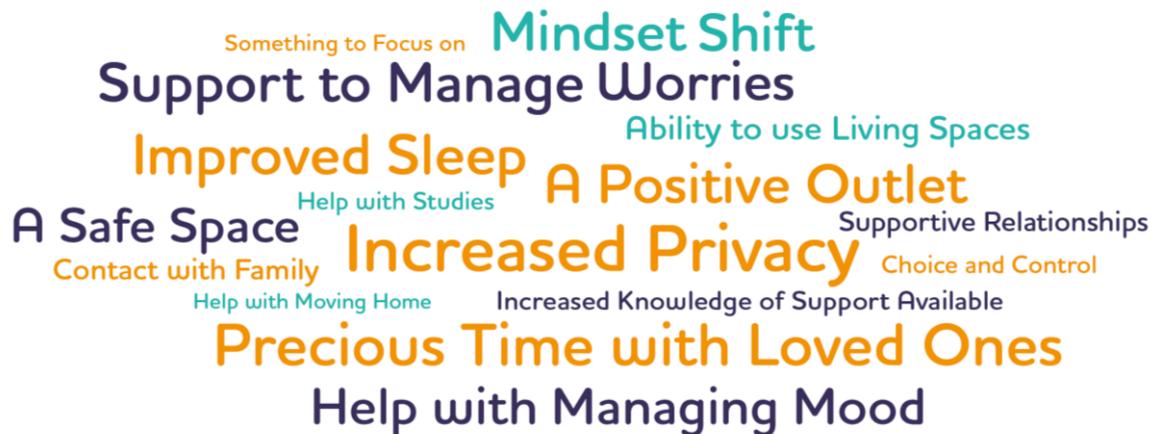


In Q1, people cited 'counselling/psychological support' and 'home improvements' as impactful most frequently. In Q2, while people continued to report that counselling had a positive impact on their lives, some ($n=4$) reported that counselling support had not had the impact they had hoped for. Four people also shared in reviews that they had found it difficult to access the supports they needed. In most cases this was due to extended waitlists for support. The reviews sampled in Q2 continued to reflect that people find a wide range of supports valuable.



In Q2, people shared the impact of being supported with hobbies most frequently. Examples of this included Future Pathways buying them musical equipment and supporting them to write their story. People expressed that support with their hobbies helped keep them busy, supported their wellbeing, reminded them of positive memories and gave them a focus and opportunity to learn. More people also highlighted the support of their Support Coordinators this quarter. People shared that consistent support from their Support Coordinator and knowing where they could access help or information made a significant difference to them.

People shared that they gained support with managing their worries, more quality time with those important to them, and help with managing their mental health over the course of this quarter. The below word cloud includes some of the most common reflections from survivors about what they learned or gained from working with Future Pathways.



People shared that they felt restored and renewed having worked with Future Pathways. Some felt pride in themselves and excited for their future. Here are some of the common words people used to describe how they felt when working with Future Pathways:



Support Coordinator Reflection

When I started working with Thom, he felt let down by statutory services and he did not have trusting relationships in his personal life. He often shouted at services over the phone, causing them to stop providing support. Thom felt that services used his anger as an excuse to disengage from him which reiterated his feelings of not being cared for. Due to interruptions in Thom's education, Thom has some literacy issues, which also made it difficult to engage with services which communicate via email, post, or text. When I started working with Thom, he came across as deeply mistrustful. His mindset was, "nobody is going to mess with me."

However, over time, I have observed a gradual evolution in Thom's interactions with me and others. I think listening to Thom and understanding where his anger stems from has contributed to this change. Thom and I had a phone conversation which he ended in a state of distress. I asked the police to complete a wellbeing check. Thom appreciated that I had followed up and he understood why I had been concerned. I think this demonstrated to Thom that I had heard him, I took him seriously and I cared about him. This experience seemed to cement our relationship. Listening has also been important when adapting to Thom's literacy needs which I approach by making suggestions which are always up for discussion. For example, because receiving text messages can be stressful for Thom, we speak on the phone, meet face-to-face, and we have also created a plan using visuals.

Following through consistently has also been important. For example, we spoke about what it would mean to Thom to take a break away, and we worked together to plan and book this. Acknowledging and moving on from mistakes has also developed the trust in our relationship. If I make a mistake in something that I say, I apologise and I model that it is okay to make mistakes. It has made the relationship feel less fragile. We both know we can get things wrong, and this is okay because we can also repair the relationship and move forward.

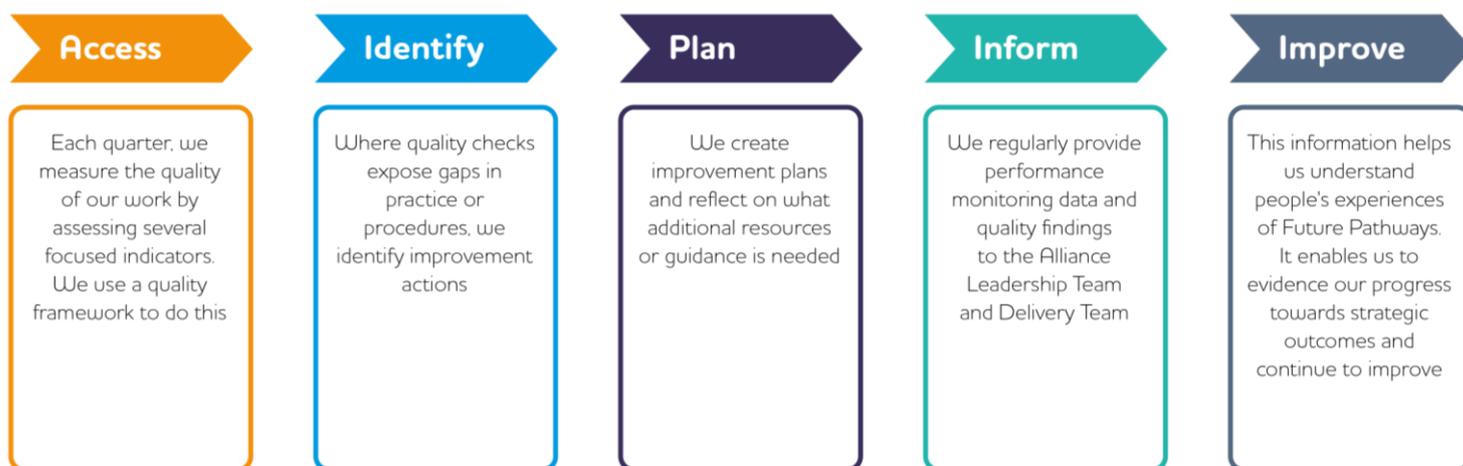
I have noticed that Thom is starting to express gratitude for the work we are doing together. Our relationship feels more relaxed, and I have noticed that he is more open to recognising people's good intentions and repairing situations outwith Future Pathways. For example, Thom recently started working with an external service. Initially, he felt angry about a miscommunication. However, he then acknowledged the misunderstanding and the good intentions of the service involved and continued to engage with them. Similarly, when Thom went on his break away, a conflict arose with a service provider. Initially, this caused Thom some distress, but he was able to resolve this and move forward with his holiday.

I think of the relationship between Thom, myself, and Future Pathways as a safe space within which Thom can explore how to develop and maintain trusting relationships. My hope is that this will enable him to negotiate himself around his world without as much defensiveness. While it is early days, it feels like green shoots are starting to appear.

Improving Future Pathways

How are we improving the quality of our support?

We complete quality checks every quarter, as part of our commitment to continuous improvement and learning. The below flowchart illustrates how we improve the quality of our service.



Our quality framework has paused over the last quarter to focus this resource on other improvement priorities. We also developed a plan for how we will monitor our quality going forward by prioritising areas of focus.

In Q2, our quality checks enabled Future Pathways to start or progress improvement in the following areas:

- Streamlining of our Support Agreement paperwork
- Clarifying our data gathering processes
- Enhancing our data storage systems
- Strengthening our contracting guidance and procedures

Future Pathways has also started working on an Impact Report which will be completed in Summer 2023. The aim of this report is to explore the difference(s) that Future Pathways has contributed to since our last impact report in 2019. You can read our last impact report here <https://future-pathways.co.uk/impact/>. Developing our upcoming impact report has demonstrated that Future Pathways could improve how we evaluate our impact, and we intend to explore this further going forward.

What feedback did we receive in Q2?

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 Q2, we received 39 comments. 17 provided complimentary feedback, 2 provided neutral feedback, and 24 provided critical feedback. Some comments we received contained both complimentary and critical feedback and these have been counted twice.

Complimentary feedback indicates that survivors appreciate the support Future Pathways provides, and particularly value their relationships with their Support Coordinators. People fed back that working with Future Pathways enabled them to gain a positive, supportive relationship with a service and positively impacted their relationship with themselves and with others, by enhancing self-worth, and hope for the future.

Critical comments focused on the need for swifter, more consistent communication with Future Pathways, and the need to ensure all have equal access to Future Pathways support. There was some evidence that challenges in these areas could lead to feelings of being dismissed and not cared for by Future Pathways.

How are we responding to feedback?

It is important to have equal access to support

We provide outcome-focused support and tailor our support to people's individual needs. We address issues around equality of access to support on a case-by-case basis. We resumed our quality checks in Q2. We are working with 9 delivery partners as part of an Action Learning programme to explore how we can improve access to trauma informed support at sector level.

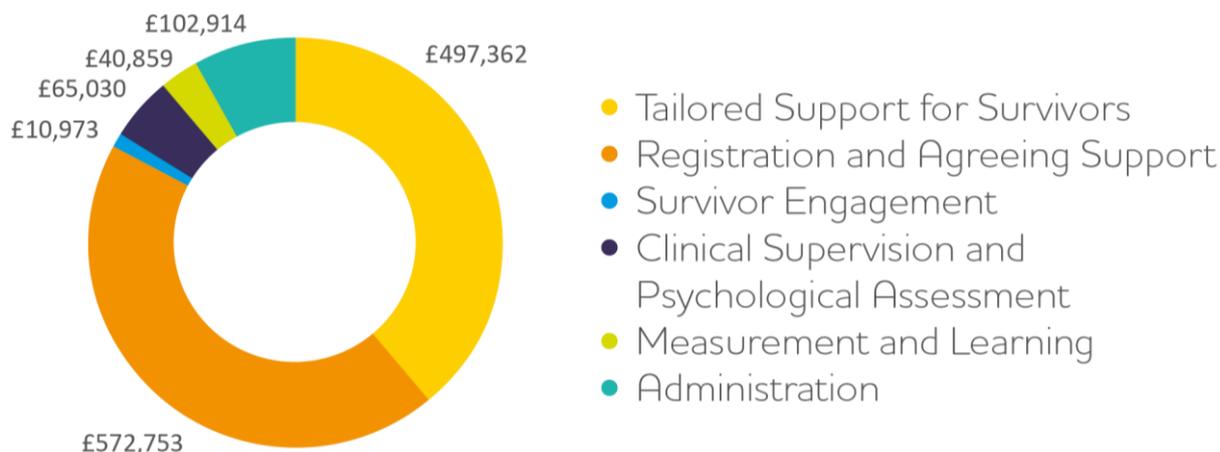
It is important to receive clear, consistent communication

We clarified procedures for contacting people when Support Coordinators are on leave this quarter.

It is important to contact survivors swiftly after registration

We reduced our waitlist this quarter and no-one has waited for support for more than 6 months. We continue to address our waitlist.

Total Expenditure in Q2



- The estimated annual expenditure in Q1 was £2,578,689. The quarterly spend was £2,571,833, which was similar to Q1 (-£6.9k).
- The highest area of expenditure was registration and agreeing support, which reflects the larger Support Coordination team that provides ongoing interaction and relationship building between people and Future Pathways.
- The provision of tailored support was the second highest area of expenditure. Like Q1, a greater proportion of funds was provided for material support (£682kk) compared to purchased services (£366k).
- Expenditure on travel has continued to increase as support coordinators have resumed face-to-face work with survivors.
- Survivor engagement spend continues to be less than budgeted due to the continued impact of the pandemic. Spend will increase in coming quarters.
- In general, costs are expected to increase in line with rises in energy prices and inflation.