



**FUTURE** PATHWAYS

Scotland's In Care Survivor  
Support Fund

**FUTURE PATHWAYS QUARTERLY REPORT:  
Q3 OCTOBER - DECEMBER 2020**

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## Summary

### Foreword

Welcome to Future Pathways' Q3 2020-21 Quarterly Report. We have continued our work, despite the ongoing disruption of Covid-19. We are working with nearly 1,100 people, most of whom have been affected in one way or another by the pandemic. People may have experienced a change in employment, had to adapt their coping strategies, or adjust to support being delivered by phone or video, instead of being face-to-face. Our own team has adjusted, now working from home and tremendously hard to ensure we respond to the greater number of support requests being received.

The ongoing pandemic has meant that many of the people working with Future Pathways have reported additional support needs, alongside a steady rate of new registrations. Future Pathways has successfully offered support to a much greater number of people than usual, although at times some would wish for a quicker response. Wellbeing checks were discontinued in October after having successfully contacted more than 1000 people, most of whom required support around being able to access online resources, adapting routines and support with coping strategies. We discontinued these checks in line with the easing of social restrictions and the remobilisation of other services. As public health restrictions changed so too did support options. Future Pathways continues to take an approach that is tailored to both individual need, safety and local context.

This report will summarise the work done by the team and what we know about the difference Future Pathways' support is making. We would like to thank people, delivery partners and our team for the patience and continued support for the work. It is hugely appreciated.

### Access to Support

- ✓ **1,659** total registrations since we started.
- ✓ **95** registrations in Quarter 3. This is a decrease of -13% on Q2. This pattern is similar to previous years where there are fewer registrations during the festive period.
- ✓ **12** of these were people aged 70 or older, the same number of older adults registered in Q2.
- ✓ **30** registrations on average per month since the beginning of the project.
- ✓ **28** registrations from areas in Scotland outside the central belt.
- ✓ **76** people have taken part in guided conversations this quarter, 67% (52) of those were identified as in need of immediate support.

### Identifying Personal Outcomes

- ✓ **56** people completed an initial conversation about their needs in Q3, 918 people have done so since the start of the project.
- ✓ **21** people completed a review this quarter, reflecting a focus on ensuring we respond to as many people as we can as the pandemic continues.
- ✓ **1,096** people have accessed support since the start of the project, 76% of all registered.

## Objective 1: Accessibility

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

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

Future Pathways has continued to promote awareness of the support, primarily via our website and social media. Face-to-face meetings remain unavailable due to public health restrictions.

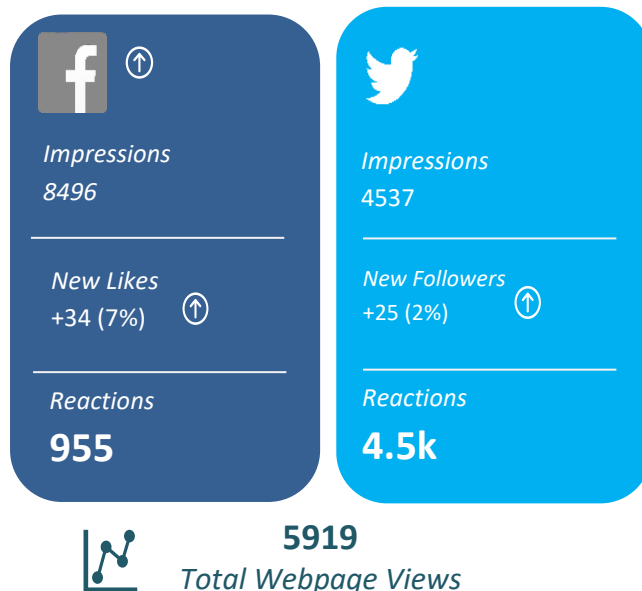
#### Promotional Activities & Social Media

Facebook posts are designed for people registered with the service. Our Twitter followers are typically third sector professionals and organisations.

We continue to focus on sharing information about resources that are available to anyone struggling with their wellbeing or other impacts of the pandemic.

We have provided public updates about the Scottish Government’s Redress for Survivors (Historical Child Abuse in Care) (Scotland) Bill, some of which have prompted a reaction.

Seeking feedback continues to be very important to us. We used Facebook to encourage this, alongside the anonymous feedback form and email option on the website.



**310** people have signed up to the newsletter since April (+75%). We have received regular notes of encouragement that say people look forward to and value the newsletter.

*I cannot fault anything Future Pathways has done so as long as the model is followed there is no changes to be made. [Support Coordinator] has been spectacular with me throughout the whole process and even with the current climate at the moment she is always there to support me.*

More people are subscribing to our newsletter, which now reaches more than one thousand people, 340 of which receive a printed version by post as not everyone can access information online. In response to requests by people attending engagement events, we published a case study which captured the challenges faced by someone who struggled to find support that really worked for them. It is important learning for us all to appreciate that accessing support is not always straightforward and different approaches may need to be explored before settling on an option that works.

#### Engagement and Feedback

This quarter, we launched Making Pathways Together – an independently facilitated program for gathering feedback about how people experience Future Pathways. It aims to ensure that Future Pathways continues to evolve in tune with what people feel is most important. The programme captures feedback creatively, for example using the format of a newspaper’s ‘front page’ to communicate key messages. The first of 5 programs ended in December with feedback to AMT due in January.

*I think Future Pathways helps massively and there's not much need for improvement. There's an excellent bunch of support workers helping myself and others who would otherwise not get support. I feel the only thing that could be improved is maybe for support workers to keep in touch a little more.*

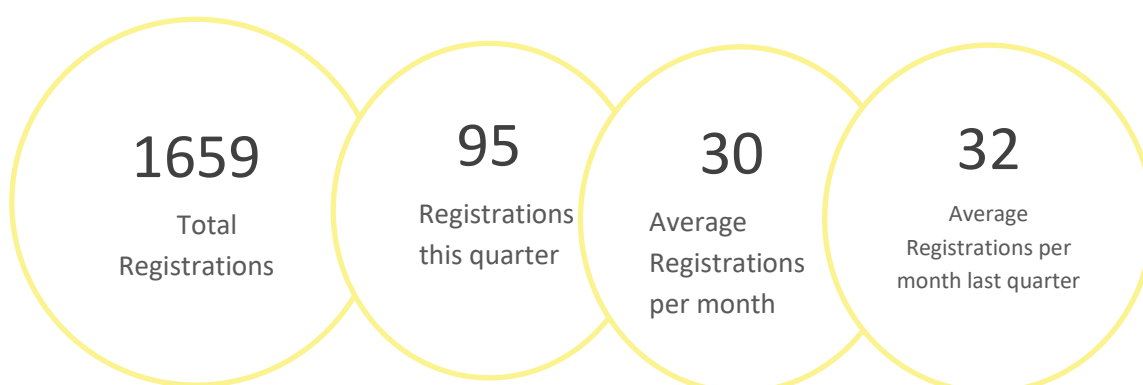
*I'm in a position in life that I wasn't 12 months ago and that's all with thanks to Future Pathways, they've helped massively. I have such a good relationship with my worker and she organised therapy for my which is helping so much. Future Pathways isn't all about the financial help, but it does go a long way when us care leavers otherwise would miss out. Knowing there's someone on the end of the phone is what also keeps me and others going. It's an amazing set up and I'd otherwise be lost without it."*

Future Pathways' Alliance Leadership team also launched a broader engagement programme, led by CAPS Independent Advocacy. The agenda for this work will be set by survivors, with the aim of gathering broad feedback about survivors' support needs more generally.

This work is entirely independent from Future Pathways. Our role has been limited to assisting with the promotion of this work so that anyone who wishes to contribute has the opportunity to do so.

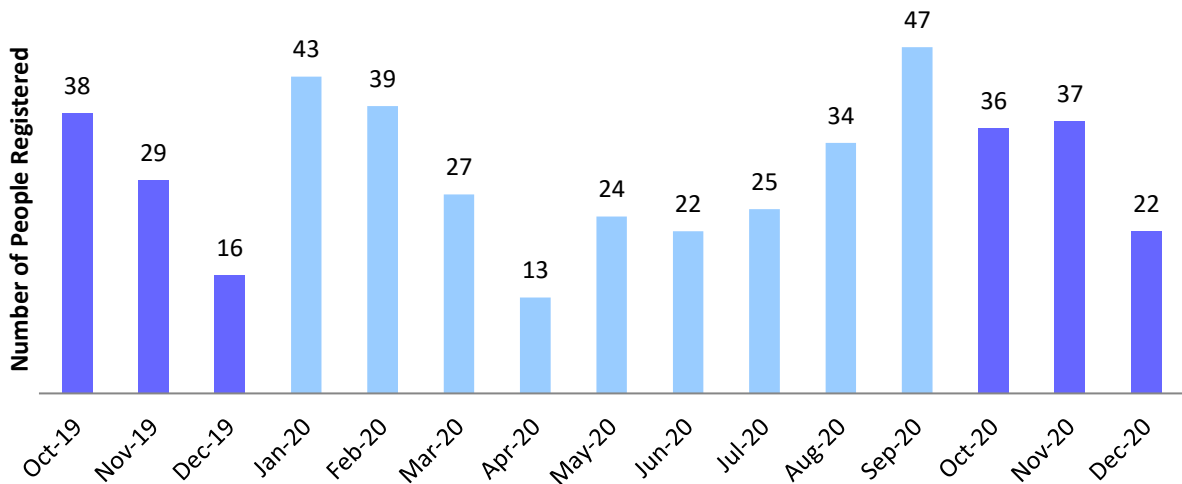
Finally, work is also ongoing to seek the views of people who have had the experience of seeking records of their time in care. Future Pathways has funded more than 532 people to access their records and we are aware of how difficult this process can be. We are contributing to a collaborative project with a working group of representatives from **Aberdeen City Council, CELCIS, City of Edinburgh Council, Future Pathways, Who Cares? Scotland and West Dunbartonshire Council, with support from Wellbeing Scotland and BirthLink.** The aim is to map current practice and call for improvement. There is a shared aspiration from local authorities, people with lived experience and supporting organisations that the experience is improved.

### Registrations



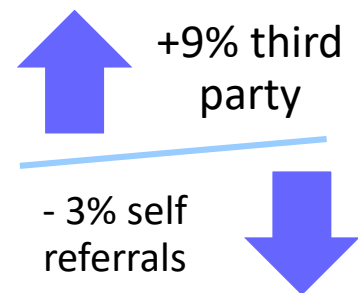
Future Pathways continues to receive a consistent number of new registrations, indicating the continued relevance of the service. September saw an increase in registrations, which may have been because of the Scottish Government's announcement and coverage of the Redress Bill consultation. There is some indication that people have also registered because they are aware that Future Pathways has been able to provide some helpful and immediate responses to the impact of Covid-19.

Figure 1.1: Number of people registered over 12 months by service start date (N=452)



Referral Routes

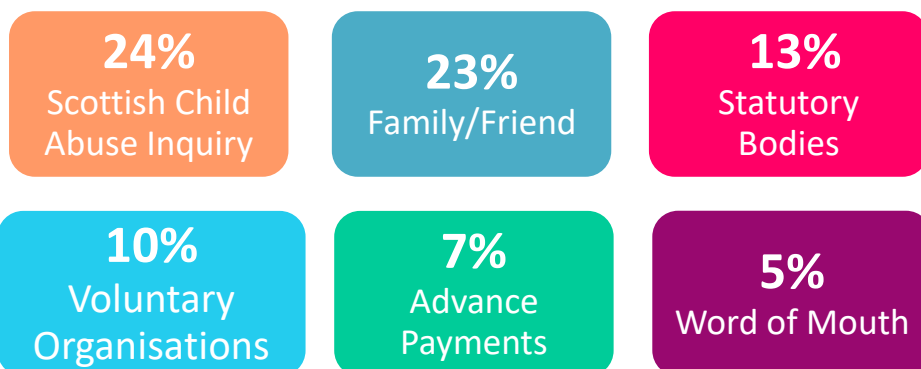
**83%** people who registered with us this quarter referred themselves, a decrease on last quarter (-3%). Self-referrals continue to be the most popular way survivors find their way to us.



**16%** of referrals came from third parties, including voluntary organisations, which was an increase of +9% on last quarter.

How Do People Hear About Us?

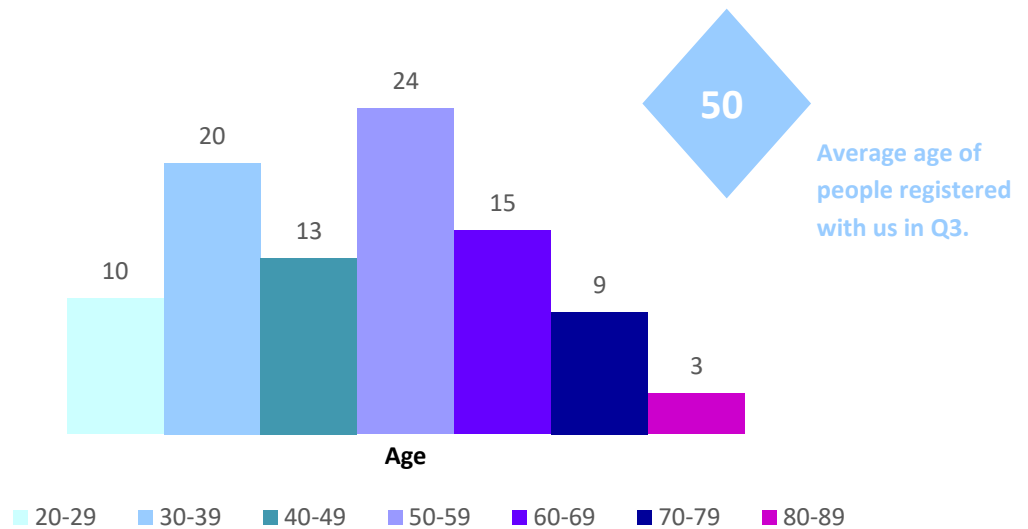
**All** people who registered this quarter told us how they heard about Future Pathways. Here is a snapshot of the key places people heard about us in Q3.



✓ We have seen a consistent increase people hearing about us through SCAI over the last two quarters.

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

**Figure 1.3:** Number of people newly registered in Q3 by age (n=95)



People aged 50-59 remained the largest age group among those who registered in Q3 (27 in Q2). This was closely followed by those aged 30-39, which was the age group that saw the biggest increase on last quarter at an increase of 100%. Notably, there were fewer registrations from those aged 60-69 (-38).

**Reaching those from Areas of Multiple Deprivation in Scotland**

*“Thank You Future Pathways for your amazing aid in more ways than one through this pandemic. I needed help and received support immediately as my support worker is never far away”*

We know that people who register with Future Pathways are likely to live in deprived areas (according to the Scottish Index of Multiple Deprivation), which gives us confidence that support is being targeted to those who may need it most. We analysed 77 postcodes<sup>1</sup> of those registered in Q3, 49% were from the 20% most deprived areas in Scotland, within this 14% were in the top 5%.

People who live in areas of multiple deprivation may struggle to replace key essential items due to low incomes, or issues with accessing other hardship support. This aligns with the need for access to Future Pathways hardship funding, which has increased because of the pandemic. Future Pathways has been able to support people with their immediate needs like safety, accommodation and nourishment.

**Outcome 1D: Outwith Central Belt of Scotland**

**91%** of people who registered this quarter said they lived in Scotland.

**In Q3...**



61% of people who registered were located in the Central Belt of Scotland.  
 30% of registrations came from outside the central belt of Scotland.  
 There were eight registrations from the rest of the UK.  
 There were no registrations from the rest of the world.

<sup>1</sup> 17 postcodes were not counted, they were either outwith Scotland or invalid.

## 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

**56** people completed an initial conversation about their needs in Q3, 918 people have done so since the start of the project. This figure reflects a growing challenge in responding to an increasing number of support requests alongside a continued steady flow of new registrations.

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.

Some people who are registered with us use the Individual Recovery Outcomes Counter (I.ROC) as a tool to help structure the conversation, while other people prefer not to use this. People always have the choice to use the IROC tool or find other ways to explore what is important to them. This quarter, no one chose to complete an I.ROC.

#### Guided conversations

Future Pathways uses a guided conversation to explore someone's circumstances and needs in a way that feels natural and open. A framework is used for these conversations (the SHEER Framework). It includes asking about safety in areas such as Substance Use, Health, Environmental, Emotional and Relationships. This conversation is typically scheduled within a month of registration, although this may be affected by capacity. It ensures that Support Coordinators can better understand levels of potential risk and a person's circumstances which can help to facilitate a swift and appropriate response when needed and enables a person to begin to prioritise their personal outcomes and goals.

We have evidence that these conversations are successful in enabling someone to identify their needs, connect with other services, and progress immediate requests where possible. Immediate requests are often based on a person's safety or wellbeing, for example, identifying poor mental or physical health or if their personal circumstances are especially difficult.

Support Coordinators have observed that throughout the pandemic more people were likely to have immediate needs. This included reduced access to their usual support, which is consistent with an increase in hardship and connectivity related requests. Having these conversations, as well as having a personal outcomes conversation has meant that people have been able to receive support in the form of onward referrals and material support from Future Pathways, that will contribute towards them living the life they want.

**76** guided conversations using the SHEER framework were completed in Q3. This number includes people who registered before Q3 2020, but their conversation took place during Q3.

- ✓ 67% of those people who completed a guided conversation in Q3 identified as in need of immediate support.



- ✓ The two immediate needs most commonly identified in the conversations were; access to record searches (25% of those who identified an immediate need in Q3) and referrals for psychological support and assessment via the Glasgow Psychological Trauma Service (also 25%).
- ✓ 17% required to be assigned a Support Coordinator to enable a wider conversation around a range of needs.
- ✓ 17% had more than one immediate support need, and 7% had more than two.
- ✓ 17% identified access to the Discretionary Fund to support an immediate need.
- ✓ 14% did not indicate a need for immediate support.

At times, requests that were longer term or more future-oriented could not progress. This was due to public health related restrictions, and also a need for Future Pathways to prioritise a response to immediate needs that have arisen in the wider context of the pandemic. Support Coordinators continue to work alongside people to identify what is possible and to 'hold hope' for survivors. Nonetheless, meaningful exploration of immediate needs can lead to more aspirational goal setting and impactful results. The following example was shared by a Support Coordinator recently.

A survivor registered with Future Pathways shortly after being released from prison. Initial conversations centred around safety and coping strategies. For this person, being physically active was really important. When gyms closed as a result of the pandemic, affecting normal coping strategies, Future Pathways was able to offer financial support for home gym equipment. Because these immediate needs were met, this person began sharing their aspirations about the future. Despite family advice encouraging them to work in a local shop, they knew that their passion lay in the biology of the human body and physical exercise.

Future pathways was able to support this person to enrol in a university course in sports science. They ended up being the first person in their family to go to university.

### Outcome 2C: Continued engagement

**469** people were registered, but not currently receiving support as of the end of Q3.

One person chose to deregister this quarter, they felt they had enough support and no longer wished to be registered with Future Pathways. Figures show that for the most part, people choose to remain registered and continue to access Future Pathways when needed.

**123**

Outcomes met, no further support needed

**223**

Not contactable despite our outreach

**123**

Support not needed at this time

### **Outcome 2D: Elimination of Waitlist**

In April 2020, wellbeing calls were introduced to respond to emerging needs that people might have as a result of Covid-19. We recognised that many of the people we work with were likely to be disproportionately affected by the pandemic as many are already affected by concerns relating to physical and mental health, employment or other factors. This is reinforced through the high proportion of people registered with us living in areas of multiple deprivation.

**2,500** calls were made between April and September.

**1,000** people were offered support as a result.

More than two thirds required immediate assistance, with many people requesting a resumption of support coordination. Wellbeing calls were discontinued in Q3, having attempted to contact most of those registered and after being assured that in most instances, immediate support had been offered. Most people have been affected by the pandemic, either directly or having experienced a reduction in the support, increasing the requests for more frequent contact with a Support Coordinator.

As this quarter's results show, Future Pathways has successfully offered support to many more people this year, compared to previous years. However, it has not been possible to sustain this level of new work whilst offering the same level of service that has been previously available.

**112** people await a holistic conversation about their circumstances and needs. Additional staff are anticipated in Q4 to partially address this issue.

### **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 require support with a wide range of needs. Q3 saw some pandemic related restrictions reintroduced, which impacted some of our partners. Although, partners have remained open in most cases and have adapted well to new methods of delivery, such as telephone, video or virtual supports rather than face to face support.

**259** people accessed support from delivery partners and had live support contracts in place with delivery partners this quarter, 55 of these for new supports, 41 people completed support with partners. There were 27 people who had two live support contracts, and 1 person who had three live contracts.

**14** people have been referred onwards for ongoing therapy in their local area after completing assessment at the Glasgow Psychological Trauma Service. 526 people have been referred onwards after assessment since start of the project. <sup>2</sup>

**28** people accessed more than one service.

Counselling continues to be the most frequent service request. Most partners continue to offer support, with 17 survivors accessing telephone counselling in the month of December.

Requests for record searches increased by 46% this quarter compared to Q2. This could be a reflection of those wishing to access records for the purposes of Redress.

There is a steady requirement for support work, which can take time to put in place.

Other services accessed include; befriending, educational support, clinical psychology, life coaching, advocacy, benefits advice, complementary therapies, and home support.

### Access to the Discretionary Fund

This quarter, access to the Discretionary Fund increased significantly (+£73,568) which reflects the increased number of support requests being received by Future Pathways and also the easing of some public health restrictions. Changes in public health restrictions enabled the resumption of some purchases such as driving lessons, for example, which were previously not permitted. As national restrictions eased during this quarter Future Pathways was able to support people with a wider range of requests including support with travel where possible, activities to support wellbeing and opportunities to increase employability for example support to access training and educational courses.

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

**76%** of all those registered have accessed some form of support since the beginning of the project. Many of the people we support have been impacted by the pandemic and required additional support. They may have been affected by financial hardship through loss of income and a loss of or reduction in emotional support and connections to natural and existing supports.



<sup>2</sup> Onward referrals do not correspond with monthly referrals as it is likely that people wait more than 4 weeks from referral to assessment.

**Objective 4: Achieving Personal Outcomes – Case Study Example**

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

***“If it wasn’t for Future Pathways I wouldn’t be here, I can say that without a doubt. Understanding what happened, how to deal with it and how to move forward, it’s been life changing.”***

Andrew registered with Future Pathways around two years ago.

**Feeling safe, heard and building trust**

“My Support Coordinator is absolutely terrific. They understand where I’m coming from and makes me feel like I’m the only person in the world when they talk to me.”

He built a trusted relationship with his Support Coordinator, they worked together to discuss the things that were be important to Andrew.

**Accessing mental health support**

“Future Pathways went out of their way to find a psychologist as close as possible to where I live, and that’s just been a huge help, it’s just been unbelievable.”

When he spoke to us, he’d been seeing his psychologist for 18 months. This helped him to build resilience. Throughout the pandemic and associated lockdowns, Andrew has been able to continue working, and has been looking after himself.

More recently, Andrew and his psychologist discussed that the work was coming to an end. He recognised that thinking of his sessions ending was causing distress. During his review with Future Pathways, he outlined this to his Support Coordinator and they agreed that Future Pathways would support six more sessions, where Andrew could specifically work towards endings and acceptance.

Andrew’s relationship with his Support Coordinator meant that he felt able to share his concerns and support could be adjusted to better meet his needs.

**Living fully and actively**

Something that was preventing Andrew from living fully was his struggle with hearing loss. Future Pathways funded hearing aids for Andrew.

“I couldn’t believe it, I was suffering before, but Future Pathways sorted it for me without any hassle. They have made a massive difference to my life.”

**Participation, control and self-management**

Feeling more in control of his life is an outcome Andrew has continually worked towards in partnership with his Support Coordinator. Accessing records helped him understand more about his time in care, which helped him to understand more about himself as a person. He connected with BirthLink, who supported him throughout this process.

**Practical steppingstones pave the way to realising aspirations**

Andrew’s story shows how the flexible and varied support that Future Pathways can coordinate has impacts on many levels. The straightforward solutions like funding for hearing aids and family travel, had a profound effect on Andrew’s quality of life which rippled out to the people around him too.

Andrew’s more aspirational goals for his life, like feeling in control, have been achieved through understanding what is important to him and then working alongside tailored supports like a psychologist and BirthLink. This process has resulted in a huge amount of growth for Andrew.

## 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. Where quality checks expose gaps in practice or procedures, improvement actions generate improvement plans and reflection on whether additional guidance or resource is required.

Performance monitoring data is regularly provided to the Alliance Leadership Team. This includes a summary of feedback received from people registered, gathered from phone calls to the registration line, complaints, and engagement events. This information helps us understand how people experience Future Pathways, evidence progress toward strategic outcomes and drive continuous improvement.

## In Q3 we received

**63**  
Pieces of Feedback

Positive feedback<sup>3</sup> reflected appreciation for Future Pathways, sharing impacts of Discretionary Funding and gratitude for communications had with Support Coordinators. Concerns or complaints typically related to wanting more contact with a Support Coordinator or disagreement about Discretionary Fund decisions. Most concerns were resolved promptly.

**42**  
Positive

Our latest Quality Framework Report reflects consistent delivery and quality in the face of current and ongoing challenges and demonstrates our awareness of our continued areas of development and improvement.

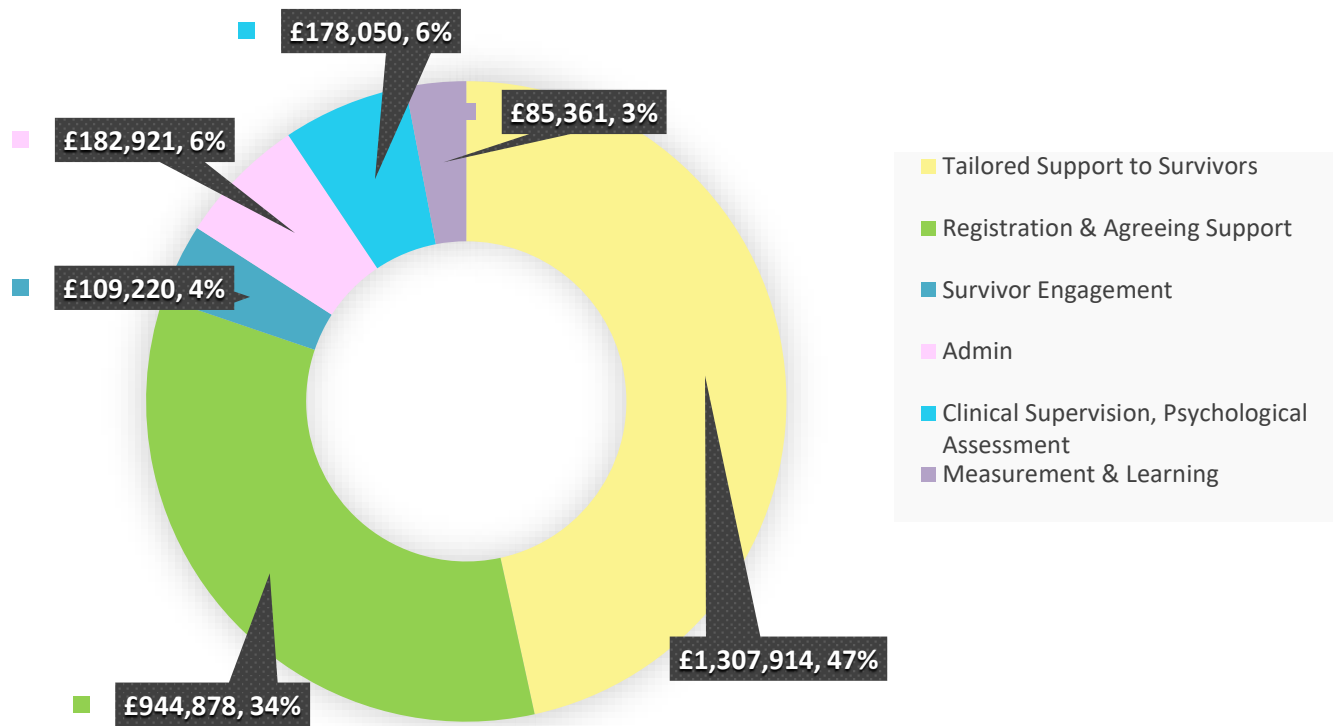
**21**  
Concerns or complaints

<sup>3</sup> Feedback collected regularly via; Support Coordinators 'group chat', Online forms for internal staff, Website and social media, Complaints records forms.

**Objective 6: Maximising Resources for Survivors**

**Outcome 6A: Access to resources enabling people to improve their personal outcomes.**

**Figure 6.1:** Future Pathways cumulative expenditure for Q3 2020-2021



- Total expenditure during Q3 increased by £132,338 compared to the previous quarter.
- The highest percentage of expenditure includes purchased services and discretionary payments. Compared to last quarter, the amount disbursed to survivors increased by £105,952.
- The second highest expense remains the same this quarter, which involves the everyday interactions and relationship building between Support Coordinators and people who are registered with Future Pathways. Costs increased modestly as action was taken to replace roles that were vacated earlier in the year.
- The pandemic continues to affect project expenditure by reducing costs associated with staff travel, external events and meetings.
- Future Pathways requires new Glasgow based office space. This has been placed on hold as it is not possible to yet resume office based work. Suitable office space will be identified in Q1 next year with savings to budgeted cost of premises offset by modest storage costs.