

CAPS INDEPENDENT ADVOCACY

FUTURE PATHWAYS CONSULTATION

What works well
in Future
Pathways?

How do you want
a service like this
to make you feel?

What could
be improved?



What's important to include in a service for
people who have experienced in care
abuse or neglect?

CAPS

Independent Advocacy

CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation.

Scottish Charity Number SC021772

ABOUT CAPS

CAPS is an **Independent Advocacy Organisation** which provides **Individual Advocacy** to people from **East Lothian and Midlothian** who have mental health issues or are using drugs and alcohol.

We also provide advocacy for children and young people going through the Children's Hearings process, in these areas.

We provide **collective advocacy** to groups of people **across Lothian** with mental health issues so they can come together and **voice their experiences to bring about change for others or improvements in services.**

The main purpose of CAPS' work is therefore to assist people, through advocacy, as individuals or as members of a group, to **set their own agenda, make their wishes known and to have a say** in how they live and what services they use. Visit our website for more details

www.capsadvocacy.org

We are set up so that the organisation and its staff are as **free as possible from any conflicts of interest.** We **are independent from the people who fund us** and those who provide other services to the people we work with. CAPS is a member of the Scottish Independent Advocacy Alliance (SIAA), and **we adhere to the Principles and Standards of Independent Advocacy.** CAPS was established in 1991.



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FUTURE PATHWAYS CONSULTATION

DESIGN AND PARTICIPATION

CAPS Independent Advocacy conducted a consultation for Future Pathways with the remit **of understanding what aspects of Future Pathways have worked well, what could be improved and what is important to people for a service being provided for survivors of in care abuse or neglect.**

As an Independent Advocacy organisation, we have conducted this consultation following the principles of Independent Advocacy.

As our consultation has been undertaken during lockdown there have been obvious restrictions on how we have been able to engage with people and excluded the possibility of meeting groups in person.

CAPS have attempted to use as many other ways to engage with people to allow **engagement to be as accessible as possible.**

We engaged with people in the following ways:

- **Pre-arranged video conference sessions** advertised on different days of the week at different times to offer options for people to engage with us face to face.
- Option to have **one to one phone consultations.**
- **Online survey** accessible online with the option to have this sent in hardcopy
- The invitation to feed back **by email.**

These options were advertised in advance of the initial **getting to know us sessions** in November 2020 **by facebook, twitter**, and **hardcopy posters.**

To maintain GDPR regulations CAPS provided hardcopy enveloped copies of this poster to Future Pathways to allow them to distribute to their contact lists without releasing personal information.

They were also able to share the poster on their own social media and website and distribute to their own networks to promote.

We released further digital advertisement of remaining dates available and a reminder of ways to get involved in March 2021 across CAPS and Future Pathways networks.

Over the course of the consultation, we conducted **4 ‘getting to know us sessions’** offering people the opportunity to come along and chat to CAPS about the consultation, get to know us in person (over Zoom) and ask any questions they had about the consultation process and intention. During the consultation itself:

- **There have been 22 individual - Zoom and phone call consultations.**
- **We have also had 48 responses to our survey monkey.**

Within the online consultation **approximately 92% of respondents lived in the central belt of Scotland** with the other **8 percent living outside Scotland**

From those who engaged in person approximately **one third lived in the central belt of Scotland, one third lived in other areas of Scotland and the final third lived elsewhere in the UK.**

All those who participated in the consultation have been given the **opportunity to read a draft of the document before the final report is submitted to Future Pathways.**

This was requested by those involved to **ensure accessibility and transparency** are paramount throughout the whole process.

CAPS – FUTURE PATHWAYS CONSULTATION

The consultation:

Our consultation was constructed of 2 main elements – **People's experience of Future Pathways** and **peoples hopes and ideas for what a service for people with experience of in care and abuse and neglect should look like.**

Although we were keen to ensure that people were able to engage in a way that was right for them and tell us what they wanted to know in as open a way as possible for the purposes of the online survey we asked the following questions:

- **Experiences of Future Pathways**

- Did you find it easy to access Future Pathways and if not, what were the barriers?
- What parts of Future Pathways have you found most helpful?
- What parts of the Future Pathways service could be improved?
- Tell us what you think about how Future Pathways involves the people they work with in the development of their service?
- Do you feel that you have been treated with respect when you have expressed your needs and wishes to Future Pathways?
- From your experience, do workers do what they say they will do? If not do they explain why this is not possible?
- Was the role of Future Pathways and the staff who work for them explained clearly to you? Do you think there are ways this could be better?
- Is it important to have one specific person to work with in Future Pathways?
- Do you feel confident that other people in the team could help if you couldn't access a specific worker?
- Does Future Pathways match you with other organisations that can understand and meet your needs?
- Do you know how to make a complaint to Future Pathways?
- If you have had experience of making a complaint, tell us how this was for you?
- How successfully has Future Pathways, as a whole, met your needs?
- Is there anything else you would like to tell us about Future Pathways?

- **Services for survivors of in care abuse or neglect**

- How should a service for survivors of In-care abuse or neglect be designed, so that you can be confident that people's needs are at its core?
- What is important to include in any service for in-care survivors?
- What skills/experience should workers have in a service for in-care survivors?
- Do you think a service for in-care survivors should be available to people on a long-term basis or only as and when they need it?
- How could any changes or disruptions to your service be made easier? For example, if you move or if the provider changes?
- Is there anything else you would like to tell us?

For our in-person consultations, we offered people the opportunity to comment on the above topics in an open way, whilst allowing them to **tell us what was important to them.**

EXPERIENCES OF FUTURE PATHWAYS

Access to service

Many people told us that they had heard about Future Pathways through their involvement with the **Scottish Child Abuse Inquiry**.

There were several comments from people about how **friendly** and **welcoming** the staff had been when they first contacted Future Pathways.

"I found them quite easy, my worker was easy to get along with."



"I heard about Future Pathways through the child abuse inquiry. It was very easy to access, communication was great, my worker was fantastic."

There were other comments from people who had discovered Future Pathways through other services or family members, although there was acknowledgement from people that they were **not aware of Future Pathways until they had been actively referred by somebody**.

"It was easy to access but wasn't widely publicised."

"My first contact was a phone call following the child abuse inquiry, I hadn't heard about them before then."

When we spoke to people about the things that would make accessing the service easier, aside from wider publication of the service in different ways and formats, people told us that the **initial contact was often very difficult for them.**

“...I didn’t find it easy to contact them at all, my experiences made it difficult, and I felt I had to tell them about it.”

and others told us that the information they were required to give when they did make contact was sometimes off putting, and **understanding where this information would be shared was, at times, not clear.**

“People should decide when they can give you their personal data. When they are comfortable to do this. It’s a barrier to accessing services...I understand they need these details to keep people from harm, but there should not be an ultimatum, that you have to give these details to get help.”

“I was asked what type of abuse I had experienced on my first call with Future Pathways. I didn’t expect this you can’t just ask that at the first contact. I know someone is assessing me (but this wasn’t pointed out to me) the initial contact was not good I didn’t know what to expect at the first contact.”

“I found Future Pathways supportive to some extent, but I don’t think my data should be shared with other parties.”

The **length of time** to receive a service was something that people noted as a barrier to accessing the service.

“I personally did not have a good experience with Future Pathways.”

“Length of time getting back to me.”

However, it can also be noted that others felt that they had received a good service in this respect.

“It was easy to get in touch with them they got straight back to me and have been in touch ever since...”

Importantly through many of the contributions that we can see around access, as in many others through the report, **consistency is seen as an important measure of the success** of people’s involvement in the service.

What works/what could be improved

When participants discussed what parts of Future Pathways service, they had found most helpful and what parts of the Future Pathways service could be improved the responses were both varied and similar in equal measure.

There were several comments around positive experiences with particular areas of support that individuals had received, including;

- **financial support**
- **help accessing records.**
- **access to therapy**
- **support for daily life**

However, the thing that people told us they valued most was the **support from, and relationships with, individual workers**. Their attitude, determination, and knowledge of the in-care survivor experience.

Some people commented that always having someone to talk to was a real asset that they appreciated in their service from Future Pathways, **somebody they trusted, who was patient and listened to them.**

“Access to therapists who have a trauma informed approach and have an understanding of in care abuse...”

“They are there to help with some of life’s problems. The mental health service they provided is invaluable.”



“The support co-ordinator I had was especially good, took time to listen and address my concerns and needs.”

“Being in contact with someone who knows and cares.”

“They looked towards the survivor and asked what I needed as an individual.”

“I accessed trauma therapy through Future Pathways there was a waiting list for over a year. They quickly realised what help I needed from what I had said to them.”

“I had a worker that was brilliant. She didn’t ask me about my experiences she checked in with me every month and she kept me on the straight and narrow....”

“They are a good first point of contact.”

“They helped with my shopping and get things for me, a tv, a scooter. They did their best to get me a support worker but there is none good in my area.”

"I needed to prove I had been in ----- It was difficult to find my records and Future Pathways have helped me with this. My worker kept going and was very tenacious."



"I think Future Pathways are fantastic, my worker has been fantastic, and I am seeing a psychologist which is fantastic. I do cookery classes through Future Pathways; I have no complaints about them."

".....They have helped me with computer lessons and literacy skills, there was no limit to this it was for as long as you needed....My worker came into hospital to see me, I cannot emphasise how helpful this was.....I have had success in my life and business because of the help I have received from Future Pathways, I have a lot more confidence."

However there were several responses from people who felt that there were **aspects of the service, in these areas and others, that could be improved upon.**

Communication, visibility, consistency, and transparency were mentioned throughout people's responses as areas that people feel need to be improved in the Future Pathways service.

People also identified several areas that they felt were missing from the service that would be positive additions for survivors. **A way to be connected with other survivors was mentioned often** and the introduction of **peer workers** as part of their support framework. Having a **helpline** that was linked to the service was also highlighted as something that would be welcomed. An acknowledgement that services should be **working together in a more joined up way** was also highlighted for improvement.

An independent voice for survivors was mentioned as a key issue that people felt could be more present in the service, and acknowledgement and **trust for survivors** and their capacity to make their own decisions.

Additional resources in other locations are also something that was highlighted as a deficit for the current service.

The current issue of redress in the Scottish Government was mentioned in several of the conversations and some people told us that it would be helpful to have support around this.

Process was an area that people particularly identified as an area that required clarity. Many people commented that they were unsure how decisions were made and that this was particularly challenging for survivors. A **lack of consistency with how long support may be in place for**, which is explored in other sections of the consultation, was also something that people commented as difficult to establishing a trusting relationship.

“Some people had access to the discretionary fund whilst others didn’t. It was inconsistent and this caused conflict. It wasn’t transparent how decisions were being made. It seemed to be up to the discretion of the members of staff....There should have been guidelines on how decisions are made. It was divisive because at meetings people would compare the support they had received. I think this is still a problem to this date.”

“More dissemination of available support. I know a number of survivors who haven’t heard of Future Pathways.”



“Communication. I have had very little, and they should certainly not use Covid as an excuse....”

“I live in England now, so if they had someone down here that would be great.”

“Decision making processes need to be clearer”.

“I feel there is a vagueness about what Future Pathways does.”

“There needs to be support for people through the redress scheme...”

“They got me a therapist, I think there is more support dedicated in the central belt but more support

“If there was a way that FP could advertise what they do and how this can help in-care survivors. One I realised that, accessing it was fairly straightforward. It’s difficult for people to come forward.”



“.....We need people with specialist experience, especially available locally. Also, a peer element available locally, someone who really understands what you have gone through and gets you instantly.”

“We should have a 24-hour helpline for in-care survivors to signpost to help and listen to them.”

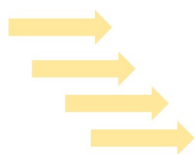
“I have always looked for someone who had similar experiences to me – but I have never found this through Future Pathways. I have been asking for this since I met Future Pathways.”

“I came off drugs with the help of peers, a similar service for in care survivors would be good.”

“Everyone who has been through it should be able to talk about it especially being listened to by peers or people who want to listen to validate their own experience.”

“We should have a discussion with Future Pathways about how decisions are made and what needs to be changed. Not all survivors can cope with meetings they need to be arranged carefully.”

“a peer element would be really good it would be good to meet others who were in the same place at the same time.”



“Consistency is really important, and that people get back to you.”

“Linking survivors with each other, I think is a great idea, peer support is important like in drugs support..... This could really improve services it’s important that people with experience can get together and socialise.....”

“Ask people what they want!! Treat people equally and respect that they can make their own decisions.”

“Independence and independent voice are missing in the care of survivors there is no-one to speak for us.”

Involvement

We asked people about **how Future Pathways involves the people they work with in the development of their service.**

Many people told us that they **had not been offered any opportunities to feedback** or be involved in decisions or the development of the service. Others spoke about how the opportunities had often come with their own challenges around being in spaces that **didn't feel safe or had difficult agendas.**

Some of the people who responded expressed **their lack of trust of institutions** and noted that this made it particularly difficult for them to feel comfortable enough to be involved at any other level. There were others who gave examples of when they had been involved and **not felt heard or not been given enough information** about how their contributions had been taken account of. Other people commented that they felt only certain people were asked to contribute and that **it was not open to everybody.**

Throughout this topic of discussion there was a consensus that people agree it is **important for people with lived experience to be involved** in any service that they are accessing, and that a variety of options should be made available for this to happen.

“I was not involved in any of this, they chose select people.”

“Future Pathways have not got me involved in services or asked me how it is going. There were meetings, I walked out and left as there were people there that shouldn’t have been, support workers, and people sharing their stories inappropriately, it wasn’t professional also it wasn’t very inclusive. People were arguing and making demands for money.”



“The structure needs to be more survivor oriented, but not handpicked people. Their needs to be meaningful involvement, it should be opened up and have time limited involvement to allow more and new people to get involved.”

“No-one has asked if I can feedback my learning to them, a peer way of sharing learning would be important and there isn’t an opportunity to do this at the moment....”

“They have never really offered me opportunities to get involved – we haven’t spoken about this. I have coaching skills and I would love to offer this to Future Pathways and others with similar experiences. I haven’t done a lot of consultation work with Future Pathways but there is no substitute for lived experience, people need to be involved in developing services.”

“More engagement with survivors is needed, and when we don’t agree..more engagement still!!”

“Survivors are most likely to speak to other survivors. There is no trust for social workers, it’s not recognised but nothing changes. They can’t use the money excuse. They need to get down from their ivory towers.”

Positive ways that people felt they were involved with Future Pathways included the regular newsletter that is sent out **keeping people up to date with Future Pathways work**, along with being **invited to attend meetings** to update on future developments and contribute to this.

“They encourage contributions to their newsletter....”

“I was invited along to meetings to update me on future developments and to get people to participate in how the service was run, also attended some feedback meetings with small groups.”

“The help I got was highlighted in the newsletter....”

“We have a lot of skills and knowledge to share. I think Future Pathways involves people, but it is important that involvement continues.”

How it felt

We spoke to people about how dealing with Future Pathways made them feel and asked if the relationship with workers had been reciprocal and respectful.

A majority of the responses that we received highlighted what has previously been suggested, that the **one-to-one relationships of survivor and support co-ordinator have been very beneficial**, and many people had huge praise for the **lengths to which the workers went** to ensure that they were able to provide what a person asked for or needed.

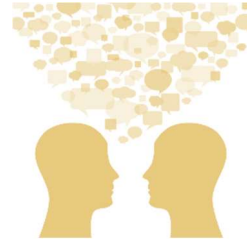
Where this was not apparent it was again highlighted **that consistency and transparency was felt to be a barrier**, where a request was denied without full and transparent reasons given for why it was not possible.

When discussing **whether people felt respected** when voicing their needs and wishes there were a great number of people who once again gave testament to extremely positive relationships with their support co-ordinators and the Future Pathways service. People used expressions like **friendly, respected, approachable, understanding and kind** to describe how they felt about contact with the service.

“I have always been treated with respect by my support person.”

“Yes, I felt respected and believed which is massive to survivors.”

“Very much respected, just getting emails from workers seeing how I’m doing and getting on makes me feel like someone cares.”



“I didn’t feel respected or listened to – it felt as if we were nodding dogs. We took it to the Scottish government, but they took Future Pathways reasons for ending the advisory groups.”

“When asking for anything I was made to feel uncomfortable.”

“I was put out of the service very abruptly after the work we did was complete. The exit from the children’s home was very abrupt so this kind of exit was re-traumatising.”

“I can’t fault Future Pathways – except that there are not enough resources, more staff are needed....”

“Future Pathways tell me what is going to happen and when, my worker is there me and that is important.”

“My experience has been that they will strain every sinew to help. If they are unable to help an explanation is offered.”

“From my own experience my co-ordinator was on the ball and did everything we agreed on and always took the time to explain what she was going to do.”

“They have always done what they said they would do for me.”

“...I needed a break away with my partner....I was put on a waiting list one or two years ago and never heard a word. I then changed it as it would be nice to be able to decorate my home with fresh paint and paper again and I was asked can I not afford to do it myself. I am not sure how the service worked though I was only advised to ask by my councillor. I just gave up after that as I felt embarrassed and decided I will just save up for what I need.”

“I wanted to access the fund for bits and pieces in my house....but haven't been able to get this help this time. I would like to have accessed counselling through Future Pathways, this was supposed to happen, but this never came to anything. I didn't hear anything from them, and I didn't feel able to get in touch.”

Understanding Future Pathways

Part of the discussions that we had with people looked at their **understanding of the Future Pathways service**, The organisations' purpose, and the role of its' staff.

People's responses to this were fragmented with a split between people who felt that **explanations given to them were helpful and adequate** to a significant portion of people telling us that despite having received support from Future Pathways there were still **unaware of the scope of support they offer** and that part of this was related to the way they were introduced to the service.

There were some **practical issues** that people highlighted around the materials that were sent to them that would benefit from changes, for example the size of the text being **prohibitively small for people with bad eyesight**, along with **receiving too much written information** for people with issues such as dyslexia.

Comments were made about the **helpful attitude of staff** when introducing the service. Some people told us that the level of information felt right at each stage and that, as their time through the service developed, so too did their knowledge of what was available to them.

Others told us, however, that a **lack of clarity at the onset** of contact with the service had **led to delays** in them receiving support. A lack of understanding of organisational structure was also highlighted as confusing for people when accessing the service.

Unlike the people who felt that their knowledge of the service had grown over time there were several comments from people indicating that they have **not been able to gain any clarity over the what Future Pathways does**. Whilst for some this was not a barrier to accessing the service for others it was frustrating, meaning that they did not know what they could ask for and disappointing when the things they wanted to access were not available.

“To begin with I was not sure what they could do but as time went on, I was made aware of what help could be accessed through the service.”

“I was told I could get a year’s support from the start, so I knew what to expect”

“I live in England at the moment – I was given clear information about what they do. They have helped my Mental Health, bought me furniture and a holiday. Spoke with someone twice a week. It’s been amazing I would not be here if it wasn’t for them.”

“Perfect, and not too overbearing.”

“This was not explained clearly initially which led to a two-year delay on my part before contacting them again. “

“No, it was confusing”.

“I am dyslexic – I receive a lot of letters!”

“The brochure that we received to give clients could be improved on. Many have bad eyesight, and the font is quite small.”



“I am not sure of the format of Future Pathways, is it the council, or a facility to help get through this process of redress?”

"I was not clear what to expect, they didn't explain it to me. I had to ask and most of the things I asked for were not available."



"It wasn't clear what the service was at first, I was just given a name and a phone number. I didn't know what they did."

"I don't think it was so clear what Future Pathways could do but the worker listened and was really easy to talk to."

Working with staff in Future Pathways

When looking at the support offered by Future Pathways, we asked people if they felt it was important to have one member of staff to always deal with. If this were not possible **did, they feel confident that other people in the organisation could help instead.**

By far most people confirmed that having **one worker consistently** that a bond of **trust and rapport** could be built up with was preferable.

People spoke about how difficult it is for survivors to be able to trust a figure of perceived authority and the challenges of having **to repeat stories over and over to new workers.**

However, equally most people confirmed that they would feel confident to contact another member of Future Pathways if they could not get in contact with their designated worker.

“It’s hard for survivors meeting new people but my worker was amazing I just didn’t have long enough with her.”

“Would talk to anyone, however, the continuity of one person is preferable.”

“Yes, it’s important to have one specific person. You don’t have to tell your story over and over...”



“Yes, because you build a rapport with the, what I find hard.”

“Yes, when my key worker is unavailable another worker takes over seamlessly.”

“I would feel confident, but I would rather stick to the support worker I have.”

"I'm being introduced to a new worker, I think a team of people to call on has been helpful, other workers in Future Pathways all seem to be able to understand my needs. So, whilst I have a good relationship with my worker, I know I can contact other people when they are off work."

"I don't want to tell my situation more than once."

Linking with other services

As has been noted previously in the report, **joined up working and access to services** that suit their individual needs are important to people.

We asked people if Future Pathways **matched them with other organisations that met their needs**.

People spoke to us about positive experiences that they had where Future Pathways had **supported them to get access to a variety of SPECIALIST services that led to positive outcomes for them**, and how important it had been to have the support of Future Pathways throughout this to help make contact as well as ensure that the support was working them in the way they wanted it.

"...The NHS is rubbish with mental health problems. Future Pathways sent me directly to a trauma psychotherapist. The NHS played pass the parcel with me for 30 years."

“Joined up work has worked well for me.”

“Yes, Future Pathways are great at recommending organisations that can help some people.”

“It’s so important that people are matched to their needs which are considered in detail.”



“Matching people where possible, congruent of their details that is really important.”

“.... We need people with specialist experience, especially available locally.....”

People did tell us that **this had not always been the most successful part of their journey with Future Pathways** but acknowledged that this was not necessarily due to anything that Future Pathways could prevent.

“...being in England hampers this a bit.”

“Funds are not bottomless, it’s not Santa Claus. I think I need more local services. There are no services here for me in my local area.”

“Never offered anything by them just felt like a burden. I received something minor I asked for mind you and the lady was nice. I hate asking for anything as well though so goes both ways.”

Raising concerns

When we spoke to people about processes in Future Pathways when **raising concerns and making complaints** there was an even split between those who were confident that they knew how to do this and those who didn’t.

When we asked people, if they had raised a concern, how they felt these had been dealt with people gave us several examples of how these had been addressed. There were **both positive and negative** examples of these described to us.

“My complaint was listened to and responded to which helped me re-establish contact with Future Pathways.”



“Feels like I wasn’t listened to.”

“My complaint was upheld.”

“They are counting on our apathy and for us getting tired of getting nowhere.”

Overall experience

There were some people who wanted to tell us that many of the issues that we have spoken about throughout the rest of this report had meant that **their overall experience of Future Pathways had not been as successful as they would have hoped for:**

“I was disappointed with the way the volunteer committee was treated....the way they were dismissed after 3 years was disgraceful.”

“.....communication broke down, I suggest they look at their client lists more often, one worker may have too big a caseload.”

“They forgot about me but kept me on their books.”

However, there were also many people who spoke positively about their overall experience with Future Pathways. They had **praise for the relationships that they were able to build with staff, and the tenacity of the organisation to fulfil the needs of the people they work with.**

“They were great, and they listened to me.”

“Very helpful.”

“They are an amazing team and go out of their way to help.”

“I would just like to thank you for your kindness...”

"I think they should get more credit for the work they do."

"A very good service for people who have been through the same life as we have."

"They have fully supported my needs and I hope they continue to do so."

"Remarkable – completely changed my outlook on life, my way of thinking in a positive note, allowed me to be free and to embrace life today and stop looking back to the negativity."

SERVICES FOR IN CARE SURVIVORS DESIGN

Part of CAPS consultation with people was to explore what is important to them in services for in-care survivors.

We asked people **how services should be designed** to allow people who access them to feel confident that people's needs are at its core, what is important to include for services of in-care survivors, what is important about staff that work for services like this and how long services should be offered to survivors.

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When people spoke to us about how a service can make people confident that the people who use the service are at the centre of the service, they told us that it needs to be.

- **Independent**
- **Flexible**
- **Transparent**
- **Survivor led.**
- **Safe**
- **Secure**

We heard from people about **their need to feel trust in any service** that was provided for them. Many spoke about **the lack of trust for authorities** that were at the heart of the abuse that they had suffered. They told us that how challenging it was to separate from these experiences when seeking support for this abuse.

People were keen to tell us that **any service that is provided for survivors needs to feel safe and to be accountable**. A lack of accountability was identified as a key factor in survivors experiences in the past and that this was necessary to help people feel that any service was genuinely aware of the needs of survivors.

“That workers listen to and support individuals and not act like social workers making decisions for them.”

“It needs to be designed with empathy and patience as survivors struggle to adapt to changes and above all trust.”

“Having survivors on the board as they would help making the best choices.”

“A model of flexibility is great. In care has never been flexible and survivors have been made to fit a mould that does not work for them. It’s good to be flexible.”



“It should be someone totally unbiased and independent that runs the service. They should treat everyone equally regardless of colour, religion, etc. It should be independent from the government”.

“People are not able to trust the system, we need transparency and a break from the current system. It needs to be independent from Scottish government....”

“People with experience of in-care abuse need to be involved in services – you have to have trust for other people who have experienced the same thing. A peer support element.”

“It is important to me that services are mandated at government level and that they are official.”

“There needs to be transparency and accountability, lack of this led to abuse happening. People accepted authority without question and people weren’t held to be accountable.”



“Services for survivors should be separate/independent of local authorities and government. Needs someone separate from those authorities and have caused the mistrust/abuse/power imbalance”.

What to include

Looking practically at what people feel is important to be included for survivors in any service, people had lots of suggestions for what they believed could make the best experience for them:

- **Peer opportunities**
- **More and better access to local resources**
- **Support and education for family**
- **Support to get access to records.**
- **Ways to be involved with the design and running of services.**

A large proportion of respondents spoke to us about the need to have more opportunities to **connect with other survivors**. This ranged from opportunities to get together in a supportive collective way to share experiences to finding ways to connect with people who were in the same care setting.

Many people spoke about the need to have more access to **support at a local level**, whether that is directly through a central service for survivors or that service being able to work well with local services to enable people to get the support they need in a more cohesive way.

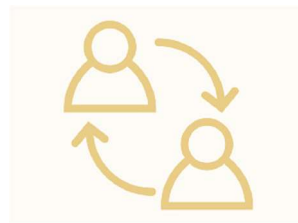
CAPS Independent Advocacy is a Scottish Charitable Incorporated Organisation.

Scottish Charity Number SC021772

Lots of people spoke to us about **strengthening and increasing opportunities for survivors to more involved** with the design and delivery of services. Some people told us it would be important to include **support for their families** in any service provided for survivors.

One of the most common topics that people spoke about when thinking about what is important to include in any service for survivors was **support to access records** for their time in care. This is an issue that can come with significant complexities for survivors and support to both trace, access and process records is a pivotal part of a service offered to survivors.

“A peer element is very important....it is really important that proper peer working is available on request. I need someone who really understands what I am talking about.”



“I had the opportunity to meet others at the home by accident as I came across people making a film, he passed on my details to others who were at the same home. I found this helpful. This would be a good thing for people in one respect and in other ways not - it would need to be done in the right way, the opportunity for people to keep in touch would be important.”

“I would like contact with other survivors especially if they had been in the same place and the same time.”

“Support and training for family of survivors might help and be important part of a service for in are survivors. My wife goes through all of this with me...”



“Activism – I had to convince myself what happened is unacceptable....we need to do something about it and not be silent. People don’t realise it was wrong. We are the people to do that – we should have sort of forum.”

“We need to know what everybody’s role is and how they can help someone to co-ordinate it and organisations need to work together.”

“Helping people get access to their records is really important part of what in care survivors need from a service.”

“Having survivors on the panel”.

“I am one of the lucky ones – I have a good worker but maybe there some unhappy people, so opportunities to feedback are important. This opportunity to feedback has been wonderful.”

“Group work – so survivors know that they are not alone, it’s not suitable for all survivors but it should be there none the less. It’s important for people to have the opportunity to learn from each other and share experiences if they want.”



“Access to records is important. I got these and my therapist held on to them with my agreement until I was ready. My records aren’t all my story I have had a brief look at them, but it was too difficult.”

“Relevant support organisations for a wide range of lifestyle needs. For example, mental health organisations or counselling advice lines etc”

“Contact with other survivors is an important chance to connect with others with similar experiences. This had to be done in the right way, I’ve had experiences where this hasn’t been far. So there needs to be good ways of doing this in a safe way as meeting others for support and to share experiences are important. I’ve met a lot of good survivors over the years.”

Working in services

As people have told us one of the most important elements of any service for survivors are the workers who are involved with supporting people who access the service.

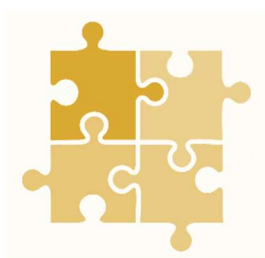
We asked people what **skills and experience they thought workers should have when working for a service for in-care survivors**.

They told us that one of the most important elements is a good knowledge of what in-care survivors have experienced. The **ability to empathise and build trusting relationships** was key to a successful worker.

People also told us that it would be important to create **opportunities to employ people who had their own lived experience** in roles in services for survivors.

A **patient, non-judgemental attitude** was also highlighted along with **strict vetting processes**, that were transparent for those accessing the service to embed a sense of safety for people.

“Maybe employ someone who has been in care and know the experience that victims went through.”



“They have to have empathy and also an understanding of how vulnerable in care survivors are.”

“I think knowing about the abuse we endured is very important and knowing what support they can give.”

“Empathy, compassion, understanding and non-judgemental is core, with these a survivor will build trust with this individual to allow them to engage.....people working in them should be vetted and qualified.”

Length of support

As we have seen throughout the report survivors’ access to services vary and their support needs can be different at different points in their journey. We were keen to find out people’s thoughts on how long services should be offered for and if their services were to be disrupted or changed how could this be made easier.

It was evident that people believed that a service should be provided on **an individual basis for as long as the person required it.**

For most people this meant on a **long-term basis**, however others told us that a service when needed that was **open-ended** rather than continuous would be helpful for them.

When thinking about how changes to a service could be dealt with successfully people spoke about having **time to prepare**. Sudden changes to services left people **feeling unsafe and abandoned** which was reminiscent of the experiences they had had in care.

Planning and preparation were highlighted and good conversations with people about what may come next for them.

People noted that **the pandemic has been difficult** for this. Support patterns have been disrupted and contact has lessened which has been challenging at a time where their maintaining their mental health has been difficult already.

“It should be available as long as the survivor needs, and if the survivor feels they no longer need their help their details should be retained, and they should get follow up check-ins to enquire how their situation is going.”

“I think a long-term basis because even if justice is served people still need support.”

“Yes, long term I still have demons that will not leave me ever.”

“I think a long-term basis as I’ve endured this abuse since I was a child, and it never goes away. I’ve lived with this for 60 years.”



“Only when needed, additional resources and support could be offered if required.”

“Support should be available long term, for short periods of time.”

“It is important to get support that is open-ended”.

“Getting support in small chunks whenever you need it”.

“Covid 19 changed the way I was supported but assured on the telephone and this helped.”

“I have moved and the organisation I use still helps offers me the same service.”



“If a service has to end it is important to make sure there is a crossover with new staff. I need to know from the start and have warnings over when a service might end.”

“I think people like us have issues, we need plenty of time to absorb changes and for it to sink in. It’s like a bereavement losing your worker.”

“Planning and preparation that it is going to end. That I know from the start how and when it is going to end and time to reflect and sum up is also needed and possible referrals to other bodies/the next stage of support.”



“I think it would break my confidence as having someone to speak to is all I need.”

“My worker dropped the bombshell that she was leaving at the end of a session. I burst into tears....”

“The pandemic has disrupted a lot of services...”

ANYTHING ELSE TO SAY

When we asked if there was anything else that people wanted us to know that was important to them regarding Future Pathways and services for in-care survivors, many people told us again **that their experience with Future Pathways had been lifesaving** and that they wanted to convey their thanks for all their support.

Others spoke about the **frustrations they had experienced with communication and transparency** whilst interacting with in-care survivor services.

And comments from others identified a central feeling for them about what services for survivors have been and for them should be.

“It’s almost more important for services to act as the missing parent rather than to act as a psychologist or whatever. For me I don’t want a can of worms open in my brain as it’s always the case that you can get help to put the lid back on. Continuing the corporate parenthood and practical and financial life needs, in the way it should have been done all along are more important to me. Support should be based on individual needs.”



CONCLUSIONS

Throughout the entire consultation there have been several key themes that have emerged.

People have expressed both **satisfaction and frustration** with services that they accessed throughout their lives and have described situations that have been extremely beneficial whilst articulating the elements that are barriers to support being successful and meaningful.

- **An element of financial support** is valued and whilst not seen as an answer in itself it is definitely something that people find welcome as a part of support for survivors.
- **Support to trace, access and process records** is undoubtedly a key requirement for any service in place to support survivors. This is a unique element to the survivor experience and one that has been shrouded in secrecy for people and can be key to feeling a connection with their life experiences.
- **Access to specialist therapies and other support services** particularly in areas local to where people are living has been identified as important to people being able to manage their daily lives in their own environment.
- **Independence and opportunities to have an independent voice** are incredibly important to survivors. This is true across the spectrum of service provision, from the service themselves being independent from statutory authorities to providing opportunities for independent feedback on service provision.
- **Transparency throughout services** is a crucial element for survivors. Trust is a critical issue for in-care survivors and ensuring that services are transparent with their structures, procedures and decision making is essential.
- Part of ensuring transparency needs to be **survivor led services**, where lived experience is at the heart of service design, included in service delivery and options for peer opportunities are provided as often as possible in a variety of ways. Ensuring that lived

experience is present at all levels of decision making, that **spaces for peers to link up** with each other in safe environments are designed and that uniquely there is a way for survivors to connect with other survivors that may have shared experiences in the same care settings.

- **Communication** appears time and again throughout the consultation as one the most important factors when designing any service for survivors. This is not least to ensure many of the comments listed above are maintained, also the wide geographical area covered by services for survivors makes this even more important to enable survivors to feel connected.
- **Visibility** is another key aspect to any service for survivors. We have heard how difficult it is to not only identify as being a survivor but also to be able approach services for support. Wide advertising in places that people will not only see but feel confident to approach a service is necessary.
- **Consistency**. Predictable, open access services that allow people to define their support needs collaboratively. Services that have clear understandable parameters and are available long term is something that survivors appreciate.



THANK YOU

CAPS Independent Advocacy would like to thank everyone that contributed to the consultation and shared their experiences.



WHAT NEXT?

Following any feedback that we receive regarding the content of this draft report CAPS will finalise the report and those who have been involved in the consultation be offered the opportunity to receive a copy of this report if they want one.

CAPS will provide this report to Future Pathways for their consideration.

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