

PE1596/Y

Petitioner submission of 28 August 2019

I have the following questions in relation to Future Pathways submission of 16 August 2019.

Background

In the Background section, Future Pathways stated that the Scottish Government issued a tender for the needs-led service for Survivors and that a consortium of organisations were awarded the contract.

Q: Wellbeing Scotland was not mentioned. Why?

Operating Model

In this section, Future Pathways stated that they are governed through an Alliance Agreement. The Alliance Leadership Team consists of representatives from the organisations who are part of the consortium (Health in Mind, Penumbra, Mental Health Foundation and NHS Greater Glasgow and Clyde); the Scottish Government as commissioners of the service, and survivor representatives.

Q: Who are the survivor representatives?

Future Pathways said that feedback from survivors who use Future Pathways is that this brokerage model of support increases choice and control.

Q: What evidence is there for this statement?

Waiting List

Future Pathways said that the actions that they had taken, supported by additional funding from the Scottish Government, had reduced the waiting list.

Q: Explain additional funding? How much?

Future Pathways and Wellbeing Scotland

Future Pathways said that Wellbeing Scotland is the only Support Provider out of the 70 that Future Pathways had used which had not signed up to the provider agreement. They said that this provider agreement relies on partnership working and the minimal possible information is collected to ensure quality, safety and to allow financial scrutiny for public monies.

Q: Can you clarify what is the information that they require from Support Providers?

IROC tool

Future Pathways said that no person registered with Future Pathways is obliged to use the Individual Recovery Outcomes Counter (IROC) tool and we are glad to offer this clarification to the Committee and to the petitioners.

Q: Can you explain this?

Future Pathways said that the Individual Recovery Outcomes Counter is recommended for use in the Mental Health Strategy (2017 to 2027) and is successfully used by many, varied organisations nationally and internationally. It was co-designed and co-developed by practitioners and people who use services.

Q: Is this recommended for use within the NHS?

Glasgow Psychological Trauma Service (The Anchor)

Future Pathways said that one of the strengths of Future Pathways is the relationship they have with the Glasgow Psychological Trauma Service. Although they stated that use of this service is entirely optional for someone registered with Future Pathways.

Q: What alternatives are there for survivors who do not want the Anchor?

Future Pathways said that the type of support offered at The Anchor would be wholly inappropriate in many instances.

Q: Can you explain why it would be wholly inappropriate?

Counselling Referrals

Future Pathways said that they take a pragmatic, inclusive approach so that people can access whichever service they feel would be helpful. Where counselling is selected, the person may choose any provider that is willing to sign up to common quality standards and reporting requirements.

Q: Why is this process implemented for providers?

Future Pathways said that since the project began, 301 people have requested counselling and 111 of those have required more than 12 sessions. They said that counselling is put in place with reviews planned after 12 sessions.

Q: Would there be additional sessions if required? Survivors are unlikely to disclose in such a short time and should not be “coerced or pressurised” to accept such a limited amount of time.

Evaluating Future Pathways' Impact

Future Pathways provided information on their evaluation process. As part of that they said that they 'improve and share best practice'.

Q: Can you explain this?

Future Pathways also mentioned a data collection plan which involves face to face interviews with survivors and support coordinators.

Q: Would this be together, the survivor / co-ordinator in the same room?

Future Pathways said that sources and evidence collected as part of the evaluation process are linked to defined 'success criteria' for the relevant outcome within the four outcome maps.

Q: What data is referred to here?