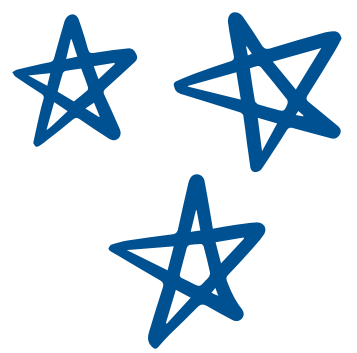
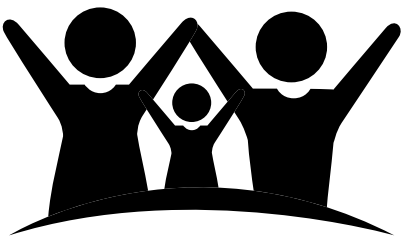


Key findings from the Child Poverty Pathfinders evaluation



What is a Pathfinder?



The Pathfinders in Glasgow and Dundee deliver person-centered, place-based support to families most at risk of, or in poverty

What were the aims of the evaluation?

The early implementation process evaluation had the following aims:

- 1** Understand the extent to which the Pathfinders are achieving the aim of establishing systems change, and what the barriers and facilitators to this have been.
- 2** Explore how the Pathfinders are engaging with target audiences, and examine the impact that this is having on the landscape of existing local service provision.
- 3** Understand the development of the Pathfinders from the perspectives of partners and stakeholders, exploring what's going well and less well in the design and delivery, while exploring what is working well and what could be improved to support partnership working.
- 4** Explore the experience of families who have received services via the Pathfinders to identify what it is about the support received that is different from previous experiences of receiving support. This includes exploring what has worked well to reduce barriers to accessing support and what could be improved.
- 5** Investigate stakeholder and partner views on areas to be improved and their views on the sustainability, replicability and scalability of the Pathfinder model in the future.

Research methods

From November 2022 to March 2023 researchers at Rocket Science engaged:



18

Stakeholders and partners from the Dundee Pathfinder took part in semi-structured interviews

12

Stakeholders and partners from the Glasgow Pathfinder took part in semi-structured interviews

20

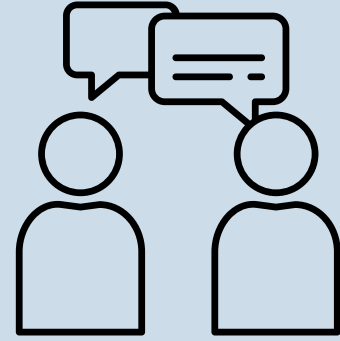
Parents/ carers who accessed the Dundee Pathfinder took part in semi-structured interviews

16

Parents/ carers who accessed the Glasgow Pathfinder took part in semi-structured interviews

16

Partners completed an online partnership scorecard survey



Who are the Pathfinder partners and stakeholders?

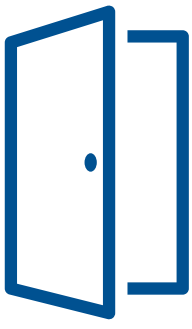
The **stakeholders** are those responsible for delivery on the local level. The stakeholders vary for each Pathfinder, but they include representatives from statutory and third sector organisations



Pathfinder partners include City Councils, NHS, Health and Social Care Partnerships, DWP, and Social Security Scotland.

The main aim of the stakeholders and partners was to work together to reduce child poverty

How do the Pathfinders work and how are they delivered?



Both Pathfinders use a **'no wrong door'** approach and a **triage and key worker model**

They **work in partnership to create holistic approaches**, where a range of needs can be met in a single interaction



Person-centered, place-based support is based on what the person needs

- This support will look different for different people
- Support is given in a non-judgmental way
- Wherever someone accesses the Pathfinder, they will receive holistic support based on their needs

Those designing and delivering the Pathfinders reported:



There is a need to work to deliver support that focuses on the person and where they live

Having **local people and knowledge** involved is crucial

The evidence shaping the Pathfinder should be informed by local knowledge and an **understanding of local challenges**





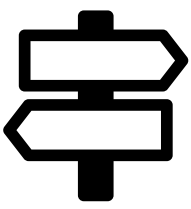
Person-centred approach means taking the time to **get to know families and address multiple needs**

Data sharing and data use agreements need developing to ensure that target groups are being reached



Enhanced monitoring data needs to be collected to enable future evaluation

Families reported that:



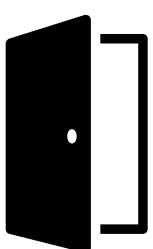
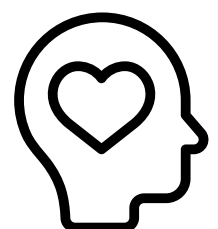
They **valued having a keyworker** to guide them through the system and access multiple types of support

They received immediate crisis help with bills, benefits, and other essentials



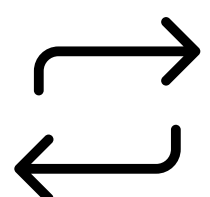
They received help they did not know they were entitled to

Their keyworker listened carefully to their needs in a non-judgmental and empathetic way



The 'no wrong door' approach reduced barriers to accessing support

As well as advice, they received support to achieve long-term change



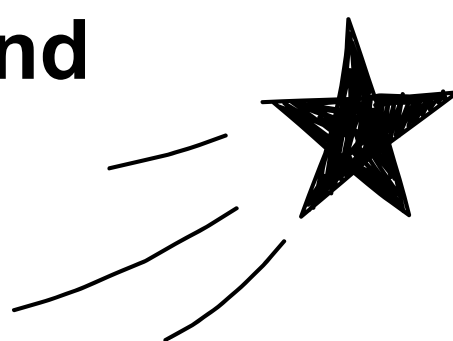
In **Dundee** families felt the service could be improved by:

- having home visits
- Extending the opening hours of the drop-in centre
- Increasing the number of services available at the centre



In **Glasgow** families felt the service could be improved by promoting the service more

Future sustainability and scalability of the Pathfinders



The Pathfinders **will look different in different places**, but should continue to deliver support through the 'no wrong door approach' and be **flexible to local needs and informed by local knowledge**

The principles of **holistic, person-centred care that aligns with context must guide delivery**



For Pathfinders to be successful, all partners need to need to recognise that the child poverty targets are critical and **commit their organisations to working together to tackle this**



Planning time before the 'action' phase is required for **local scoping work to ensure the right stakeholders and partners are involved at an early stage**

While some change has already occurred, **whole systems change should be viewed as a long term project**



There has been progress in creating a more joined-up system through enhanced partnership working, but lasting change will require **long term investment and commitment** from multiple sectors



Recommendations



Recommendation 1

Pathfinder aims and objectives should be co-designed early and should involve the right partners and stakeholders locally.

Recommendation 2

Data sharing challenges should be worked through from the outset to allow data to be shared and used to identify and reach target families consistently.



Recommendation 3

Clear project planning and project management structures should be in place to ensure that there is effective communication, clarity and shared understanding of partnership goals and clear strategic direction.



Recommendation 4

Monitoring and evaluation processes should be built into Pathfinder models to support the early identification of delivery issues, improve opportunities for ongoing learning and allow an assessment of impact.



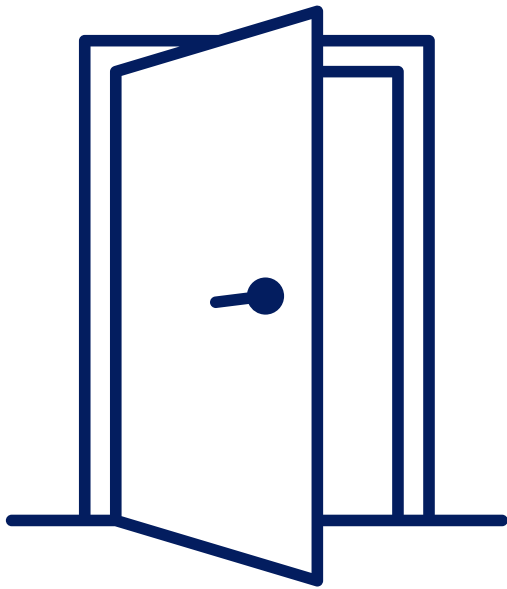
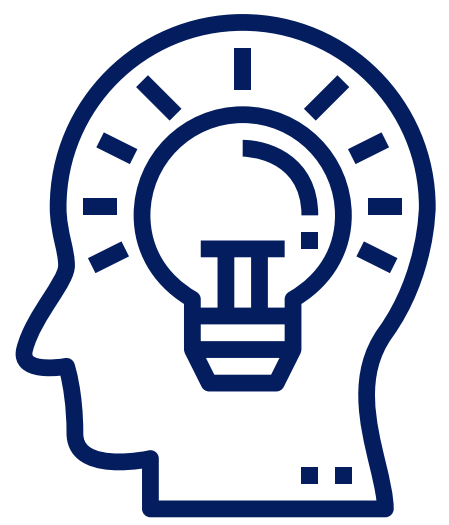
Recommendation 5

Strategic and operational commitment to allowing different ways of working and creating spaces for people to build relationships and work collaboratively should be ensured to enable the operational culture for system change.



Recommendation 6

Local knowledge should be embedded and shared in the Pathfinder delivery and development process so that support can be tailored effectively to local need.



Recommendation 7

Ensuring that a 'No wrong door' model with multiple access points and delivery channels is key to providing support that families feel is easier to navigate and non-judgemental and should continue to be built on as a central part of the Pathfinder model.

Recommendation 8

Pathfinders should continue to be built around and commit to providing person-centred support providing the right level and type of support that each family needs at the right time.



Recommendation 9

Pathfinders should ensure they are delivering support using appropriate delivery models and locations, that are accessible and have privacy.



Recommendation 10

The support offered by the Pathfinders should be more effectively communicated in the areas it is available through a variety of routes.