|  |  |
| --- | --- |
| **Support Domain** | **Outcomes** |
| **Respect and Dignity** | Young people have access to and are supported by a dedicated, skilled, and consistent keyworker with the skills and competencies to effectively engage and motivate them. |
| Young people are given the opportunity and support to feedback in relation to service delivery. |
| Young people are treated with dignity and respect and their confidentiality and privacy is respected. |
| The Provider will be flexible and responsive to ensure young people can access support to meet their needs. |
| Young People report that they have been treated with respect and dignity whilst staying at the service especially in regard to gender, sexual orientation, age, physical or mental health, ability, race, religion, culture, social background, and lifestyle. |
| **Emotional, Physical and Mental Health and Wellbeing** | Young people will feel they have the appropriate tools to manage their own wellbeing and mental health and are supported to develop individual coping strategies. |
| The Provider will ensure young people are aware of how to access primary health care and other specialist health services appropriate to their needs. |
| Young people will be aware of when to access emergency/crisis provision thereby reducing the use of A&E visits and numbers of unplanned/inappropriate hospital admissions. |
| The Provider will support young people to learn and understand budgeting and shopping skills to maintain a healthy balanced diet. |
| The Provider will provide information and a safe environment that minimises risk, so young people can manage/reduce substance misuse or remain abstinent. |
| Young people are provided with information about health issues and can make informed choices. |
| Young people will feel encouraged and informed about the benefits of participating in fitness and exercise. |
| Young people report an improvement in their emotional and mental health |
| Young People report an improvement in their physical health |
| **Transition to independence** | Young people will have a good understanding and be able to identify risks within their own home, including safe appliances maintenance and repair, and communication with utilities Providers |
| The Provider will support young people to secure suitable accommodation and alternative housing options for move on accommodation. |
| Young people understand the behaviours (their own and others’) that could lead to eviction |
| Young people report that they feel confident and have the appropriate skills to live independently on exit from the service. |
| **Feeling Safe** | Young people will feel informed and supported to maximise their safety in having awareness in recognising and being safe from abuse, harassment, and victimisation within their home environment. |
| Young people report that they can manage personal safety and independence outside of the home including understanding own behaviours and personal safety. |
| **Positive Social Networks and Community Engagement** | Young people will feel encouraged and supported to be part of the local community and have the confidence to use community and universal services. |
| Young people will feel encouraged and supported to engage or take up leisure activities, hobbies, and other positive interests. |
| Young people will feel encouraged and supported to establish and maintain contact with positive friends, networks, and relationships. |
| The Provider will ensure young people are at the centre of all decision making and planning in relation to support planning, risk assessments, outcome setting and review process |
| Young people will feel an increase in their confidence, self-esteem, and their ability to have greater choice and control in their lives |
| **Financial Stability** | Young people will feel able to plan, budget and manage incurred debts to avoid eviction/homelessness in the future. |
| Young people know how to access services and support. |
| Young people will have a better understanding of how to set up and/or manage their bank account, tenancy, accommodation, and associated issues. |
| The Provider will ensure that young people are aware and can access appropriate benefits information and local services. |
| Young people will report an improved management of their finances and budgets |
| **Employment, Training and Education** | The Provider will offer where appropriate/available training opportunities to support independence. |
| The Provider will encourage and support young people into and/or maintain education, employment, training, or volunteering opportunities.    ***Definitions:***     * Employment (including apprenticeships)16 hours per week + sustained for a period of not less than 16 weeks * Volunteering 16 hours per week + sustained for a period of not less than 16 weeks * Education and training 16 hours per week + sustained for a period of not less than 16 weeks (unless it is a short course/training programme that requires fewer hours, then the young person should complete it) |